



2 announcements: 3/8 change to Sympa index access; Configuration change to improve Outlook performance

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1. Sympa maintenance with downtime on 3/8 will affect access to list index

To reduce the volume of spam sent to Sympa lists, UIT will make a change on **Friday, March 8, 2019 from 7:00 p.m. - 9:00 p.m.** that will restrict public access to the U's Sympa index of lists (aka, "Lists of lists"). Sympa lists will be unavailable during the maintenance window. This will impact all Sympa lists hosted at lists.utah.edu, lists.hsc.utah.edu, lists.law.utah.edu, and lists.cs.utah.edu.

After the change, University of Utah Sympa users may continue to access the index of lists **once logged in to Sympa**. List owners may request to make their list(s) publicly accessible in the index of lists by opening a service request: UIT Help Desk at 801-581-4000, option 1; ITS Service Desk at 801-587-6000.

If you have questions, your local IT support staff may be able to assist, or you may contact your respective central IT help desk.

Please visit the [University IT Services Status page](#) for information during this and future maintenance events.

2. Configuration change recommended to improve Outlook client performance

Microsoft has recommended that the University of Utah enable "Cached Exchange Mode" to enhance the performance of desktop Outlook clients and their connections to UMail servers.

If you manage your own Active Directory, we urge you to implement the Group Policy Object (GPO) configuration change below to improve the performance of your users' Outlook clients.

To set up a GPO and force the Outlook Exchange mode:

- Download the Administrative Template (ADMX) files for your version of Microsoft Office
 - [Office 2013 ADMX template](#)
 - [Office 2016 ADMX template](#)
- Install the files, then copy them to %systemdrive%\Windows\PolicyDefinitions
 - Copy ADMX files to base folder
 - Copy ADML files to en-us subfolder
- Open the Group Policy Management Editor to create a new, linked GPO or modify an existing one
 - GPO path = User Configuration > Policies > Administrative Template
 - Follow the folders and selections in the image below (select to enlarge)

Policies		
Administrative Templates		
Policy definitions (ADMX files) retrieved from the local computer.		
Microsoft Office 2013/Miscellaneous		
Policy	Setting	
Do not use hardware graphics acceleration	Enabled	
Microsoft Office 2016/Miscellaneous		
Policy	Setting	
Do not use hardware graphics acceleration	Enabled	
Microsoft Outlook 2013/Account Settings/Exchange/Cached Exchange Mode		
Policy	Setting	
Cached Exchange Mode Sync Settings	Enabled	
Select Cached Exchange Mode sync settings for new profiles		Three months
Policy	Setting	
Use Cached Exchange Mode for new and existing Outlook profiles	Enabled	
Microsoft Outlook 2013/Account Settings/RSS Feeds		
Policy	Setting	
Synchronize Outlook RSS Feeds with Common Feed List	Disabled	
Turn off RSS feature	Enabled	
Microsoft Outlook 2013/Account Settings/SharePoint Lists		
Policy	Setting	
Default SharePoint lists	Disabled	
Microsoft Outlook 2016/Account Settings/Exchange/Cached Exchange Mode		
Policy	Setting	
Cached Exchange Mode Sync Settings	Enabled	
Select Cached Exchange Mode sync settings for profiles		Three months
Policy	Setting	
Use Cached Exchange Mode for new and existing Outlook profiles	Enabled	
Microsoft Outlook 2016/Account Settings/RSS Feeds		
Policy	Setting	
Synchronize Outlook RSS Feeds with Common Feed List	Disabled	
Turn off RSS feature	Enabled	
Microsoft Outlook 2016/Account Settings/SharePoint Lists		
Policy	Setting	
Default SharePoint lists	Disabled	

Note: If you use Outlook as a public app on Citrix, cached mode is not appropriate.

If you have questions, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk at 801-581-4000, option 1; ITS Service Desk at 801-587-6000. Please report any additional Outlook issues so that we can be submit them to Microsoft for further review.



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