

QuickLaunch Services Major Update: QuickLaunch Services Restoration Plan – Friday, August 26th 4 PM ET

QuickLaunch understands the impact of this event and has been working around the clock to ensure all Services are restored, tested and available before the end of the weekend. QuickLaunch is targeting to complete its restore activity by early Saturday (8/27/22) morning (4 am ET). Thanks for your patience and understanding. Please bookmark the status page to stay up to date and create tickets for any issues you/your end users experience once the restore is complete so we can ensure its tracked to resolution.

QuickLaunch Service Restored/Updated through Plan of Action

| QuickLaunch Service | Plan of Action/Activity Description | IDP and Single Sign-On | Password Manager (PWMS) | Adaptive MFA | First Time Users (FTU) | Custom Design & Branding | Activity Date | Activity Time | Downtime Required | Activity Status |
|--|--|------------------------|-------------------------|--------------|------------------------|--------------------------|---------------|---------------|-------------------|---|
| Service Patches User Access Manager 8.12.1 Patch | API's timeouts reduced so that login page request doesn't fail | Yes | No | No | No | No | 8/23/2022 | 3:45 PM ET | Yes | Completed |
| Admin 8.12.2 Patch | This patch addresses blank page problem throwing script error while accessing thick client apps such as Microsoft Office 365 desktop apps (Teams, Outlook etc.) and few VPN clients. | Yes | No | No | No | No | 8/24/2022 | 5:15 PM ET | No | Completed |
| PWMS 8.12.3 Patch | Improvements - Asynchronous calls to elastic search, reduced time-outs on HTTP calls. | No | Yes | No | No | No | 8/26/2022 | 3:00 AM ET | No | Completed |
| Restoration of Password Manager (PWMS), Adaptive Multi Factor Authentication (AMFA), First Time User (FTU) and Custom Design and branding | | | | | | | | | | |
| Phase 1: Migrating Elastic Search from dockerized cluster to AWS EC2 cluster | Elastic Search on dedicated EC2 Cluster. | No | Yes | Yes | Yes | No | 8/26/2022 | 3:00 AM ET | No | Completed |
| Phase 2: Elastic Search data migration from dockerized cluster to AWS EC2 cluster | Elastic Search data migration | No | Yes | Yes | Yes | No | 8/26/2022 | 4:30 AM ET | No | Completed |
| Phase 3: Configuring Elastic Search analytics and services to capture Elastic Search data into AWS EC2 cluster | Elastic Search Configuration | No | Yes | Yes | Yes | No | 8/26/2022 | 4:30 AM ET | No | Completed |
| Phase 4: Scale PWMS AWS EC2 infrastructure and enhance PWMS API's to sustain high latency | Performance improvement | No | Yes | No | No | No | 8/26/2022 | 5:00 AM ET | No | Patch Deployed- Ongoing activity - Week of Aug 29th |
| Phase 5: Re-enable PWMS, AMFA, FTU and Custom Design & Branding | Complete QuickLaunch Services restoration | No | Yes | Yes | Yes | Yes | 8/27/2022 | 4:00 AM ET | No | Scheduled |