In the last 24 hours there were multiple failures of the storage system for the JHEM accounts. After attempting to repair the damage and restore corrupt files overnight, the Hopkins email team has determined that the best course to move forward is to restore the JHEM server and email accounts from the most recent backups and immediately provision Exchange (Faculty and Staff) and Outlook 365 cloud (student) accounts for all remaining JHEM users. Here are the vitals:

1- The most recent backup was Sunday evening. It will take approximately 2 days to rebuild the JHEM mailboxes. Thus, the new accounts are already being created.

2- Incoming mail is still in the queues from about 2pm yesterday. So mail delivered from Sun evening to Monday afternoon MAY be lost.
   a. If your email client was configured with the POP protocol and was connecting during the day yesterday, you should not lose any mail.
   b. If your email client was configure with the IMAP protocol, you may or may not have the messages in your cache.

3- As soon as the new account is online the mail from yesterday afternoon and today will flow in.

4- The account can be accessed by going to the Hopkins portal http://my.jh.edu and highlighting messaging and selecting Outlook.

5- When the JHEM server is back up you will again be able to access it with your client. Do not try to migrate your own email to the Exchange server as the email group will begin migrating all messages in your JHEM account into your Exchange account. Students on Outlook 365 should migrate their mail, see link below.

6- You can add a connection to the Exchange server with your email client. If you are on Mac Mail and connecting with the POP protocol DO NOT delete the JHEM server connection unless you have copied your local inbox and sent messages to another local folder. BSNO will assist as time permits. (Instead of migrating 50 accounts in a week, we are facing about 600 this week.)

7- Wait until all mail is in your new account before considering removing the connection to JHEM.
Instructions for connecting to the Exchange Server with various email clients

(will not always work, it would take 10 pages to handle all clients and problems)

1 – PC Outlook - Close Outlook. Go to Control Panel then Mail. Show Profiles then click on Properties for your default profile. Click on E-Mail Accounts, then New. Select Email account then Next and put in your password twice. Click on next. It try to verify your account and pop up a Windows security dialog to consult the Active Directory system. You will have to select Use another account and put WIN\JHEDID and your JHED password. If this succeeds it will create the account. You can close all the Control Panel windows and open the Outlook application and login to it with the above credentials. After successful login go Tool and Accounts (Outlook 2003) or File / Account Settings then click on Account settings and make sure the new account is the default.

2 – Mac Outlook 2011 - Go to Tools then Accounts. Click on the + and select Exchange as the type of account. Fill in your reply to: address in –Mail address and put WIN\JHEDID in for Username. Click on Add Accounts. If this does not work use an IMAP connection as in Mac Mail below.

3 – Mac Mail for computer that stays on Hopkins network (Exchange Connector) – Go to Mail then Preferences. Click on the Accounts button and then the +. Fill in your Name, Email Address and Password and Continue, fill in your JHED ID if prompted and see if the auto connection works. It rarely does. Then manually fill in the data and see if it connects if not use IMAP in #4.

4 – Mac Mail for a laptop (IMAP) - Go to Mail then Preferences. Click on the Accounts button and then the +. Fill in your Name, Email Address and an incorrect Password to force the manual configuration mode and Continue. Select IMAP from the Account Type, put in Exchange in the description, mobileimap.johnshopkins.edu as the Incoming Mail Server, WIN\JHEDID for User Name and your password. Enable SSL. For Outgoing Mail server, use Hopkins as the description, smtp.johnshopkins.edu as the Outgoing Mail server, check Use authentication, JHEDID for User name and password and enable SSL.

5 – Phones – iPhone use IMAP for now – similar to Mac Mail for a laptop, start by selecting other as the connection type and put in an incorrect password to force the manual config window. Windows and Droid use the Exchange connector – similar to Outlook pc config.

6 – Outlook 365 for Postdocs and Students – After your JHEM account is back online see these instructions to migrate your own mail.

http://www.it.johnshopkins.edu/services/email/Office365/connecttojhem.html

These instructions are not complete, I have seen failure to connect for every client. BSNO will help as many as possible.