August 15, 2016

NOTIFICATION OF SYSTEM OUTAGE
September 17, 2016

The weekend of Sept. 17-18, 2016, a system maintenance outage of up to 8 hours will occur in the ColdStream® data hosting environment. The outage includes data hosting, CS Web, reporting and portal access. The outage will begin at 3pm EDT on Saturday, Sept. 17th.

The purpose of the outage is to improve the high availability infrastructure associated with our reporting functionality.   No changes will be applied to ColdStream core software.

During the outage, ColdStream PC client users at shipment locations will continue to be able to enter shipment information. Receiving locations will continue to be able to download TempTale4 monitor shipment data through the PC client. The downloaded monitor data (graph, tabular and summary reports) can be viewed on their local desktops. When server availability is re-established, the locally cached data will automatically download to the database at the next time the user logs onto ColdStream.

This communication provides notice of the planned outage. There are no support or action steps, required for your organization in preparation for the scheduled outage.   And, as stated above, no changes will occur to your database and/or your desktop client.

Please note, Physical IP addresses for reporting only will change as part of this implementation, however DNS entries will not change. If your organization white lists IP addresses, please contact Sensitech Technical Services at support@sensitech.com prior to the outage for details regarding updates to these lists.

In the event of an unexpected issue, the fall back date will be the Sept. 24-25, 2016. Customers will be notified should this occur.   Please contact your program manager if you have any questions regarding the anticipated maintenance outage.

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