

City of Winchester IT Department

**EXCHANGE
MIGRATION TRAINING**

TRAINING OBJECTIVE

Information Technology's Objective:

Enable you to do at least what you could do before the migration.

TRAINING OBJECTIVE

- 1) Provide an overview of Exchange technology.
- 2) Explain the migration process.
- 3) Provide post migration information including information about Outlook, Outlook Web Access, Lync, and mobile devices.
- 4) Explain future training.

EXCHANGE TECHNOLOGY

Q. What is Exchange?

A. Exchange is Microsoft's Email Server.

Q. What does this mean for me?

A. 1) Your email address will change. The new email format will be firstname.lastname@winchesterva.gov.

2) Near real-time messaging

3) No more local files - all files are stored on the Exchange server.

4) Email, Calendar, and Contacts all synchronize to and from your mobile device.

5) Web mail that resembles Outlook.

6) Global Contacts that are managed on the server.

7) Shared Calendars.

8) Archiving with legal hold capabilities. Every email sent or received is saved. Deleting an email from your inbox does not delete it from the server.

MIGRATION PROCESS

Things to do prior to the migration:

Clean up your Outlook environment by:

- 1) Delete unneeded
 - a) emails
 - b) calendar items
 - c) tasks
 - d) etc.

Keep your records retention requirements in mind. This will shorten a user's migration time.

- 2) Delete email rules that are no longer in use.

MIGRATION PROCESS

1) A local IT company named VIRASEC will be performing your migration for Outlook and OWA (Outlook Web Access) email only. IT staff will assist each user to configure mobile devices.

2) Each person will be scheduled for 1 hour. Most migrations will be completed within this allotted time. You will need to be present at your workstation during the migration.

3) A VIRASEC technician will call you at your scheduled time and will ask you to connect to a "Windows Remote Support" link located on the website "supportnow.us".
(demonstrate)

MIGRATION PROCESS (CONT'D)

VIRASEC Remote Support Website

The screenshot shows a web browser window titled "IT Support Services - Windows Internet Explorer" with the address bar displaying "http://supportnow.us/". The website header includes contact information: 888-477-9137, 877-525-7753, and support@virasec.com. The VIRASEC logo and "IT Support Services" text are prominently displayed. A "Client Login" section with fields for "Username" and "Password" is visible. Navigation tabs for "PRODUCTS & SERVICES" and "COMPANY INFORMATION" are present. The main content area features a section titled "VIRASEC Icon Services Support" with instructions to call (888) 477-9137 or (877) 525-7753. Below this, there are two large buttons: "Windows Remote Support" and "Mac Remote Support". A blue callout box with the text "Click Here" and an arrow points to the "Windows Remote Support" button. At the bottom of the main content area, there are three smaller buttons: "TeamViewer", "Select Desk", and "More Files". The footer of the page reads "©2011 VIRASEC, LLC". The browser's status bar at the bottom shows "Done", "Internet | Protected Mode: Off", and a zoom level of "110%".

MIGRATION PROCESS (CONT'D)

VIRASEC Remote Support Website

The screenshot shows a Windows Internet Explorer browser window displaying the VIRASEC website. A security warning dialog box is open, asking if the user wants to run or save the file 'VIRASEC_QS_Win.exe' (2.91MB) from 'supportnow.us'. A blue callout box with the text 'Click Run' and an arrow points to the 'Run' button in the dialog. The background website includes contact information (888-477-9137, 877-525-7777, support@v...), a client login form, and buttons for 'TeamViewer', 'Select Desk', and 'More Files'. The status bar at the bottom shows the URL 'http://supportnow.us/desk.asp' and 'Internet | Protected Mode: Off'.

IT Support Services - Windows Internet Explorer

File Edit View Favorites Tools Help

http://supportnow.us/

Convert Select

Google

Favorites IT Support Services

888-477-9137
877-525-7777
support@v...

VIRASEC™

Icon Services Client Login

Username
Password
Submit

0% of VIRASEC_QS_Win.exe from supportnow.us Completed

File Download - Security Warning

Do you want to run or save this file?

Name: VIRASEC_QS_Win.exe
Type: Application, 2.91MB
From: supportnow.us

Run Save Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)

TeamViewer Select Desk More Files

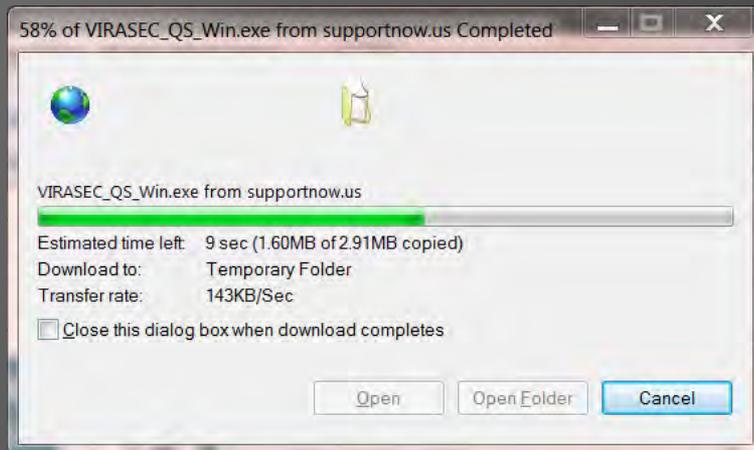
©2011 VIRASEC, LLC

http://supportnow.us/desk.asp Internet | Protected Mode: Off 110%

MIGRATION PROCESS (CONT'D)

VIRASEC Remote Support

The application will begin to download. Once complete, you will be asked once again for permission to run the software. Click "Run".



