# Email Issues and Resolutions

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Our Email Environment

Three Types of Problems

Mail Servers

Mail 1

Mail 2

Mail 3

Mail 4

Mail 5

Access to Email

LPC Domain Controller / Active Directory

DO Domain Controller / Active Directory

CC Domain Controller / Active Directory
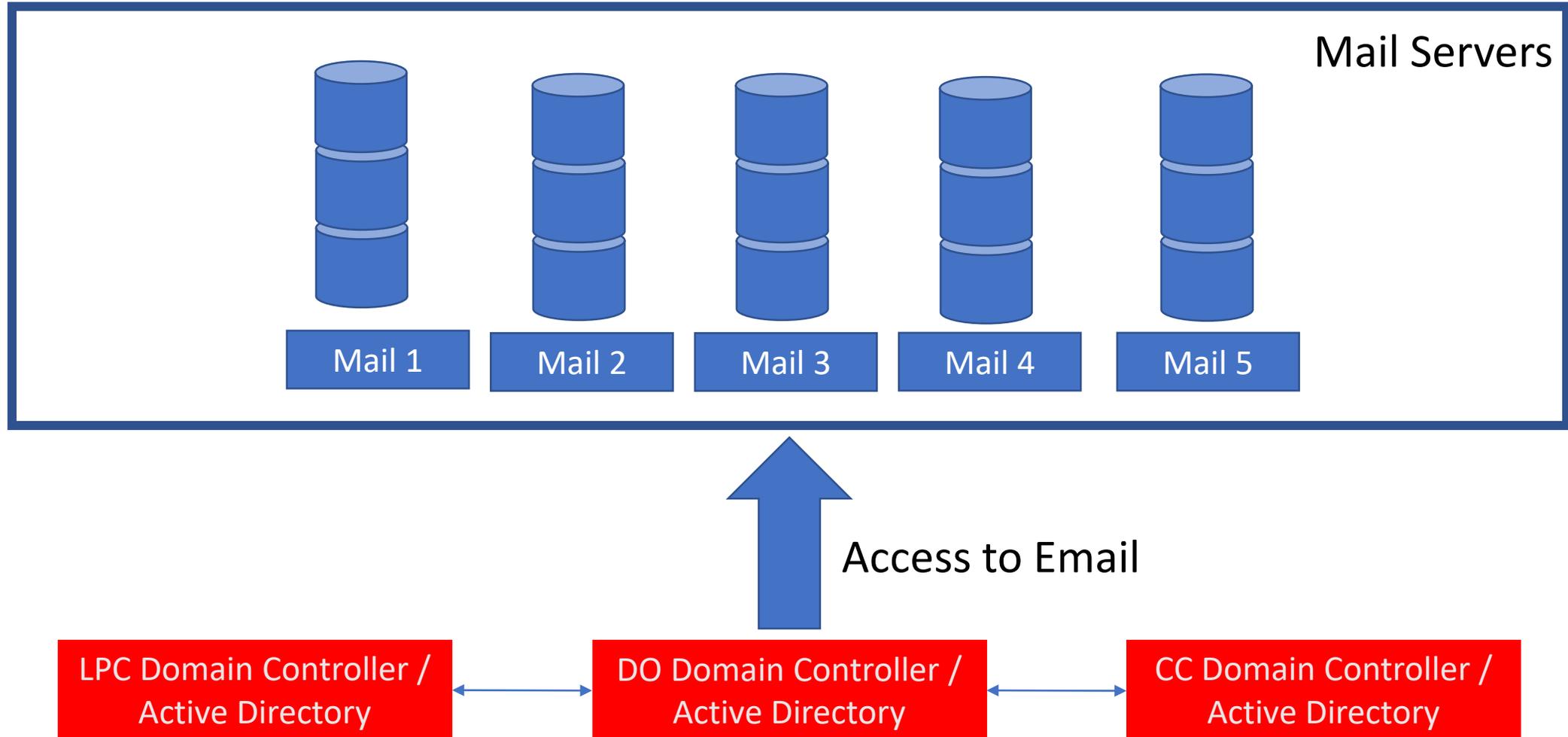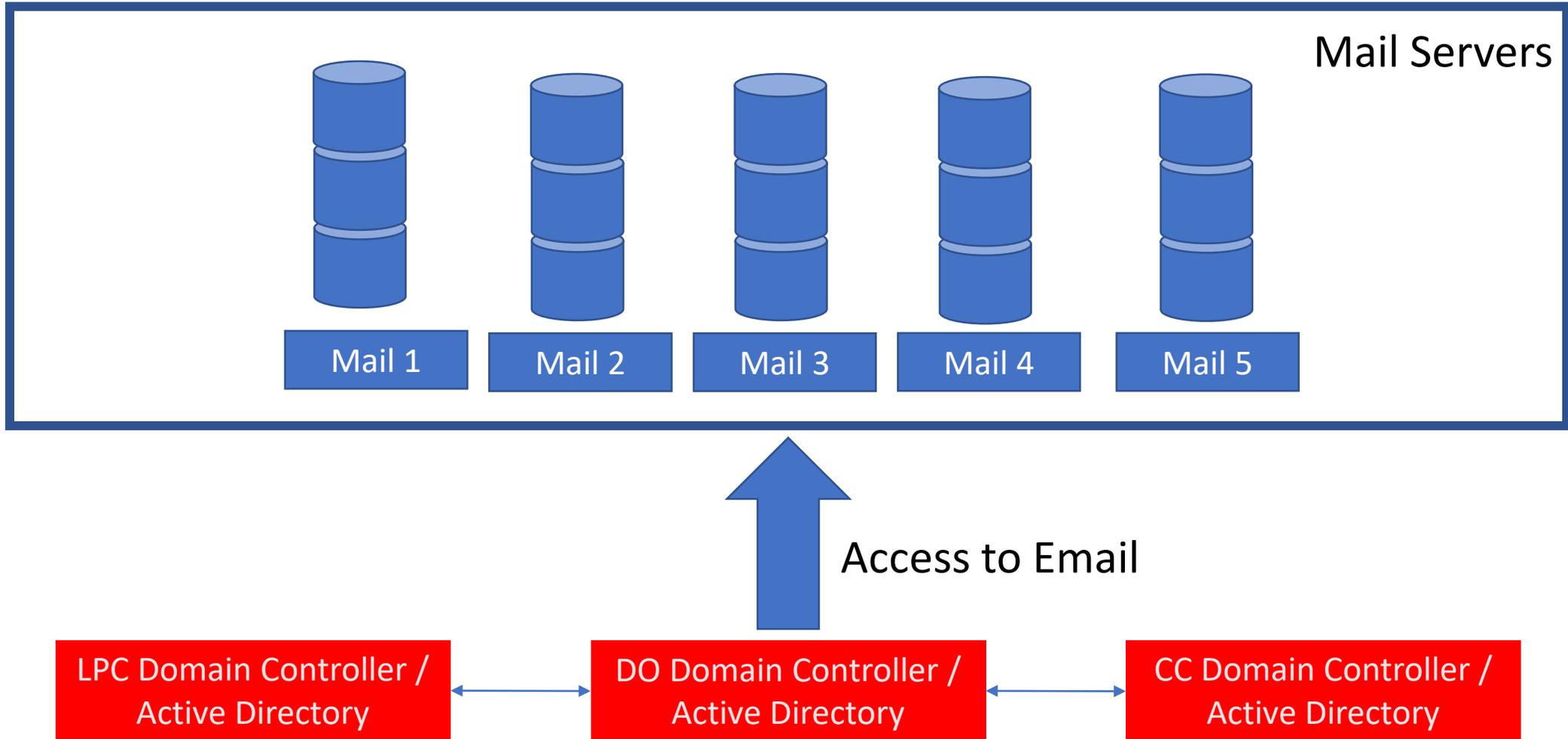
Problem 1... CC Domain Controller / A.D.

