

# Extended Weekend Maintenance Hours for Technology Tools

Updated September 14, 2021

We're making updates to improve the resilience of the technology tools that you rely on to serve your customers. To do that, we'll add new data centers and out of region environments that will help to limit the impact of disasters or other outages impacting our technology in the northern Virginia region. This will require testing that will **extend the normal maintenance windows for distinct tools over specific weekends**. Below is a list of pertinent dates and times for the extended maintenance windows.

The underwriting tools will have an additional 17 hours of downtime each weekend, prior to the normal maintenance window (11 p.m. ET Saturday – 11 a.m. ET Sunday).

Impacted Tools - Underwriting	Weekend of 9/10-9/12	Weekend of 9/17-9/19
Freddie Mac Loan Advisor® Portal Loan Product Advisor® (LPA <sup>SM</sup> ) Condo Project Advisor® Loan Collateral Advisor® Loan Quality Advisor® Loan Closing Advisor® Loan Coverage Advisor® Quality Control Advisor® Correspondent Assignment Center Home Value Explorer® (HVE®) Freddie Mac APIs	Friday 9/10 (10 p.m.) – Saturday 9/11 (3 p.m.)	Friday 9/17 (10 p.m.) – Saturday 9/18 (3 p.m.)

The sourcing tools will have a total downtime of 35 hours on the first weekend (including the normal maintenance window) and an additional 15 hours of downtime on the second weekend, prior to the normal maintenance window (11 p.m. ET Saturday – 11 a.m. ET Sunday).

Impacted Tools - Sourcing	Weekend of 9/17-9/19	Weekend of 9/24-9/26
Loan Selling Advisor® Bulk Web Portal Lender Placed Insurance Reporting Tool Home Possible® Income and Property Eligibility Tool	Saturday 9/17 (10 p.m.) – Sunday 9/19 (11 a.m.)	Saturday 9/25 (12 a.m.) – Saturday 9/25 (3 p.m.)

**NOTE:** In addition to the above dates and times, Loan Selling Advisor will have limited functionality and will only be available via a temporary URL from **9/10 (10 p.m.) – 9/11 (3 p.m.)**.

**Temporary URL:** <https://LoanSellingAdvisor-temp.fmapps.freddiemac.com>

Impacted Tools - Servicing	Extended Maintenance Window
Servicing Gateway ( <b>all tools within the platform</b> ) MI Access EDI Investor Reporting (including B2B bulk file submissions)	Saturday 8/28 (12 a.m. – 2 p.m.)

You may refer to our [Client Resource Center](#) for the most up-to-date information about the status of our technology tools – including information related to the extended maintenance windows for this effort. We encourage you to bookmark this page (<https://my.sf.freddiemac.com/system/>) for reference.