Click
Run



MIGRATION PROCESS (CONT'D)

VIRASEC Remote Support

Finally, you will see the "Allow Remote Control" screen. You'll be asked by your VIRASEC tech for the numbers in the "Your ID" field. You should now be connected with your VIRASEC tech inside of a remote support session.



MIGRATION PROCESS (CONT'D)

VIRASEC Remote Support

VIRASEC will control your desktop and walk you through the migration.

They may ask the following questions to understand your setup:

- 1) Do you have any email rules that you've set up?
- 2) Do you use any 3rd party synchronization software?
- 3) What Windows operating system you're running?
- 4) What version of Outlook are you running?
- 5) Do you use web mail only?
- 6) Do you have any archive PST files?

If you have any issues after your migration, please call or email VIRASEC support:

Phone 888-477-9137 or 877-525-7753 option 5

Email support@virasec.com

MIGRATION PROCESS (CONT'D)

Migration information for Web Mail only users:

1) Existing email from Round Cube WEBMAIL will not be migrated. Any emails that you reference frequently should be forwarded to your new email address.

2) Existing contacts in your Round Cube WEBMAIL will not be migrated. You will be required to recreate those contacts that you need. It's suggested that you work with contacts that are in the GAL and only create local contacts if you will need them to show up on your mobile device. Details on personal contact management will not be covered in this training.

POST MIGRATION

Q. What about my ci.winchester.va.us email address?

A. As part of the migration process, the IT staff will set any mail delivered to ci.winchester.va.us to be forwarded to your new email at winchesterva.gov.

Q. I have accounts with VITA, SunGard, and other various internet vendors that are tied to my ci.winchester.va.us account. How long do I have to update those?

A. Plan on 6 months.

Q. How do I check the spam filter?

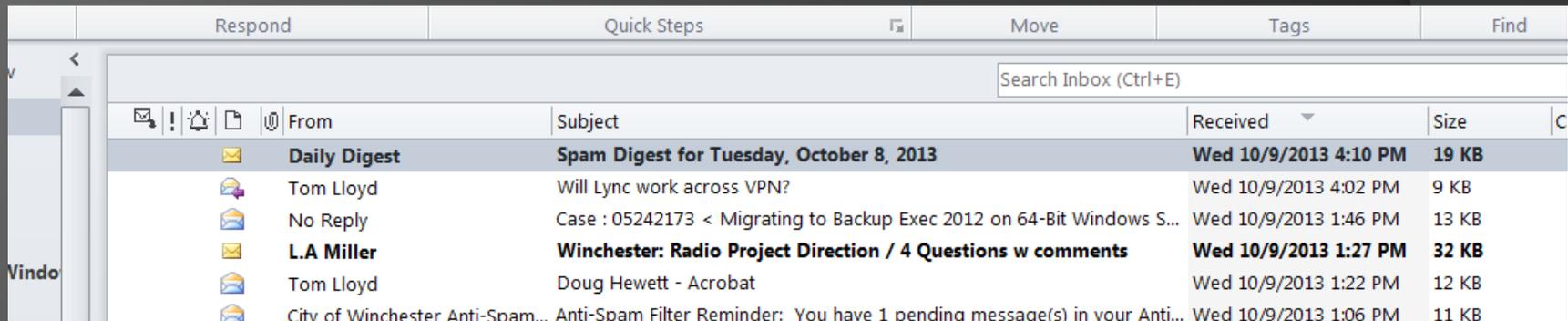
A. Outlook has a built in spam filter that may classify some mail as spam. Check there first for spam.

However, there is a new cloud based spam filter that checks for spam before it is even delivered to your inbox. (demonstrate)

POST MIGRATION

EdgeWave ePrism Spam Filter

1) If there is spam in your ePrism spam filter, you will receive an email from "Daily Digest". This email is sent out daily and is only sent if you have spam in the box.



The screenshot shows an email client interface with a search bar at the top and a list of emails below. The 'Daily Digest' email is highlighted in blue. The table below represents the data visible in the screenshot.

From	Subject	Received	Size
Daily Digest	Spam Digest for Tuesday, October 8, 2013	Wed 10/9/2013 4:10 PM	19 KB
Tom Lloyd	Will Lync work across VPN?	Wed 10/9/2013 4:02 PM	9 KB
No Reply	Case : 05242173 < Migrating to Backup Exec 2012 on 64-Bit Windows S...	Wed 10/9/2013 1:46 PM	13 KB
L.A Miller	Winchester: Radio Project Direction / 4 Questions w comments	Wed 10/9/2013 1:27 PM	32 KB
Tom Lloyd	Doug Hewett - Acrobat	Wed 10/9/2013 1:22 PM	12 KB
City of Winchester Anti-Spam...	Anti-Spam Filter Reminder: You have 1 pending message(s) in your Anti...	Wed 10/9/2013 1:06 PM	11 KB

2) The email message is opened on the next slide.

