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Sent: Friday, January 06, 2006 4:11 PM
To: exchange.inform@umich.edu
Cc: exchange.internal@umich.edu
Subject: Exchange Service Update 1/6/2006

This is the second of regular updates about the central Exchange Service. In addition to these updates being sent periodically via email, they will be available via the web as well. Check <http://www.umich.edu/~lannos/exchange/> for the latest news, as well as a collection of old news.

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SERVICE UPDATE

The Exchange service is again in full swing, having successfully completed the migration of mailboxes to new storage. By Dec 6, 2005 all new mailboxes were being created on the new storage. All existing mailboxes were successfully moved to the new storage by Dec 23, 2005.

The performance and reliability of the new configuration have been outstanding.

While the migration went seamlessly for 99.6% of the users, we have had about a half dozen reports of mail lost by users who access their mail with the Entourage client. In all cases, all of the appropriate patches had been applied. We are working with Microsoft to identify the cause of the problem in order to prevent its reoccurrence during future moves of Entourage-accessed mailboxes. For more information about the Entourage issues, see <http://www.itd.umich.edu/~lannos/exchange/entourage05migration.html>

Remember that there are now three quota levels to choose from: 500MB, 1GB and 2GB. If we did not receive a request to change quotas, 400MB mailboxes became 500MB and 2GB mailboxes remained at 2GB. See <http://www.umich.edu/~lannos/exchange/service.html> for more information.

DISPLAY NAMES

As more people begin to use Exchange, some discover that their name as it is displayed in the Global Address Book (GAL) is not to their liking.

Since we populate the GAL with information from the UM Online Directory (UMOD), the way the name appears is not easily controlled. We have added a section to our FAQ that describes some options available to you.

You can find this at

<http://www.umich.edu/~lannos/exchange/faq.html#displayname>

NEW DISCUSSION FORUM

By request, we have created a listserv for discussion of Exchange related issues by anyone who uses Exchange. It is a U-M Listserv and can be joined at <http://listserver.itd.umich.edu/cgi-bin/lyris.pl?enter=exchange-discuss>

Also remember that anyone can join this list to receive periodic information about the Exchange service. Join 'exchange inform' at <http://directory.umich.edu>

OF INTEREST TO FULL SERVE DEPARTMENTS

NEW FORMS

With the change in the quota structure, the forms used to request mailboxes have changed. If you use the Excel spreadsheet to order Exchange mailboxes, please download the new copy of that spreadsheet at <http://www.itcom.itd.umich.edu/orders/forms/multipleExchange.xls>

OF INTEREST TO SELF SERVE DEPARTMENTS

CREATING MAILBOXES

When creating new mailboxes, be careful not to choose a mailbox store labeled "Do not use" or "Full". These designations are used by ITCS to control mailbox stores, to keep the distribution of mailboxes even and to prevent use of problematic mailbox stores. This applies only to the creation of new mailboxes. Don't worry if you find a mailbox store in which you have placed mailboxes subsequently marked "Do not use" or "Full".

NEW AND REVISED DOCUMENTATION (all available except for last 2 at
<http://www.umich.edu/~lannos/exchange/etl.html>)

Most of the documents available at <http://www.umich.edu/~lannos/exchange> are now marked with the last revision date right next to the link. That way you can tell at a glance if something has newer information than the last time you looked.

NEW

Recover Deleted Items
<http://www.umich.edu/~lannos/exchange/docs/RecoverDeletedItems.pdf>

Using Department Mailboxes
<http://www.umich.edu/~lannos/exchange/docs/UsingDeptMailbox.pdf>

Creating an Email Group that can be managed through Outlook <http://www.umich.edu/~lannos/exchange/docs/EmailGroupManagedThruOutlook.pdf>

REVISED

Outlook 2003 Configuration for System Administrators <http://www.umich.edu/~lannos/exchange/docs/Outlook2003Config.pdf>
IMPORTANT: This revision provides new information about connecting from off campus using RPC/HTTPS necessary due to the storage move.

Exchange Naming Conventions
<http://www.umich.edu/~lannos/exchange/docs/NamingConventions.pdf>

How to Change Password Using Outlook Web Access <http://www.umich.edu/~lannos/exchange/docs/ChangePasswordswithOWA.pdf>

Exchange Administration Essentials (SELF SERVE) <http://www.umich.edu/~lannos/exchange/docs/ExAdminEssentials.pdf>

Exchange Administration for OU Admins (SELF SERVE) <http://www.umich.edu/~lannos/exchange/docs/ExAdminOUs.pdf>

Service Details (new quotas and pricing) <http://www.umich.edu/~lannos/exchange/service.html>

Frequently Asked Questions (Display Name, Unread Mail folder) <http://www.umich.edu/~lannos/exchange/faq.html>

Let me know what you think of this update. Is it useful? Too much information? Other comments? Good jokes?

Thanks and thank you for using the common campus Exchange service.

--MaryBeth Stuenkel