Re: Ticket Update - 371947: email notices not being sent out

Matthew A. Anderson

Wed 5/18/2016 9:12 AM

Sent Items

To:Alex Tautu <atautu@iii.com>; Tyler S. Sears <cases.3468342.2575909_6572756.4ab5afd9ae@cases.na1.netsuite.com>; William R. Mills <wrmills@SVSU.edu>;

Alex, one last question on this from my side and I think it will give me all of the clarification that I need. What if, we did nothing from this point on, would the notices just stop working again? Thanks!

From: Alex Tautu <atautu@iii.com>
Sent: Wednesday, May 18, 2016 3:21:54 AM
To: Matthew A. Anderson; Tyler S. Sears; William R. Mills; Thomas G. Zantow; Scott Mellendorf
Cc: Kristin Garrity
Subject: Re: Ticket Update - 371947: email notices not being sent out

Hi,

III can't provide youna relay server however your IT might have one we can use. Perhaps Office 365 one.

The DNS changes need to be done regarless. But if DNS we dont need a relay.

Regards,

Sent from my Samsung Galaxy Note 4

-------- Original message --------
From: "Matthew A. Anderson" <maanders@SVSU.edu>
Date: 18/05/2016 01:52 (GMT+00:00)
To: Alex Tautu <atautu@iii.com>, "Tyler S. Sears" <cases.3468342.2575909_6572756.4ab5afd9ae@cases.na1.netsuite.com>, "William R. Mills" <wrmills@SVSU.edu>, "Thomas G. Zantow" <tzantow@SVSU.edu>, Scott Mellendorf <mel@SVSU.edu>
Cc: Kristin Garrity <kgarrity@iii.com>
Subject: Re: Ticket Update - 371947: email notices not being sent out

Thank you very much Alex!

For the longer term solution, what steps should we take now? Do we have to wait for a relay server to be configured on III's end before our IT department configures DNS to the values you listed in step 2?

From: Alex Tautu <atautu@iii.com>

Sent: Tuesday, May 17, 2016 6:11 PM
To: Matthew A. Anderson; Tyler S. Sears; William R. Mills; Thomas G. Zantow; Scott Mellendorf
Cc: Kristin Garrity
Subject: Re: Ticket Update - 371947: email notices not being sent out

Hi,

I reverted the DNS in resolv.conf

However sendmail should still be using 8.8.8.8 until the next restart of thesendmail service.
So your notices are fine + other service are using proper DNS.

But longer term we need to look at the following :

1. Using a relay server on our end
2. Configuring your local DNS 155.138.4.5 and 155.138.1.5 to point to the correct MX -   svsu-edu.mail.protection.outlook.com.

Regards,

Alex

From: "Matthew A. Anderson" <maanders@SVSU.edu>
Date: Tuesday 17 May 2016 at 9:26 p.m.
To: Alex Tautu <atautu@iii.com>, "Tyler S. Sears"
<cases.3468342.2575909_6572756.4ab5afd9ae@cases.na1.netsuite.com>, "William R. Mills" <wrmills@SVSU.edu>,
"Thomas G. Zantow" <tzantow@SVSU.edu>, Scott Mellendorf <mel@SVSU.edu>
Cc: Kristin Garrity <kgarrity@iii.com>
Subject: Re: Ticket Update - 371947: email notices not being sent out

Hi Alex,

I'm afraid by us fixing the Notice issue we broke several other functions with our system. Our access to the
library accounts in the system and access off campus to get into the system to gain access to databases,
etc, was knocked out because of our DNS change. I was talking to William from our IT department and he
mentioned that we need to switch our DNS back to where it was before we pointed it to Google DNS.
 That's going to stop the notices from working but that's the lesser of it right now and he mentioned that
we can figure out another way to fix the notices after we have the DNS pointed back.

Is it possible to switch back to the DNS we had yesterday before the switch to Google? I copied Kristin on
this because she was helping us on another ticket. Kristin, you can close out ticket #372814 as this ticket
pertains more to the issue we are having and are going to have to revert.

If you have any questions please let us know and if you can let us know when the DNS change has been
made, I would greatly appreciate it! If you don't happen to have the DNS server values, William
mentioned that they are;

155.138.4.5
155.138.1.5

Thanks!

Matt

From: Alex Tautu <atautu@iii.com>
Sent: Monday, May 16, 2016 2:49:28 PM
To: Tyler S. Sears; Matthew A. Anderson
Subject: Re: Ticket Update - 371947: email notices not being sent out

Hi,

DNS has been updated. Backlog of emails should be going out now.

