University Web Services has been made aware that several performance issues have been experienced by users of MOSS. These problems include:

- Time-out errors (an action causing an indefinite lag time before confirmation that the action has completed).
- Loss of data while saving to a page.
- “Cannot connect to database” or other errors indicating the web site is offline.
- Slow response times when creating sites and pages in the Content and Structure screen.

To better help solve these problems, we would like your cooperation by accurately describing any errors you encounter. Gather these three pieces of information and send them back to me at Dmitriy.Vilner@ucdenver.edu

- A screen capture of the error itself (hold down Control and hit Print Screen. Then hit Control V inside a reply message to Dmitriy. It should duplicate the page).
- Date and exact time of error.
- An indication of which node you were on when the error occurred. This is determined by going to your URL and typing “/whoami.aspx” after the word _Layouts in your URL so your URL looks something like this:
  
  http://www.ucdenver.edu/academics/colleges/medicalschool/_layouts/whoami.aspx

Please put that information in an email and reply to Dmitriy Vilner (Dmitriy.Vilner@ucdenver.edu).

We understand that this process is an annoyance, but your cooperation will ensure that we can solve these problems and provide a better user experience for everyone. Thank you.

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