MVCDC Support

Recent IT issues

2023-06-20 - Richard Woolf - [General](#)

Hello everyone.

 As you know, we have had a couple of IT/network issues over the past couple of weeks that have made life a little more challenging for many of you. First, we had a sever, named Stan (I don't know why!), that died. That affected some people's ability to connect to their Outlook accounts, affected some people's ability to scan to the copiers, and a number of other small and unpredictable issues. Triston has worked closely with out IT partner, **intrustIT**, over the past two weeks to bring the server back, and I think we're finally back online with Stan. There may still be some lingering issues, and if there are, please submit a ticket so we can troubleshoot and follow up. I think everyone is able to scan now, but I can't be sure without hearing from people who are still having problems. So please let us know, via ticket, if you're experiencing any issues.

 We also had a power outage in the admin building over the weekend that prompted to closing on Monday. In this case, there was a power outage over the weekend and a couple of other servers did not automatically reboot. We have changed settings on those servers to ensure that should the power go out in the future; they will automatically reboot.

 We are also experiencing some issues with people receiving bounce-backs on email external users. If you receive such a bounce-back, please put in a ticket and let us know. This one is difficult to troubleshoot and know that it's resolved, but understand that the IT team is working diligently to resolve it.

 I'm sorry for any inconvenience this has caused over the past two weeks. Hopefully, all of these unconnected issues will be resolved soon.

 Thanks,

Ryan Hardesty

Director of Information Technology & Data Systems