

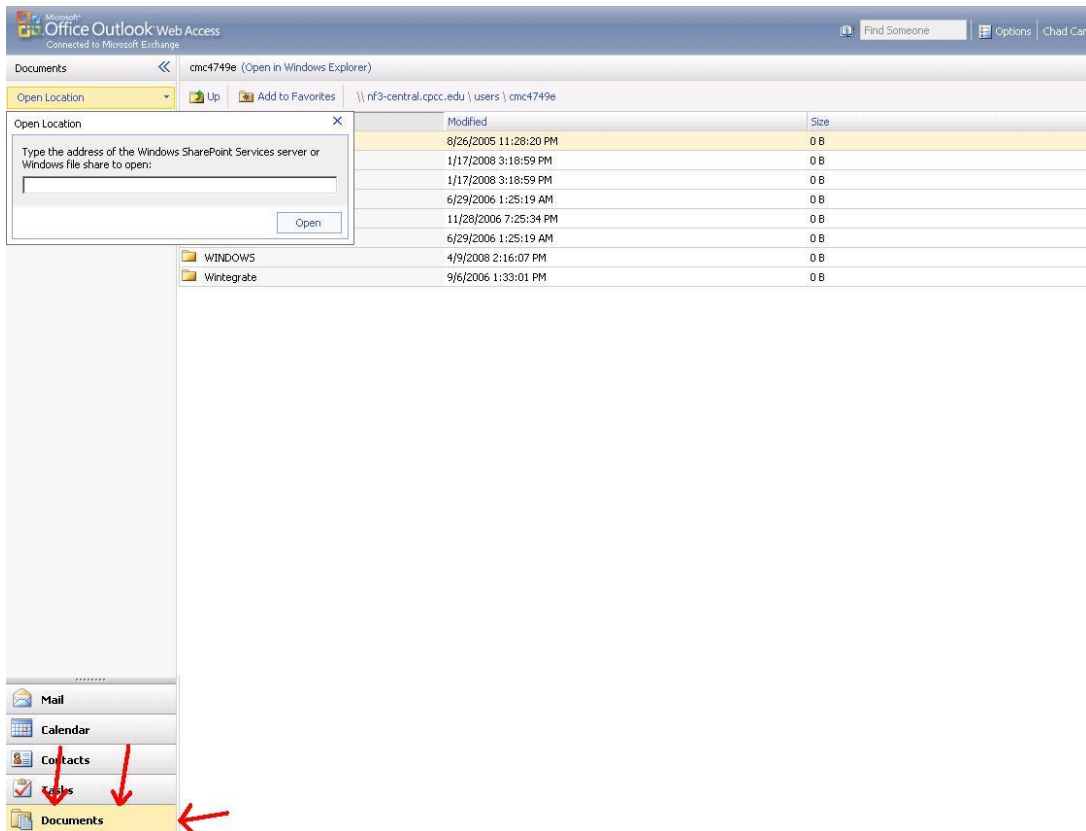
Exchange 2007 Migration

Upon scheduling a time to move your mailbox to the new environment, the system administrators will perform the migration with minimal intervention required on your part. PDA and Smart Phone users should ensure their devices are synchronized prior to the migration. Thanks to the new autodiscover feature, Outlook 2007 users should only need to exit and reopen Outlook to connect with their new mailbox location.

All users should be aware of some changes being implemented in Exchange 2007:

Outlook Web Access (Webmail)

- Webmail for Exchange 2007 will be accessible through a new URL: <https://owa.cpcc.edu> .
- Users will first notice the option of selecting whether Outlook Web Access is being accessed using a public computer, or a private one. Choosing public will result in a timeout after 15 minutes of inactivity. Choosing private will result in a timeout setting of 24 hours of inactivity.
- Changes to the interface have been made to improve navigation and management of mailbox contents
- Scheduling Assistant (included in Outlook 2007) is accessible through Outlook Web Access Premium. This feature improves management of meeting attendees and locations, as well as offering suggested meeting times based on attendee availability.
- Users can access network shares or the college's internal sharepoint site through webmail:



