

1. Definitions:

TRAVIS1 Web: The system that is normally used when a client logs on to apply for a permit.

TRAVIS2 Web: This is the backup system that will become available when TRAVIS1 is down.

2. What to do if TRAVIS1 Web goes down:

In the case of a failure, TRAVIS1 Web may shut down immediately and will be unable to display a status message. TRAVIS Web users will either freeze or get an application error. When the user leaves the current session or attempts to log into TRAVIS1, the following message will appear "Server error". At this point, log into TRAVIS2 (located at <https://travis2.gov.ab.ca/TravisWebLogin/redirect.htm>).

3. TRAVIS1 Web returns to service:

Once TRAVIS1 is functional again, a message will display stating:

The primary TRAVIS Web system is now available. Please:

- 1) complete and save your application - it will be copied to the main system,
- 2) close your current session,
- 3) log onto www.travis.gov.ab.ca to continue working.

If you are already on TRAVIS1, please follow Steps 1-3 and log in again.

All TRAVIS Web users (whether on TRAVIS1 or TRAVIS2) will be required to save their work and log out, as the current session will freeze approximately 5 minutes after the message appears. The shut down is necessary for the data to be synchronized between the two systems, at which time (for approximately 5 minutes) neither environment will be available to TRAVIS Web users.

During this time, if an attempt to log onto TRAVIS1 is unsuccessful, wait 5 minutes and then try again.

3. TRAVIS Scheduled Shutdowns

From time to time, TRAVIS1 and/or TRAVIS2 must be shut down for maintenance or enhancements. Advance warning of this occurrence will be provided on the What's New announcements on the main TRAVIS Web page. Information on TRAVIS2 availability during planned shutdown will be included as sometimes both systems will need shutdown at the same time.