



Magnolia Fire Department

BULLETIN

No. 2025-06

Date: 5/14/25

To: Emergency Operations Personnel

From: Captain of Emergency Preparedness

Subject: FirePrograms Outage

**INFORMATIONAL
OPERATIONAL**

All,

There is a known issue with the remote desktop version of FirePrograms. (Old Version, not web version) This issue is for users that have the Command View set as thier primary screen and it will give you a failure message and advise you to close the program. I am currently working with FirePrograms to find the source of the outage and will advise when it is fixed. They suspect that it will be morning time at the earliest before they can fix the outage. In the meantime, all users can still use the web version sc.fireprogramsweb.com to complete their reports as well as complete staffing if the outage persist past shift change in the morning.

Thank you for your understanding, and I will update you as soon as I hear something from their support team.