# ALABAMA SUPERCOMPUTER AUTHORITY

**401 Adams Avenue – Suite 764**
**Montgomery, Alabama 36130-9553**

VOICE:  334-242-0100
FAX :  334-242-0637

| | |
|---|---|
| Contract Number | C81-1526 |
| RFQ Number | 71927 |
| AFS Start Date | 7/1/2016 |
| AFS End Date | 6/30/2019 |

## Agreement for Services

**Customer**

Decatur Public Library
504 Cherry Street Northeast
Decatur, AL 35601

**Point of Contact**

Sherry Sakovich
Director
256-353-2993 Ext 102

| DESCRIPTION OF SERVICES | E-rate FY2016 Jul16 - Jun17 | E-rate FY2017 Jul17 - Jun18 | E-rate FY2018 Jul18 - Jun19 |
|---|---|---|---|
| The Alabama Supercomputer Authority shall furnish the following as Internet Access services: | | | |
| **Managed Firewall Services** | $2,293 | $2,293 | $2,293 |
| Hardware Services (Not owned by the Customer) | | | |
| Configuration & Setup | | | |
| Basic Maintenance on Leased Equipment | | | |
| 24x7 Basic Maintenance & Technical Support | | | |
| **Not E-rate Eligible** | | | |
| **Total Cost of Services** | **$2,293** | **$2,293** | **$2,293** |
| Managed Firewall (State Provided Amount) | ($2,293) | ($2,293) | ($2,293) |
| Total Amount Owed * | $0 | $0 | $0 |

*Subsequent year pricing and service assumes adequate program funding and service availability and could be subject to change. This agreement supersedes previous agreements for Firewall Services with this client.*

By Acceptance of this Agreement, Customer agrees to all terms included herein and shall comply with the Alabama Supercomputer Authority's Acceptable Use Policy which is available for review at www.asc.edu.

Accepted:

Decatur Public Library

Customer Name

Signature *Sherry W. Sakovich*

Typed/Printed Name  Sherry W. Sakovich

Title  Director

Date  2/23/2017

Endorsed:

Director of Client Services, Alabama Supercomputer Authority

Donna Daniel
Typed/Printed Name          Date

Approved:

CFO, Alabama Supercomputer Authority

Kim Carroll
Typed/Printed Name

## ALABAMA RESEARCH AND EDUCATION NETWORK

**CONTRACT FOR SERVICES**

This Contract for Services ("Contract") is made effective as of 2/1/2018, by
and between  Decatur Public Library of Decatur AL. 35601 ("Client"), and ByWater Solutions
LLC, of Santa Barbara, California 93102 ("ByWater").

**1. TERM.**  The service term shall be effective from 10/15, 2018 to 10/15 2020. Upon completion
of this term, the Client will have the option to renew for additional two-year terms. Either party
must notifiy the other in writing within the last sixty (60) days of the then-current Term of their
intention to modify the Contract. Renewal contract may fall under different terms and conditions.
Renewal payments will signify the Clients wish to renew the contract.

**2. DESCRIPTION OF SERVICES.** ByWater will provide the Client the following services
(collectively, the "Services"):

(a)     Installation and Implementation of Koha Integrated Library System ("Koha"),
        including migration of no more than 150,000  Bibliographic Records to Koha.

        (1) Data extraction from current legacy system is the responsibility of the
            Client.
        (2) Testing of initial migration is the responsibility of the Client

(b)     Terms regarding technical support for the Client are as follows:

        (1) Support will be available 24 hours. Support calls during hours in
            which the Client's facility is closed will be addressed by level of
            importance; i.e. system failure dictates immediate response time,
            training questions will be addressed within 24 hours.
        (2) The support package will also cover software updates and Koha
            enhancements that may be applicable to the Client.

(c)     Hosting for the Client's data will be located in a remote cloud, and Service
        providers may change at any time, at the sole discretion of ByWater. ByWater
        will not be responsible for force majeure events including natural disasters
        and communication line failures that may cause data corruption.

(d)     Training is required and will be provided for a minimum of three (3) days
        onsite or via webinar.  Additional training will be provided upon request of
        Client. Clients not previously using Koha as listed on koha-community.org as
        the library's primary ILS must receive training.

**3. PAYMENT FOR SERVICES.** In exchange for the Services the Client will pay ByWater according to the following schedule: Payments not received within 60 days of the due date will result in temporary loss of service until receipt of payment. Payment via credit card will result in a 4% transaction fee.

