



# Unanet Cloud Maintenance Notices

As part of our Cloud service, Unanet occasionally needs to upgrade the hardware and/or software that make up the Cloud platform. The purpose of these upgrades is to ensure that we are on current hardware, our performance continues to meet demand, and to improve the overall security of the platform. These updates take place during scheduled maintenance windows.

## Current Status

 There is currently no active maintenance.

## Upcoming Maintenance

 There is currently no upcoming maintenance scheduled.

The license could not be verified: License Certificate has expired!

## Maintenance History

### Unanet software upgrade for Production platform

**Live Update:** Complete at 3:45pm

Unanet will be upgrading the Cloud Production platform to the latest Unanet version, Unanet 20.1.

During this upgrade, only those production sites that are using Unanet 19.2 version will be migrated; but all Unanet Production sites will be unavailable. Sandbox sites will not be impacted during this maintenance.

For more information on the release, please visit [What's New in this release](#)

For webinars, please visit [Webinars](#).

#### What Action do I need to take?

None, your site will be back online after the maintenance.

#### When will this maintenance occur?

The maintenance will occur on Saturday, April 25, 2020, beginning at 12:01 AM EST lasting until about 6:00 PM EST.

### Unanet software upgrade for Sandbox platform

**Live Update:** Maintenance Complete.

Unanet will be upgrading the Cloud Sandbox platform to the latest Unanet version, Unanet 20.1.

During this upgrade, only those sandbox sites that are using Unanet 19.2 version will be migrated; but all Unanet Sandbox sites will be unavailable. Sandbox sites will not be impacted during this maintenance. Additionally, we will not be able to refresh the sandbox site with production database after this migration until the mass migration of production sites that is scheduled for Saturday, April 25, 2020.

For more information on the release, please visit [What's New in this release](#)

For webinars, please visit [Webinars](#).

#### What Action do I need to take?

None, your site will be back online after the maintenance.

#### When will this maintenance occur?

The maintenance will occur on Thursday, April 23, 2020 beginning at 6:00 AM EST lasting until about 6:00 PM EST.

## Unanet Platform upgrade for Production platform

**Live Update: Maintenance completed successfully at 2:45 pm.**

Unanet will be performing platform upgrades on the cloud platform servicing a portion of the cloud production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Saturday, March 21, 2020 beginning at 5:00 AM EST lasting until about 3:00 PM EST.

## Unanet Platform upgrade for Production platform

**Live Update: Maintenance completed successfully at 12:30pm EST.**

Unanet will be performing platform upgrades on the cloud platform servicing a portion of the cloud production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Saturday, February 29, 2020 beginning at 5:00 AM EST lasting until about 12:00 noon EST.

## Platform upgrade for Sandbox platform

**Live update: Maintenance completed successfully as of 10:59 am EST ahead of the schedule by 3 hours.**

Unanet will be performing maintenance on the cloud platform servicing the Cloud Sandbox sites. During this maintenance, only the sandbox sites will be unavailable. If a site is impacted, it will include a dashboard message on the home and admin dashboards stating the date and time of the maintenance and also a link to this page.

The purpose of this maintenance is to upgrade the database to a newer version.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Saturday February 8, 2020 at 6:00 AM EST lasting until about 2:00 PM EST.

## Unanet Software upgrade for Production platform

**Live Update: Maintenance completed successfully as of 12:58 pm EST ahead of the schedule by 5 hours.**

Unanet will be upgrading the Cloud Production platform to the latest Unanet version, Unanet 19.2.

During this upgrade, only those production sites that are using Unanet 19.1 version will be migrated; but all Unanet Production sites will be unavailable.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Saturday, January 11, 2020 beginning at 12:01 AM EST lasting until about 6:00 PM EST.

## Unanet Software upgrade for Sandbox platform

**Live Update: Maintenance completed successfully ahead of the time in 11 hours.**

Unanet will be upgrading the Cloud Sandbox platform to the latest Unanet version, Unanet 19.2.

During this upgrade, only those sandbox sites that are using Unanet 19.1 version will be migrated; but all Unanet Sandbox sites will be unavailable. Production sites will not be impacted during this maintenance.

