YaleConnect "Connection Issues" Troubleshooting Checklist (MacMail and IMAP Clients)

Background: YaleConnect connection issues can occur for a number of reasons. The checklist below covers possible resolutions and troubleshooting techniques for connection issues. After the checklist is completed, please include all steps that were used to resolve the issue in the ticket. If the ticket cannot be resolved and needs to be escalated, this information is essential.

Before escalating please check the following (See Below for Details on Items):

1. Check Outlook Web App (OWA)
2. System Reboot: Has the system been rebooted since any server or client changes have been made?
3. VMWare Fusion Networking setting (if applicable)
4. Check e-mail client versions
5. Verify Windows/MAC e-mail client settings
6. Check for large item counts (Apple Mail)
7. Create new Outlook Profile, Repair MAC database/Create new MAC Identity, Rebuild Apple Mail index/Add New Account
8. Check the item count in the critical path folders, these are the Calendar, Contacts, Inbox, and Sent Item folder
9. Repair/Remove & Reinstall Office (if applicable)

When an escalation is necessary please provide the following in the Service Now ticket:

1. Detailed description of problem, including any error message(s), connection status info (from step 4), wired or wireless network connection.
2. Operating System and latest update level
3. Email Client Software and latest update level; if OWA light, include browser and version
4. Detailed description of troubleshooting steps taken to reach escalation point.

YaleConnect Email & Calendar Troubleshooting Checklist - Companion Sheet

Escalation Process Checklist Detailed Descriptions:

1. Check OWA - YaleConnect webmail (http://connect.yale.edu). Outlook operates in "cached exchange mode" and uses an .OST to store cached data from the server. This file may become corrupt. Verify OWA functionality by Sending and Receiving email, if the mailbox works in OWA it is most likely an issue with the local client or user.
2. System Reboot – Verify if the system has been rebooted since any changes were made. If not reboot.
3. VMWare Fusion (If applicable): Verify VMWare Fusion Networking is set to "Bridged" mode not "NAT"
4. Check e-mail client versions (ITS recommended clients below)
   o For PC users - Outlook 2010 (including all subsequent office updates) is the current recommended version
For Mac users – Outlook 2011 14.2.2 or Entourage 2008 EWS 13.1.2 are the current recommended version

5. Verify Windows/MAC e-mail client settings – Verify the e-mail client settings are correct. Specifically:
   - MAC: Apple Mail EWS::
     1. Internal Server: connect.yale.edu
     2. External Server: connect.yale.edu
   - IMAP Connections (Apple Mail, Thunderbird, etc…)
     1. Incoming Mail Server: connect.yale.edu
     2. Outgoing Mail Server (SMTP): mail.yale.edu
        - Verify Use SSL is checked (Port: 993)
        - Authentication: Password
        - Authenticate with users NetID and Password

6. Check for large item counts (AppleMail)

7. Rebuild Apple Mail Index/Add New Account
   - MAC: Apple Mail – Rebuild mail folder index
     1. Click desired folder (Inbox, Sent Items, etc…)
     2. Click Mailbox / Rebuild
   - MAC: Apple Mail – Add A New Account
     1. Click Mail / Preferences / Accounts Button
     2. Remove the existing Exchange account
     3. Click the "+" to add and configure the existing Exchange account again

8. The recommendations from the Exchange Team Blog is no more than about 2500 - 5000 messages in any of the critical path folders. The critical path folders are the Calendar, Contacts, Inbox, and Sent Item folder. Ideally, keep the Inbox, Contacts and Calendar to 1000 or less.

9. Repair/Remove & Reinstall Office: Depending on the issue reported use as a last resort to resolve. (if applicable)

Detailed instructions for all topics can be found here: http://www.yale.edu/its/connect/index.html