

Planned Service Outage

This Saturday morning, 10/25, we will be switching the Lisle corporate office over to a new Internet provider and our basic IP addresses will be changed.

However, if you are hosted by us your servers will **NOT** be changed or in any way be impacted by the change – you will continue using your current IP addresses.

What will this mean for you?

You may have some trouble getting to our support site (X-Connect), the help center, and the ftp site. It all depends upon how long our old IP addresses are cached on your computers and the Internet. You may have a problem if your computer was left on over the weekend. If you reboot your computer, it will clear its cache and it should then find the new IP address. If this doesn't solve the problem then the IP address for sc.schooloffice.com, help.schooloffice.com, or ftp.schooloffice.com is either being cached on one or more servers on your network or you may have it blocked at your firewall.

Thank you for your understanding as we make this change,

John Litz



Web: www.schooloffice.com

Phone: 800-323-1605