  (a) Installation/Data Migration: $11,500.00 payment invoiced upon signing.

  (b) Annual support and hosting fee: $10,500.00, due on or before 10/15 of each year, beginning on 10/15, 2018.

  (c) Training: $3,600.00 for the first 3 days (24 hours) payment invoiced upon signing.

**4. WORK PRODUCT OWNERSHIP.** Any copyrightable works, ideas, discoveries, inventions, patents, products, or other information (collectively the "Work Product") developed in whole or in part by ByWater solely in connection with the Services will be the exclusive property of the Client. Upon request, ByWater will execute all documents necessary to confirm or perfect the exclusive ownership of the Client to the Work Product.

All such Work Product developed on behalf of the Client will be made available under the terms of the open source license in effect for Koha at the time the code is written (currently GPL v3). A copy of the code will be given to the Client even though the code may be hosted. A good faith effort will be made both by the Client, and by ByWater at the coding stage, to integrate all code into the public, koha-community.org code base, or wherever the public code base may subsequently be located.

Upon expiration or termination of this Contract, ByWater will: (a) return to the Client all records, notes, documentation and other items owned by the Client that were used, created, or controlled by ByWater during the term of this Contract; and (b) assist Client in exporting data from ByWater's data cloud to Client, at no additional charge.

**5. CONFIDENTIALITY.** ByWater, and its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of ByWater, or divulge, disclose, or communicate in any manner, any information that is proprietary to the Client, except (a) if and to the extent the information is already a matter of public knowledge; (b) such disclosures as may be necessary to ByWater's attorney or accountant (collectively, "Permitted Confidants"); or (c) such disclosures as are required by law or by any litigation between the parties hereto with respect to this Contract. ByWater shall also timely require each of its Permitted Confidants to keep that information confidential. Before making any disclosure required by law, ByWater, or the Permitted Confidant, as the case may be, shall give Client as much notice thereof as is legally permitted, along with a copy of the proposed disclosure. The foregoing duties of confidentiality shall survive the termination of this Contract.

**6. RELATIONSHIP OF PARTIES.** Client and ByWater agree that the status of ByWater is that of independent contractor, and not that of employee, principal, agent or joint venture partner of Client. Neither party has authority to enter into contracts or assume any obligations for or on behalf of the other party or to make any warranties or representations for or on behalf of the other party.

**7. WARRANTY.** ByWater shall provide the Services and meet its obligations under this Contract in a timely and workmanlike manner, using knowledge and recommendations for performing the Services which meet generally accepted standards in ByWater's industry.

ByWater disclaims all other warranties, expressed or implied. ByWater does not in any way warrant that Koha will operate without interruption or be error free.

ByWater shall have no liability for damages resulting from: hosting inoperability, interruption due to product or delivered software malfunction (provided that regular daily backups are conducted by ByWater), loss of profits, goodwill, damage or loss of data, or any other indirect, special or consequential damages suffered by Client. ByWater will in good faith and using its best reasonable effort work to resolve any such issues.

**8. REMEDIES.** If Client or ByWater fails to perform its obligations under this Contract, the non-breaching party shall have the right to terminate the Contract and to seek whatever remedy may be available to it, either in law or in equity.

**9. LIMITATION OF LIABILITY.** Either party's aggregate liability to the other under this agreement, under any legal doctrine whatsoever, shall not exceed the total sum paid by Client to ByWater for services rendered under this contract.

**10. ENTIRE AGREEMENT.** This Contract contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Contract. This Contract supersedes any prior written or oral agreements between the parties.

**11. SEVERABILITY.** If any provision of this Contract will be held to be invalid or unenforceable for any reason, the remaining provisions will continue to be valid and enforceable, provided that no party is, as a result thereof, deprived of its substantial benefits under this Contract. If a court finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision will be deemed to be written, construed, and enforced as so limited.

**12. AMENDMENT.** This Contract may only be changed, modified, amended or discharged by an agreement in writing executed by the parties hereto.

**13. GOVERNING LAW.** This Contract shall be construed in accordance with the laws of the State of Connecticut

**14. NOTICE.** Any notice or communication required or permitted under this Contract shall be sufficiently given if delivered in person or by certified mail, return receipt requested, to the address set forth in the opening paragraph or to such other address as one party may have furnished to the other in writing.

