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## EOAS Email Server Outage Update

2021-03-07 - Charles Krzysik - Comments (5) - Changes

Update March 10th: In the case you can't get connection for your email software, please do the following: check if webmail works. If it does, remove the email account and re-add it the in email software on all of the devices that you use.

Update 12pm March 9th. All Email services are back online. Please reset your pwd @ <https://exchange2.eoas.ubc.ca>

Update 9am March 9th. Waiting to have UBC's Email relays reconfigured for the final step. Then we are back to email-normal.

Update 12pm March 8th. New email server is live @ <https://exchange2.eoas.ubc.ca> with all data accessible. We are now waiting for Security Assessment from UBC IT. Once complete we will require everyone to log in once into <https://exchange2.eoas.ubc.ca> and reset their password.

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### Comments (5)

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**YZ Yaguang Zhu**

3 years ago

My email account works well this afternoon but now I could log in to my account. It shows the user name or password you entered isn't correct which doesn't make sense. My email account: [yzhu@eoas.ubc.ca](mailto:yzhu@eoas.ubc.ca).

**SM Scott McDougall**

3 years ago

Hi Charles, thanks for all your efforts to keep us (mostly) up and running lately! Webmail's working for me now but I seem to be having trouble connecting to the new server via Outlook. It was working for a day or so but now I'm stuck in "trying to connect" hell. I also lost a number of calendar entries by removing and adding accounts (bright side: less Zoom meetings today!). Would you mind posting updated instructions about how to set up our Outlook connections/settings? Thanks!

**Nicole Williamson**

3 years ago

Scott - I was also having this issue with Outlook and I may have figured out what was missing (note that I use a Mac). After re-setting up your account as an exchange account (domain = EOAS\user name, server = exchange2.eoas.ubc.ca), you need to make sure to also specify the server under Accounts -> Advanced -> Directory Service -> Server. Also make sure 'use SSL to connect' is selected for both Microsoft Exchange and Directory Service. The Server should already have been specified for Microsoft Exchange when you opened the Advanced settings.

**Nicole Williamson**

3 years ago

Nevermind...the fix fizzled and now I'm back to not receiving or sending. Ugh.

**LP Lucy Porritt**

3 years ago

Hi Charles - still having email issues. My email and password works fine on the webmail. But is not working on Outlook despite me removing and re-adding the account as you suggested. I've been trying all weekend to get it going. Outlook connected me today at ~9pm but then kicked me off again. Is there another fix you can suggest to get my Outlook (2016) on aPC to connect to the server properly please?

Cheers