Updates on Exchange Recovery

IT Status

**Update March 3, 2015, 8:00 AM : Exchange Server Marconi-MBX1** As Marconi-MBX1 affected users have their data re-merged, some users have reported that their email clients (Outlook, iOS devices, etc.) are having difficulties reconciling the data. This is causing strange issues like blank messages, duplicated emails, multiple calendar items for the same event, etc. After your email was restored, if you have problems with email client synchronization, such as blank messages, duplicate emails, old calendar or task alerts reappearing, etc:

1. Exit all email clients on all of your computers. Turn off all of your mobile devices.
2. Log onto WebOutlook [1] with your Hokies ID and Hokies ID (Exchange) password. If you have forgotten your password, follow the instructions at Forgot Hokies ID Password. [2]
3. Delete all duplicates and other items with dates between February 12-28 that you do not want.
4. Follow the instructions at Repeatedly Prompted to Restart Outlook or Other Email Client on Exchange. [3]
5. If you previously connected to any resource accounts, shared calendars, or resources, you will need to re-configure those as well.

We thank you for working through this issue with us. If you need assistance in recreating your profiles, please contact your department's information technology liaison, or use 4Help Self Service [4].

**Update 3/2/15:** For updated information about the continued Exchange recovery process, please see: https://computing.vt.edu/content/email-news [5]

Service Degraded

Created: Mon, 03/02/2015 - 1:26pm Resolved: Wed, 03/04/2015 - 11:47am Duration: 1 day 22 hours 20 min 2905 Views

Source URL: https://computing.vt.edu/content/updates-exchange-recovery

Links:
[5] https://computing.vt.edu/content/email-news