

Plan for Scheduled Roaming Client Maintenance

Contents

Introduction

This document describes a scheduled maintenance window that affected Roaming Clients on 2024-01-13.

Overview

A scheduled maintenance activity took place to enhance database performance and reliability. During this 1-hour window, certain services related to Roaming Clients were temporarily impacted.

Maintenance Schedule

- **Date:**2024-01-13
- **Start Time:**06:30 UTC
- **End Time:**07:30 UTC
- **Duration:**1 hour
- **Component Affected:**Roaming Clients

Impacted Services

During the maintenance window, these services were affected:

- **New Roaming Client Registrations:**
New registrations were unavailable.
- **Configuration Changes:**
Configuration changes made before the maintenance sync with roaming clients. New changes made during the maintenance took effect after the window ended.
- **Dashboard Changes:**
Operations such as Secure Web Gateway (SWG) override settings and bulk operations for SWG override and roaming client deletions were inaccessible.
- **Admin View:**
You can view previously configured values for Roaming Computers (such as identity names), but you cannot make changes.
- **Roaming Client Information:**
Information such as last sync, identity names, hostname, and status may not show the latest updates.

Recommendations

Plan new Roaming Client deployments and changes outside the maintenance window to avoid disruption.

Find More Information

For more details, refer to your support contact or official Umbrella documentation.