

Ticket Report

03/27/2008 1:51pm

Total Tickets: 1

		Ticket: 45138
Client Info		
Name	Jones, Jennifer	
Location	Center for Human Development (CHD)	
E-Mail	anjji@uaa.alaska.edu	
Phone	264-6259	
Title	Coordinator/Community Training	
Ticket Info		
Report Date	03/27/2008 12:55pm	
Due Date	04/03/2008 12:55pm	
Creator	Rice, Mark	
Location	Center for Human Development (CHD)	
Department	College of Health & Social Welfare (CHSW) - Center for Human Development (CHD)	
Technician	Rice, Mark	
Call Center Followup	Yes	
Priority	Routine	
Status	Open	
Problem Type	Messaging > Mail Gateway > M.A.C. > Call Center	
Subject		
Description	Received note to call Jennifer Jones 264-6259 RE: mail problems.	
Notes		
03/27/2008 1:50pm	Rice, Mark	<p>Randy from NSOC handed me a note to call Jennifer Jones about some email issues she had been experiencing. His proposed solution was to switch her email access from the POP protocol, and move her to an IMAP system.</p> <p>Upon contacting her she reported that they were intermittent issues of other recipients reporting they never received her messages, vice versa (users would ask her "did you get my email?" and she never did. There was no real rhyme or reason to the issue, it would happen within the UAA network, and outside.</p> <p>User is on a Dell laptop (XP Home, SP2), uses UAA WiFi-Full Access to connect.</p> <p>I backed up her current account settings, deleted her POP3 account, and recreated the account as IMAP. I set the default delivery location as her Personal Folders inbox, and tested for the proper flow of messages.</p> <p>I told the user to keep us posted, as since the issue was intermittent time would be the ultimate indicator that the issue was corrected, though early indications are that this will correct the issue.</p>
Total		0 mins