

Message Board Posts 2014

November 14, 2014 – 0930 MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP AND PRODUCTION ENVIRONMENTS SCHEDULED OUTAGE
1. There may be an outage of the **NAP and ROSS PRODUCTION** environments resulting from an IDPS outage scheduled for Sunday, November 16, 2014 starting at 0100 Mountain Standard Time and lasting for approximately 4 hours. All NAP applications will be affected if there is an outage. There will be no user actions required following the outage. [Posted 11/14/2014 at 0930 MST]

October 28, 2014 - 1530 MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP, ROSS, AND OIS PRODUCTION ENVIRONMENTS SCHEDULED OUTAGE
2. NAP AND PRODUCTION ENVIRONMENTS SCHEDULED OUTAGE
1. There will be an outage of the **NAP, ROSS and OIS PRODUCTION** environments resulting from an EDGE server reboot at NITC scheduled for tonight, October 28, 2014 starting at 2000 Mountain Time and lasting for approximately 10 minutes. There will be no user actions required following the outage. [Posted 10/28/2014 at 1530 MDT]
2. There may be an outage of the **NAP and ROSS PRODUCTION** environments resulting from an IDPS outage scheduled for Sunday, November 2, 2014 starting at 0100 Mountain Time and lasting for approximately 4 hours. All NAP applications will be affected if there is an outage. There will be no user actions required following the outage. [Posted 10/28/2014 at 1530 MDT]

September 28, 2014 – 2020MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
3. ROSS ANALYTICAL REPORTS UPGRADE
1. There will be an outage of **NAP PRODUCTION** for the deployment of the NAP/OIS 1.3.2 system upgrade on Tuesday, September 30, 2014 starting at

2200 Mountain Time and lasting for approximately 2 hours. There will be no user actions required following the outage. [Posted 09/28/2014 at 2020 MDT]

2. There will be an outage of **ROSS PRODUCTION** for the deployment of the ROSS 2.16.2 system upgrade on Tuesday, September 30, 2014 starting at 2200 Mountain Time and lasting for approximately 2 hours. There will be no user actions required following the outage. [Posted 09/28/2014 at 2020 MDT]
3. The new ROSS-AR package for Analytical Reports (current only) has been deployed to both ROSS Practice and Production. This change adds some query items to AR Current that were previously available only in AR Historical. This will support faster results on the User Community 'Resources Currently on Assignment' reports that are used to determine how many consecutive days a resource has been out on assignment, including previous assignment(s) if the resource was reassigned.

The three reports that will be switched to AR Current as a result of the new package are:

- Resources Currently On Assignment by Res GACC, Res Disp for selected Catalog, Category, Catalog Item
- Resources Currently On Assignment by Inc GACC, Inc Disp for selected Catalog, Category, Catalog Item
- Resources Currently On Assignment by Res Agency, Provider Unit for selected Catalog, Category, Catalog Item

PLEASE NOTE: Users may see a message indicating that the report must be updated when they open their report in Query Studio. Please click 'OK' and then save the report (or you will get the message again next time). Please be assured that we only added items to the package (we did not remove anything) and your report will not change as a result of the update. Only users who open a report for editing in Query Studio will see this message – users who only run reports will not be impacted. [Posted 09/16/2014 at 1730 MDT]

September 16, 2014 – 1730MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS ANALYTICAL REPORTS UPGRADE

1. The new ROSS-AR package for Analytical Reports (current only) has been deployed to both ROSS Practice and Production. This change adds some query items to AR Current that were previously available only in AR Historical. This will support faster results on the User Community 'Resources Currently on Assignment' reports that are used to determine how many consecutive days a

resource has been out on assignment, including previous assignment(s) if the resource was reassigned.

The three reports that were switched to AR Current as a result of the new package are:

- Resources Currently On Assignment by Res GACC, Res Disp for selected Catalog, Category, Catalog Item
- Resources Currently On Assignment by Inc GACC, Inc Disp for selected Catalog, Category, Catalog Item
- Resources Currently On Assignment by Res Agency, Provider Unit for selected Catalog, Category, Catalog Item

PLEASE NOTE: Users may see a message indicating that the report must be updated when they open their report in Query Studio. Please click "OK" and then save the report (or you will get the message again next time). Please be assured that we only added items to the package (we did not remove anything) and your report will not change as a result of the update. Only users who open a report for editing in Query Studio will see this message - users who only run reports will not be impacted.

August 4, 2014 – 1130MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

Attention ROSS Users: The ROSS system is having network issues. If you are experiencing extreme slowness or hung sessions, please notify the ROSS helpdesk (1-866-224-7677) and please make sure to tell them what Network you are using (Forest Service, Forest Service Citrix, Bureau of Land Management, Non-Forest Service Citrix, or any others).