**15. ASSIGNMENT.** The Client may not assign or transfer this Contract without the prior written consent of ByWater.

**16. BINDING EFFECT.** This Contract shall inure to the benefit of and be binding upon the parties named herein and their respective heirs, successors and assigns.

**17. EXECUTION.** This Agreement may be executed in two or more counterparts, each of which together shall be deemed an original, but all of which together shall constitute one and the same instrument. In the event that any signature is delivered by facsimile transmission or by e-mail delivery of a ".pdf" format data file, such signature shall create a valid and binding obligation of the Party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile or ".pdf" signature page were an original hereof.

**18. SIGNATURES**


DECATUR PUBLIC LIBRARY

By: _____


_____

_____



BYWATER SOLUTIONS LLC

By: _____

Brendan Gallagher
CEO



Date:_____

# Decatur Public Library to cut hours, cites - Decatur Daily, The (AL) - November 30, 2017

November 30, 2017 | Decatur Daily, The (AL) | Anna Beahm

The Decatur Public Library announced today it will reduce its operating hours in 2018 due to declining funding from the Tennessee Valley Authority and a 50 percent cut in appropriations from the Morgan County Commission. "We have to make changes in order to continue to provide the materials, services, resources and enrichment for which we are known," library marketing and outreach officials said today. "Because of the changes in our funding we have found it necessary to reconsider many of our processes with a critical eye in order to improve efficiency." Starting Jan. 8, the library will be open from 10 a.m. to 7 p.m. Monday through Thursday, 10 a.m. to 5 p.m. Friday and Saturday and closed Sunday. Currently, the library is open from 9 a.m. to 8 p.m. Monday through Wednesday, 9 a.m. to 6 p.m. Thursday, 9 a.m. to 5 p.m. Friday and Saturday and 2 p.m. to 5 p.m. Sunday. "While we will now be closed on Sunday and opening an hour later on all days, we did extend our Thursday schedule to a later closing time," officials said. "We appreciate the support of our patrons and will continue to provide the services and programs on which our community relies.""

## Decatur Public Library Automation Software Migration July 2018-October 2018

## Correspondence

**From:** Melissa Lefebvre [mailto:melissa@bywatersolutions.com]
**Sent:** Tuesday, December 12, 2017 4:03 PM
**To:** Sherry Sakovich <ssakovich@decatur.lib.al.us>; Dalton McGee <dmcgee@decatur.lib.al.us>; Susan Collins <scollins@decatur.lib.al.us>
**Subject:** Migration Timeline - Decatur Public Library

Hi Sherry, Dalton, and Susan,

It was great speaking with you and your team today, and we are really excited to be working with you to migrate your data. I do not have Patty's email address so please forward this along to her too.

As discussed, during this migration we will be moving the data that you provide to us from your current TLC system, first onto a temporary test server for your review, and then onto your new Koha system. We use two tools during all migrations, a ticketing system (called RT) where you will enter tickets with your questions and issues, both during migration and afterwards for ongoing support and also Dropbox to transfer your exported data to us.

Here is our the general migration plan.
1. Kick-off meeting! (DONE)

*Data Review/Mapping Stage*
2. Data upload and review – We will review the data that you send to us through Dropbox and will let you know if we have any questions. We will need another data extraction just before your Go Live, so please take notes as to how you extracted the data so that you can repeat the same process for the migration weekend. **(Anytime; however no later than July 2, 2018)**
2. Preliminary Mapping – We will let you know if we have any questions for you here. Mapping just means determining how your data fits into certain fields in Koha (things like item types, collection codes, shelving locations). This is just to get the test server up, then after training we can fine tune the mapping and make adjustments to the server. **(late July 2018)**
2. Circulation Rules and Policy - A couple of weeks before your training, your Educator will contact you to talk about your circulation rules and policies in preparation for your training. We will use this information to help you set up your Koha system.

*Initial Migration Stage*
5. Initial migration – We will migrate the data onto a temporary test server (hosted by ByWater and used only during migration) for testing. **(mid August 2018)**
5. Test server up – We will have your data up on our test server for your review. The data that you see here isn't set in stone at this point and changes can be made between now and go live. **(around August 20, 2018)**
5. OPAC customization - A member of our design team will contact you to discuss what you want your public catalog to look like (logo, colors, design). We like to have some of your OPAC complete in time for your training and then fine tune your OPAC during training. **(mid August 2018)**
5. Training - Your educator will contact you at the start of the migration process to discuss your onsite training. Your educator will walk you through each module of Koha, using your data, and answer all of your questions. The educator will also show you how to set up your circ rules, patron categories, item types along with setting up your system preferences so that your Koha system fits your library's needs.

