

INC-594961 Incident Detail

Edit | Change Order | Create Problem | Quick Profile

<b>Affected End User</b>	Requester	Status	Priority	Active?
Blk, End		5-Closed	3-Medium	NO
<b>Default Group</b>	Phone	Location	Floor/Room Number	Contact Method
Charleston	555-5537	94 Eusan St	director of marketing	Phone

<b>Incident Area</b>	Service Request: General
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<b>Reported By</b>	Assignee	Group	Configuration Item
Beck, Roy A	Barnett, Aaron A	Charleston	Groupwise Client
<b>Urgency</b>	Impact	Major Incident	
3-Medium	3-Low	No	
<b>Call Back Date/Time</b>	Change	Caused by Change Order	External System Ticket

Summary Information

Missing emails in the GW archive... missing between June 2011 and March 2012

Description  
 He is trying to find a message from Nov 24, 2011  
 User has 2 archive files...  
 Retrieved the old archive file (and renamed the current to present) to allow him to open it in GW... still missing the emails.  
 Please ask EUS to visit to look on the computer or perhaps in the H: drive to see if there is another archive file. Also please try and merge the existing files if practical (94-03 in size each)  
 Open Date/Time: 03/17/2015 11:27 am  
 Last Modified: 03/22/2015 02:22 pm  
 Resolve Date/Time: 03/17/2015 02:22 pm  
 Close Date/Time: 03/22/2015 02:22 pm

1. Additional Information | 2. Logs | 3. Knowledge Management | 4. Relationships

Incident Activity Log List

Type	Created by / Description	On	Time Spent
- Event Occurred	System_AHD_generated	03/22/2015 02:22 pm	00:00:00
- Action Taken for Event	Action: 'Auto Close after 5 Days' changed Status from '4-Resolved' to '5-Closed'	03/22/2015 02:22 pm	00:00:00
- Close	System_AHD_generated	03/22/2015 02:22 pm	00:00:00
- Status changed from '4-Resolved' to '5-Closed'	Barnett, Aaron A	03/17/2015 02:22 pm	00:30:00
- Resolved	Did some looking but could not find another archive for him. He got a new BB in August 2011 so it's possible emails got deleted accidentally at that time.	03/17/2015 01:15 pm	00:00:00
- Transfer	Transfer: Assigned from ' to Barnett, Aaron A'		



- Update Status	Barnett, Aaron A	09/17/2015 01:15 pm	00:05:00
- Status changed from '1-Open' to '2-Work In Progress'			
- Transfer <b>P</b>	Hartbank, Steven	09/17/2015 11:34 am	00:02:00
- EIS Please assist.			
- Initial	Beck, Roy A	09/17/2015 11:27 am	00:03:34
- create a new request/incident/problem/change/issue			
Collapse All (3)			

**Brad Mix - Re: Gap in my Sent Archive**

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**From:** Carol Mayne  
**To:** Brad Mix  
**Date:** 4/13/2015 10:22 AM  
**Subject:** Re: Gap in my Sent Archive  
**CC:** Edmund Malone; Norman MacDonald

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Brad

Thanks for the note. Hope all is well with you.

I have sent your note along to Edmund Malone who is the Director responsible for Business Infrastructure. I am meeting with Norman MacDonald COO this afternoon and will discuss this with him as well. Either Ed or Norman will be back to you on the issue.

Thanks for raising this with us and please feel free to contact me anytime with issues.

Carol

>>> Brad Mix 13/04/2015 9:10 AM >>>

Hello Carol,

I hope everything is going well. I am hoping you may have a way to help me on this. Unfortunately I have a gap in my sent email archive from June 12, 2010 to April 11, 2012 where the sent items no longer exist and are not retrievable. I have checked a couple of times with ITSS and unfortunately they have not been able to help me.

Is there any way to access emails I sent during the time period ?

Let me know when you can.

Thanks,  
Brad

**Brad Mix - Fwd: Re: Gap in my Sent Archive**

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**From:** Brad Mix  
**To:** Edmund Malone  
**Date:** 4/16/2015 10:14 AM  
**Subject:** Fwd: Re: Gap in my Sent Archive  
**Attachments:** Re: Gap in my Sent Archive

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Hello Ed,  
Can you call me on this email, my number is 902-368-5957.  
Brad

**Brad Mix - Fwd: Re: Gap in my Sent Archive**

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**From:** Brad Mix  
**To:** Edmund Malone  
**Date:** 4/20/2015 10:31 AM  
**Subject:** Fwd: Re: Gap in my Sent Archive

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Hello Ed,

Can we try this a different way, people that I sent emails too during that time frame still have a record of my email. My inquiry are emails I sent specifically to Wes Sheridan. Can I get a copy of emails that I sent, or cc'ed, to Wes Sheridan during that time frame ?

Call me with questions. Please let me know.  
Brad

>>> Edmund Malone 4/16/2015 12:14 PM >>>  
Hi Brad;

I am still working on your archive incident and I will get back to you when I have more detail and give you a call.

Thanks Ed



Ed Malone,  
Director - Business Infrastructure Services  
Emmalone@gov.pe.ca  
(902) 368-4111

>>> Brad Mix 4/16/2015 10:14 AM >>>

Hello Ed,

Can you call me on this email, my number is 902-368-5957.

Brad