

# Escalating Exchange Problems

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This document provides guidance for Departmental System Administrators and Support Staff in troubleshooting and supporting their users' use of the Common Campus Exchange Service.

## ***Who supports Exchange users?***

General support information is provided on the LAN/NOS Exchange web site as well as through normal ITCS documentation channels. For basic support and documentation information, see <http://www.umich.edu/~lannos/exchange/support.html>

## ***How can departmental admins and helpdesks get more information and/or help?***

Because the departmental admins and helpdesks provide support similar to that available from 4-HELP, the Common Campus Exchange Service provides escalated access to support for these IT professionals on campus.

## **Exchange Technical Library**

ITCS has provided information to assist the departmental IT staff in supporting Exchange for their users. It can be found at [www.umich.edu/~lannos/exchange/etl.html](http://www.umich.edu/~lannos/exchange/etl.html)

## **Suspect System Down**

### *Symptom:*

You suspect that the system is down because multiple users are reporting difficulty accessing the service.

### *Procedure:*

1. Check <http://status.itcs.umich.edu>. If an outage is listed there you can be assured that ITCS is aware of and working on the problem.
2. If <http://status.itcs.umich.edu> does not indicate a problem with Exchange, check to see if a networking or power problem is recorded. Networking and power problems may cause disruption to Exchange email delivery. The Exchange servers are located at the Arbor Lakes Data Facility, so any such outages affecting that facility or anything between there and your location may cause an interruption to Exchange.
3. If an Exchange outage or other outage affecting Exchange is not listed on the ITCS Status page, contact ITCOM Repair at [trouble@umich.edu](mailto:trouble@umich.edu) or 647-8888. Identify yourself as a departmental admin and report the problem including the symptoms you are experiencing and where the symptoms are being seen.

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## Mail Routing Problem

*Symptom:*

A user is having difficulty sending or receiving mail but the problem is unique to that user.

*Procedure:*

1. If you are not sure where the problem is, you can send email to [exchange.support@umich.edu](mailto:exchange.support@umich.edu) and they will troubleshoot the problem and send it on as appropriate.
2. If you have determined that the problem is specific to Exchange, you may send email to [um-exchange-postmaster@umich.edu](mailto:um-exchange-postmaster@umich.edu)
3. If you have determined that the problem is across multiple systems where the user reads mail, send email to [postmaster@umich.edu](mailto:postmaster@umich.edu)

## Advanced configuration or usage question

*Symptom:*

A user is experiencing a problem with Exchange usage or configuration that you are unable to troubleshoot.

*Procedure:*

1. Check out the Exchange Technical Library at [www.umich.edu/~lannos/exchange/etl.html](http://www.umich.edu/~lannos/exchange/etl.html)
2. Refer to off the shelf references on using Exchange and/or Outlook. Our system is a standard configuration, so off the shelf books are a good source of information relative to your system.
3. If you don't find the answer, especially if you feel that the issue may be related to something specific to our environment, send email to [exchange.support@umich.edu](mailto:exchange.support@umich.edu) describing the problem and what you've already done to address it.