

## Incident Report March 15, 2016

Incident #2016-140

*IDM Upgrade - Email*

### Summary

Shortly after the upgrade of the IDM system, it was noted that email was not being delivered for some users. It seemed to be primarily email from off campus that was being affected.

### Impact

Some users (approximately 150) were not receiving their email from off campus senders.

### Root Cause

A failure in the mailbox provisioning was not setting the remote routing address within the on-premise directory. When email was received for a user in the cloud, the on-premise servers could not route the mail to the appropriate remote mailbox.

### Resolution

A correction to the provisioning scripts allowed for the cloud routing address to be properly registered within the on-premise exchange.

### Communications (Internal)

Email, as well as a group meeting between the iOPS/AD Servers and Middleware/IDM groups, facilitated the resolution of the email routing issue.

### ITSPP Communications (External)

A communication was posted to the campus outlining that Information Technology Services was investigating the causes of delivery of email that was being experienced.

### Lessons Learned

Collaboration with iOPS would help prevent this type of issue in the future.

### Action Items

None assigned.