June 17, 2014 – 0930MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

4. ROSS PRODUCTION ENVIRONMENT WEBSHERE UPGRADE
 5. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
 6. NAP/OIS PRODUCTION ENVIROMENT WEBSHERE UPGRADE
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4. There will be a scheduled WebSphere upgrade to the ROSS Production environment on Thursday, June 19, 2014 starting at 0400 MDT. No outage is expected but sessions may get dropped. No user actions will be required following the outage. [Posted 06/17/2014 at 0930 MDT]
 5. There will be a scheduled outage of the NAP Production environment for the deployment of the NAP/OIS 1.3.1 system upgrade on Tuesday, June 24, 2014

beginning at 2100 MDT and lasting for approximately 3.5 hours. No user actions will be required following the outage. [Posted 06/17/2014 at 0930 MDT]

6. There will be a scheduled WebSphere upgrade to the NAP/OIS Production environments on Thursday, June 26, 2014 starting at 0400 MDT. No outage is expected but sessions may get dropped. No user actions will be required following the outage. [Posted 06/17/2014 at 0930 MDT]

April 18, 2014 – 1200MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRODUCTION ENVIRONMENT SCHEDULED OUTAGE

1. There will be a scheduled outage of the ROSS Production environment for the deployment of the ROSS 2.16.1 system upgrade on Tuesday, April 22, 2014 beginning at 2000 MDT and lasting for approximately 10 hours. Users will be required to uninstall previous versions of ROSS Production and then reinstall the current 2.16.1 version – please direct any reinstall questions to the IIA Help Desk at 866-224-7677 following the outage.

April 14, 2014 – 0800MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRACTICE AND TRAINING ENVIRONMENTS SCHEDULED OUTAGE

1. There will be a scheduled outage of the ROSS Practice and Training environments to apply the Oracle Streams patch and deploy the 2.16.1.10 upgrade on Tuesday, April 15, 2014 beginning at 1900 MDT and lasting for approximately 3 hours. No additional user actions are required following the outage. [Posted 04/14/2014 at 0800 MDT]

March 25, 2014 – 0900 MDT

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE

1. There will be a scheduled outage of the NAP Production environment, which will affect all users and applications that authenticate via the NAP, to complete the addition of a secondary LDAP server on Thursday, March 27, 2014 beginning at 2000 MDT and lasting for approximately 1 hour. No

additional user actions are required following the outage. [Posted 03/25/2014 at 0900 MDT]

February 26, 2014 – 1030 MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS COGNOS REPORTS - UNAVAILABLE
 2. NAP PRODUCTION OUTAGE SCHEDULED
 3. ROSS PRACTICE VERSION 2.16.1 NOW AVAILABLE
-
1. ROSS Cognos Reports will be unavailable on February 27, 2014 starting at 2100 MST and lasting for approximately 2 hours. Other programs will not be affected. No user actions will be required following the outage. [Posted 02/26/2014 at 1300 MST]
 2. There will be a scheduled outage of the NAP Production environment, which will affect all users and applications that authenticate via the NAP, to renew the nap.nwcg.gov certification on February 27, 2014 beginning at 2300 MST and lasting for approximately 2 hours. No additional user actions are required following the outage. [Posted 02/25/2014 at 1200 MST]
 3. A new version of ROSS Practice is now available. It is strongly recommended that you first uninstall any previous versions of ROSS Practice and then reinstall the current version 2.16.1. Even though the system will allow you to update to the newer version of ROSS without installing the older version, it is **STRONGLY** recommended that you still un-install the older version. [Posted 02/11/2014 at 1730 MST]

February 25, 2014 – 1200MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS PRACTICE ENVIRONMENT - UNAVAILABLE
 2. NAP PRODUCTION OUTAGE SCHEDULED
 3. ROSS PRACTICE VERSION 2.16.1 NOW AVAILABLE
-
1. The ROSS **PRACTICE** Environment will be unavailable February 25 – 26, 2014 for the quarterly database reset and deployment of 2.16.1.8. No user actions are required following the outage. [Posted 02/25/2014 at 1200 MST]
 2. There will be a scheduled outage of the NAP Production environment, which will affect all users and applications that authenticate via the NAP, to renew the nap.nwcg.gov certification on February 27, 2014 beginning at 2300 MST and lasting for approximately 2 hours. No additional user actions are required following the outage. [Posted 02/25/2014 at 1200 MST]
 3. A new version of ROSS Practice is now available. It is strongly recommended that you first uninstall any previous versions of ROSS Practice and then

reinstall the current version 2.16.1. Even though the system will allow you to update to the newer version of ROSS without installing the older version, it is **STRONGLY** recommended that you still un-install the older version. [Posted 02/11/2014 at 1730 MST]

February 14, 2014 – 1200 MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS COGNOS REPORTS UPGRADE
2. ROSS PRACTICE 2.16.1 NOW AVAILABLE
3. ETD AND ETA ERROR MESSAGE DIRECTION
4. TRANSFERRING IQSWEB RECORDS