We will not be able to refresh the sandbox site with production database after this migration until the mass migration of production sites that is scheduled for Saturday January 11, 2020.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Thursday, January 09, 2020 beginning at 6:00 AM EST lasting until about 6:00 PM EST.

## Unanet Software upgrade for Production platform

**Live Update: Maintenance completed ahead of the schedule. Total time: 16 hours.**

Unanet will be upgrading the Cloud Production platform to the latest Unanet version, Unanet 19.1.

During this upgrade, only those production sites that are using Unanet 11.0 version will be migrated; but all Unanet Production sites will be unavailable.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Saturday, October 19, 2019 beginning at 12:01 AM EST lasting until about 6:00 PM EST.

## **Unanet Software upgrade for Sandbox platform**

**Live Update: Maintenance completed ahead of the schedule. Total time: 10 hours.**

Unanet will be upgrading the Cloud Sandbox platform to the latest Unanet version, Unanet 19.1.

During this upgrade, only those sandbox sites that are using Unanet 11.0 version will be migrated; but all Unanet Sandbox sites will be unavailable. Production sites will not be impacted during this maintenance.

We will not be able to refresh the sandbox site with production database until the mass migration of production sites that is scheduled for Saturday October 19, 2019.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance will occur on Thursday, October 17, 2019 beginning at 6:00 AM EST lasting until about 6:00 PM EST.

## **Live Update: Maintenance completed ahead of the time. Total time: 2.25 hours**

Unanet will be performing maintenance on the platform servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to replace the degraded hardware.

The maintenance will occur on Saturday, July 27, 2018 beginning at 6 AM EDT lasting until about noon EDT.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The maintenance is underway at this time.

## **Live Update: Unscheduled maintenance completed on UNET9. Total time: 1.75 hrs**

Unanet is aware of the issue with the platform servicing a portion of our cloud production sites. If your site is impacted, Site Unavailable message including a link to this page will be displayed.

Unanet team is working diligently on identifying the cause and will update this status as we know more.

We apologize for this interruption.

### **What Action do I need to take?**

None, your site will be back online as soon as the maintenance is complete.

**i** **Live Update: Maintenance completed successfully ahead of the schedule at 9:15am**

### **Unanet platform upgrade for Production platform**

Unanet will be performing maintenance on the cloud platform servicing a portion of the Cloud Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home and admin dashboards stating the date and time of the outage and also a link to this page.

The purpose of this maintenance is to upgrade the platform OS and database configurations to boost performance.

#### **What Action do I need to take?**

None, your site will be back online after the maintenance.

#### **When will this maintenance occur?**

The maintenance will occur on Saturday June 8, 2019 at 12:01 AM EST lasting until about 6:00 PM EST.

### **i** **Unanet Software upgrade for Production platform**

**Live Update: Maintenance completed ahead of the schedule at 4:50 pm EST.**

Unanet will be upgrading the Cloud Production platform to the to the latest Unanet version, Unanet 11.0.

During this upgrade, only those production sites that are using Unanet 10.3 version will be migrated; but all Unanet Production sites will be unavailable.

#### **What Action do I need to take?**

None, your site will be back online after the maintenance.

#### **When will this maintenance occur?**

The maintenance will occur on Saturday, May 11, 2019 beginning at 12:01 AM EST lasting until about 6:00 PM EST.

### **i** **Unanet Software upgrade for Sandbox platform**

**Live Update: Software upgrades for the sandbox platform completed at 4:55 pm EST.**

Unanet will be upgrading the Cloud Sandbox platform to the to the latest Unanet version, Unanet 11.0.

During this upgrade, only those sandbox sites that are using Unanet 10.3 version will be migrated; but all Unanet Sandbox sites will be unavailable. Additionally, we will not be able to refresh the sandbox site with production database until the mass migration of production sites that is scheduled for Saturday May 11, 2019.

#### **What Action do I need to take?**

None, your site will be back online after the maintenance.

#### **When will this maintenance occur?**

The maintenance will occur on Wednesday, May. 8, 2019 beginning at 12:01 AM EST lasting until about 6:00 PM EST.