Once your account(s) have been created in our ticketing system, we will open a training ticket that will explain each day's topic.**(tentatively scheduled for August 27 - 29, 2018)**

*Testing Stage*

9.  Testing - Library staff will need to test the data on the test server using our test plan. Librarians know your own data better than anyone else, so it's important that there are library resources available for testing at this time! The test plan is just a checklist of actions that you will go through on your test server, which is designed to help you to uncover any data issues. You will enter any questions or issues that you find into the ticketing system, with each issue on a separate ticket. It helps us a lot if you can give us specific examples and/or screenshots. **(late August - September 2018)**

*Migration Refinement Stage (at this point we are getting closer to your go live date)*

10.  OPAC completion **(late September 2018)**

10.  Migration refinement – We will address any open tickets and update our mappings based on your testing as needed.

10.  Pre-Go Live prep – We'll want to have a conference call between the ByWater team and your team during the week prior to Go Live so that we can address any remaining open migration issues and answer any last minute questions related to Go Live. **(around September 24, 2018)**

*Migration Weekend*

13.  Final data load - We will need you to send over a fresh copy of your data for the final migration.  It is important that it is done exactly the same was it was done the first time. This data extraction will be done at close of business on Friday.  **(September 28, 2018) *Because your library is open 6 days a week, we may be looking to split the data extract up over two days.  Your data migration specialist will talk more about this as the go live approaches, and we get a sense of the length of time it will take for the final migration.**

13.  Final migration – We will migrate your data onto the production server overnight. **(September 29 - 30, 2018)**

13.  Go Live - Your new Koha system will be up and running by the morning of October 1, 2018!  We will be on hand to address any problems or questions that arise upon Go Live. **(October 1, 2018)**

Next steps:
- A member of our Support Team, will be creating your account(s) in our ticketing system once I hear back from you with the names and email addresses of staff that will need access to our ticketing system. Once you are set up in RT, you will receive information on how to access the system.  Please let me know if you have any questions.
- Once in our ticketing system, we will open the needed tickets (OPAC, URLs, training, etc) to get the migration started.
- I have shared a folder in Dropbox with you and Dalton, so that you can transfer your exported data to us.  You should have received an email invite to join the folder by now. If you haven't received the invite, please let me know and I'll resend it.  Please let me know if you need additional people added to the Dropbox folder.
- Attached is an informational document on Koha's item types, location, and collection codes (which will help during mapping)  along with a document on what data we are looking for you to extract.  You can view a short video explanation of item types, location and collection codes here.
- If you would like to start getting familiar with Koha, you can use ByWater's demo site (http://bywatersolutions.com/demos/).  Also on our site, there are many videos that show how to do specific functions in Koha (http://bywatersolutions.com/section/tutorial-videos/) along with blog posts, tutorials and other helpful bits of information.

Please let me know if you have any questions. We're really excited to be working with you, and we look forward to getting our first peek at your data!

Thanks,
Melissa
--
Melissa Lefebvre
Operations Manager
ByWater Solutions
bywatersolutions.com
Phone: (888) 900-8944
What is Koha?

------------------------------ Original Message ------------------------------
Subject: Re: Decatur Public Library is live on Koha!
From:   "Sherry Sakovich" <ssakovich@decatur.lib.al.us>
Date:   Sun, September 30, 2018 9:23 pm
To:     "Jessica Beno" <jbeno@bywatersolutions.com>
Cc:     jwessner@decatur.lib.al.us
------------------------------------------------------------------------------

Hi Jess!

Our staff.mydpl.org is still throwing a 503 error. I've doubled checked the ip addresses and is pointing to the right server.

The ByWater hostname is working correctly, which makes me think that something on the server is not allowing the mydpl url to work. Can you check on that?

Thank you SO MUCH!
Sherry

*************************************

Mon Oct 01 09:08:15 2018 margaret (Margaret Hade) - Correspondence added [Reply]
Greetings!

