Toolbox 2011 SDSU Network & Applications Status Website Update Guidelines

Last updated: December 14, 2011
Diane Slagle / Helen Habermann
Maintaining this site

- Train each person who’ll add updates & give them documentation.
- Each person who enters a “Current Status” entry must remove it when the issue is resolved. Delete the entry from the home page and add to the “Archive” page – noting date/time of resolution and how it was resolved.
- Each person who enters a “planned outage” must remove it when the date/time comes. (Put a reminder in your calendar to remove entry from the “Planned” page on the day that it’s scheduled to begin & add it to the home page under “Current Status.” Then, when it’s done, remove from the home page and move to the “Archive” page – noting date/time of resolution and how it was resolved.)
- Each application “owner” should check the “Business System Hours” page every 6 months to verify hours are still correct. (Follow instructions starting on page 19.)
- Aaron will remove old entries from “Archive” page each year – and put in a subpage for “older entries.”
Table of Contents

How to update status page ........................................................................................................................................................................... page 1
How to enter planned outage ........................................................................................................................................................................ page 12
How to archive an entry ............................................................................................................................................................................. page 16
How to update business hours .................................................................................................................................................................. page 20
How to modify forms ................................................................................................................................................................................ page 21
How to activate form response & email notification ......................................................................................................................... page 24

Miscellaneous
How to add a PDF or other document to the site (within the CMS).................................................................................................... page 26
How to Update Status Home

How to add an entry to “Current Status” on the Status Home page

http://status.sdsu.edu

Note that the default message is “All Systems are currently functional.”
How to Update Status Home

Log in

- Request an account from Aaron Hoskins, if you don’t already have one.
- Log in:
  1. Go to https://newscenter.sdsu.edu/toolbox
  2. Enter your Login ID.
  3. Enter your Password.
  4. Click “Login.”
     (Doesn’t work to hit “Enter.”)
How to Update Status Home

Go to the “Network and Applications Status” folder
How to Update Status Home

1. Clicking the plus sign opens the folder. Now, click on the plus sign to open “Pages – Uncategorized”:

2. Next, click “Home” to edit the home page.
Now you’re in the “Edit Page” mode.

Click on the pencil to edit “Free Text – Current Status”
How to Update Status Home

**Note:** The default message here is: “All systems are currently functional.” If you have a problem or outage to list, then it should replace the default message. As soon as your problem is resolved, you’ll remove your message and restore the default message. (Unless there’s another problem still listed there, in which case just remove your own.)

Leave this link alone. It should always appear here. Do not delete it.
Examples:

August 26, 2011 10:03 a.m.: ______ (Mirapoint, Sciences or Rohan?) email is down. Expected down time 30 minutes.
August 13, 2011 9 pm: We are currently experiencing a problem with ____ system. We will update when we have more information.
July 15, 2011 2 a.m.: Campus power outage. Expected recovery 7/16, 2 a.m.
May 18, 2011 7:08 a.m.: Network outage. Expected down time 3 hours.

See the “Report a Problem” page to verify how to refer to system name. Be as specific as possible: “E-mail (@rohan.sdsu.edu).”

Note: If recovery is taking longer than originally thought, go in and update this to reflect the new estimate.

As soon as your system is back up, do 2 things:
1. Delete message here & replace with the default message (“All systems are currently functional”).
2. Add the incident to Archive, following archive examples.
How to Enter a Planned Outage

Network and Applications Status

See scheduled availability for business systems.

Planned Outages
There are no planned outages at this time.

Regular Business System Hours

<table>
<thead>
<tr>
<th>System</th>
<th>Availability</th>
<th>Total Daily</th>
</tr>
</thead>
</table>


How to Enter a Planned Outage

Sequence:

1. You’ll enter the planned outage on the page called “Business System Hours and Planned Outages.”

2. Make a reminder to yourself in your calendar that on the date of the planned outage, you will:
   
   1. Remove this entry from “Planned Outages” and replace it with the default “No outages are planned at this time” message (unless there are any remaining messages about other planned outages).

   2. Add the message to “Current Status” (on home page) following instructions starting on page 4.

3. When the event is over, follow the instructions for archiving which begin on page 15.
How to Enter a Planned Outage

1. Click on the pencil icon to edit.

2. Click on the "Free Text - Planned Outages" module to add new text for the planned outage.
How to Enter a Planned Outage

• Enter your planned outage
  – Log into system & go to “Business Systems & Planned Outages” page and update the “Planned Outages” section.
  • Replace the “No outages are planned at this time” standard message with your message:
    – If a data center, specify – in this order -- which applications will be affected, the date and time (start and expected end) and the contact e-mail &/or phone number for questions.
    – If a power outage, specify which building(s) will be affected, the date and time (start and expected end) and the contact e-mail &/or phone number for questions.
How to Archive an entry

First, delete it from Status Home page

1. Click on “Network and Applications Status” to delete the entry from the home page.
2. Click on “Top Section” tab.
3. Click the trashcan to delete your entry and click **Submit**. (It will ask for your confirmation. You can’t “undo” your deletion.)
   – Note: Be sure you delete only your entry!
4. Check the Status Home page again to ensure that your entry no longer appears.
5. If “Current Status” is now empty, add the default statement before logging out: “All systems are currently functional.”

