

**SUBJECT: IMPORTANT OffenderWatch® Upgrade Notification (48 Hr. Window)**



### **OffenderWatch® Upgrade Notification**

Over the first weekend in December, our IT staff will be conducting a large-scale server upgrade.

#### **When?**

The server upgrade window is scheduled for 48 hours:

**Friday 11/30/2018 at 9pm CT, through Sunday 12/02/2018 at 9pm CT.**

#### **How will this affect OffenderWatch®, and other products?**

The impact will be felt by the main OffenderWatch® application, and all related supplemental products and Web Services. Reports, Community Notification/Sheriff Alerts Public Websites, including Email registrations, NSOPW, NCIC and any SQL related tasks for all agencies will be unavailable or out of service.

#### **What does this mean for you?**

Users should not plan offender registration or notification activities during the maintenance window as all services will be unavailable while the upgrade is taking place. Public websites will also be out of service and will be down for the duration of the project.

We strive to provide our customers with the best products and services, which is why upgrades like this are sometimes necessary. We will always try to schedule these at a time when it will have the least impact on the majority of our customers. As always, we appreciate your patience and understanding. Please contact our help desk with any concerns.

Thank you!

OffenderWatch® Technical Support

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