



## Network upgrade will cause UMail downtime on 4/7

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On **Wednesday, April 7, 2021, from 12:00 a.m. to 3:00 a.m.**, UIT will upgrade some of its network equipment, causing a one- to two-minute [UMail](#) downtime. During the maintenance window, users will be unable to access UMail through desktop clients, mobile applications, and Outlook Web Access (OWA).

After the change, users may need to reauthenticate via [Duo Security two-factor authentication](#) to access their UMail accounts.

If you have issues reconnecting to UMail after the downtime, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000).

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

### Technical details

As part of the upgrade, UIT will migrate its Microsoft Exchange environment from a Netscaler load balancer to an F5 load balancer on Wednesday, April 7, 2021, from 12:00 a.m. to 3:00 a.m.



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