

## Stuenkel, MaryBeth

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**To:** exchange.inform@umich.edu  
**Cc:** exchange.internal@umich.edu  
**Subject:** Exchange Service Update 5/2/06

In addition to these updates being sent periodically via email, they are 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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CALL 4-HELP WITH YOUR EXCHANGE QUESTIONS

Just a reminder that you and your users can call 764-HELP with your Exchange questions. 4-HELP can offer on the spot help with your Exchange configuration and client questions. They will also know about any interruptions in service and can escalate your issue to the back-end Exchange team if there appears to be a service-related issue.

AVOID MAIL LOSS WITH ENTOURAGE

Entourage is Microsoft's Exchange client for the Macintosh. Entourage gives the e-mail and calendaring integration that Outlook provides on Windows. In the past, Entourage has been implicated in causing data loss, particularly when a mailbox is moved in the Exchange system. In order to minimize the possibility of data loss, if an operation requires a mailbox to be moved (such as a quota increase), a few precautions should be taken. These are documented in the Exchange Technical Library document, "Avoiding data loss when using Entourage during a mailbox move," found at <http://www.umich.edu/~lannos/exchange/docs/AvoidEntourageMailLoss.pdf>.

So, when requesting a quota increase for an Entourage user, please read and follow the steps outlined here. If a mailbox move is required for system maintenance reasons, you will be alerted of this so that if the mailbox user accesses their mail with Entourage, the appropriate precautions can be taken.

WHICH VERSION OF ENTOURAGE?

The document mentioned above, "Avoiding data loss when using Entourage during a mailbox move," mentions to use Entourage version 11.2.1 (or newer). Version 11.2.3 has recently been released. However, Entourage users on campus and elsewhere have experienced problems with this version and certificate-based LDAP services. The problems have been reported to Microsoft, who has acknowledged a bug that is in the process of being addressed. So, for now, the recommended version of Entourage is 11.2.1. Do not upgrade to 11.2.3 or you will experience problems with secure LDAP services.

FACE TO FACE WITH THE EXCHANGE TEAM THIS THURSDAY

This is just a reminder of our first "Face to Face" meeting on Thursday, May 4 at 3:30pm in Room 806 Hatcher South. This is an opportunity to ask questions about the service, express any concerns you have and get some advance information about features being planned (and perhaps even an opportunity to pilot those features). At this initial meeting we will decide where and how frequently to meet in the future.

We hope to see you there.

--MaryBeth