ALL EMPLOYEES - ITS - Important Information For Apple Users
Category:

Audience: All Employees

Due Date: n/a
Meeting Date: n/a

Important information for Apple users related to the issue reported in Weekly Briefing #13462. Please post, email, or discuss this important message with all staff in your location!

- ITS received notification on 2/19 from Apple Computers of a new operating system (iOS) release, 6.1.2. This new release reportedly will fix the issue related to synchronizing email with Microsoft Exchange. The available technical release information from Apple can be found at the following link: http://support.apple.com/kb/DL1639.
- Due to the negative impact on district email this issue causes for ALL staff, ITS is requesting that Apple users who synchronize with the district email system update their devices to the new release **AS SOON AS POSSIBLE**.
- **To prevent district email issues from reoccuring:**
    - **Apple users who synchronize with the district email system and are running iOS releases 6.1 or 6.1.1 will have their Microsoft Exchange service blocked.**
    - **Apple users who choose NOT to update to the new 6.1.2 release will have their Microsoft Exchange service blocked.**
- Once the update to 6.1.2 is completed, the Apple device will be unblocked to allow for synchronizing with the district email system.

Questions should be directed to HEAT Self Service.

Contact: HEAT Self Service (HEAT)
Department: n/a