POST MIGRATION

EdgeWave ePrism Spam Filter

Spam Digest for Tuesday, October 8, 2013 - Message (HTML)

File Message Adobe PDF

Ignore X Reply Reply Forward Meeting
Delete Delete All Respond IM More
Delete Respond

WAR - Brian Shell
To Manager
Team E-mail

Move
Move

Rules
OneNote
Actions

Mark Unread
Categorize
Follow Up

Find
Related
Select

Translate
Editing

Zoom
Zoom

From: Daily Digest <digest@edgewave.com> Sent: Wed 10/9/2013 4:10 PM
To: Andrew Ours
Cc:
Subject: Spam Digest for Tuesday, October 8, 2013

EdgeWave

Spam Digest for Tuesday, October 8, 2013

One entry found for <andrew.ours@winchesterva.gov> [My Account](#) | [Settings](#) | [Support](#)

Red Zone — Spam, phishing, viruses and potentially dangerous mail One entry

View	Release	Type	Date	Time	Size	Country	Sender	Mailbox	Subject
View	Release	Spam	Oct 08	9:08 PM	15KB	US	Enterasys Networks	<641-vmv-602.0.87...@em-sj-77.mktomail.com>	Apple's Impact On Your Wireless Network - Live Webinar

Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days.

[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

Daily Digest

POST MIGRATION

EdgeWave ePrism Spam Filter

Spam Digest for Tuesday, October 8, 2013 - Message (HTML)

From: Daily Digest <digest@edgewave.com>
To: Andrew Ours
Subject: Spam Digest for Tuesday, October 8, 2013

Sent: Wed 10/9/2013 4:10 PM

EdgeWave

Spam Digest for Tuesday, October 8, 2013

One entry found for <andrew.ours@winchestervt.gov> [My Account](#) | [Settings](#) | [Support](#)

Red Zone — Spam, phishing, viruses and potentially dangerous mail One entry

View	Release	Type	Date	Time	Size	Country	Sender	Mailbox	Subject
View	Release	Spam	Oct 08	9:08 PM	15KB	US	Enterasys Networks	<641-vmv-602.0.87...@em-sj-77.mktomail.com>	Apple's Impact On Your Wireless Network - Live Webinar

Messaging Assurance powered by EdgeWave.

To view any of the messages listed in this digest, click on the corresponding [View](#) link above. If you would like to release a message to your mailbox, click on the corresponding [Release](#) link above. Quarantined messages are retained for 35 days.

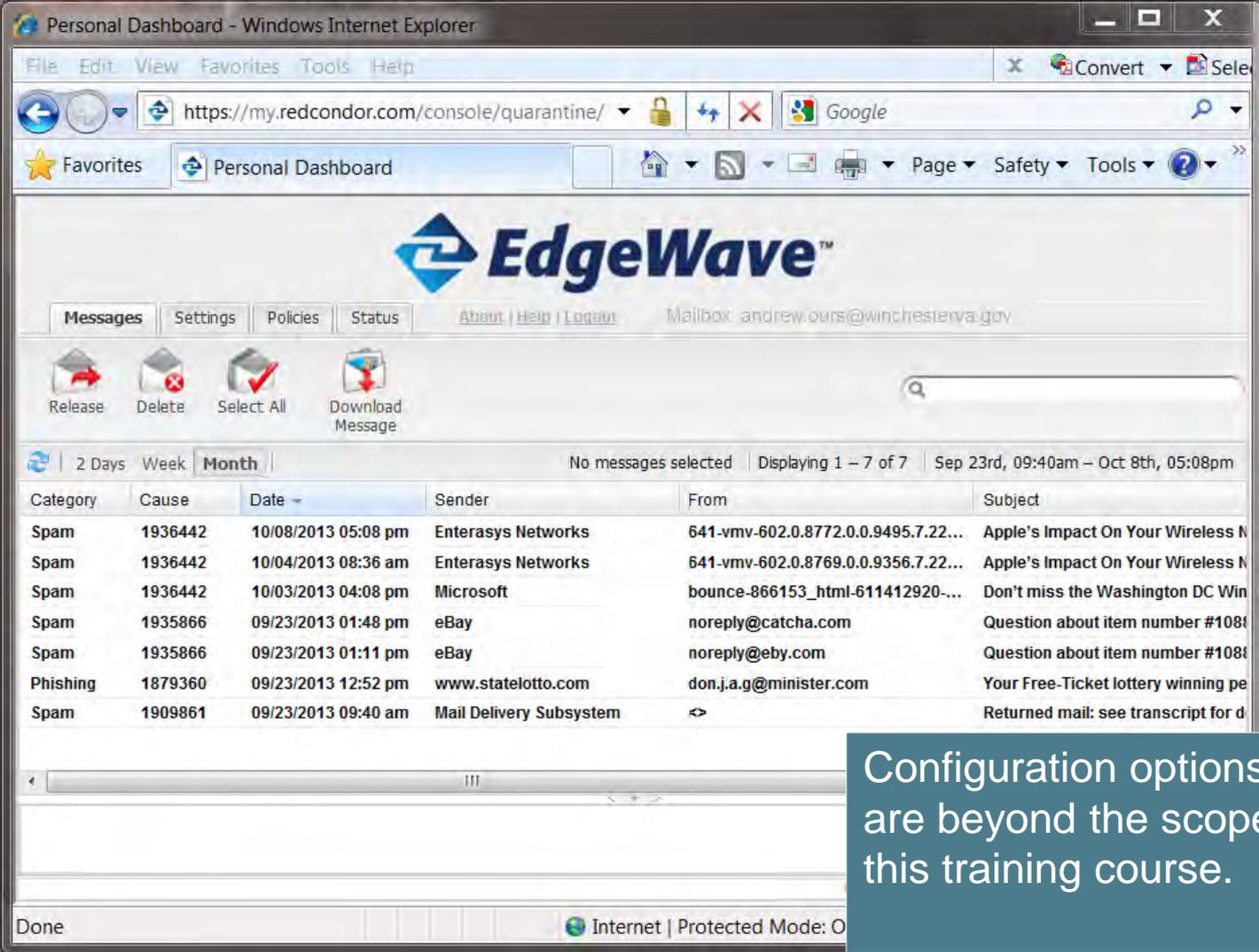
[Unsubscribe](#) | [Report Spam](#) | [Change Report Frequency](#)

