

# Message Board Posts 2013

## **December 2, 2013 – 1100MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. ETD AND ETA ERROR MESSAGE DIRECTION
3. TRANSFERRING IQSWEB RECORDS

1. The **NAP PRODUCTION** environment will be unavailable due to the deployment of version 1.3 on Tuesday, December 10, 2013 starting at 2000 MST and lasting for approximately 9 hours. During this time, all of the NAP applications (including WIMS, InciWeb, ICBS and OIS) plus the ROSS Production environment will not be available. No user actions will be required following the outage. [Posted 12/02/2013 at 1100 MST]

2. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization - ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization - ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]

3. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers - it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:

- a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
- b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
- c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

## **November 8, 2013 - 1400 MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. ETD AND ETA ERROR MESSAGE DIRECTION
3. TRANSFERRING IQSWEB RECORDS

1. The ROSS PRODUCTION environment will be unavailable due to the deployment of version 2.15.1 on Thursday, November 14, 2013 starting at 2000 MST and lasting for approximately 7 hours. No user actions will be required following the outage. [Posted 11/08/2013 at 1400 MST]

2. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization - ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization - ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]

3. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers - it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:

- a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
- b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
- c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **October 31, 2013 – 0830MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRACTICE ENVIRONMENT SCHEDULED OUTAGE
2. ETD AND ETA ERROR MESSAGE DIRECTION
3. TRANSFERRING IQSWEB RECORDS

1. The ROSS PRACTICE environment will be unavailable due to system maintenance and the deployment of version 2.15.1 on Thursday, October 31, 2013 starting at 0830 MDT through 1700 MDT on November 1, 2013. No user actions will be required following the outage. [Posted 10/31/2013 at 0830 MDT]

2. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization - ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization - ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]

3. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers - it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:

- a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
- b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
- c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **October 24, 2013 – 0900MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP PRODUCTION OUTAGE
2. ETD AND ETA ERROR MESSAGE DIRECTION
3. TRANSFERRING IQSWEB RECORDS

1. There will be a maintenance outage of the NAP Production environment on Thursday, October 24, 2013 starting at 2200 MDT and lasting for approximately two hours. No user actions will be required following the outage. [Posted 10/24/2013 at 0900 MDT]

2. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization - ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization - ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]

3. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers - it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:

- a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
- b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
- c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **September 5, 2013 – 0830MDT**

The NAP Production Environment will be unavailable due to a scheduled outage for maintenance on Tuesday, September 10th, 2013. The scheduled start time for the outage is 2300 MDT and it is expected to last for 7 hours. During this time, user access to NAP (for account requests) and access to all associated applications (ROSS, ICBS, WIMS and InciWeb) will be unavailable. If fire activity is high, this outage may be postponed. No actions are required following the outage. [Posted 09/05/2013 at 0830 MDT]

### **September 5, 2013 – 0850MDT**

The ROSS Production Environment (Production, Practice and Training) will be unavailable due to a scheduled outage for maintenance, September 6, 2013 at 0100 MDT. The outage is expected to last for 2 hours. No actions are required following the outage. [Posted 09/05/2013 at 0850 MDT]

### **August 12, 2013 – 0850MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. **\*\*POSTPONED\*\*** NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. ETD AND ETA ERROR MESSAGE DIRECTION

### 3. TRANSFERRING IQSWEB RECORDS

1. \*\*\*\*\* This has been postponed \*\*\*\*\* The NAP Production Environment will be unavailable due to a scheduled outage for maintenance on Tuesday, August 13, 2013. The scheduled start time for the outage is 2300 MDT and it is expected to last for 7 hours. During this time, user access to NAP (for account requests) and access to all associated applications (ROSS, ICBS, WIMS and InciWeb) will be unavailable. No actions are required following the outage. [Posted 08/12/2013 at 0850MDT]
2. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization – ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization – ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]
3. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
  - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
  - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
  - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **August 8, 2013 – 0930MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

4. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
  5. ETD AND ETA ERROR MESSAGE DIRECTION
  6. TRANSFERRING IQSWEB RECORDS
- 
4. The NAP Production Environment will be unavailable due to a scheduled outage for maintenance on Tuesday, August 13, 2013. The scheduled start time for the outage is 2300 MDT and it is expected to last for 7 hours. During this time, user access to NAP (for account requests) and access to all associated applications (ROSS, ICBS, WIMS and InciWeb) will be unavailable. No actions are required following the outage. [Posted 08/08/2013 at 0930 MDT]
  5. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization – ETD 6/23/13

