Planned Maintenance / System Upgrade

VIPER System Upgrade

Start: Monday, September 23, 2024, 09:00

Duration: Through Monday, October 7, 2024, 17:00

VIPER will be undergoing a full system upgrade starting Monday, September 23rd. During this upgrade process there will be various user impacts detailed below, with significant impact events in bold:

Monday September 23:
- Beginning today, do NOT log off or reboot any console computers or AIS computers for directly tied-in console sites in Zones 1 and 2.
- **At 10:00am we will be rolling Zone Controllers for Zones 1 and 2. This will result in approximately 15 seconds of site trunking for all RF and simulcast sites, and connected console sites will have their resources go to a "Red-X" state briefly.**

Tuesday September 24:
- **At 10:00am we will be rolling Zone Controllers for Zones 1 and 2. This will result in approximately 15 seconds of site trunking for all RF and simulcast sites, and connected console sites will have their resources go to a "Red-X" state briefly.**
- Data services (Location and OTAR) will be unavailable from 10:10-13:15
- Aux-I/O devices at Communications centers (typically to control remote door latches etc.) will be upgraded. You may experience Red-X icons on the remote-control icons on your console during the process.

Wednesday September 25:
- **At 10:00am we will again be rolling Zone Controllers for Zones 1 and 2. This will result in approximately 15 seconds of site trunking for all RF and simulcast sites, and connected console sites will have their resources go to a "Red-X" state briefly.**
- From 12:45 through 15:45 the CEN network will be upgraded affecting location services for any connected systems

Thursday September 26:
- Normal console log-in/reboot for sites in Zones 1 and 2 may resume.

Monday September 30:

Beginning today, do NOT log off or reboot any console computers or AIS computers for directly tied-in console sites in Zones 3 and 4.

Tuesday October 1:
- **At 10:00am we will be rolling Zone Controllers for Zones 3 and 4. This will result in approximately 15 seconds of site trunking for all RF and simulcast sites, and connected console sites will have their resources go to a "Red-X" state briefly.**
- Data services (Location and OTAR) will be unavailable from 10:10-13:15
- Aux-I/O devices at Communications centers (typically to control remote door latches etc.) will be upgraded. You may experience Red-X icons on the remote control icons on your console during the process.

Wednesday October 2:
- **At 10:00am we will again be rolling Zone Controllers for Zones 3 and 4. This will result in approximately 15 seconds of site trunking for all RF and simulcast sites, and connected console sites will have their resources go to a "Red-X" state briefly.**
- From 12:45 through 15:45 the CEN network will be upgraded affecting location services for any connected systems

Thursday October 3:
- Normal console log-in/reboot for sites in Zones 3 and 4 may resume.
- **Beginning at 10:00, software upgrades to RF and simulcast sites will be started. This will cause each RF site to go into site-trunking for approximately 3-4 minutes while equipment reboots.**

If you have any questions or need assistance 24/7, please contact the VIPER Network Operations Center at 1-888-92-VIPER.