Daily Digest

Clicking here will take you to your personal dashboard.

POST MIGRATION

EdgeWave ePrism Spam Filter: Personal Dashboard



Personal Dashboard - Windows Internet Explorer

https://my.redcondor.com/console/quarantine/

EdgeWave™

Messages Settings Policies Status About Help Logout Mailbox: andrew.pours@winchesterverva.gov

Release Delete Select All Download Message

2 Days Week Month No messages selected | Displaying 1 - 7 of 7 | Sep 23rd, 09:40am - Oct 8th, 05:08pm

Category	Cause	Date	Sender	From	Subject
Spam	1936442	10/08/2013 05:08 pm	Enterasys Networks	641-vmv-602.0.8772.0.0.9495.7.22...	Apple's Impact On Your Wireless N
Spam	1936442	10/04/2013 08:36 am	Enterasys Networks	641-vmv-602.0.8769.0.0.9356.7.22...	Apple's Impact On Your Wireless N
Spam	1936442	10/03/2013 04:08 pm	Microsoft	bounce-866153_html-611412920-...	Don't miss the Washington DC Win
Spam	1935866	09/23/2013 01:48 pm	eBay	noreply@catcha.com	Question about item number #108!
Spam	1935866	09/23/2013 01:11 pm	eBay	noreply@eby.com	Question about item number #108!
Phishing	1879360	09/23/2013 12:52 pm	www.statelotto.com	don.j.a.g@minister.com	Your Free-Ticket lottery winning pe
Spam	1909861	09/23/2013 09:40 am	Mail Delivery Subsystem	<>	Returned mail: see transcript for d

