OAKLAND UNIVERSITY™

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New e-mail system running smoothly

By **Jeff Samoray**, OU Web Writer

Oakland University students, faculty and staff now have access to an e-mail system that is faster, more secure and more reliable than ever before. The **Information Technology Department** completed some 22,000 e-mail account transfers to the new **Mirapoint** system, and since operations were restored March 2 at about 4:30 p.m., IT staff have had no substantial problems to report.

"Other than a small number of guest or shared accounts that have been temporarily disabled, the transfer was quite smooth with no unexpected results or problems," said Senior Systems Analyst Steve Glowacki. "We checked the transfers every couple hours to see how things were proceeding. The present system is definitely faster and the expectation is that the hardware will be highly reliable."

Though its components had been upgraded over the years, the former e-mail system used technology dating from the early 1990's. The current and projected growth of usage along with the need for reinforced security mandated that a new system be installed. After reviewing many analyses of system reliability, the university purchased the Mirapoint system to provide a more stable environment to meet the needs of the campus community. IT staff shut the former system down the morning of Feb. 28 to begin the migration.

Users of OU **Webmail** also will notice some improvements. Besides having a more attractive interface, Webmail now operates faster and has more features such as spell check, the ability to import an address book, message sorting and attachment processing.

A big improvement to both systems is the installation of **Sophos**, a new antivirus product. Sophos is a gateway-based system that catches viruses at the point of entry, thereby protecting you before it has a chance to reach your computer.

"It's too early to speak in percentages but (Sophos) already has caught a large number of viruses," Glowacki said. "Usually they're in the form of a spam message that carries a virus. Previously, it was up to the antivirus software installed on each user's computer to catch them."

The Mirapoint system will undergo yearly reviews so any necessary changes or upgrades can be made.

"The Mirapoint environment can be expanded as needed," Glowacki said. "We currently don't have an end of life projection. If our load reaches its maximum capacity, another component could be added to encompass that load.

"Our IT staff would like to thank the campus community for having an awful lot of patience as we made the transfer. If you would like to provide some feedback or let us know what would make the new system more beneficial, please contact as at the Helpdesk."

For news on the implementation of the new system, check the **Information Technology** Web site by clicking the Info Tech button from anywhere on the OU Web site. The IT Department also has posted a **New E-mail Solution Information** 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
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