

**Stuenkel, MaryBeth**

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**From:** Stuenkel, MaryBeth [maryb@umich.edu]  
**Sent:** Monday, June 04, 2007 3:08 PM  
**To:** exchange.inform@umich.edu  
**Cc:** exchange.internal@umich.edu  
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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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### **Outlook 2007 Tips**

Some of you may be moving to the new Office 2007 suite, which includes Outlook 2007. Outlook 2007 is compatible with our Exchange service, but there are a few things to look out for. First, by default, the Outlook 2007 install is automatic. This automatic install does not currently work with our Exchange environment for non-domain joined computers. The fix for this is simple. When installing Outlook 2007, check the Manual Install checkbox at the lower left hand corner of the setup window and proceed to install using the same procedure as for Outlook 2003 as documented at <http://www.itd.umich.edu/itcsdocs/s4326/>.

Microsoft Knowledgebase article KB933493 <http://support.microsoft.com/?kbid=933493> provides information on a patch for Outlook 2007 that dramatically improves performance for some Outlook users using cache mode. If you are using Outlook 2007 and are disappointed with its performance, please try this patch.

### **Exchange Face to Face June 19**

Come to a summertime Exchange Face to Face meeting at Dominick's <http://maps.google.com/maps?q=dominick's+ann+arbor+mi,Tuesday>, June 19 at 3pm. Look for us in the back courtyard. We'll be there to answer your questions and have a lively discussion about anything involving the campus Exchange service.

The Face to Face meetings are scheduled quarterly. The dates are posted on the LANNOS Event calendar, accessible from the LANNOS home page [www.umich.edu/~lannos](http://www.umich.edu/~lannos)

### **Preferred Names and Display Names**

As you probably know, the University of Michigan has instituted a process whereby one can specify their preferred name for use in university systems <http://www.umich.edu/~policies/preferrednames.html>. A Preferred Name established using this process will be reflected in Active Directory, and hence in the Display Name shown in the Global Access List (GAL). If the ITCS Exchange Display Name [www.umich.edu/~lannos/exchange/features.html#displayname](http://www.umich.edu/~lannos/exchange/features.html#displayname) feature is used, the name specified here will

override the Preferred Name in Active Directory and the GAL, but will not change the Preferred Name as used in other university systems.

### **Calendar Only Rule Change**

Experience with Calendar Only mailboxes has shown that the previously published Outlook rule used in Calendar Only setups is incomplete. This especially affects users who organize meetings and invite others. We have developed a new improved rule that will capture ALL calendar events and keep them from going into Deleted Items. You can find the new rule at <http://www.umich.edu/~lannos/exchange/calendar-only-forms.rwz>. The web documentation that references this rule has been updated with the new rule.

Please use this rule for all new calendar-only mailboxes and consider replacing the original rule for existing ones (especially heavy calendar users).

### **Calendar Tips**

This page, produced by Microsoft, has some excellent advice regarding calendaring with Exchange [office.microsoft.com/en-us/assistance/HA011276781033.aspx](http://office.microsoft.com/en-us/assistance/HA011276781033.aspx). Please reference this and share the information with your users to make their calendaring experience the best!

### **IMPORTANT for Self Serve Customers**

Our testing of Exchange 2007 is progressing. Soon we will be adding Exchange 2007 servers into the production environment as the next step of that testing. This step may add Exchange 2007 mailbox servers into the drop down list when you create new mailboxes. **DO NOT CREATE MAILBOXES ON THESE SERVERS.** If you do, you will cause problems for your users. The naming format for these mailbox servers is very different and therefore easy to spot. The rule of thumb is to only choose mailbox servers that start with “University of Michigan/ITCS/” to create new mailboxes.

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To receive these update messages regarding the ITCS Exchange Service, join the UMOD group “Exchange Inform” from <http://directory.umich.edu>