<table>
<thead>
<tr>
<th>Date</th>
<th>Email Problem</th>
<th>Start Time</th>
<th>End Time</th>
<th>Length of Outage</th>
<th>Affected users</th>
<th>Resolution Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/19/12</td>
<td>Webmail will not load, or runs very slowly for a few minutes at a time. Service-Now ticket INC0075825</td>
<td>13:12</td>
<td>14:59</td>
<td>1 hour 47 minutes</td>
<td>campus community</td>
<td>Cache issue on the browser, need to clear cache.</td>
</tr>
<tr>
<td>2/8/12</td>
<td>Webmail times out at login or does not go any farther than login. Service-Now ticket INC0079446</td>
<td>13:05</td>
<td>14:18</td>
<td>1 hour 13 minutes</td>
<td>campus community</td>
<td>ITS staff worked with Merit to resolve.</td>
</tr>
<tr>
<td>2/20/12</td>
<td>Webmail running slow or unresponsive. Service-Now ticket INC0081412</td>
<td>11:35</td>
<td>13:39</td>
<td>1 hour 4 minutes</td>
<td>campus community</td>
<td>Problem was with service provider Merit.</td>
</tr>
<tr>
<td>2/26/12</td>
<td>Webmail is intermittently giving a 503 error at login. Service-Now ticket INC0082233</td>
<td>16:16</td>
<td>17:34</td>
<td>1 hour 18 minutes</td>
<td>campus community</td>
<td>OME staff resolved the issue.</td>
</tr>
<tr>
<td>4/3/12</td>
<td>Email is showing &quot;502 Bad Gateway&quot;. Service-Now tickets INC0086944 &amp; PRB40455</td>
<td>10:47</td>
<td>12:45</td>
<td>1 hour 58 minutes</td>
<td>campus community</td>
<td>ITS staff worked with Merit to resolve.</td>
</tr>
<tr>
<td>4/6/12</td>
<td>Webmail is nonresponsive. Service-Now ticket number INC0087627</td>
<td>16:51</td>
<td>18:43</td>
<td>1 hour 52 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>ITS staff worked with Merit to resolve.</td>
</tr>
<tr>
<td>4/12/12</td>
<td>Users are receiving a &quot;502 Bad Gateway&quot; error message while others have no error message. Service-Now tickets INC0088428 &amp; PRB40484</td>
<td>06:22</td>
<td>16:45</td>
<td>10 hours 23 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>ITS staff worked with Merit to resolve.</td>
</tr>
<tr>
<td>7/9/2012</td>
<td>Email running slow. Service-Now tickets INC0099948 &amp; PRB40596</td>
<td>08:09</td>
<td>09:06</td>
<td>57 minutes</td>
<td>campus community</td>
<td>Merit experienced a hardware failure.</td>
</tr>
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<tr>
<td>7/10/12</td>
<td>Email moving slowly, freezing, fails to send/receive email. Service-Now ticket INC0100149 &amp; PRB40601</td>
<td>10:59</td>
<td>09:47</td>
<td>10 hours 52 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit had a couple of the proxies hang and had to restart them.</td>
</tr>
<tr>
<td>7/16/12</td>
<td>Email was very slow to respond. Service-Now tickets INC0100713 &amp; PRB40605. Merit ticket TT47980</td>
<td>10:19</td>
<td>14:34</td>
<td>4 hours 53 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit found the cause of the extra load on one mailstore and fixed that issue to resolve the problem.</td>
</tr>
<tr>
<td>9/25/12</td>
<td>Webmail is running very slowly. Service-Now ticket PRB40703</td>
<td>16:18</td>
<td>05:11</td>
<td>2 days</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit reported that two mailstores were 'acting up' and they had to be restored.</td>
</tr>
<tr>
<td>10/1/12</td>
<td>Users having trouble sending email. Service-Now ticket PRB40716</td>
<td>09:20</td>
<td>16:48</td>
<td>7 hours 28 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>ITS-EST reported a large number of bounced messages, once cleared problem resolved.</td>
</tr>
<tr>
<td>10/31/12</td>
<td>Webmail is real slow or unresponsive. Service-Now ticket PRB40789</td>
<td>09:00</td>
<td>15:31</td>
<td>22 minutes</td>
<td>campus community</td>
<td>The problem cleared on its own.</td>
</tr>
<tr>
<td>11/1/12</td>
<td>Users unable to log into Zimbra webmail. Service-Now ticket PRB40790. Merit ticket 51493</td>
<td>08:35</td>
<td>09:36</td>
<td>1 hour 1 minute</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit was contacted and restarted Zimbra services on the mailstore to resolve the problem.</td>
</tr>
<tr>
<td>11/2/12</td>
<td>Some users can not access Zimbra webmail while others can. Service-Now ticket PRB40792</td>
<td>10:32</td>
<td>15:15</td>
<td>4 hours 43 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit reports the problem is fixed, no explanation.</td>
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<tr>
<td>11/3/12</td>
<td>Users unable to access Webmail. Merit is working on the problem. Service-Now ticket PRB40794</td>
<td>12:00 11/3/2012</td>
<td>07:55 11/18/2012</td>
<td>13 days 19 hours 55 minutes</td>
<td>sporadic, only affecting a small population of users not entire campus community</td>
<td>Merit reported the problem was due to a faulty database and will be corrected with maintenance on 11/18/2012. Merit reports the problem is fixed.</td>
</tr>
<tr>
<td>12/3/12</td>
<td>Users being auto signed off email and getting 502 error. Service-Now ticket PRB40838.</td>
<td>13:38 12/3/2012</td>
<td>13:43 12/6/2012</td>
<td>3 days 5 minutes</td>
<td>campus community</td>
<td>Merit was contacted and a ticket was opened.</td>
</tr>
<tr>
<td>12/4/12</td>
<td>Users are unable to sign in to Zimbra. Service-Now ticket PRB40840.</td>
<td>10:46 12/4/2012</td>
<td>14:34 12/6/2012</td>
<td>3 hours 48 minutes</td>
<td>campus community</td>
<td>Merit was contacted and a ticket was opened.</td>
</tr>
<tr>
<td>12/12/12</td>
<td>Email running slowly and returning 500 errors, Service-Now ticket PRB40847. Merit ticket 52624.</td>
<td>9:16 12/12/2012</td>
<td>13:36 12/12/2012</td>
<td>4 hours 20 minutes</td>
<td>campus community</td>
<td>Merit was contacted and a ticket was opened.</td>
</tr>
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</table>