We've received this ticket, thank you! Have you double checked that the DNS is done updating for URLs? This process can be quick or take a few hours.

--
From,
Margaret

Mon Oct 01 09:49:14 2018 Email Alias - Decatur Public Library
<decatur@bywatersolutions.com> - Correspondence added [Reply]
Download (untitled)
text/plain 1.5KiB
Hi Margaret!

The DNS has updated. I noticed the issue at 9pm last night. Here's what I get now as shown below. I've attached screenshots as well. We think this is a server issue and not a DNS issue. Thanks so much!

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Mon Oct 01 10:31:57 2018 danielle@bywatersolutions.com

Good morning, Sherry.

In this ticket, there was a discussion of libstaff v staff. Do you all want to stick with just staff?

Right now all our configurations are set for libstaff. I can change them on my end if you do. I wanted to check before I changed them again.

Thanks,
Dani
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Mon Oct 01 11:09:44 2018 danielle@bywatersolutions.com

I'll get those updated, and I can get the SSL cert now too, since it will resolve to the url.

Thanks,
Dani
--
Dani Elder
Systems Integration Librarian
ByWater Solutions
E-mail: dani@bywatersolutions.com

## Correspondence

From: Jonathan Wessner [mailto:jwessner@decatur.lib.al.us]
Sent: Tuesday, September 04, 2018 12:37 PM
To: Help Desk
Subject: Email setup

We'd like to know about possibly setting up our email system to have @MyDPL.org as a secondary address for all accounts. We will be moving to MyDPL.org as our main web address, and hoped to use it for correspondence in addition to our @Decatur.lib.al.us address.

We are hoping to move to move to a new server. We understand you have a different mail program than Squirrel that you have been migrating customers to. Right now, we just want to be able to add the second email to our accounts as an alternative email, and receive from either, and send from the MyDPL.org email if we are set up in outlook or another mail program, and send from the Decatur.lib.al address from the squirrelmail login. We want to wait a bit before shifting everything to a new server, (with the MyDPL.org as the primary) until later, because we are making another large software move right now. So, I think the plugin is what we want for now.
I hope this clarifies things.

Jonathan Wessner
Decatur Public Library
504 Cherry St NE
Decatur , Al 35601
256-353-2993 ext 110


**From:** Jacob N. Riley [mailto:JRiley@asc.edu]
**Sent:** Friday, September 07, 2018 3:10 PM
**To:** jwessner@decatur.lib.al.us
**Cc:** SysAdmins <sysadmins@asc.edu>; Help Desk <helpdesk@asc.edu>
**Subject:** Re: Email setup

Jonathan,

I've done some research on what we can do to best facilitate your request.

I'd also like to confirm that you want users to be able to send mail from either domain or would sending from a single domain fulfill your requirements?

If you just want to update the domain on the server and still have all mail going from user@decatur.lib.al.us to user@MyDPL.org , we can assist with this change.

There is a plugin that allow users to sign into the same mail server for either domain and the domain they use to sign in is the domain that their mail is sent from.

Alternatively, we can migrate you to a new server which has software that would better facilitate these changes.

Please review this and let me know how I can help.

If you have any questions or concerns, let me know and I'll be happy to answer them.

Thank you,
Jacob Riley

**From:** "Larry W. Naves" <lnaves@asc.edu>
**Date:** Thursday, October 25, 2018 at 4:45 PM
**To:** Jonathan Wessner <jwessner@decatur.lib.al.us>

Johnathan, your new email and web server is ready for you to test it.

You can access it by browsing to the IP address for now but the URL will change later when we go live.

We will add a shortcut of /webmail later to make it easier on users.

We will add a shortcut of /admin later to make this easier on you admins.

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Larry Wayne Naves, Jr. "Jay"
Systems Architect Manager
General Dynamics IT
AL Research & Education Network
AREN Helpdesk: 800-338-8320

**From:** Jonathan Wessner <jwessner@decatur.lib.al.us>
**Date:** Friday, October 26, 2018 at 8:25 AM
**To:** SysAdmins <sysadmins@asc.edu>
**Subject:** Probles loading page

Jay,

The first link gets me to the sign in page, but, the username/password does not allow me to log in. The second link times out before loading the page, or gives a "not found" error.

