

For: FSA Employees

Implementation of Outlook E-mail Pop-up Solution

Approved by: Deputy Administrator, Management



1 E-mail Pop-up Solution

A Background

In the past, users may have experienced problems with annoying pop-up messages while using Outlook e-mail. In some cases, these messages have tied up the users' computers preventing them from being able to use the computer for the duration of the messages.

As described in Exhibit 1, solutions to these on-going problems have been implemented over the last several months.

B Purpose

This notice encourages employees still experiencing problems with Outlook e-mail to contact their local help desk according to Notice IRM-364.

C Contacts

Direct any questions about this notice to either of the following:

- Louis Iacoletti, ITSD, by:
 - e-mail to **louis.iacoletti@wdc.usda.gov**
 - telephone at 202-720-5320

- Steve Sanders, Director, ITSD, by:
 - e-mail to **steve.sanders@wdc.usda.gov**
 - telephone at 202-720-5320.

Disposal Date August 1, 2007	Distribution All FSA Employees; State Offices relay to County Offices
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USDA Office of the Chief Information Officer

Information Technology Services - ITS

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ITS Team Members,

Implementation of Outlook Email Popup Solution

As of last night the solution that we believe will eliminate most of the popup messages that occur when using Outlook 2003 has been deployed nationwide. The solution has proven to keep the connection between the Outlook client and the Exchange server open even when there is no consistent traffic. This persistent connection removes any delays when the client requests information so that the popups that we have been experiencing do not come up. No action on the part of ITS TSD staff is required for this solution to be installed. Please provide us with any feedback that you receive as to whether or not this solution is effective in addressing this problem.

Scott Snover
Director, Infrastructure Definition Division