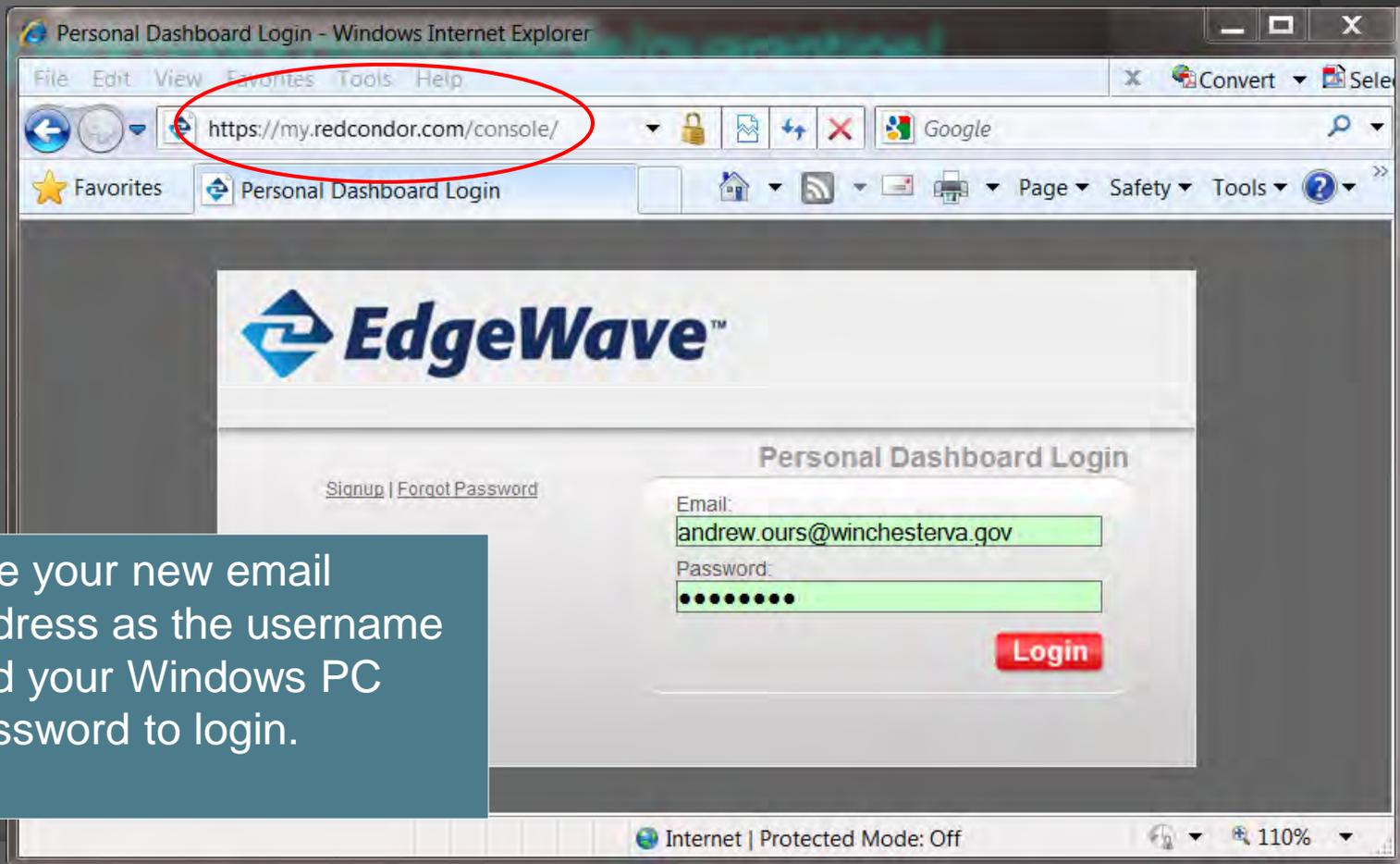
Done Internet | Protected Mode: O

Configuration options here are beyond the scope of this training course.

POST MIGRATION

EdgeWave ePrism Spam Filter: Personal Dashboard

3) You may also access your Personal Dashboard here:



Use your new email address as the username and your Windows PC password to login.

POST MIGRATION

Q. What is different in Outlook?

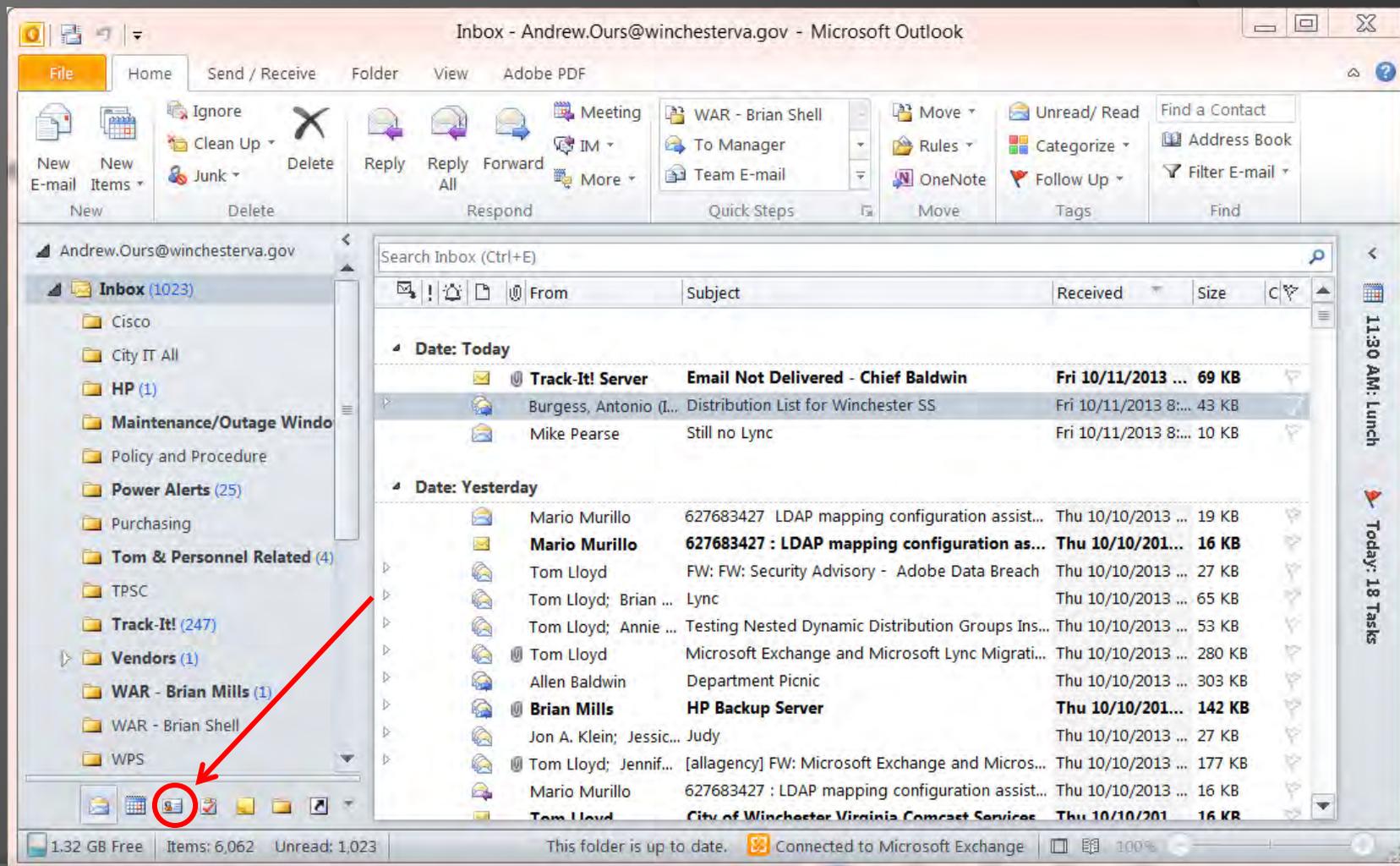
A. Outlook will look and feel the same after your migration. Outlook with an Exchange mail server brings many new features. However, these new features will not be covered in this training session.