Mail Servers

Mail 1   Mail 2   Mail 3   Mail 4   Mail 5

Access to Email

LPC Domain Controller / Active Directory ←→ DO Domain Controller / Active Directory ← X → CC Domain Controller / Active Directory
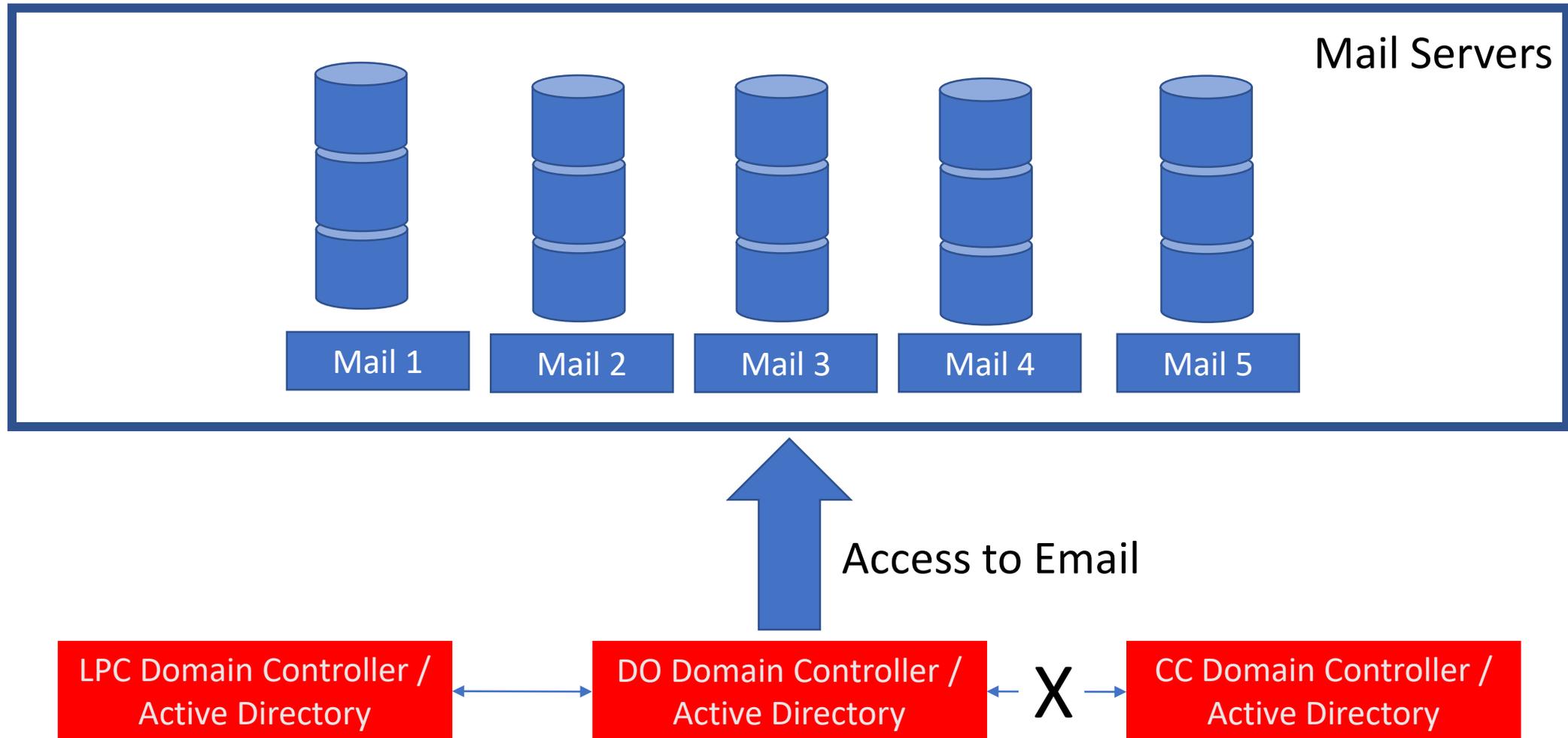
Problem 2… Server Goes Offline or Locks Up

