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Date: 1/31/2013 4:18:03 PM

Subject: FW: ***Scheduled Maintenance - Upgrade Exchange Client Access -Saturday 2/2/2013 8:00AM to 12:00PM***

FYI:

Please see the message below about the Exchange email system. This maintenance could result in a loss of Email to your BlackBerry at some time on Saturday, February 2nd. If you suspect that your BlackBerry has stopped receiving email on Saturday, turn the phone off for several minutes, then turn the phone back on . This should allow it to re-connect to the BlackBerry server.

Richard L. Rasmussen
Director of Information Technology
Phone: 803-734-4511

From: it-directors-bounces@lists.cio.sc.gov [mailto:it-directors-bounces@lists.cio.sc.gov] On Behalf Of CIOHELPDESK
Sent: Wednesday, January 30, 2013 1:57 PM
To: CIOHELPDESK
Subject: ***Scheduled Maintenance - Upgrade Exchange Client Access - Saturday 2/2/2013 8:00AM to 12:00PM***

Valued DSIT Customer,

On Saturday, February 2, 2013 from 8:00 am - 12:00 pm the Windows Server Team will be upgrading the front end of Exchange Client Access. Most users will not see any interruption of service. If you have Outlook open during the switch you may need to restart Outlook to be reconnected to Exchange. If you have a smartphone that receives email from your Exchange account you may need to power off the phone and back on. We do not know how often DNS refreshes for cell phone carriers. Some will not notice a change at all. If you phone is not working it may just take time for your carrier to refresh DNS. If you have any questions or concerns in regards to this maintenance or experience any issues, please feel free to contact the Service Desk at 803-896-0001 or ciohelpdesk@cio.sc.gov

Thank you,
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Division of State Information Technology
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