**i Live Update: Maintenance completed successfully ahead of the schedule. Total time: 35 min.**

Unanet will be performing maintenance on the database platform servicing a portion of the On Demand sites. During this maintenance, these sites will be unavailable. Only sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

This maintenance is required to resolve a database issue.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur tonight (Thursday, April 11, 2019) beginning at 10:00 PM EST lasting until about 11:59 PM EST.

**i Live Update: Maintenance completed successfully ahead of the schedule. Total time: 1hr 45 min.**

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand sites. During this maintenance, these sites will be unavailable. Only sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

This maintenance is designed to update the platform, providing additional performance and security.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Saturday, April 6, 2019 beginning at 10:00 AM EST lasting until about 1:00 pm EST.

**i Live Update: Maintenance completed successfully ahead of the schedule. Total time: 40 min.**

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. Only sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to improve the performance and stability of the Oracle database.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Wednesday, March 27, 2019 beginning at 10:00 PM EDT lasting until about 11:59 pm EDT.

 **Live Update: Maintenance is complete at 10:10 am. Total time: 4 hours and 10 min.**

Unanet will be performing maintenance on the platform servicing a portion of the On Demand Production sites. During this maintenance, these production sites may be unavailable. Only sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to address a memory issue on the Oracle platform.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Saturday, February 23, 2019 beginning at 6:00 AM EST lasting until about 12:00 pm EST.

 **Live Update: All UNET7 sites are back online at 10:58pm. Total time: 58 min.**

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. Only sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to address a memory issue on the Oracle platform.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Monday, February 4, 2019 beginning at 10:00 PM EDT lasting until about 11:00 pm EDT.

 **Live Update: Systems restarted. Back online at 4:44 pm EDT**

Unanet is aware of an issue that is causing an outage for some sites. We are working on identifying the cause and will update this status as we know more.

We apologize for this interruption.

**What Action do I need to take?**

None, your site will be back online after the issue has been corrected.

 **Live Update: Maintenance is complete and all sites are back online. Total time is one hour.**

**Software Maintenance on the UNET4 and UNET5 (Production) platforms**

Unanet will be performing maintenance on a portion of the On Demand Production sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page. The purpose of this maintenance is to implement configuration changes to the database to improve system performance and stability.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Sunday, October 14, 2018, beginning at 12:01 AM EDT lasting until about 4:00 AM EDT.

 **Live Update: Maintenance is complete and all sites are back online at 6:09 pm EDT.**

\*\*\* THIS MAINTENANCE IMPACTS SANDBOX SITES ONLY \*\*\*

### Site Moves to new AWS Platform

Unanet will be performing maintenance on a portion of the On Demand Sandbox sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. The purpose of this maintenance is to upgrade the infrastructure supporting your instance. We will be moving your site to our most current, high performing, enhanced security AWS platform. If your site has been scheduled for this move, you would have had a Dashboard Message stating the date/time of the move.

### What Action do I need to take?

If you were using a URL starting with "www0" instead of your company context "companyA", you will need to make sure you begin using the correct notation:

If your old URL looks like this:

<https://www0.unanet.biz/companyA>

After the move to the new platform, your new URL would look like this:

<https://companyA.unanet.biz/companyA>

If you use an automated interface such as an IMU and your old URL looks like <https://www0.unanet.biz/companyA>, you will need to update the URL specified in the configuration files. If you utilize refreshable web queries (RWQ), the URL in the excel query will have to be updated as well.

### When will this maintenance occur?

The maintenance will occur on Wednesday, October 10, 2018, beginning at 12:01 AM EDT lasting until about 6:00 PM EDT.

 **Live Update: Maintenance is complete and all sites are back online at 9:30 am. Total Time: 3:30**

### Site Moves to new AWS Platform

Unanet will be performing maintenance on a portion of the On Demand Production sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. The purpose of this maintenance is to upgrade the infrastructure supporting your instance. We will be moving your site to our most current, high performing, enhanced security AWS platform. If your site has been scheduled for this move, you would have had a Dashboard Message stating the date/time of the move.

