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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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Exchange 2007 Migration Complete

The migration of mailboxes from Exchange 2003 to Exchange 2007 is complete! We thank you for your patience through a process that began with Exchange Unified Messaging (Exchange Voice Mail) mailboxes and ended with mailboxes configured for Anonymous Web Access, with everything else in between.

Now that all mailboxes are on Exchange 2007, if you wish to move all of your Voice Mail to Exchange, you may do so. You can use the new Exchange form (see below) to request individual moves. Contact your ITCOM Project Manager for pricing and scheduling of moving multiple voice mailboxes.

Converting Calendar Resources

Now that all of the mailboxes are on Exchange 2007, it is time to convert your calendars to the new Exchange 2007 calendar resource types, Room and Equipment. For in-depth information on calendar resources, see the document "Resource Mailboxes in Exchange 2007" at <http://www.umich.edu/~lannos/exchange/docs/ResourceMailboxesExchange2007.pdf>

In brief, room calendars have additional attributes - capacity and the presence of equipment commonly found in a conference room, like white board, conference phone, Ethernet jack, etc. Room calendars are also accessible through the special "Rooms..." button on Outlook invitations. Equipment calendars do not have additional attributes and can be used for anything that is not a room. A major change with Exchange 2007 resources is that they must be managed by delegation; it is not possible to log into the resource. If you have a resource that must be logged into, it will be considered a Departmental Mailbox.

All calendar resources must be converted to either Room or Equipment calendars by the April 19. Beginning with the April billing, the calendar resources remaining will be considered Departmental Mailboxes and will incur charges according to their quota level. While you can continue to place calendar resources into their special OU, this will no longer affect billing.

New documentation

New ITCS documentation for Exchange users has become available since our last update. They all cover our new Exchange 2007 servers as well Exchange 2003.

Of special interest for our mobile device users are the new and more comprehensive documents for the iPhone and iPod Touch, Blackberry, and both Windows Mobile 6 and 5.

- Setting Up Outlook 2007/Exchange on a Windows Computer
<<http://www.itcs.umich.edu/itcsdocs/s4348>>
- Setting Up Entourage 2008/Exchange on a Macintosh
<<http://www.itcs.umich.edu/itcsdocs/s4359>>
- iPhone or iPod Touch and the ITCS Exchange Service
<<http://www.itcs.umich.edu/itcsdocs/s4357>>
- Windows Mobile and the ITCS Exchange Service
<<http://www.itcs.umich.edu/itcsdocs/s4360>>
- Blackberry and the ITCS Exchange Service
<<http://www.itcs.umich.edu/itcsdocs/s4361>>

New Order Forms

New forms for ordering Exchange mailboxes and for requesting changes to existing mailboxes are now available at <http://www.itcom.itcs.umich.edu/orders/>. There are forms for both SELF and FULL Serve departments. These forms offer improvements to the request process as well as introducing new elements available with Exchange 2007, such as Room Mailbox attributes and Voice Mail details.

The new web forms are:

- ITCS Exchange SELF Serve Account — Modify Mailbox
- ITCS Exchange FULL Serve Account — Create Mailbox
- ITCS Exchange FULL Serve Account — Modify Mailbox
- BlackBerry Enterprise Service
- Exchange Support Request

In addition, the Excel spreadsheet for making multiple requests is also available:
Exchange Service Request — Add, Cancel, or Change Multiple Mailboxes

When Someone Leaves

Yes, it's hard to say goodbye, but an important part of aiding the transition from your unit is making sure that a person's Exchange mailbox is handled appropriately.

If the individual is leaving the university or will not be taking their mailbox with them to another university department, first make sure that they have passed on any departmental e-mail and retrieved their personal e-mail from their mailbox, and then cancel it.

If they are moving to another university unit and they wish to move their mailbox, ask them to request that their new department pick up the mailbox (you can call 764-HELP to request the name of the appropriate person in the new unit to contact). Otherwise you risk continuing to pay for their mailbox after they are gone. Also, don't forget to remove sharing and delegation from any mailboxes they may be sharing or managing.

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