

From: DII - Service Desk Information
Sent: Thursday, October 15, 2015 4:06 PM
To: DII - O365 Pilot Team <DII.O365PilotTeam@vermont.gov>
Cc: DII - O365 Project <DII.O365Project@vermont.gov>
Subject: Ricoh and Citrix Issues discussed this morning during pilot

We are aware of an issue with the encoding of scanned files from Ricoh multifunction devices and their delivery to email through the Microsoft Office 365. The issue resides with Ricoh and Microsoft and we have received notification that the two companies are working to resolve the issue.

This issue is not related in any way to the Office 365 pilot. It affects any SOV users who scan documents to email through a Ricoh device.

In addition, an issue with Citrix (VSMS) has also been reported. Both of these are reported as Major Incidents on our LANDesk ticketing portal, and posted as known issues on our DII Website. You can subscribe to each of the tickets by clicking on "I am experiencing this issue" to receive updates from our technicians.

Again, this is not related to the Office 365 pilot – it is affecting all users identified in the ticket.

Major Incidents Auto updated: 16:00

19735 Problems Scanning to Email from Ricoh MFP's
Who – Users scanning to email from Ricoh MFP's What – Users who attempt to scan to email are receiving MIME errors instead of the document that they scanned. Department IT staff, DII, Ricoh, and Microsoft are working to resolve this issue.
[I am experiencing this Issue](#)

19751 Problems with the VSMS Citrix Web Interface
There appears to be an issue with the VSMS Citrix Web Interface that the majority of our users use to log on. We are currently looking into the problem and will give you an update as soon as we know more.
[I am experiencing this Issue](#)

1 of 1 Count: 2

DII Service Desk Information
802-828-6620, option 1

