



Tuesday, February 25, 2003

E-mail service to be interrupted

By **Jeff Samoray**, OU Web Writer

Oakland University's **Information Technology Department** has scheduled a transition period for converting to the new **Mirapoint** e-mail system beginning Friday, Feb. 28, at 8:45 a.m. During this conversion, all university e-mail processing will cease. E-mail will be unavailable until service is restored at approximately 8 a.m. Monday, March 3.

The new e-mail system is being installed to provide a more stable environment to meet the needs of the campus community and to help streamline processes.

The current e-mail system uses technology that dates from the early 1990's. Components of the system have been upgraded over the years, but current and projected growth of usage combined with the need for reinforced security mandates that a new system be installed.

"It looks like the conversion will go very smoothly," said Senior Systems Analyst Steve Glowacki. "We already completed some tests involving moving data over. We anticipate that the system will be ready by 8 a.m. the following Monday, if not sooner."

At 8:45 a.m. Feb. 28, any new attempts to connect to the e-mail system will be denied. All users still connected to the system at 9 a.m. will be disconnected to allow the conversion of about 22,000 accounts. Initial estimates indicate that the transfer will take 18-20 hours to complete.

All e-mail connection methods will be available through Webmail Direct 3.0, IMAP, POP and SMTP by 8 a.m. March 3.

Internet Service Providers that attempt to send e-mail during the conversion period will be met with systems unavailability. However, it is general practice when sending mail to queue any undeliverable e-mail and continue to attempt to deliver it for five days.

"Since our system will be down for a maximum of three days, people should be receiving e-mails directed to their university address," Glowacki said. "Most ISP systems follow the practice of attempting delivery for five days."

For news on the status of the current system and implementation of the new system, visit the **Information Technology** Web site by clicking the Info Tech button from anywhere on the OU Web site. The IT Department also has a **New E-Mail Solution Information** Web site and a **New E-Mail System FAQs** Web page, which gives more information on the Mirapoint system, including e-mail activation, access and reliability. For more information, contact the IT Helpdesk at (248) 370-HELP (4357) or e-mail helpdesk@oakland.edu.

SUMMARY

All university e-mail processing will cease beginning Friday, Feb. 28, at 8:45 a.m. to facilitate a migration to the new Mirapoint e-mail system.

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