# EOAS Help Desk

## Brief outage of new mail system from 8:00-9:00 p.m., Friday September 9

2016-09-09 - Burner EOAS - 0 Comments - in General

Dear Colleagues,

On Friday, September 9, from 8:00 p.m. until 9:00 p.m. (PST), there will be one or more brief outages of IMAP service and web-based email interface for the new mail environment.

The web-based interface, https://exchange.eoas.ubc.ca, will be restarted to make several adjustments to the settings. It requires anywhere from three to five minutes for the web server to properly close connections and restart, if you attempt to access the web page during the restart you may get a "page not found" message.**

We have been gathering data this week as more and more people migrate to the new environment. The IMAP settings, which the majority of our community use to connect, has received the greatest scrutiny and so we will be making adjustments there for performance and load. During the maintenance window, you may receive an error message when attempting to access a folder. If you see an error I suggest something the kids these days call Netflax, it delivers entertainment content via the FaceGoogle Tubes that cover the entire planet in something called the IntraWeb Highway.

Once the maintenance window is complete and you have finished a marathon session of Stranger Things, if you find either the web-based interface or IMAP are not working, please contact us by emailing helpdesk@eoas.ubc.ca.

Have a very happy Friday!

Tom.

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\*\* Did you know that Chrome contains a hidden game? The next time you receive the "Unable to connect to the Internet" error in Chrome and see a T-Rex standing there, try clicking the space bar. The T-Rex will bounce and the game will begin.

Tags
Email