



Friday, February 7, 2003

Date set for e-mail conversion

By **Jeff Samoray**, OU Web Writer

Oakland University's **Information Technology Department** is preparing for the transition to a new e-mail system, which will provide a more stable environment to meet the needs of the campus community and help streamline business processes. The plan calls for a migration to the new **Mirapoint** system beginning Friday, Feb. 28.

"The e-mail system will be shut down that day at 9 a.m. so we can begin to implement the new system and migrate safely without data loss," said Steve Glowacki, senior systems analyst. "We have no way to make modifications with a system that's active. After the migration, we'll want to test the system to make sure it works well. Barring any unforeseen events, the Mirapoint system should be up by the following Monday morning – most likely far before then."

In January, IT Department staff completed a weeklong Mirapoint training session, in which they learned troubleshooting, account setup and system implementation techniques. The staff presently is creating scripts to synchronize passwords and creating account directories and structures that will provide a secure environment for the entire network. Initial conversion planning for all 22,000 e-mail accounts also has begun.

"We're also testing migrations," Glowacki said. "It looks like we'll have a seamless transition from the old system to the new one."

Glowacki said the present system is performing well since repairs were last completed in January, though he reaffirmed that significant improvements will not occur until the Mirapoint system is implemented. 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.

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.

"We're working on some additional information for e-mail users that we will add to the IT Web site," Glowacki said.

For news on the status of the current system and 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 compiled a **New E-mail System FAQ** 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

Oakland University's Information Technology Department is preparing for the transition to a new e-mail system, which will provide a more stable environment to meet the needs of the campus community and help streamline business processes. The plan calls for a migration to the new Mirapoint system beginning Friday, Feb. 28.

Created by CareTech Administrator (webservices@caretechsolutions.com) on Friday, February 7, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Friday, February 7, 2003
Article Start Date: Tuesday, October 21, 2003

