Special CCSG Meeting—January 4, 2010

Dave Popelka, moderating

All faculty and staff will be migrated to Exchange by February 4, 2010 as part of a campus initiative to find cost-savings through efficiency gains. The purpose of this meeting is to talk about the migration and give IT staff a chance to ask questions.

**Presenters:** Mike Lohrbach, Dave Popelka, Kent Ziebell, Zak Bell, Cheryl Langston, and Jim Twetten of IT Services.

**Mike Lohrbach:**

We’ve already contacted many of you and will contact others soon. We have been trying to get people migrated as quickly as we can. Currently, we have 2,700 users on the Exchange 2007 environment with many left to migrate yet from POP, WebMail, and departmental servers. We will rely on assistance from you.

Currently, we are working with those departments running their own Exchange servers first. Those are a smoother transition than others from POP servers. We’re trying to come up with the best process to move POP and WebMail users, and will be distributing lists of people to show who in your area are using POP mail.

We are also developing documentation for IT staff and for end users. Engineering is graciously letting us use their SharePoint server; documentation, blogs, and forums will be available there. The SharePoint server will be oriented toward IT staff; the Exchange information website we’re developing will be oriented towards end users.

Another key piece of this puzzle is new user provisioning. As a user gets created in Active Directory, they will get an Exchange account automatically. We’ll get more information on that to you as we make it work.

**Dave Popelka:**

We are no longer doing cost recovery on the Exchange services. Retroactive to October, there is no billing for Exchange services. Those services are now centrally funded.

New student accounts go automatically to CyMail. We’ll also need to develop a way to request “bang” accounts for students, etc., as well as administrative and exception accounts. We’re working on a way for users to create distribution lists as well.

**Kent Ziebell:**

When new users register, anyone who is a student will automatically go to CyMail. Everyone else will automatically go to Exchange, hopefully by next week but certainly by February 4.

Eudora is both good news and bad news. The good news . . . we’ve enabled Secure POP on the Exchange server and Eudora will work with POP on Exchange. The bad news, of course, is that Eudora works with Secure POP on Exchange. (Many of us would rather have abandoned Eudora altogether, and this would have been a good excuse.) We’d really like people to get off Eudora but, in transition, using Eudora may give people a little more time to
figure out how to do migration.

We’ll have documentation on how to configure the various email clients.

Email forwarding changes now happen every hour rather than overnight, but we want to make sure that users get their last POP mail. After you’ve created an Exchange account and set forwarding to the Exchange server, be sure that you check mail in Eudora (or whatever POP client you use) one last time so no mail is accidentally left on the POP servers.

With Thunderbird you don’t exactly have to migrate. You can just add an Exchange account to the existing POP account and read mail coming in from both sources, with not much of a waiting period for that.

WebMail transition is in development. Between late Monday and early Tuesday, 7,900 faculty or staff had used WebMail. That tells us that there must be people using only WebMail. Thanks to Jason White, who contributed the code used for CyMail, there will be a process that automatically forwards their mail to Exchange and copies mail from the WebMail directories into Exchange folders.

There will be pages on the IT website to request Exchange accounts. Exchange administrators will be able to do it; it will also be possible for users to request accounts themselves.

Q: What “others” are included? Do X-base staff get Exchange accounts?
A: Yes, if they don’t qualify for CyMail. Exception accounts will still need a sponsor.

Q: If someone is forwarding mail to somewhere else and an Exchange account is created, is it possible to set up forwarding within the Exchange server so that mail from Exchange users doesn’t wind up in Exchange and never get read?
A: There are options for forwarding within the Exchange server. It might also be possible to kill the mail account if mail is forwarded. There are people who want to do two accounts as well. The Exchange account doesn't recognize the forward. Some use “iastate.edu” for personal mail and “mail.adp.iastate.edu” for business mail. We’re working on the best ways to deal with that.

Zak Bell:

We are creating two sources for information:

For end users:  http://www.it.iastate.edu/exchange

For IT staff:  http://webspace.eng.iastate.edu/exchange
SharePoint server with migration calendar, discussion groups, and documentation.

We’re getting documentation out there as quickly as possible.

Cheryl Langston:

We will be putting a pre-message on the Solution Center number, 4-4000. Our current plan is to have people select 1 for Exchange questions, 2 for password changes, and 3 for everything else.
If we have someone in your area for whom we've done as much as we can, we'll contact via the CCSG list. If there's someone in your area that we should contact, please let Cheryl know and we'll do that instead.