When the outage/problem is over and the system is back up, log back into Toolbox.
How to Archive an entry

Now, add the entry to the Archive page.

1. Go to the Archive page.
2. Click the pencil icon to edit the page.
3. Type your entry into the Archive page using the format described on the next page.

Type your entry into the Archive page, newest at top.
How to Archive an entry

Use this standard format for each entry in the Archive page.

July 2011

- **Meeting Maker:** (Planned outage)
  - Dates: 7/16/11 (2 am) through 7/17/11
  - Length of outage: Approx. 2 days
  - Reason: Maintenance to reduce size of database to improve application functionality
  - Contact e-mail or phone: etshelpdesk@mail.sdsu.edu
  - Resolution: Reduced the Meeting Maker database from 13 years of data down to 3 years
  - Note: Upon opening Meeting Maker for the first time after scheduled maintenance, users were instructed to click on Revert button option.

- **Power outage**
  - Dates: 7/15/11 (11:35 pm) through 7/16/11 (2:15 am)
  - Length of outage: Approx. 3 hours
  - Reason: Campus lost power
  - Contact e-mail or phone: etshelpdesk@mail.sdsu.edu
  - Resolution: Power was restored by Physical Plant.
  - Note: UCO Data Center automatically switched over to UPS system.

June 2011

May 2011

- **Network outage**
  - Dates: 5/18/11 (7:08 am through 10 am)
  - Length of outage: Approx. 3 hours
  - Reason: Network down in Student Services West (approx 40 users affected)
  - Contact e-mail or phone: network@sdsu.edu
  - Resolution: TNS replaced a failed switch.
  - Note: N/A
How to Archive an entry

Don’t forget to click Submit.

When this Meeting Maker test (planned outage) was over, it was removed from Current Status and added to the Archive.
How to Update Dept Hours

1. Go to Business System Hours and Planned Outages page.
2. Click the pencil to edit the Business System Hours free text area.
3. Use the WSYWYG editor to update the table and click Submit.

Reminder: Each application “owner” should check the “Business System Hours” page every 6 months to verify hours are still correct.
How to Modify Forms

1. Open Form folder
2. Select form to be modified

Click on '+' symbol to open forms folder.

Select a form by clicking on form name.
1. Click on pencil next to Form Generator.
2. Click on pencil next to the field to be updated.
1. Make edits then submit change.
2. After receiving confirmation of change. Verify through browsers (Mozilla Firefox, IE, Safari, Opera) the update looks good on website.
Activate Form Response and Email Notification

1) Click on form name to be modified.
2) Click on pencil next to Form Generator to edit.

Select form you want to modify.

Click on the pencil next to the form generator to edit.
3) Click on “Email Address” field.
4) Select “Make this field the destination Email address for receipts”.

** Don’t forget to hit “Submit” button or change will not be saved.
How to upload a PDF or other file to the CMS (for users to download)
Create a new category

- Click “Categories” to create a new category.
- Call the new category “PDFs” for instance.
  - (Or “downloadable documents”)
Create a new page to hold one document

- **Note:** You will need to create a new page every time you add a new PDF.

- Click “Pages – Uncategorized” to make a new page.
Add a “downloadable documents list” module.

1. Click “Add Module.”
2. Select “Downloadable Documents List” & click Submit.
3. Click the pencil to edit the module you just created (see next slide).
3.

Click the pencil to edit the module you just created.
Enter info into these fields

Browse for the PDF on your hard drive and select it.

Click.
Go to your newly created file

- To get to the file, go to it in the directory (tree structure) and click on the file name of the page you just created.
- The page will appear in “Edit” mode. Click on the file name (see next slide).
Next, you’ll see a message saying, “You are viewing this page in preview mode.” Right-click to capture the link to your PDF.

Right-click on this link (this will be the link to your PDF).
Insert your link

• Go to wherever you want to insert the link to this PDF document.
• Highlight the words that will be hyperlinked, click the “link” icon, and “paste” this URL into the empty link field.

– **Note:** In the URL, remove the “s” from “https” and replace “newscenter.sdsu.edu” with “status.sdsu.edu”
• Add this text to the page (that links to your PDF):


**Note:** Copy the above html code and insert into the page. If you are not familiar with html editing, please request help from a web developer, so that you don’t break the page’s coding.