From: ocfs.sm.connections.intranet.communications
To: ocfs.dl.connections.all
Subject: FW: Important Update Re: Email Issues
Date: Tuesday, January 28, 2014 3:31:02 PM

From: Magnes, Gerry (ITS)
Sent: Tuesday, January 28, 2014 3:12 PM
To: ocfs.sm.connections.intranet.communications; ocfs.dl.connections.communications.techbulletin
Cc: ocfs.dl.connections.imptraincom
Subject: RE: Important Update Re: Email Issues

Here is a brief update to incorporate into the instructions below that were distributed a short time ago.

All

If your users are not the on the list just sent out – have them try logging into a machine that someone has already accessed OWA through- this may tell us if we have a machine issue in places

Gerry Magnes

Team Lead for CONNECTIONS Training and Communications

Gerry.Magnes@its.ny.gov

518-474-2351

From: ocfs.sm.connections.intranet.communications
Sent: Tuesday, January 28, 2014 2:28 PM
To: ocfs.dl.connections.communications.techbulletin
Cc: ocfs.dl.connections.imptraincom
Subject: Important Update Re: Email Issues
Importance: High

Below are two emails from Deb Olds explaining that we believe there has been progress in resolving the email issues for many staff. The emails request that you take certain steps regarding tickets that you may have called in to the Customer Care Center. There is an attached list for your reference that Deb refers to in her messages below. Please read both messages and follow up on her instructions.

All

Microsoft has identified and acknowledged the bug in the accounts that are causing us issue. We are in the process of correcting the remaining accounts. When we have finished, the team is sending me a list of the accounts that are fixed. I have asked for IDs so I can sort by agency. I will forward this list (see attached) to you

to check your users. We suspect that there may be some additional errors but this should fix the vast majority.

Please verify with the users on the list that they can access mail via OWA (minimally). If your issues are resolved – please close your tickets. If you have users still affected – call the CCC and remove the names or anybody no longer needing assistance. This maintenance is very important – we have wasted time with multiple tickets and invalid information.

Please don't email me (Deb Olds) any more names – we are hoping this phase of our troubleshooting will be complete and remaining issues will be assigned and handled ASAP.

Thank you for your patience

OCFS folks – please forward this note to VAs as well as the list when it comes out – Thanks!

Debby Olds

NYS Office of Information Technology Services

Customer Relations Manager

518-561-0430 ext 3007

-----Original Message-----

From: Olds, Deborah (ITS)

Sent: Tuesday, January 28, 2014 2:14 PM

To: oft.dl.cs.ldss.sys.coords.reg3N; oft.dl.cs.ldss.sys.coords.reg3S; oft.dl.cs.ldss.sys.coords.reg4N; oft.dl.cs.ldss.sys.coords.reg4S; oft.dl.cs.ldss.sys.coords.reg1; Nabozny, Jack (ITS); Whitford, Peter (ITS); Kislowski, David (ITS); DSSHELPDESK (SUFFOLK Co); Rodriguez, Barbara (SUFFOLK Co); Pace, Theresa M (SUFFOLK Co); Beaudoin, Thomas (SUFFOLK Co); Parry, Janet (ITS); Gorthy, Linda (ITS)

Cc: Travis Jr, William (ITS)

Subject: Updated Users 1-28.xlsx THE LIST

Importance: High

All

Attached is the list of accounts that we have updated. Please verify with your users that they can access mail via OWA (minimally). Once you have reviewed all of your users, please go in and close and/or modify your tickets with the most accurate information.

If you can consolidate tickets please do but work with an agent – don't try to relay that information via email!

Keep your users who have NO access to mail on tickets that indicate that. DO NOT mix other email issues on the same ticket as users with NO Access.

Please Do Not email me your lists or tickets. Once everyone has updated their status – we hope to have a manageable group of tickets that can be worked on efficiently by our team.

Thank you for your cooperation and efforts

Deb

518-561-0430 ext 3007

<< File: Updated Users 1-28.xlsx >>