### What Action do I need to take?

If you were using a URL starting with "www1" instead of your company context "companyA", you will need to make sure you begin using the correct notation:

If your old URL looks like this:

<https://www1.unanet.biz/companyA>

After the move to the new platform, your new URL would look like this:


<https://companyA.unanet.biz/companyA>

If you use an automated interface such as an IMU and your old URL looks like <https://www1.unanet.biz/companyA>, you will need to update the URL specified in the configuration files. If you utilize refreshable web queries (RWQ), the URL in the excel query will have to be updated as well.

### When will this maintenance occur?

The maintenance will occur on Sunday, October 7, 2018, beginning at 600 AM EDT lasting until about 12 PM EDT.



 **Live Update: Maintenance is complete and all sites are back online at 6:30 pm. Total Time: 12:30**

### Site Moves to new AWS Platform

Unanet will be performing maintenance on a portion of the On Demand Production sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. The purpose of this maintenance is to upgrade the infrastructure supporting your instance. We will be moving your site to our most current, high performing, enhanced security AWS platform. If your site has been scheduled for this move, you would have had a Dashboard Message stating the date/time of the move.

### What Action do I need to take?

If you were using a URL starting with "www1" instead of your company context "companyA", you will need to make sure you begin using the correct notation:

If your old URL looks like this:

<https://www1.unanet.biz/companyA>


After the move to the new platform, your new URL would look like this:

<https://companyA.unanet.biz/companyA>

If you use an automated interface such as an IMU and your old URL looks like <https://www1.unanet.biz/companyA>, you will need to update the URL specified in the configuration files. If you utilize refreshable web queries (RWQ), the URL in the excel query will have to be updated as well.

### When will this maintenance occur?

The maintenance will occur on Sunday, September 23, 2018, beginning at 600 AM EST lasting until about 6 PM EST.

 **Live Update: Maintenance is complete and all sites are back online at 9:10 pm. Total time: 21:10**

Unanet will be performing maintenance on a portion of the On Demand Production sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. The purpose of this maintenance is to upgrade the infrastructure supporting your instance. We will be moving your site to our most current, high performing, enhanced security AWS platform. If your site has been scheduled for this move, you would have had a Dashboard Message stating the date/time of the move.

### What Action do I need to take?

As part of this move, your URL may have to change if your old URL started with "www2" instead of your company context "companyA".

If your old URL looks like this:

<https://www2.unanet.biz/companyA>

After the move to the new platform, your new URL would look like this:

<https://companyA.unanet.biz/companyA>

If you use an automated interface such as an IMU and your old URL looks like <https://www2.unanet.biz/companyA>, you will need to update the URL specified in the configuration files. If you utilize refreshable web queries (RWQ), the URL in the excel query will have to be updated as well.

### When will this maintenance occur?

The maintenance will occur on Saturday, September 1, 2018, beginning at 12:01 AM EST lasting until about 6 PM EST.



**Live Update: Maintenance is complete and all sites are back online at 12:51 pm. Total time: 12:50**

Unanet will be performing maintenance on the platform servicing a portion of the Cloud Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to upgrade platform and OS configurations to boost performance.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance will occur on Saturday, August 18, 2018 beginning at 12:01 AM EDT lasting until about 6:00 pm EDT.



**Live Update: Maintenance is complete and all sites are back online at 12:28 pm. Total time: 3:28**

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to upgrade platform database and OS configurations to boost performance.

The maintenance will occur on Sunday, July 22, 2018 beginning at 9 AM EDT lasting until about 1:00 pm EDT.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance is underway at this time.



**Live Update: All UNET5 sites are back online at 10:30am. Total time: 2:30**

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to upgrade platform database and OS configurations to boost performance.

The maintenance will occur on Saturday, June 16, 2018 beginning at 8 AM EDT lasting until about 12 noon EDT.

**What Action do I need to take?**

None, your site will be back online after the maintenance.

**When will this maintenance occur?**

The maintenance underway at this time.

## ✔ Site Moves to new AWS Platform

**Live Update: Move complete at 7:20pm. Total time: 17:25**

Unanet will be performing maintenance on a portion of the On Demand Production sites. During this maintenance, impacted Unanet Cloud sites will be unavailable. The purpose of this maintenance is to upgrade the infrastructure supporting your instance. We will be moving your site to our most current, high performing, enhanced security AWS platform. If your site has been scheduled for this move, you would have had a Dashboard Message stating the date/time of the move, and your company would have been contacted by your Unanet CSM representative.

