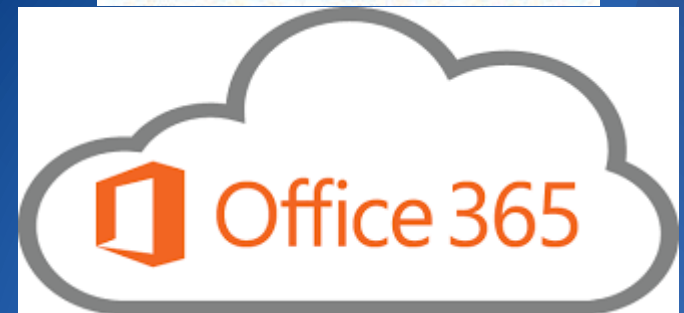




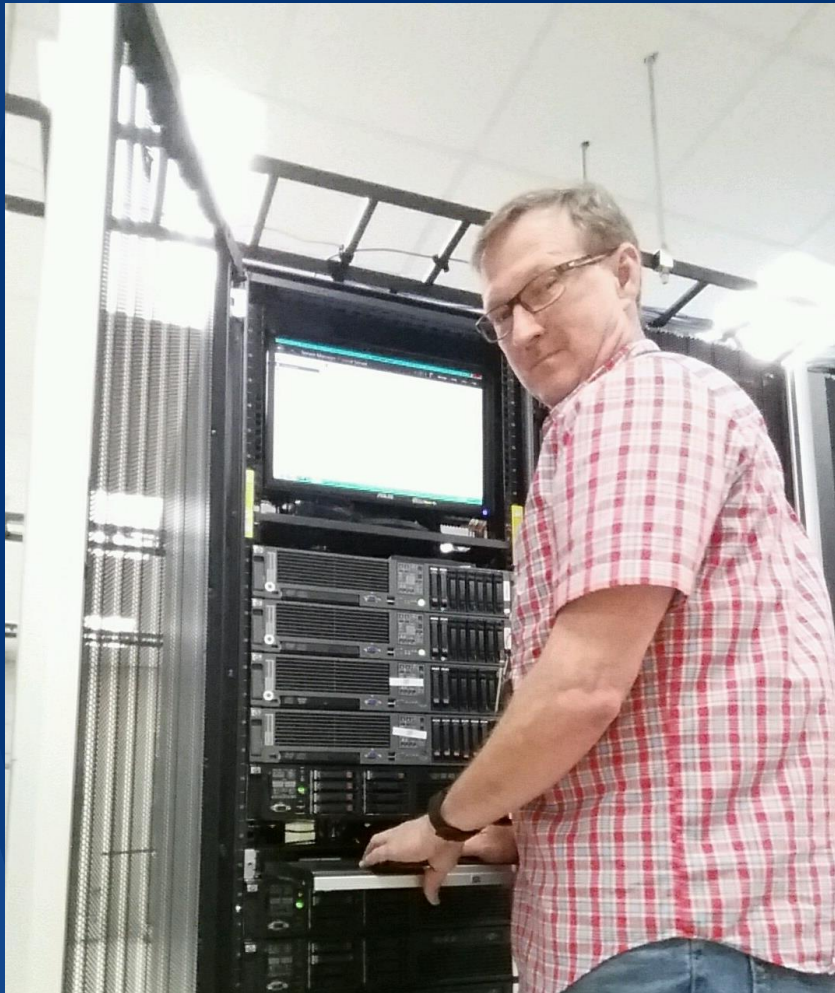
Training to Troubleshoot

Nelda Hanzi completed the Office 365 Exchange Online: Troubleshooting class **this week**. The class was offered through our Premier Services agreement with Microsoft. The WorkshopPLUS class is designed to provide information necessary to troubleshoot common issues that may be encountered when supporting users of the Microsoft Exchange Online service. With this training, Nelda is better equipped to backup and assist **Kimberly Osborn**, our primary O365 administrator.





Goodbye SuSe



Michael Raspet converted the last Novell SUSE Linux server to Windows 2012 R2. This server was used exclusively for archiving O365 email from the cloud onto our local GWAVA Retain archive. This conversion was performed to insure there are no license issues with the retirement of Novell.



Migrating the DMZ

Lance Melancon and Oscar Villar of ECN have begun the server migrations (both physical and virtual) from the old DMZ to the new. The process requires several steps along with support from various departments.

In the migration, the internal IP and the external (public) IP addresses must be changed. In addition, our Internet Service Provider must change the IP address of the associated DNS name to the new IP.

Lance and ECN work closely to coordinate the efforts and to minimize downtime for the end user, providing advanced communication of the temporary outage.

The DMZ cutover is key to continue the Fortinet firewall upgrades.