Statistics on users:

2,300 POP/WebMail users
2,500 Exchange accounts we've migrated so far
3,500 Exchange accounts yet to migrate

We will likely be migrating people any time, any day; we've talked to a lot of areas and do most of the migrations at night to minimize interruptions to the users. If there are groups that could be migrated during the day, we'd like to know that.

Jim Twetten:

We are developing online training, it will be available through the Exchange website. In addition, we've linked to the appropriate Lynda.com tutorials on Outlook and Entourage.

We'll also do face-to-face training in your department by request, or you can use our training materials to do the training yourselves if you prefer. Ask Jim Twetten for more information.

Mike Lohrbach:

If you want a group of users migrated all at once, just get us a list of users and we can do it automatically. We don't need billing numbers anymore since we're not charging for the service.

As we create accounts, we are automatically setting forwarding to Exchange (@mail.iastate.edu) rather than having the clients have to do that. Not everybody liked that; if people want to have their iastate.edu mail sent somewhere else they'll still be able to do that.

Questions and Answers:

Q: Will clients still have access to the old POP servers after migrating?
A: Yes and no. They will be able to fetch existing mail from those servers; we can't turn them off until October (we promised the students they would stay up that long during the CyMail transition). However, mail forwarding happens before the mail reaches the POP server, not on it. When we create Exchange accounts, incoming mail is routed to Exchange automatically. Users can change that to an off-campus server but we will not allow people to revert to the POP servers. (This is the same policy we have for student mail.)

Q: What about mailbox size and mailboxes? Can I tell users that they have to clean up their mail?
A: That's one of the biggest things we have to figure out. There is no fee for Exchange and there are no plans to enforce quotas. We're looking into an archiver that will pull messages with attachments off. We know that 85 percent of the message store is attachments.

Q: Will there be single-instance storage?
A: Yes, but all the users sharing a file or message need to be in the same mailbox store for
that to happen. Mark Bland has a script that looks at the size of the mail stores and puts new users where there's more space as they’re created. That means single-instance randomly works. In an archiver they'll only have to store it once, which is one of the reasons we need the archiver Real Soon Now.

Q: Do we have any previous best practices that I could implement with my department? Limit to 10 GB or 10,000 messages or something?
A: That would be good, but what we’ve focused on so far are Microsoft’s recommendations for the hardware. The number of items is a big factor.

Q: Will new users have access to the Blackberry Exchange Server?
A: Yes, and it will be free except for the $60 one-time license fee that goes to RIM.

Q: Do you have an end date for Eudora support?
A: Eudora is no longer supported by ITS; we're not distributing it at all, but we're trying to inflict as little pain on people during the migration as possible. If that means letting them use their current mail client for a while, so be it, but we need your assistance in migrating Eudora users to a more contemporary email client like Outlook or Thunderbird.

Q: How many people are transferring mail from other mail environments?
A: Right now we're focusing on Exchange but we're starting to work on departmental non-Exchange servers, so we'll have to figure out those issues. There are also side topics we have to deal with, such as mailing lists, etc.

Q: I'm investigating processes for transferring Cyrus to Exchange and CyMail.
A: Please share that information and make requests for information on SharePoint.

Q: How long will POP be enabled on Exchange?
A: Not indefinitely, but for the foreseeable future. Several people would like us to turn it off so people can't use Eudora.

Comment: There are retired faculty still using Eudora with POP. I'm not sure how willing my department head is to send me out to people's houses to do an Exchange conversion.

Q: Do we have tools for migrating Eudora email to Outlook?
A: We're evaluating tools. There are a couple of ways to do that, but we don't want people to lose timestamps, folder structure, etc.

Comment: Tom Hillson and Mark Hawley created a program to do Eudora-to-Exchange conversions.

Q: Assuming that we have mail into a PST file, is there a schedule you’d like to have people uploading all that mail?
A: We need to figure that out yet. No, we don't have a recommendation yet.

**Dave Popelka:**

Please use the SharePoint site or email to let us know of issues, give us ideas and information.

This morning we distributed a list of POP and WebMail users to ITLC.

Comment: Suggestion for users of OWA (Outlook Web Access). There should be an OWA
link in the lower lefthand corner of the Iowa State web page.
Response: The Web Development group will pursue that.