



## 2 announcements: UMail-Apple Mail issues; web server maintenance schedule and notification changes

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### UMail-Apple Mail issues

UIT has become aware of two UMail issues for people using Apple Mail. The first issue prevents some Apple Mail clients from authenticating to UMail. This issue has been resolved for Mac OS 10.12 (Sierra) and newer, but it continues to affect Mac OS 10.11. Previous versions of Mac OS and Apple mail have not been tested. The second issue prevents Apple Mail version 9 (found in Mac OS 10.11) from authenticating to UMail.

The UMail team, in collaboration with a small group of campus IT administrators, has developed a temporary solution that appears to resolve both issues. The UMail team anticipates that this temporary solution will be moved to production in 3-4 days. Outlook Web Access ([www.umail.utah.edu](http://www.umail.utah.edu)) can be used as a short-term workaround for affected users.

Vendors and the UMail team expect to deliver a fix for the issues in the next several days.

Please forward this message to those who may be affected. If anyone has questions, please ask them to contact the UIT Help Desk at 801-581-4000 option 1 or [helpdesk@utah.edu](mailto:helpdesk@utah.edu).

### UIT web server maintenance schedule and notification changes

*Note: Identified website points of contact (POCs) have been notified directly of these changes.*

In the past, UIT has conducted web server maintenance on a variable schedule and notified affected website POCs prior to each maintenance event. Starting this month, on 10/3/2018, we're instituting two changes:

First, a regular monthly maintenance schedule will replace the variable schedule. New web server maintenance schedule:

- First Wednesday of each month from 5:00 a.m. – 7:00 a.m.
- Second Wednesday of each month from 7:00 p.m. – 9:00 p.m.

Second, we will no longer email maintenance notifications to POCs by default. If website admins wish to receive email notifications for web server maintenance events, they may subscribe to our new notification email list service created specifically for UIT webserver POCs. They may send an email to [cws-notify@lists.utah.edu](mailto:cws-notify@lists.utah.edu) with the subject line SUBSCRIBE, and may unsubscribe at any time.

Scheduled maintenance information, including a list of websites that may be unavailable during maintenance, will continue to be available on [uofu.status.io](http://uofu.status.io).

Notes:

- During any given maintenance window, affected sites may be unavailable for part or all of the time period, depending on needed patches.
- If a site undergoes maintenance on the first Wednesday of the month, it's unlikely that it will undergo maintenance on the second Wednesday of the month. If it's not maintained the first Wednesday, it will likely undergo maintenance the second Wednesday.
- When a site is undergoing maintenance, site admins will not be able to update or access the site and end users will not be able to view/interact with the site.

If you have questions, please contact the UIT Help Desk at 801-581-4000 option 1 or [helpdesk@utah.edu](mailto:helpdesk@utah.edu).



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