Mail Servers

| Mail 1 | Mail 2 | Mail 3 | Mail 4 | Mail 5 |

Access to Email

| LPC Domain Controller / Active Directory | DO Domain Controller / Active Directory | CC Domain Controller / Active Directory |
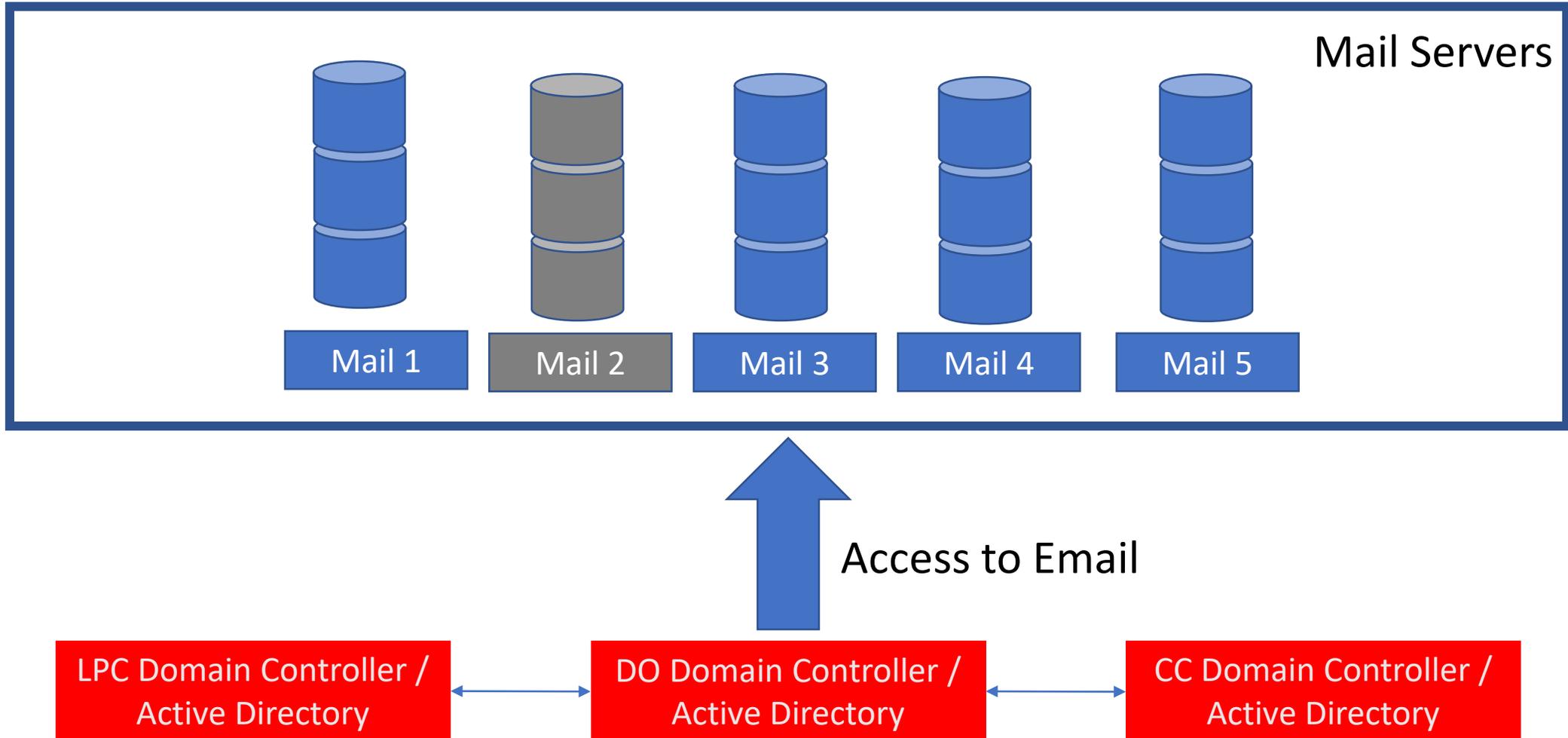
Problem 3… Database "Dismounts"