0700 ETA 6/23/13 0700 Demobilization – ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]

6. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
  - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
  - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
  - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **June 26, 2013 – 0530MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ETD AND ETA ERROR MESSAGE DIRECTION
2. TRANSFERRING IQSWEB RECORDS
  1. If ETD and ETA for mobilization and demobilization are exactly the same an error message is generated. For example: Mobilization – ETD 6/23/13 0700 ETA 6/23/13 0700 Demobilization – ETD 6/23/13 0700 ETA 6/23/13 0700. To avoid the error message, ensure the difference between ETD and ETA is at least 5 minutes long. [Posted 06/26/2013 at 0530 MDT]
  2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
    - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **June 21, 2013 – 1500MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS AND NAP PRODUCTION ENVIRONMENTS SCHEDULED OUTAGE
  2. TRANSFERRING IQSWEB RECORDS
- 
1. The ROSS and NAP Production Environments will not be available due to the deployment of NAP 1.2 Tuesday, June 25, 2013. The scheduled start time for the outage is 2200 MDT and it is expected to last for 7 hours. No actions are required following the outage. [Posted 06/21/2013 at 1500 MDT]
  2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
    - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

**June 5, 2013 – 1100MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS ENVIRONMENTS MAINTENANCE OUTAGE
  2. TRANSFERRING IQSWEB RECORDS
- 
1. All ROSS Environments will be unavailable due to preventative maintenance Wednesday, June 5, 2013. The scheduled start time for the outage is 2300 MDT and it is expected to last for 45 minutes. No actions are required following the outage [Posted 06/05/2013 at 1100 MDT]
  2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
    - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

**May 14, 2013 – 1100MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION ENVIRONMENT SCHEDULED MAINTENANCE OUTAGE
  2. TRANSFERRING IQSWEB RECORDS
- 
1. The ROSS Production Environment will be unavailable due to maintenance Tuesday, May 14, 2013. The scheduled start time for the outage is 2200 MDT and it is expected to last for 8 hours. The outage is only for NEW logins to ROSS during the outage window – those logged in and working should not be affected. No actions are required following the outage [Posted 05/14/2013 at 1100 MDT]
  2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
    - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

## **May 2, 2013**

ROSS Users:

1. The current ROSS contract is ending December, 31 2013 and a stop work order on Development, Modernization and Enhancements was issued with the current contractor. Field Test development has been discontinued and will not be available to the field this year. Implementation plans are on hold as we focus on the acquisition process. At this point the release date of ROSS 3.0 is to be determined.
2. All operations and maintenance support is continuing with the current contractor until 31 December 2013. We are proactively working with USDA to ensure that network connectivity will be stable through the fire season.
3. A new contract is expected to be in place early November 2013 and at that time we expect development work to continue.
4. Please direct questions to your GACC SMEs.

## Geographic Area ROSS SME Assignments

<b>National Interagency Coordination Center</b>	Mary Toews	<a href="mailto:mtoews@fs.fed.us">mtoews@fs.fed.us</a>
<b>Alaska Interagency Coordination Center</b>	Mary Toews	<a href="mailto:mtoews@fs.fed.us">mtoews@fs.fed.us</a>
<b>Eastern Area Coordination Center</b>	Jerry Clements	<a href="mailto:jclements@fs.fed.us">jclements@fs.fed.us</a>
<b>Eastern Great Basin Coordination Center</b>	Mary Gausen	<a href="mailto:mgausen@fs.fed.us">mgausen@fs.fed.us</a>
<b>Northern California Coordination Center</b>	Dennis Derr	<a href="mailto:dderr@fs.fed.us">dderr@fs.fed.us</a>
<b>Northern Rockies Coordination Center</b>	Rex Alford Traci Beaudin	<a href="mailto:rralford@fs.fed.us">rralford@fs.fed.us</a> <a href="mailto:tbeaudin@fs.fed.us">tbeaudin@fs.fed.us</a>
<b>Northwest Area Coordination Center</b>	Gina Papke	<a href="mailto:gpapke@fs.fed.us">gpapke@fs.fed.us</a>
<b>Rocky Mountain Coordination Center</b>	Beth Spencer	<a href="mailto:mespencer@fs.fed.us">mespencer@fs.fed.us</a>
<b>Southern Area Coordination Center</b>	Shep Crim	<a href="mailto:shepardcrim@fs.fed.us">shepardcrim@fs.fed.us</a>
<b>Southern California Coordination Center</b>	Ed Applegate	<a href="mailto:eapplegate@fs.fed.us">eapplegate@fs.fed.us</a>
<b>Southwest Area Coordination Center</b>	Beth Grey Cloud	<a href="mailto:egreycloud@fs.fed.us">egreycloud@fs.fed.us</a>
<b>Western Great Basin Coordination Center</b>	Steve Tarver	<a href="mailto:starver@fs.fed.us">starver@fs.fed.us</a>

Thank you,

Annette Box, ROSS Project Manager

### **April 19, 2013 – 1300MDT**

The ROSS Production environment will be down starting at 1330 MDT today (April 19, 2013) for approximately one hour to recover from NITC network maintenance activities earlier today. The NAP, ROSS Practice environment and ROSS Training environment will not be affected.