- Udrive Location: \\nf3-central.cpcc.edu\users\{userid}
- Hdrive Location: \\nf3-central.cpcc.edu\data
- Jdrive Location: \\nf3-central.cpcc.edu\apps
- Zdrive Location: \\nf3-central.cpcc.edu\allshare
- Sharepoint Location: <https://sharepoint.cpcc.edu>

- These locations can be copied and pasted into your browser window and saved to your Favorites folder for future access
- Web Ready Document viewing allows users to preview specific document types inside of a web browser without having the necessary application installed locally
- Users are able to craft separate Out of Office rules for internal and external users
- Users can reset the password for their Active Directory user id through the 'Options' menu
- Mobile Devices can be managed through the 'Options' menu. Available features include password retrieval and remote device wipe.
- Users can access any address list hosted on the CPCC Exchange 2007 instance, as opposed to being limited to the Global Address List

Exchange ActiveSync 2007 (Mobile)

- Current PDA owners who are syncing directly to Exchange via ActiveSync may experience a brief disruption to service or an unstable user experience until your device can be reconfigured for the new Exchange environment. To reconfigure your PDA for Exchange 2007, follow these basic steps:
 - Ensure that all currently modified items on your PDA are synced **BEFORE** your mailbox is migrated to Exchange 2007. This will help to ensure that no changes made to mailbox items on your PDA are lost after the migration.
 - (Recommended) Upgrade ActiveSync on your PDA to the most current version.
 - After your mailbox has been migrated and your mailbox is again accessible through Outlook or OWA, open ActiveSync on your PDA.
 - Click on the 'Menu' button on the bottom of your screen
 - Select 'Options'
 - Select 'Exchange Server' and click on the 'Delete' button. This will remove your PDA's association with the Exchange 2003 mobile instance, and will wipe any email from your PDA.
 - After the Exchange server association is deleted, click on 'Menu', then 'Add Server Source' to re-associate your PDA with Exchange.
 - In the 'Server Address' input box, enter "mobile07.cpsc.edu" and click 'Next'
 - Enter your user credentials.
 - Click 'Advanced' and ensure that the setting for 'If There is a Conflict' is set to 'Replace the Item on My Device'. Click 'Next'.
 - Select the data to synchronize and click 'Finish'
 - Test synchronization. If there are any issues contact the ITS Helpdesk at x5000 for assistance.
- New Features (may be dependant on latest version of client):
 - HTML messages are supported from ActiveSync clients
 - Follow-Up Flags can be set and managed as in Outlook 2007
 - Improvements have been made to Calendaring with regard to attendee information synchronization
 - Users can search for items that have gone beyond their PDA's retention threshold
 - Users can remotely access network file shares and sharepoint sites
 - Devices can be provisioned without requiring a connection to your computer
 - Out of Office messages can be set and managed from your PDA

New Features in Outlook 2007

- Outlook Anywhere – Remote access to email through Outlook (COMING SOON)
- Instant Search allows users to query mailbox folders based on commonly used searchable fields
- Arriving calendar items are scheduled as tentative by default until users are able to take an action (accept, deny) on them.
- Scheduling Assistant helps users in selecting the most appropriate time for scheduling meetings, and Free/Busy information is kept up to date and reliable without requiring use of the Outlook client
- Out of Office improvements include schedulable Out of Office replies, separate internal/external Out of Office responses, external Out of Office responses can be limited to contact folder entries, HTML formatting of Out of Office messages.
- The new Autodiscover feature assists users in configuring mail profiles, automatically locating the user's mail server and mailbox.

Additional Changes in Exchange 2007

- Mailbox storage will be capped. Users will initially be migrated into a quota tier based on current usage. Additional space will be provisioned upon request, based on availability. Upon reaching 90% of an individual's mailbox quota, a warning message will be generated daily. Upon reaching quota capacity the user will no longer be able to send or receive email.
- Items in the 'Deleted Items' folder will be retained for a period of 30 days, after which they will be permanently deleted.
- All "permanently" deleted items will be recoverable by the user for a period of 14 days after they are purged.