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| GLOBAL UPTIME | OUTAGES | TOTAL DOWNTIME |
| 99.5288% | 21 | 1d 1h 20m |

Component History (for selected period)

| Name | Uptime | Outages | Downtime | Avg Response Time |
|--|----------|---------|-------------|-------------------|
| Important Notifications Utilized for Important Communications Between HQ and Subscribers | | n/a | n/a | n/a |
| WebTrac WebTrac Public Facing Access by Region | 99.8251% | 2 | 2h 38m 39s | |
| WebTrac - Landing Page WebTrac Landing Page | 100% | 0 | 0h 0m 0s | 2.07s |
| WebTrac - Europe WebTrac Europe | 100% | 0 | 0h 0m 0s | 8.07s |
| WebTrac - Far East WebTrac Far East | 99.2738% | 1 | 1h 13m 12s | 7.96s |
| WebTrac - Hawaii WebTrac Hawaii | 100% | 0 | 0h 0m 0s | 6.09s |
| WebTrac - MidAtlantic WebTrac MidAtlantic | 100% | 0 | 0h 0m 0s | 6.65s |
| WebTrac - NDW WebTrac NDW | 99.1523% | 1 | 1h 25m 27s | 6.84s |
| WebTrac - Northwest WebTrac Northwest | 100% | 0 | 0h 0m 0s | 3.92s |
| WebTrac - Southeast WebTrac Southeast | 100% | 0 | 0h 0m 0s | 4.12s |
| WebTrac - Southwest WebTrac Southwest | 100% | 0 | 0h 0m 0s | 4.12s |
| RecTrac RecTrac Internal Access by Region | 98.7485% | 10 | 18h 55m 23s | |

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|--|---------------------|----------------|------------------------|-------------------|
| <div>RecTrac - Bahrain</div> <div>RecTrac Internal Access</div> | <div>90.9182%</div> | <div>6</div> | <div>15h 15m 27s</div> | <div>23.07s</div> |
| <div>RecTrac - Europe</div> <div>RecTrac Internal Access</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>3.84s</div> |
| <div>RecTrac - Far East</div> <div>RecTrac Internal Access</div> | <div>98.9049%</div> | <div>1</div> | <div>1h 50m 23s</div> | <div>3.62s</div> |
| <div>RecTrac - Hawaii</div> <div>RecTrac Internal Access</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>3.52s</div> |
| <div>RecTrac - MidAtlantic</div> <div>RecTrac Internal Access</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>3.86s</div> |
| <div>RecTrac - NDW</div> <div>RecTrac Internal Access</div> | <div>98.9635%</div> | <div>2</div> | <div>1h 44m 29s</div> | <div>3.79s</div> |
| <div>RecTrac - Northwest</div> <div>RecTrac Internal Access</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>3.85s</div> |
| <div>RecTrac - Southeast</div> <div>RecTrac Internal Access</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>3.86s</div> |
| <div>RecTrac - Southwest</div> <div>RecTrac Internal Access</div> | <div>99.9497%</div> | <div>1</div> | <div>0h 5m 4s</div> | <div>3.99s</div> |
| <div>SAP</div> <div>SAP Internal Web Applications</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | |
| <div>SAP - BW Production (BP2)</div> <div>Production SAP BW</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>2.68s</div> |
| <div>SAP - Enterprise FFR Portal Production</div> <div>Production SAP FFR SAP Portal</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>2.72s</div> |
| <div>SAP - Solution Manager (SM1)</div> <div>Production SAP Solution Manager</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>2.68s</div> |
| <div>SAP - ERP Production (PR2)</div> <div>Production SAP ERP Production</div> | | <div>n/a</div> | <div>n/a</div> | <div>n/a</div> |
| <div>Credit Card Processor Availability</div> <div>Availability of Credit Card Processor URL for Processing</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | |
| <div>Verifone Credit Card Processing</div> <div>Verifone Credit Card Processing URL Accessibility</div> | <div>100%</div> | <div>0</div> | <div>0h 0m 0s</div> | <div>275ms</div> |

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|--|----------|-----|------------|--------|
| Merchantlink Credit Card Processing Merchantlink Credit Card Processing URL Accessibility | 100% | 0 | 0h 0m 0s | 1.53s |
| Kronos - Production Kronos Production Access | 98.1933% | 3 | 3h 2m 7s | 2.51s |
| Citrix Citrix Public Facing Access | 100% | 0 | 0h 0m 0s | 4.11s |
| Epitome Epitome Access | 100% | 0 | 0h 0m 0s | 1.96s |
| VPN VPN Public Facing Access | 100% | 0 | 0h 0m 0s | 2.56s |
| Landesk Web Console Landesk Web Console Internal Access | 100% | 0 | 0h 0m 0s | 14.87s |
| Orion Orion Internal Access | 99.5650% | 6 | 0h 43m 51s | 8.52s |
| AD Manager AD Manager Internal Access | 100% | 0 | 0h 0m 0s | 5.01s |
| ServiceNow ServiceNow Hosted Application | 100% | 0 | 0h 0m 0s | 709ms |
| eRange eRange Internal Access | 100% | 0 | 0h 0m 0s | 520ms |
| Navy CREDO Navy CREDO Public Facing Access | 100% | 0 | 0h 0m 0s | 7.98s |
| CNIC Patron Wifi Communications Utilized for Broad Communications Regarding Patron Wifi Across the Enterprise | | n/a | n/a | n/a |
| CNIC Meraki Network Services Meraki Network Service Status Communications | | n/a | n/a | n/a |
| CNIC Verizon Network Services Verizon Network Service Status Communications | | n/a | n/a | n/a |
| CNIC Internet Network Services Internet Network Service Status Communications | | n/a | n/a | n/a |

Past Incidents

May 2025 (6)

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| <div>RecTrac NDW Server Update to Version 3.1.11.01.01</div> <div>May 08, 2025 09:00pm CDT – May 08, 2025 11:00pm CDT (2h 0m 0s)</div> |
| <div>Epitome Troubleshooting</div> <div>May 08, 2025 10:05am CDT – May 08, 2025 10:30am CDT (0h 24m 9s)</div> |
| <div>Kronos Production Patching</div> <div>May 07, 2025 08:00am CDT – May 07, 2025 11:00am CDT (3h 0m 0s)</div> |
| <div>Emergency security maintenance will cause a temporary outage of Epitome and HMS</div> <div>May 06, 2025 05:00pm CDT – May 06, 2025 06:00pm CDT (1h 0m 1s)</div> |
| <div>Network Slowness in Southeast</div> <div>May 06, 2025 11:05am CDT – May 06, 2025 02:00pm CDT (2h 54m 15s)</div> |
| <div>RecTrac Japan/Guam/Korea Server Update to Version 3.1.11.01.01</div> <div>May 06, 2025 11:00am CDT – May 06, 2025 01:00pm CDT (2h 0m 0s)</div> |