Q. What is the difference between the Global Address List (GAL) and Contacts?

A. The GAL is configured and managed on the Exchange server. It will contain user contact information for users that have a City of Winchester email address. There may be other external contacts that are manually added by the IT department. Your contacts will be the same as they were prior to the migration. They are considered your personal contacts and are local to your email environment. (demonstrate)

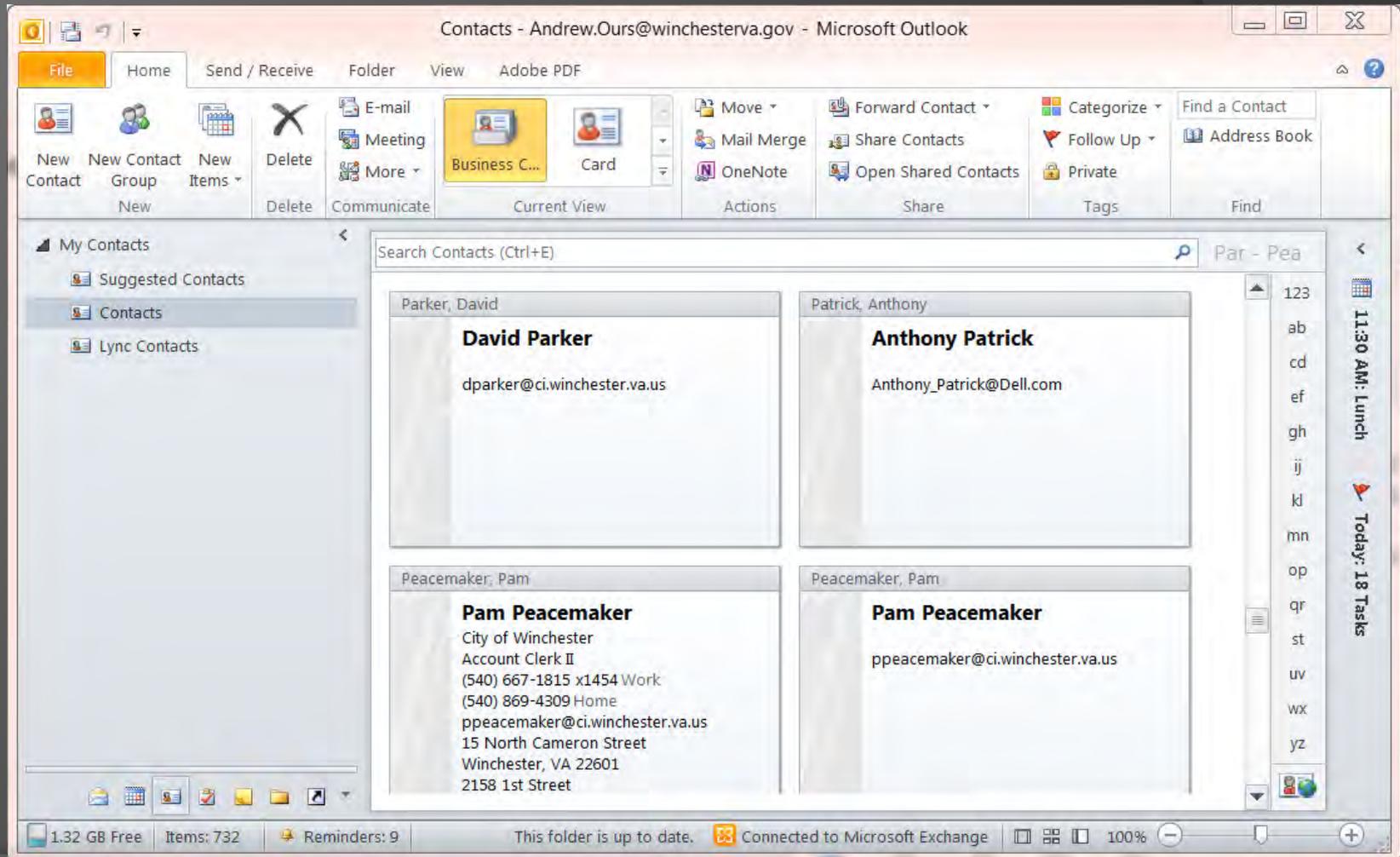
POST MIGRATION

Access your personal contacts by clicking the icon below.



