Campus Network Upgrades

November 10, 2014

As part of the Chancellor's Office Common Network Initiative (CNI), Technology Services began upgrading the network infrastructure of each building on campus the week of October 27 and will continue through December 2. A master upgrade schedule is posted on the Technology Services webpage at www.fresnostate.edu/technology/projects that lists building upgrade dates and an estimate of how long each building can expect to experience service outages of email, phone, file shares, Internet access, and network printing, so departments can plan accordingly. Service outages can range from 15 minutes to 2 hours depending on the complexity of the upgrade.

In an effort to minimize user inconvenience, wireless networks are upgraded first so Wi-Fi is available to users during the building’s “wired” network upgrade. Building upgrade dates/times are adjusted as necessary to accommodate critical department activities.

As of November 10 approximately 33% of the buildings/facilities listed on the master upgrade schedule, and 47% of network ports listed have been upgraded. The remaining upgrades are expected to be completed by December 2.

Instructions for placing EMERGENCY 911 calls and for reporting non-emergency issues if phone service is interrupted during the upgrade, can be found on the Technology Services webpage www.fresnostate.edu/technology/projects.

To report service issues after your building’s network upgrade, contact the Help Desk at 559.278.5000.

For questions, concerns, or to alert Technology Services of critical activity dates, contact Jim Michael, 559.278.7001 or jimm@csufresno.edu.

Technology Services