

Monthly Maintenance

Last Modified on 06/11/2025 11:41 am CDT

Overview

Note TempWorks performs routine maintenance on our hosted environment once per month on the first weekend following the second Tuesday of the month.

During maintenance, Microsoft updates are applied, systems are adjusted to improve security and reliability, hardware improvements are made, and network architecture changes are performed. Maintenance is completed in segments to minimize the impact.

Weekdays

Wednesday (9:00-9:30 PM Central)

Thursday (7:30-8:00 PM Central)

Friday (9:00-9:30 PM Central)

- Production SQL database servers will failover to enable maintenance to be performed.
- During these times, interruption in ALL services are possible.
- Failover will occur in a rolling manner to minimize impact to each customer.
- Interruption in service is expected to be only few minutes for each customer.

Weekends

Saturday & Sunday (All Day)

- All non-SQL servers will be rebooted, in a "rolling reboot" where servers are rebooted in several smaller batches.
- Due to TempWorks' High-Availability Architecture, most users will not experience ANY outages.
- This may affect various products as their respective servers are restarted.
 - For example, WebCenter may be unavailable during the time WebCenter servers are rebooting, DataPortal servers (3-tier Enterprise Infinity) may be unavailable while DataPortal servers are being

rebooted, etc.

- Each service should be down for less than one hour each. Most will be down for less than 20 minutes.
- Due to the nature of the "rolling reboots," exact downtimes for each service are not available.

Related Articles