### What Action do I need to take?

As part of this move, your URL will be changing, and you will need to have your users modify any bookmarks or links they may use to access the system. Your old URL started with "www6" and included your site's context name. For example, if your company context was "companyA", your old URL would look like this:

<https://www6.unanet.biz/companyA>

After the move to the new platform, your new URL would look like this:

<https://companyA.unanet.biz/companyA>

If you use an automated interface such as an IMU, you will need to update the URL specified in the configuration files. If you utilize refreshable web queries (RWQ), the URL in the excel query will have to be updated as well.

### When will this maintenance occur?

The maintenance will occur on Sunday, January 21, 2018, beginning at 2:00 AM EST lasting until about 8 PM EST.

## ✔ Software Maintenance on the UNET1/2 (Production) platform

**Live Update: Complete at 1:35pm. Total time: 5:35**

Unanet will be performing maintenance on several components servicing a portion of the On Demand Production sites. During this maintenance, **there should be NO outages and your site should continue to operate normally**. Work will only be done on redundant parts of the system, meaning that other components will be able to handle the traffic. There is a small chance that during the switchover of these redundant components you may be directed to this page. If that happens, please wait a minute or two and try again.

The purpose of this maintenance is to upgrade software components on several of the redundant systems to improve system performance and stability.

### What Action do I need to take?

None, your site will remain up and operational for the entire maintenance period.

### When will this maintenance occur?

The maintenance will occur on Saturday, January 6, 2018 beginning at 8:00 AM EST lasting until about 2 PM EST.

## ✔ Software Maintenance on the UNET1 (Production) platform

**Live Update: Maintenance Complete at 9:50pm. Total time: 2:50**

Unanet will be performing maintenance on several components servicing a portion of the On Demand Production sites. During this maintenance, those sites will be unavailable. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page. Again, no production sites are impacted by this maintenance.

The purpose of this maintenance is to implement configuration changes to the database to improve system performance and stability.

### What Action do I need to take?

None, your site will be back online after the maintenance.

### When will this maintenance occur?

The maintenance will occur on Saturday, December 9, 2017 beginning at 7:00 PM EST lasting until about 10 PM EST.

## ✔ Software Maintenance on the UNET0 (Sanbox) platform

**Live Update: Maintenance Complete at 8:15AM, total time: 1:45**

Unanet will be performing maintenance on several components servicing a portion of the On Demand Sandbox sites. During this maintenance, Sandbox sites will be unavailable. If your site is impacted, it will include a dashboard message on the home dashboard including a link to this page. Again, no production sites are impacted by this maintenance.

The purpose of this maintenance is to implement configuration changes to the database to improve system performance and stability.

### What Action do I need to take?

None, your site will be back online after the maintenance.

### When will this maintenance occur?

The maintenance will occur on Sunday, December 3, 2017 beginning at 6:30 AM EST lasting until about 10 AM EST.

## ✔ Database Reboot on the UNET2 platform

**Live Update: All UNET2 sites are back online.**

Unanet will be rebooting the database server on the UNET2 platform this evening around 9pm. The reboot should take less than an hour and is needed to implement a fix that Oracle has recommended for recent connection issues the platform has been experiencing.

### What Action do I need to take?

None, your site will be back online after the maintenance.

### When will this maintenance occur?

The maintenance underway at this time.

## ✔ Hardware Maintenance on the UNET2 platform

**Live Update: Maintenance Complete at 12:02pm (no outages experienced)**

Unanet will be performing maintenance on several components servicing a portion of the On Demand Production and Sandbox sites. During this maintenance, sites may be unavailable for brief periods of time. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to add more capacity to our infrastructure and continue to improve system performance.

### What Action do I need to take?

None, your site will be back online after the maintenance.

### When will this maintenance occur?

The maintenance will occur on Saturday, August. 19, 2017 beginning at 7 AM EDT lasting until about 1 PM EDT.