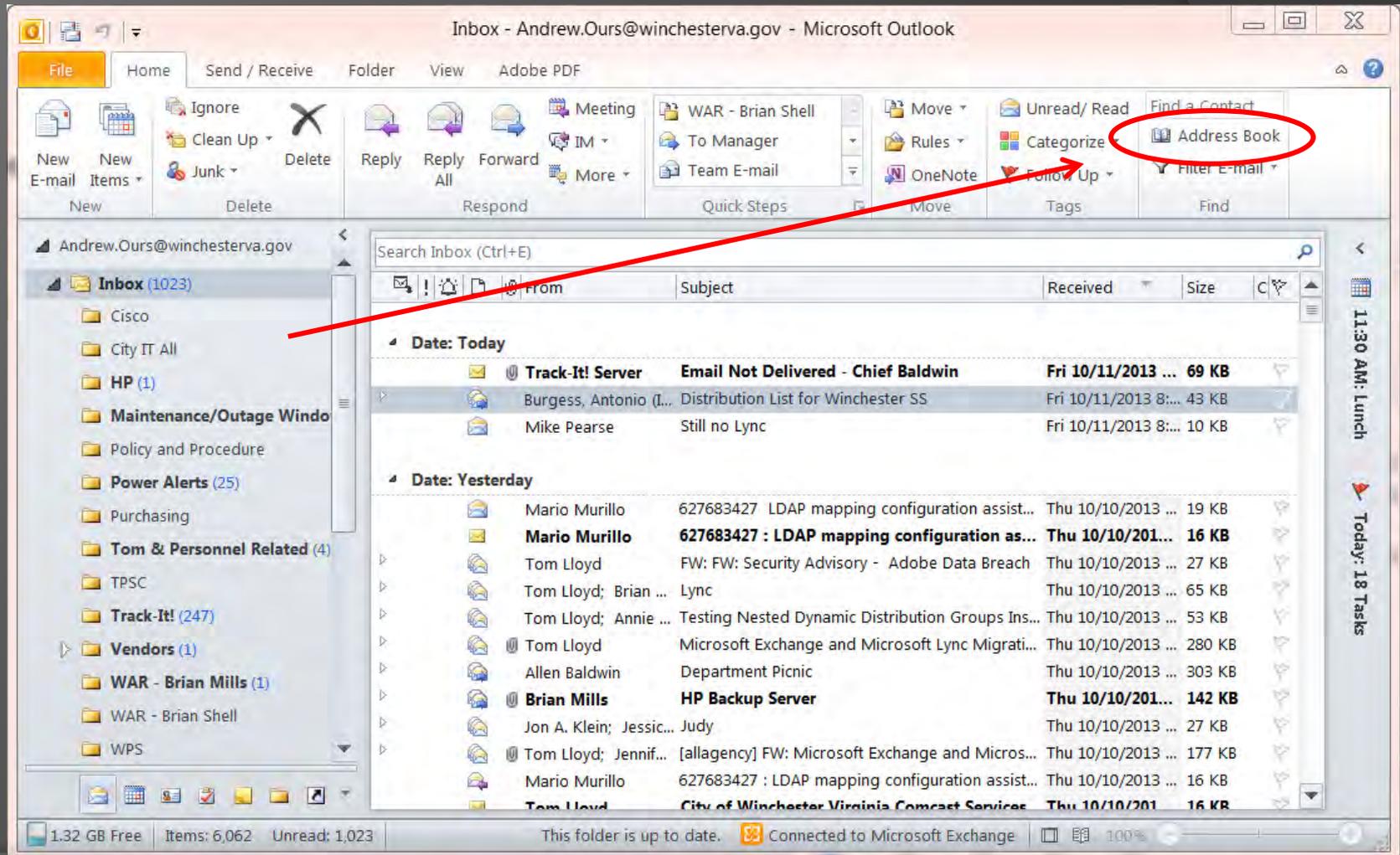
POST MIGRATION

Personal contacts in Business Card view.