Jonathan Wessner
Decatur Public Library
504 Cherry St NE
Decatur , Al 35601

256-353-2993 ext 110

**From:** Larry W. Naves [mailto:lnaves@asc.edu]
**Sent:** Friday, October 26, 2018 9:56 AM
**To:** Jonathan Wessner <jwessner@decatur.lib.al.us>; SysAdmins <sysadmins@asc.edu>
**Subject:** Re: Probles loading page

Sorry about that. I was playing around with your account for testing and forgot to change your password back. You should be good now for the webmail login.

I found your IP in the logs and I added the IP to the firewall for access into the administrative interface. If you still do not have access, provide me the IP address please? I will add that to the firewall rules for the administrative interface.

Thank you,

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Larry Wayne Naves, Jr. "Jay"
Systems Architect Manager
General Dynamics IT
AL Research & Education Network
AREN Helpdesk: 800-338-8320
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~


**From:** Jonathan Wessner <jwessner@decatur.lib.al.us>
**Date:** Friday, October 26, 2018 at 1:43 PM
**To:** "Larry W. Naves" <lnaves@asc.edu>
**Subject:** RE: Probles loading page

Jay,

Everything appears to be working correctly. I have deleted some employees who are no longer with us. That said, when we go live, will some of the users and groups become inaccessible to us? I ask because I don't think it is good that we have full access to some of the areas we currently do, like /bin, root, and sshd.

Jonathan Wessner
Decatur Public Library
504 Cherry St NE
Decatur , Al 35601
256-353-2993 ext 110

**From:** Larry W. Naves [mailto:lnaves@asc.edu]
**Sent:** Monday, October 29, 2018 9:38 AM
**To:** Jonathan Wessner <jwessner@decatur.lib.al.us>
**Subject:** Re: Probles loading page

I was looking at your existing server and your new server to sync users and it appears that I misunderstood your comment about deleting users. It appears that you deleted some users from the new system correct?

I just need to make certain that we don't sync those users from your current system.

~~~~~~~~~~~~~~~~~~~~~~~~~~
Larry Wayne Naves, Jr. "Jay"
Systems Architect Manager
General Dynamics IT
AL Research & Education Network
AREN Helpdesk: 800-338-8320
~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Jonathan Wessner <jwessner@decatur.lib.al.us>
**Date:** Tuesday, October 30, 2018 at 8:12 AM
**To:** "Larry W. Naves" <lnaves@asc.edu>
**Subject:** RE: Probles loading page

Sorry to take so long answering. I was off yesterday for an appointment. Yes, I deleted those users, as they no longer work for the library. Might as well start off with a clean database and all (at least as far as employees go) . If we could put the new server into operation today or tomorrow, that would be great.

Jonathan Wessner
Decatur Public Library
504 Cherry St NE
Decatur , Al 35601
256-353-2993 ext 110

**From:** Larry W. Naves [mailto:lnaves@asc.edu]
**Sent:** Tuesday, October 30, 2018 8:15 AM
**To:** Jonathan Wessner <jwessner@decatur.lib.al.us>
**Subject:** Re: Probles loading page

No worries. I am okay to move your server today. Would 9 be okay or do you need more time? I am leaving work at lunch today and will not be back to work until Thursday. If you want to do the move later this week, I am open to that as well.

Thank you,

**From:** "Larry W. Naves" <lnaves@asc.edu>
**Date:** Tuesday, October 30, 2018 at 9:37 AM
**To:** Jonathan Wessner <jwessner@decatur.lib.al.us>

Johnathan, we are doing a final sync of your data and will go live soon.

Internal Slack messages while troubleshooting email sever issues

Friday, November 2, 2018:
Jonathan [1:43 PM]
Susan, do you have mail from Bywater in your mailbox? All mine just disappeared
Susan [1:44 PM]
all of my folders just disappeared
i still have bywater partners in my inbox but my folders where i had our ticket emails stored is
gone
Jonathan [1:47 PM]
all my folders just disappeared too. My system won't even show my desktop where i have a
backup of my old mail
brb, gonna try a restart

Jonathan [2:01 PM]
Well, that didn't work
Susan [2:04 PM]
super computer must be messing with settings

Jonathan [2:05 PM]

He didn't say he was. I have some of my missing items back, but it is strange that the rest aren't

Susan [2:14 PM]
I found my folders under settings but I will have to "subscribe" to them again.

Jonathan [2:14 PM]
ok

Jonathan [2:21 PM]
I found mine on the new system, and managed to reconnect them.