## ✔ Production Migration to 10.3

**Live Update: Maintenance Complete at 12:54pm**

Unanet will be performing migrations to 10.3 for all production sites that are not already running that version. During this maintenance, ALL production sites will be unavailable, although sandbox sites will be up and operational. Your production site will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### What Action do I need to take?

You may want to familiarize yourself with new features and other changes in the 10.3 release. For a detailed list, [please see this page in the Unanet help documentation](#). You may also be interested in attending [one of our webinars](#) on the topic.

### When will this maintenance occur?

The maintenance will occur on Sunday, July. 23, 2017 beginning at 12 AM EDT (midnight) lasting until about 4 PM EDT.

## ✔ Sandbox Migration to 10.3

**Live Update: Migration Complete at 10:20am.**

Unanet will be performing migrations to 10.3 for all sandbox sites that are not already running that version. During this maintenance, ALL sandbox sites will be unavailable, although production sites will be up and operational. Your sandbox site will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### What Action do I need to take?

You may want to familiarize yourself with new features and other changes in the 10.3 release. For a detailed list, [please see this page in the Unanet help documentation](#). You may also be interested in attending [one of our webinars](#) on the topic.

### When will this maintenance occur?

The maintenance will occur on Thursday, July. 20, 2017 beginning at 12 AM EDT (midnight) lasting until about 12 PM EDT (noon).

## ✔ Database Maintenance on the UNET2 platforms

### Live Update: Maintenance complete

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to upgrade disk storage components for the database platform.

#### What Action do I need to take?

None, your site will be back online after the maintenance.

#### When will this maintenance occur?

The maintenance will occur on Thursday, July. 13, 2017 beginning at 12 AM EDT (midnight) lasting until about 4 AM EDT.

## ✔ Database Maintenance on the UNET2 platform

### Live Update: Maintenance Complete

Unanet will be performing maintenance on the database machine servicing a portion of the On Demand Production sites. During this maintenance, these production sites will be unavailable while we reboot the database machine. ONLY sites running on the specific platform in question are impacted. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

The purpose of this maintenance is to address the recent issues being experienced on this platform by clearing out the system memory, updating a few key tuning parameters, and gathering diagnostic data used to help further tune the system.

#### What Action do I need to take?

None, your site will be back online after the maintenance.

#### When will this maintenance occur?

The maintenance will occur on Thursday, April. 27, 2017 beginning at 9 PM EST lasting until about 11 PM EST.

## ✔ Production Platform Upgrade to 10.2

### Live Update: Migration Maintenance is Complete.

Unanet will be upgrading the On Demand production platform to the latest Unanet version, Unanet 10.2. During this maintenance, all production sites will be unavailable while we upgrade those sites not already on version 10.2.

#### What Action do I need to take?

None, your site will be back online after the maintenance.

#### When will this maintenance occur?

The sandbox updates will occur on Saturday, Jan. 21, 2017 beginning at 1 AM EST lasting until about 5 PM EST.

## **Sandbox Platform Upgrade to 10.2**

**Live Update: Maintenance is currently underway. Expected completion time is now 1 PM EST.**

We are currently upgrading the sandbox platform to the latest Unanet version, Unanet 10.2. During this maintenance, all sandbox sites will be unavailable while we upgrade those sites not already on version 10.2.

### **What Action do I need to take?**

None, your site will be back online after the maintenance.

### **When will this maintenance occur?**

The sandbox updates will occur on Thursday, Jan. 19, 2017 beginning at 1 AM EST lasting until about 5 PM EST.

## **Platform Upgrade (Oct 12, 2016)**

**\*\* LIVE UPDATE: Maintenance Complete \*\***

This maintenance is necessary to facilitate moving sandbox sites to a dedicated platform. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact sandbox sites running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What action do I need to take?**

None, your sandbox URL should remain the same and once the components have been moved, everything should continue functioning as it was prior to the maintenance.

### **When will this maintenance occur?**

This maintenance is scheduled on Wednesday, October 12, 2016, from 8:00 AM through about 4:00 PM (Eastern) and will be communicated via a dashboard message available on your Unanet Home dashboard. Stay tuned here for live updates during the maintenance.

