

Subject: Important ITS Updates

Date: Monday, June 1, 2020 at 2:58:35 PM Pacific Daylight Time



CAL POLY

Information Technology Services

We have some updates you may find helpful regarding recent impacts to campus IT services and updates to Zoom web conferencing.

Security Certificate Expiration

On May 30, a commonly used security certificate used by many applications and systems across the internet expired, impacting many organizations and campuses, including Cal Poly. ITS staff worked over the weekend to restore these services, which included CMS - PeopleSoft, PolyLearn, PolyProfile, 1Stop, eForms, and web.calpoly.edu hosted websites. While modern and updated web browsers and operating systems are not impacted, older devices using out-of-date systems and web browsers are affected by this change and need to be updated.

If your computer is running macOS 10.11 or older or Windows XP or older, you may receive a "Your Connection is Not Private" message. You can update your computer's operating system or switch to Firefox to access the internet. For help, visit <https://bit.ly/2MmjzBj>.

Zoom 5.0 Update

Also, a reminder, if you have not upgraded to Zoom 5.0, you will receive a forced upgrade notification when you log in to Zoom. You can upgrade then, but it may take a few extra minutes to get into your meeting. If you refuse, you will get redirected to the [web version](#) of Zoom, which has limited functionality on some browsers.

To upgrade before your next meeting, visit our [Upgrade to Zoom 5.0](#) page.

If you have any questions, please contact the ITS Service Desk at servicedesk@calpoly.edu or 805-756-7000.

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