

HWS Information Technology Services Bulletin

Number: 2009-54

Date: October 29, 2009

Title: E-mail Attachment and MFD Scan To E-mail Issue Resolved

Description:

On Monday (10/27/09) and Tuesday (10/28/09) IT Services received reports that some HWS users had trouble sending e-mail with attachments and using the scan to e-mail feature of the Multi-Function Devices (MFD). Some email messages sent with attachments to non-HWS accounts, were delayed or not delivered. If an e-mail did not get delivered, you would have received notification that the transmission failed. Attempts to scan and e-mail documents via an MFD would have resulted in an error.

The issue has been resolved and all services should be functioning normally.

Contact: Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. If you have any questions or concerns, please contact IT Services at helpdesk@hws.edu or call 315-781-HELP.

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