## **Platform Upgrade (Aug 14, 2016)**

**\*\* LIVE UPDATE: Maintenance Complete \*\***

This maintenance is necessary to facilitate moving data to an upgraded database machine. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What action do I need to take?**

None.

### **When will this maintenance occur?**

This maintenance is scheduled on Sunday, August 14, 2016, from 4:00 AM through about 4:00 PM (Eastern) and will be communicated via a dashboard message available on your Unanet Home dashboard. Stay tuned here for live updates during the maintenance.

## Platform Upgrade (July 30, 2016)

**\*\* LIVE UPDATE: maintenance is now complete \*\***

This maintenance is necessary to facilitate an upgrade to the network redundancy of the Unanet On Demand platform as well as upgrade a disk controller on one of the servers. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What action do I need to take?**

None.

### **When will this maintenance occur?**

This maintenance is scheduled on Saturday, July 30, 2016, from 8AM through about noon (Eastern) and will be communicated via a dashboard message available on your Unanet Home dashboard. Stay tuned here for live updates during the maintenance.

## Platform Upgrade (June 18, 2016)

**\*\* LIVE UPDATE: Maintenance is complete as of 9:30am eastern \*\***

This maintenance is necessary as part of an upgrade to the network components for the platform. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What action do I need to take?**

None.

### **When will this maintenance occur?**

This maintenance is scheduled on Saturday, June 18, 2016 from 8AM-11AM Eastern and will be communicated via a dashboard message available on your Unanet Home dashboard.

## Platform Upgrade (June 18, 2016)

**\*\* LIVE UPDATE: Maintenance is complete as of 9:30am eastern \*\***

This maintenance is necessary as part of an upgrade to the network components for the platform. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### **What action do I need to take?**

None.

### **When will this maintenance occur?**

This maintenance is scheduled on Saturday, June 18, 2016 from 8AM-11AM Eastern and will be communicated via a dashboard message available on your Unanet Home dashboard.



## ✔ Platform Upgrade (June 11, 2016)

**\*\* LIVE UPDATE: Maintenance is complete \*\***

This maintenance is necessary as part of an upgrade to the network components for the platform. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### What action do I need to take?

None.

### When will this maintenance occur?

This maintenance is scheduled on Saturday, June 11, 2016 from 8AM-11AM Eastern and will be communicated via a dashboard message available on your Unanet Home dashboard.

## ✔ Platform Maintenance (April 10, 2016, 7am - 4pm eastern)

**\*\* LIVE UPDATE: Maintenance is complete \*\***

This maintenance involves Oracle database maintenance. No changes to application functionality will take place as a result of this maintenance, and it will ONLY impact customers running on certain platforms. If your site is impacted, it will include a dashboard message on the home dashboard stating the date and time of the outage and including a link to this page.

### What action do I need to take?

None.

### When will this maintenance occur?

This maintenance will take place on Sunday, April 10 beginning at 7am Eastern. The sites should be back up by 4pm eastern that same day.

## ✔ Platform Upgrade (February/March 2016)

**\*\* LIVE UPDATE: Maintenance is complete \*\***

This upgrade involves moving select sites to new servers. It also will result in a change to your URL.

### What action do I need to take?

1. Be aware of the scheduled extended maintenance window and plan your organization's activities accordingly.
2. Since this move involves a change to your URL, make sure that:
  - a. If you have any hard-coded references (bookmarks, refreshable web queries, etc.), make sure that you update them to the new URL. An example of the URL change is:  
  
OLD URL: <https://www5.unanet.biz/mycompany>  
  
NEW URL: <https://mycompany.unanet.biz/mycompany>
  - b. If you use any interfaces such as Unanet's IMU, you will need to change the URL listed in the unanet\_config.properties and/or unanet\_export\_config.properties.
3. If your email system has any exceptions (whitelist entries, for example) allowing email from our servers to your email server, you may need to update those entries to the new server IP addresses. The new server IP addresses that the email would be coming from are 66.23.191.56 and 66.23.191.57.

### When will this maintenance occur?

Your specific maintenance date will be communicated via a dashboard message available on your Unanet Home dashboard. Your Customer Account Manager will also be contacting you to ensure that you are aware of this change.

