**SOM Alerts**

**4/10/2019: Windows 7 Login issues**

**4/10/2019 10:00AM**

Many users across the university are reporting issues after the most recent Windows updates were applied. This is normally represented as a significant delay (sometimes over an hour if not more) at some point during the boot up or login process. IT appears that this is tied to an incompatibility between a Windows 7 (or 8.1) update and the VCU Antivirus software (Sophos). SOMTech is working with IT across the university on this problem. If you are on a Windows 7 computer, please do not reboot. If you are stuck, please submit a ticket to SOMTech at [htp://go.vcu.edu/SOMTicket](http://go.vcu.edu/SOMTicket). Be sure to include a contact number where you (or someone else) can be reached. We apologize for the inconveniences this has caused and are working to resolve the issues as soon as possible. As far as we can tell, this issue is not present on Windows 10 PCs or Macs. Updates will be posted on [http://go.vcu.edu](http://go.vcu.edu/SOMAlerts).

Identify version of Windows: [https://support.microsoft.com/en-us/help/13443/windows-which-operating-system](https://support.microsoft.com/en-us/help/13443/windows-which-operating-system)


**4/8/2019: SOM Alert - HVAC issue closes Theater Row Building**

**4/9/2019**

The City of Richmond’s Theater Row Building at 730 E. Broad St. will reopen on Wednesday, April 10. The building was closed on Monday for repairs to the HVAC system. The repairs have been completed.

Theatre Row houses offices and classes for the College of Health Professions’ departments of Gerontology, Occupational Therapy and Rehabilitation Counseling, as well as offices for the Center on Health Disparities and the Virginia Center on Aging.

Classes impacted by the closure have been relocated and students have been notified. Students and instructors with questions should contact their dean’s office. Staff members will be granted office closing leave.

**4/8/2019 9:00 pm**

From [https://alert.vcu.edu/](https://alert.vcu.edu/)

An equipment failure in the HVAC unit of the City of Richmond’s Theater Row building at 730 E. Broad St. has resulted in the closure of the building until Wednesday afternoon while repairs are being made.

Theatre Row houses offices and classes for the College of Health Professions’ departments of Gerontology, Occupational Therapy and Rehabilitation Counseling, as well as offices for the Center on Health Disparities and the Virginia Center on Aging.

Classes impacted by the closure have been relocated and students have been notified. Students and instructors with questions should contact their dean’s office. Staff members will be granted office closing leave.