

From: Godfrey, Rob

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Walls, CourtneyCourtneyWalls@gov.sc.gov

Date: 1/31/2013 5:26:43 PM

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

Thank you for the heads up and the details regarding technology.

From: Taillon, Jeff

Sent: Thursday, January 31, 2013 04:23 PM

To: Haltiwanger, Katherine; Baker, Josh; Stirling, Bryan; Carroll, John; Clarke, Keke; Mayer, Doug; Godfrey, Rob; LeMoine, Leigh; Patel, Swati; Peters, Hal; Pitts, Ted; Schimsa, Rebecca; Soura, Christian; Veldran, Katherine; Walls, Courtney

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

10-4

From: Haltiwanger, Katherine

Sent: Thursday, January 31, 2013 04:18 PM

To: Baker, Josh; Stirling, Bryan; Carroll, John; Clarke, Keke; Mayer, Doug; Godfrey, Rob; LeMoine, Leigh; Patel, Swati; Peters, Hal; Pitts, Ted; Schimsa, Rebecca; Soura, Christian; Taillon, Jeff; Veldran, Katherine; Walls, Courtney

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 your 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,

Information Technology Services and Support

Division of State Information Technology

SC Budget and Control Board

Columbia, South Carolina 29210

Email: ciohelpdesk@cio.sc.gov

Phone: (803) 896-0001