### **April 17, 2013 – 1530MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

3. ROSS PRODUCTION, PRACTICE AND TRAINING ENVIRONMENTS OUTAGE – NITC NETWORK MAINTENANCE
4. TRANSFERRING IQSWEB RECORDS
  
3. The ROSS Production, Practice and Training Environments will be unavailable due to network maintenance at the National Information Technology Center (NITC) on Sunday, April 21, 2013. The scheduled start time for the outage is 1700 MDT and it is expected to last for thirty minutes. [Posted 04/17/2013 at 1530 MDT]
4. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
  - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
  - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
  - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

**May 4, 2013 – 1230MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. TRANSFERRING IQSWEB RECORDS
  
1. The ROSS Production Environment will be unavailable due to emergency testing on Tuesday, April 9, 2013. The scheduled start time for the outage is 2000 MDT and it is expected to last for two hours. [Posted 04/04/2013 at 1230 MDT]
2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
  - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
  - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
  - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

## **March 22, 2013 – 1845MDT**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION, PRACTICE AND TRAINING ENVIRONMENTS ANTICIPATED OUTAGE – NITC FIREWALL UPGRADES AND IPS ADDITION
  2. TRANSFERRING IQSWEB RECORDS
- 
1. We are anticipating an outage of the ROSS Production, Practice, and Training environments as inbound and outbound access to ROSS systems at NITC will be unavailable during firewall upgrades and IPS addition on Sunday, March 24, 2013. The scheduled start time for the outage is 1600 MDT. The outage is expected to last until 1800 MDT (total expected outage time of 2 hours). No additional user actions are required following the outage. [Posted 3/22/2013 at 1845 MDT].
  2. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.
    - c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

## **March 6, 2013 – 0830MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. TRANSFERRING IQSWEB RECORDS
- 
1. Please do NOT transfer IQSWeb records in ROSS between Dispatch Centers – it puts ROSS and IQSWeb out of sync. The correct process for moving IQSWeb records is:
    - a. Contact the IQSWeb Data Manager for your Dispatch and have them Archive the record that needs to be moved.
    - b. The IQSWeb Data Manager will contact the Data Manager for the receiving Dispatch and send those records outside of ROSS.

- c. The receiving IQSWeb Data Manager will enter the record into IQSWeb at the new Dispatch and move it into ROSS. [Posted 03/06/2013 at 0800 MST]

### **January 31, 2013 – 1230 MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION, PRACTICE AND TRAINING ENVIRONMENTS SCHEDULED OUTAGE - SECURITY RESET AND HARDWARE MAINTENANCE INCLUDING STORAGE AREA NETWORK MIGRATION
1. There will be a scheduled outage of the ROSS Production, Practice, and Training environments for a security reset and hardware system maintenance, including the migration of the service area network, on Friday, February 15, 2013 beginning at 2200 MST and lasting for approximately 16 hours. No additional user actions are required following the outage. [Posted 01/31/2013 at 1230 MST]

### **January 29, 2013 – 0900 MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS - POTENTIAL RANDOM DISCONNECTS
2. USDA (and AT&T) are investigating some network issues which are causing random disconnects. This could affect ROSS sessions experiencing dropouts. [Posted 01/29/2013 at 0900 MST]

### **January 8, 2013 – 1630 MST**

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. URGENT – INCIDENTS NEED TO BE CLOSED
2. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE - ANNUAL DATA ARCHIVE
3. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE - SECURITY RESET AND MAINTENANCE
4. It is CRITICAL that offices close all 2012 (and prior year) incidents if there are no resources on the incident as the archive will take place on January 15, 2013. If there are no resources on an incident but you want it in 2013,

please close it and then create a new incident (dated after January 1, 2013). Please contact the IIA Help Desk at 866-224-7677 if you have questions. If you need a copy of the Resource Order form, it can be obtained through ROSS Reports. [Posted 01/02/2013 at 1300 MST]

5. There will be a scheduled outage of the ROSS Production environment for the Annual Data Archive on January 15, 2013 beginning at 1930 MST and lasting for approximately 13 hours. No additional user actions are required following the outage. [Posted 01/08/2013 at 1630 MST]
6. There will be a scheduled outage of the ROSS Production environment for a security reset and system maintenance on January 24, 2013 beginning at 2030 MST and lasting for approximately 7.5 hours. No additional user actions are required following the outage. [Posted 01/08/2013 at 1630 MST]