

## WeatherTRAK Central Planned Outage - Customer Bulletin

### WeatherTRAK Central Release

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**WeatherTRAK.net Infrastructure Upgrade & Planned Outage**

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CB\_070714

HydroPoint Data Systems is upgrading the WeatherTRAK.net infrastructure at 1 pm PST, Monday July 7, 2014.

This will have no impact to customer's controllers or data except that **WeatherTRAK.net and WeatherTRAK Mobile will not be accessible starting at 1pm Monday July 7th.**

**WeatherTRAK controllers will continue to irrigate normally and appropriately respond to alarms. Both WeatherTRAK.net and WeatherTRAK Mobile will be back online Tuesday July 8<sup>th</sup>. No data will be lost during the planned outage, all controller data generated during the planned outage will be synchronized to WeatherTRAK.net once the site is back online.**

As part of this release, we will be upgrading our computing and networking systems to support our rapidly increasing user base so we can continue to provide the industry's most responsive, high performance cloud based water management solution.

**NOTE: After the upgrade users may need to refresh their browser's cache.**

Windows computers:

- 1) Login to WeatherTRAK.net normally.
- 2) Press ctrl + F5 on your keyboard.
- 3) This will completely reload your browser's locally stored files.

Macintosh computers:

- 1) Login to WeatherTRAK.net normally.
- 2) Press cmd + R on your keyboard.
- 3) This will completely reload your browser's locally stored files.

If you have questions about the update process, you are welcome to contact us by email (support@hydropoint.com) or phone, toll-free (800) 362-8774 during business hours. Customer Support is available Mondays – Fridays from 7 am to 5 pm pacific and on Saturdays from 9 am to 2 pm pacific.