1. ROSS Cognos Reports will be upgraded starting at 2100 MST on February 17, 2014 and lasting for approximately 22.5 hours. During the first part of the upgrade, reports can be run; however, any new user designed reports will NOT be saved. Cognos Reports will be unavailable starting at 2100 MST on February 18 through 0020 on February 19. Other programs will not be affected. No user actions will be required following the upgrade. [Posted 02/14/2014 at 1200 MST]
2. A new version of ROSS Practice is now available. It is strongly recommended that you first uninstall any previous versions of ROSS Practice and then reinstall the current version 2.16.1. Even though the system will allow you to update to the newer version of ROSS without installing the older version, it is **STRONGLY** recommended that you still un-install the older version. [Posted 02/11/2014 at 1730 MST]
3. 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]
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]

February 13, 2014 – 1630MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
2. ROSS PRACTICE 2.16.1 NOW AVAILABLE
3. ETD AND ETA ERROR MESSAGE DIRECTION
4. TRANSFERRING IQSWEB RECORDS

1. There will be a scheduled outage of the NAP Production environment, which will affect all user and applications that authenticate via the NAP, to add a secondary LDAP server on February 13, 2014 beginning at 2300 MST and lasting for approximately 1 hour. No additional user actions are required following the outage. [Posted 02/13/2014 at 1630 MST]

2. A new version of ROSS Practice is now available. It is strongly recommended that you first uninstall any previous versions of ROSS Practice and then reinstall the current version 2.16.1. Even though the system will allow you to update to the newer version of ROSS without installing the older version, it is **STRONGLY** recommended that you still un-install the older version. [Posted 02/11/2014 at 1730 MST]

3. 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]

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]

February 11, 2014 – 1730MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

5. ROSS PRACTICE 2.16.1 NOW AVAILABLE
6. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
7. ETD AND ETA ERROR MESSAGE DIRECTION
8. TRANSFERRING IQSWEB RECORDS

5. A new version of ROSS Practice is now available. It is strongly recommended that you first uninstall any previous versions of ROSS Practice and then reinstall the current version 2.16.1. Even though the system will allow you to update to the newer version of ROSS without installing the older version, it is **STRONGLY** recommended that you still un-install the older version. [Posted 02/11/2014 at 1730 MST]
6. There will be a scheduled outage of the NAP Production environment, which will affect all user and applications that authenticate via the NAP, to add a secondary LDAP server on February 11, 2014 beginning at 2300 MST and lasting for approximately 1 hour. No additional user actions are required following the outage. [Posted 02/10/2014 at 1245 MST]
7. 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]
8. 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.

February 10, 2014 - 1245 MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

9. NAP PRODUCTION ENVIRONMENT SCHEDULED OUTAGE
10. ETD AND ETA ERROR MESSAGE DIRECTION
11. TRANSFERRING IQSWEB RECORDS

9. There will be a scheduled outage of the NAP Production environment, which will affect all user and applications that authenticate via the NAP, to add a secondary LDAP server on February 11, 2014 beginning at 2300 MST and lasting for approximately 1 hour. No additional user actions are required following the outage. [Posted 02/10/2014 at 1245 MST]
10. 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]

11. 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 29, 2014 – 1000 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. ETD AND ETA ERROR MESSAGE DIRECTION
 4. TRANSFERRING IQSWEB RECORDS
-
1. It is CRITICAL that offices close all 2013 (and prior year) incidents if there are no resources on the incident as the archive will take place on February 4, 2014. If there are no resources on an incident but you want it in 2014, please close it and then create a new incident (dated after January 1, 2014). 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 01/29/2014 at 1000 MST]
 2. There will be a scheduled outage of the ROSS Production environment for the Annual Data Archive on February 4, 2014 beginning at 1930 MST and lasting for approximately 13 hours. No additional user actions are required following the outage. [Posted 01/29/2014 at 1000 MST]
 3. 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]
 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]

January 24, 2014 – 0900 MST

PLEASE SCROLL DOWN TO VIEW INFORMATION ON THE FOLLOWING TOPICS:

1. ROSS SYSTEM WIDE SCHEDULED OUTAGE - NITC NETWORK MAINTENANCE
2. ETD AND ETA ERROR MESSAGE DIRECTION
3. TRANSFERRING IQSWEB RECORDS

1. The ROSS Production, Practice, Training and NAP Environments including all ROSS Interface applications will not be available on Sunday, January 26, 2014 starting at 0030 MST and lasting for approximately 6 hours due to USDA/AT&T/NITC network maintenance which will increase bandwidth. Non-FS Citrix will also be unavailable. The entire maintenance window could last up to 12 hours. While we expect to be operational during the last 6 hours of this window, please contact the Helpdesk if you are unable to connect or receive VLS errors. No user actions will be required following the outage. [Posted 01/24/2014 at 0900 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]

January 21, 2014 – 1630MST

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 NAP Production environment outage tonight, Tuesday, January 21, 2014 starting at 2300 MST and lasting for approximately two hours ; this will cause an outage to ALL NAP authentications. No user actions are required following the outage. [Posted 01/21/2014 at 1630 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]