Mail Servers

| Mail 1 | Mail 2 | Mail 3 | Mail 4 | Mail 5 |

Access to Email

| LPC Domain Controller / Active Directory | DO Domain Controller / Active Directory | CC Domain Controller / Active Directory |
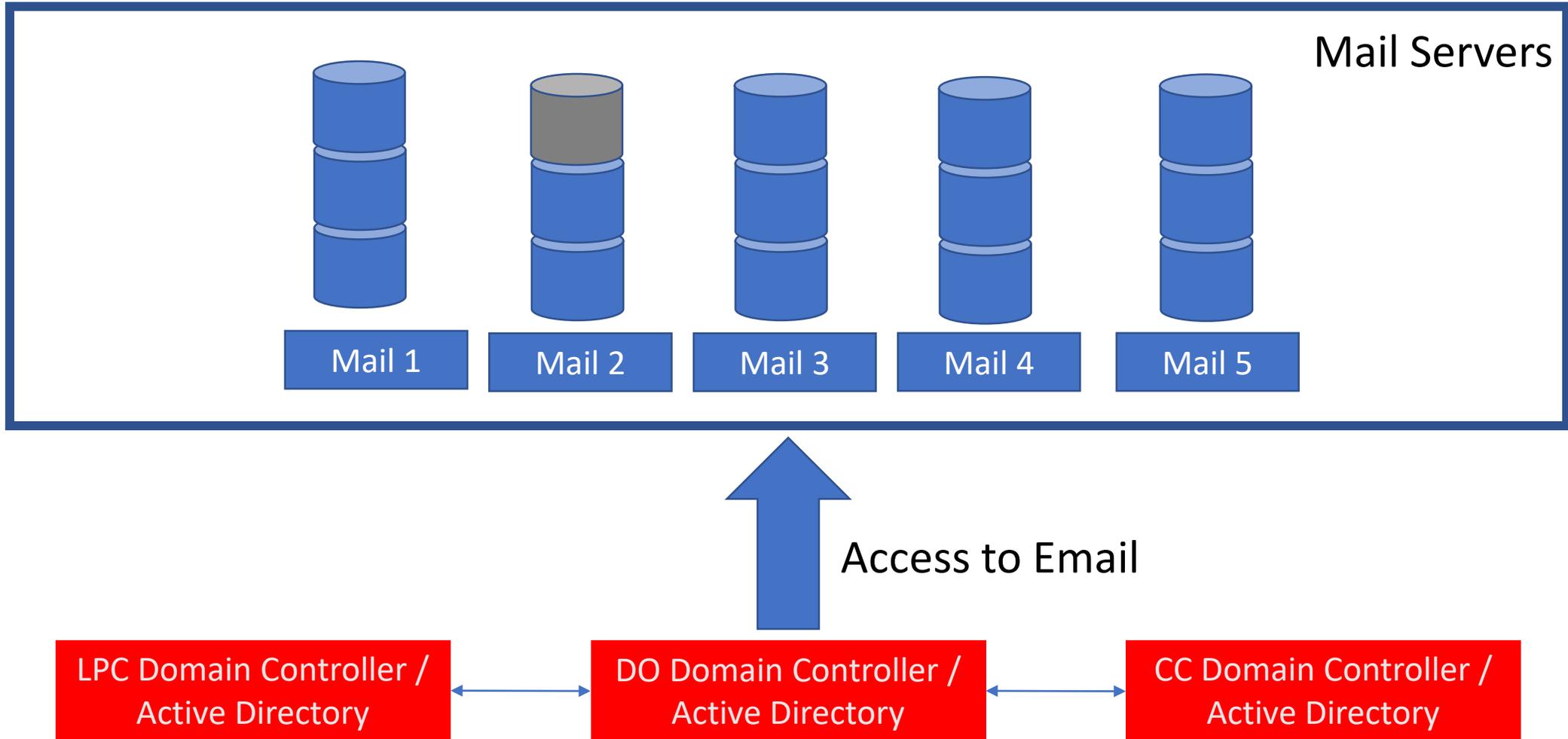
What's Being Done to Resolve the Issues

- Districtwide Email Improvement Project
  - Tech Coordinating Committee Recommended Upgrading Email Servers to MS 365 Cloud-Hosted Exchange
  - Chancellor Approved the Project
  - Will Remedy Problems 2 and 3 as Those Servers "Go Away"
  - Adds MS Collaboration and Productivity Tools
- Hand-in-Hand with the Upgrade, Fix the CC Domain Controllers
  - Will Remedy Problem 1
- Timeline is as soon as possible to be completed over the summer