Regards,

Alex

From: "Tyler S. Sears" <tssears@SVSU.edu>
Reply-To: "Tyler S. Sears" <cases.3468342.2575909_6572756.4ab5afd9ae@cases.na1.netsuite.com>
Date: Monday 16 May 2016 at 2:52 p.m.
To: Alex Tautu <atautu@iii.com>, "Matthew A. Anderson" <maanders@SVSU.edu>
Subject: Re: Ticket Update - 371947: email notices not being sent out

Matt and Innovative,

Our system admins suggested pointing to google dns instead of our internal one as with 365 that should
help correct the issue.

Tyler Sears
Network Engineer
SVSU Information Technology Services
p: 9899647241
e: tssears@svsu.edu

From: Tyler S. Sears
Sent: Monday, May 16, 2016 8:41 AM
To: Matthew A. Anderson; Innovative Ticket Notification
Subject: Re: Ticket Update - 371947: email notices not being sent out

Matt,

I've sent this email over to the system admins to take a look at and will let you know. I'm guessing this
stems from the recent mail migration and will see what they can find. I'll keep you updated.

Tyler Sears
Network Engineer
SVSU Information Technology Services
p: 9899647241
e: tssears@svsu.edu

From: Matthew A. Anderson
Sent: Saturday, May 14, 2016 11:33 PM
To: Innovative Ticket Notification; Tyler S. Sears
Subject: Re: Ticket Update - 371947: email notices not being sent out

Thank you! We should be able to get you that info by Monday to change.

Tyler, if you see below, this was regarding the fact that we cannot send notices to students via our library server anymore, since the email migration. For example our system sends out notices to students when they have a book in, fine, etc.

Looks like we provide Innovative with the values they need below, they can update it on their end.

Thanks!
Matt

From: Innovative Ticket Notification <TicketNotification@iii.com>
Sent: Saturday, May 14, 2016 7:40:55 AM
To: Matthew A. Anderson
Subject: Ticket Update - 371947: email notices not being sent out

iii innovative

Ticket # 371947: "email notices not being sent out" has been updated.
Description
Hello Matt,
We have received this and there is not problem sending outbound emails to other domains. It appears that the DNS we have don't have the new values of your Office 365 (svsu-edu.mail.protection.outlook.com) So it's unable to deliver.
Steps required to correct this :
1. Please confirm the correct DNS server that should be used.
2. I will Update DNS in resolv.conf then it should see the new MX record for the domain.

Explanation:
From the looks of it tt turns out to be a DNS issue Can you confirm we should be using the following DNS to send emails :

SU@sagsu (library-rSierra_2.2.0_6) 166 > cat /etc/resolv.conf
nameserver 155.138.4.5
domain svsu.edu
nameserver 155.138.1.5
If I switch to google DNS I can send emails just fine.
Outside your network we get the Office365 relay
From outside of your network another Name Server
dig svsu.edu MX

; <<>> DiG 9.3.6-P1-RedHat-9.3.6-25.P1.el5_11.2 <<>> svsu.edu MX
;; global options: printcmd
;; Got answer:
;; ->>HEADER<<- opcode: QUERY, status: NOERROR, id: 59592
;; flags: qr rd ra; QUERY: 1, ANSWER: 1, AUTHORITY: 2, ADDITIONAL: 0

;; QUESTION SECTION:
;svsu.edu.   IN   MX

;; ANSWER SECTION:
svsu.edu.   300   IN   MX   10 svsu-edu.mail.protection.outlook.com.

;; AUTHORITY SECTION:
svsu.edu.   3600   IN   NS   ns2.svsu.edu.
svsu.edu.   3600   IN   NS   tardis.svsu.edu.

;; Query time: 155 msec
;; SERVER: 10.17.2.2#53(10.17.2.2)
;; WHEN: Sat May 14 04:34:54 2016
;; MSG SIZE rcvd: 117
From the server Internal DNS.
SU@sagsu (library-rSierra_2.2.0_6) 164 > dig svsu.edu MX

; <<>> DiG 9.3.6-P1-RedHat-9.3.6-25.P1.el5_11.8 <<>> svsu.edu MX
;; global options: printcmd
;; Got answer:
;; ->>HEADER<<- opcode: QUERY, status: NOERROR, id: 46698
;; flags: qr aa rd ra; QUERY: 1, ANSWER: 0, AUTHORITY: 1, ADDITIONAL: 0

;; QUESTION SECTION:
;svsu.edu.   IN   MX

;; AUTHORITY SECTION:
svsu.edu.   3600   IN   SOA   tardis.svsu.edu. postmaster.svsu.edu. 2016051302 3600 600
1209600 86400

;; Query time: 0 msec
;; SERVER: 155.138.4.5#53(155.138.4.5)
;; WHEN: Sat May 14 07:34:24 2016

Regards,

[Click here](#) to access the Supportal.

5850 Shellmound Way | Emeryville, CA 94608 | 510.655.6200 | info@iii.com   iii.com