2019 – 2020 UR Student Downtime Schedule

Most UR Student Users work in the "**Production tenant**." Downtime for production tenants take place early on Saturday mornings to reduce impact.

2019 UR STUDENT DOWNTIME		
Maintenance Type	**Dates**	**Tenant Downtime**
Monthly Maintenance (includes Weekly Service Update)	November 16 December 14	• **Production tenants* - maximum 8 hours:** Saturday 2 am - 10 am Eastern time • **Sandbox, Sandbox Preview, and Implementation tenants - maximum 12 hours:** Friday 9 pm to Saturday 9 am Eastern time
2020 UR STUDENT DOWNTIME		
Maintenance Type	**Dates**	**Tenant Downtime**
Monthly Maintenance (Includes Weekly Service Update)	January 17 - 18 April 3 - 4 June 12 - 13 August 14 - 15 November 13 - 14 December 11 - 12	• **Production tenants - maximum 8 hours:** Saturday 2 am – 10 am Eastern time • **Sandbox, Sandbox Preview, and Implementation tenants - maximum 12 hours:** Friday 9 pm to Saturday 9 am Eastern time
Quarterly Maintenance - Production tenants (Includes Weekly Service Update)	February 22 May 16 July 18 October 17	**Production tenants - maximum 12 hours:** Saturday 2 am - 2 pm Eastern time
Quarterly Maintenance - Sandbox, Sandbox Preview, and Implementation tenants (Includes Weekly Service Update)	February 7 - 8 May 1 - 2 July 10 - 11 October 9 - 10	**Sandbox, Sandbox Preview, and Implementation tenants - maximum 16 hours:** Friday 9 pm to Saturday 1 pm Eastern time
Feature Release Delivery and Monthly Maintenance (Includes Weekly Service Update)	March 6 - 7 September 11 - 12	• **Production tenants will be unavailable for a maximum of 8 hours:** Saturday 2 am - 10 am Eastern time • **Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours:** Friday 9 pm to Saturday 9 am Eastern time

Regular Weekly Service Update takes place every weekend. The tenant downtime will be:
- **Production tenants – maximum 4 hours**: Saturday 2 am – 6 am Eastern time
- **Sandbox and Implementation tenants - maximum 12 hours:** Friday 9 pm to Saturday 9 am Eastern time