OAKLAND UNIVERSITY™

Thursday, January 23, 2003

E-mail system experiences slowdown

By **Jeff Samoray**, OU Web Writer

Oakland University's e-mail server recently has been struggling to handle the current volume and service expectations of the community. OU's **Office of Information Technology** is working to stabilize this frustrating situation as soon as possible and will begin implementing a new e-mail system in February.

"The current e-mail system we're using uses technology that dates back to the early 1990's," said Terrie Rowe, director of Information Technology. "We've upgraded components of that system over the years, but we've reached a point where we can no longer upgrade. Our system isn't designed for the current volume of e-mail we're experiencing or for the size of messages and attachments, which have grown tremendously over the last two years."

Rowe said staff from the IT Department are now planning for a conversion to the new e-mail system. Staff will complete technical training next week and will work with the new vendor, MiraPoint, to implement the system, which is expected to be in place by the end of February.

The IT Department currently is taking steps to keep the current e-mail system operational, though overall improvement is not expected until the new system is implemented. In the meantime, there are steps individuals can take to help improve the current e-mail service across campus:

- Store no more than 100 e-mail messages in your inbox. Inboxes are not appropriate for long-term storage of e-mail, and services degrade as an inbox grows larger. For instructions on how to archive e-mail messages, contact the IT Helpdesk at (248) 370-HELP (4357).

- Keep no more than the last 30 days' worth of messages in your outbox. Though not accessed as frequently as the inbox, an excessive number of files in an outbox can cause system slowdowns.

- Avoid lengthy e-mails and large attachments.

- If you are an IMAP or Webmail user, do not leave your system logged into e-mail for lengthy periods of time.

- Set Eudora or Outlook Express to automatically check for new mail every 60 minutes. Checking more frequently can add to the overall degradation of e-mail performance.

- Check the **Information Technology** Web site frequently by clicking the Info Tech button from anywhere on the OU Web site. News on the status of the current system and implementation of the new system will be posted regularly to keep the campus community informed.

"All of these points are very important ones to follow," Rowe said. "We appreciate everyone's patience as we take measures to maintain the current system and prepare to install the new one."

Before the transition to the new e-mail system is complete, a Web site will be developed to provide further updates and answer frequently asked questions.

For any other questions or concerns, contact the IT Helpdesk at (248) 370-HELP (4357).

SUMMARY
Oakland University's e-mail server recently has been struggling to handle the current volume and service expectations of the community. OU's Office of Information Technology is working to stabilize this frustrating situation as soon as possible and will begin implementing a new e-mail system in February.

Created by CareTech Administrator (webservices@caretechsolutions.com) on Thursday, January 23, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Thursday, January 23, 2003
Article Start Date: Wednesday, October 8, 2003