

Scheduled Maintenance: Avamar Upgrade: DC4-Grid-01

As part of our commitment to quality and continual improvement, Iomart will be carrying out planned maintenance on **29th September 2026**. The work will involve **upgrading the Avamar operating system to version 19.12.0-166**.

We are writing to inform you of this planned maintenance and any potential impact to your services.

What Will Happen?

Dell EMC Engineers will be applying the upgrade to the Avamar grid during the daily maintenance window of the grid. This will require reboots of various components within the grid.

When Will The Work Be Conducted?

The maintenance window will begin at **09:00 BST on 29/09/2026**. It will be **completed prior to the backup window starting at 20:00 BST on 29/09/2026**.

Who Will Be Completing the Work?

All the work will be completed by qualified Dell EMC engineers who will be supervised by Iomart infrastructure engineers.

Will I Experience Downtime?

As with any network maintenance activity, there is an increased risk of service interruption during the maintenance window.

There will not be any downtime to your own systems, however during the maintenance it will **not be possible to carry out any backup or restore tasks**. All **existing backup data stored on the grid will be unaffected**.

Regards

Iomart Communications Team

