

EOAS Help Desk

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2018-08-10 - Burner EOAS - 0 Comments - in Changes

On Wednesday, May 30th at 9:00 am (PST), we will be updating our links so that course material is no longer served from arda.eos.ubc.ca.

If you have been accessing and posting course data on arda.eos.ubc.ca, please update your settings to use the new server koseu.eos.ubc.ca. The location of your course files and the directory structure will remain the same. Your user name and password will be the same that you use when accessing your EOAS email account, i.e., to access course material on koseu.eos.ubc.ca you will use the same user name and password as <https://exchange.eos.ubc.ca>.

Why is this change occurring?

The operating system and applications on arda.eos.ubc.ca have been serving the department for many years. Over the last 18 months we have been working to identify replacement applications or move existing services to new homes so we can decommission arda.eos.ubc.ca. Moving course material from arda.eos.ubc.ca brings us one step closer to that goal.

Does this have anything to do with Canvas?

This change **does not impact or have any relation** to Canvas (<http://lthub.ubc.ca/guides/canvas/>).

Will I need to update my web pages?

If your web pages refer to "arda.eos.ubc.ca", there is a possibility they will need to be updated. Prior to the move and after the move occurs, we will scan the existing pages for outdated links and update pages as we discover them. However, automated tools are not perfect and some links may go undetected, if you discover a broken link please email helpdesk@eoas.ubc.ca and we will prioritize those fixes in the queue.

What if I need more help or have questions?

We will be monitoring the help desk closely for the week and prioritizing any requests that come in requesting help as it relates to this change – if you have a question or identify a problem, email helpdesk@eoas.ubc.ca and we will prioritize your request.

What will happen to the files from the old server?

The files on arda.eos.ubc.ca will remain where they are for at least 30 days, however to avoid anyone accidentally updating the **old** location after May 29th, we will block access to those files. In other words, if you try to access your files at the old location, access will be denied.

If you have any questions or concerns, please contact the help desk via the form at <https://helpdesk.eoas.ubc.ca>, or by email at helpdesk@eoas.ubc.ca.

Sincerely,

Tom Yerex

“Well, we’ll not risk another frontal assault. That rabbit’s dynamite” ~ Monty Python and the Holy Grail