

## HCFA / NCDJPA Tech Support Notification

Title: Cad Upgrade

Event Type: Planned

Severity: High

Start Date: 5/11/2011

Start Time: 07:30

End Date: 5/11/2011

End Time: 09:30

Issue Description: CAD Version Upgrade from 4.5.6 p22 to 4.5.7

Systems Impacted: CAD, Station Alerting, Station Printing, Paging, Mobile, Visinet Browser

Description of Specific Impact: The CAD upgrade will be performed in the background and will not impact any systems until after the files are loaded. Once that happens, each user of CAD will need to exit CAD and re-login to the CAD. At Heartland, this will necessitate all dispatchers logging into the secondary Citrix server while the primary is updated. This will be facilitated by Shawn Fairchild. All system interfaces will also need to be restarted causing an interruption in Mobile, Paging Printing, and alerting. All field units will be notified when this upgrade is complete.

Staff Contact (Name and Phone Number): Charlie Knust – 858-756-6044 or Freddy Bejar – 858-756-6030