

## **Cherwell Down for Upgrade Friday, Nov. 8 to Saturday, Nov. 9** <sup>[1]</sup>

November 1, 2019 by [UIS Communications](#) <sup>[2]</sup>

**Description:** Cherwell will be down for maintenance for a system upgrade 7 p.m. Friday, Nov. 8 to 9:30 a.m. Saturday, Nov. 9. This upgrade will fix several defects in the current version and some user acceptance tester-reported performance improvements.

The UIS Service Desk will deliver the new Cherwell Client to appropriate users starting as early as Friday evening. Computers must be connected to the network or VPN to receive the new version.

**Note:** Cherwell may be available immediately after the upgrade and before the final all-clear message has been given on Saturday morning. Any tickets entered during this time may be lost in the event the upgrade needs to be rolled back due to unforeseen circumstances.

**Timing:** 7 p.m. Friday, Nov. 8 to 9:30 a.m. Saturday, Nov. 9

**Impact:** CherwellCherwellCherwell Service Management is a platform that enables delivery of efficient services, allows for the automation of business processes and workflows, and service desk functionality. <sup>[3]</sup>

### **Upcoming maintenance:**

- See the [Business Calendar](#) <sup>[4]</sup> for future maintenance window dates and times.
- Visit the [UIS Maintenance Matters Blog](#) <sup>[5]</sup> for detailed information on upcoming UIS maintenance and how it affects you.

[other maintenance](#) <sup>[6]</sup>, [Cherwell](#) <sup>[7]</sup>

### **Display Title:**

Cherwell Down for Upgrade Friday, Nov. 8 to Saturday, Nov. 9

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## **Links**

- [1] <https://www.cu.edu/blog/maintenance-matters/cherwell-down-upgrade-friday-nov-8-saturday-nov-9>
- [2] <https://www.cu.edu/blog/maintenance-matters/author/18084>
- [3] <https://www.cu.edu/uis-glossary/cherwell>
- [4] [https://sp.cu.edu/UIS/Lists/Business Calendar/calendar.aspx](https://sp.cu.edu/UIS/Lists/Business%20Calendar/calendar.aspx)
- [5] <https://www.cu.edu/uis/maintenance-matters>
- [6] <https://www.cu.edu/blog/maintenance-matters/tag/other-maintenance>
- [7] <https://www.cu.edu/blog/maintenance-matters/tag/cherwell>