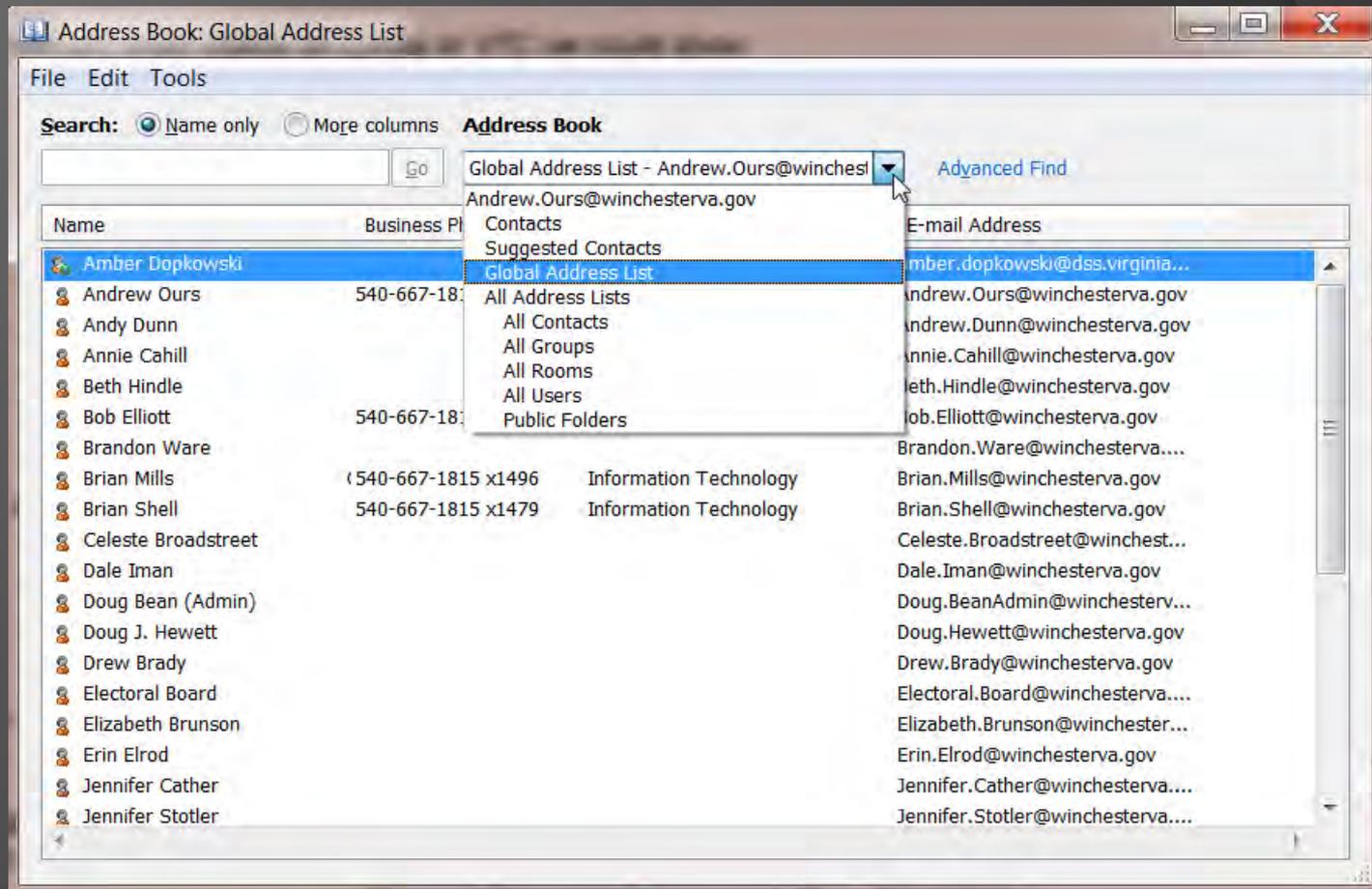
POST MIGRATION

Access all contacts by clicking the Address Book.



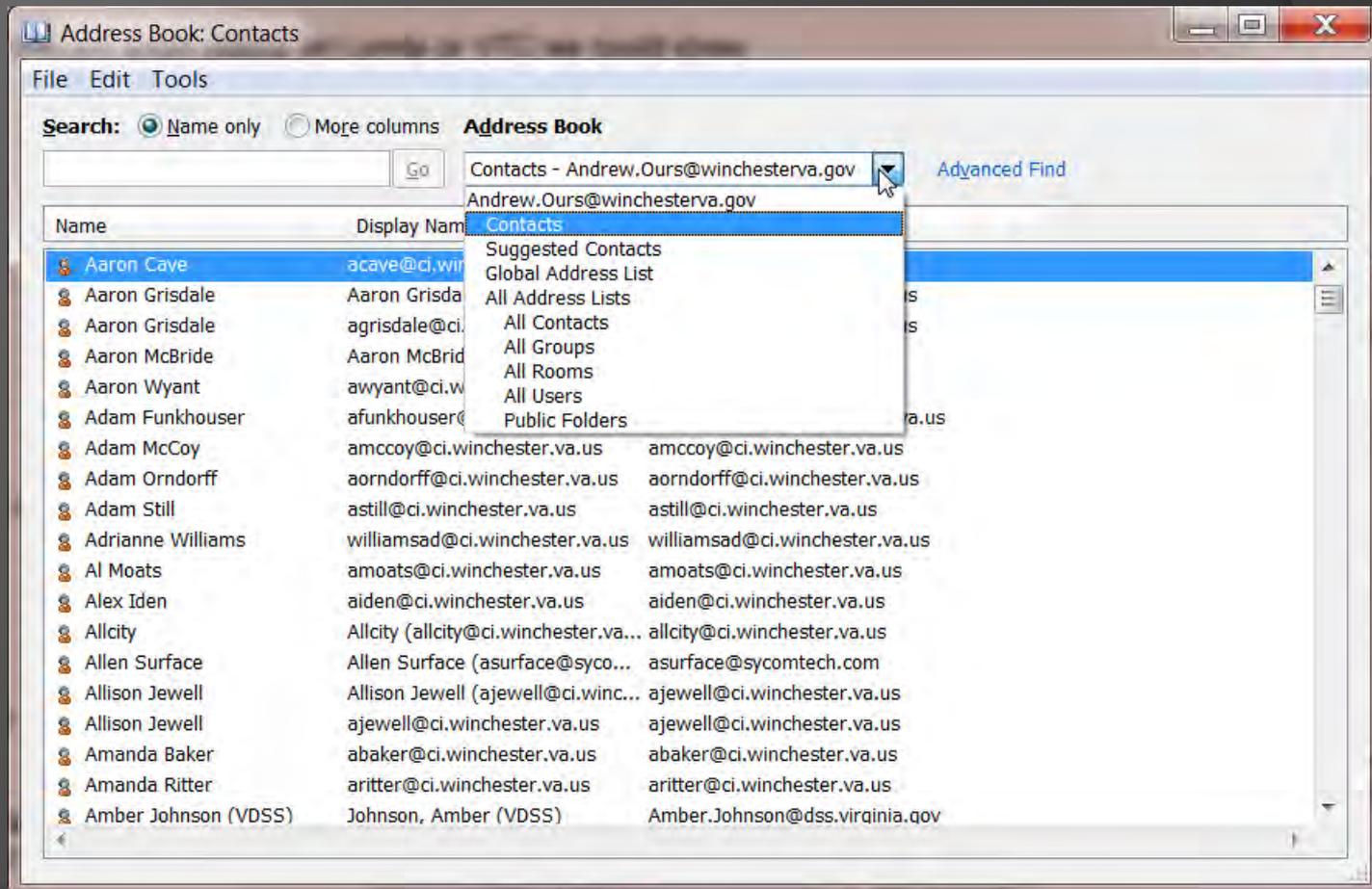
POST MIGRATION

Address Book: GAL selected. This information is managed on the Exchange server for everyone.



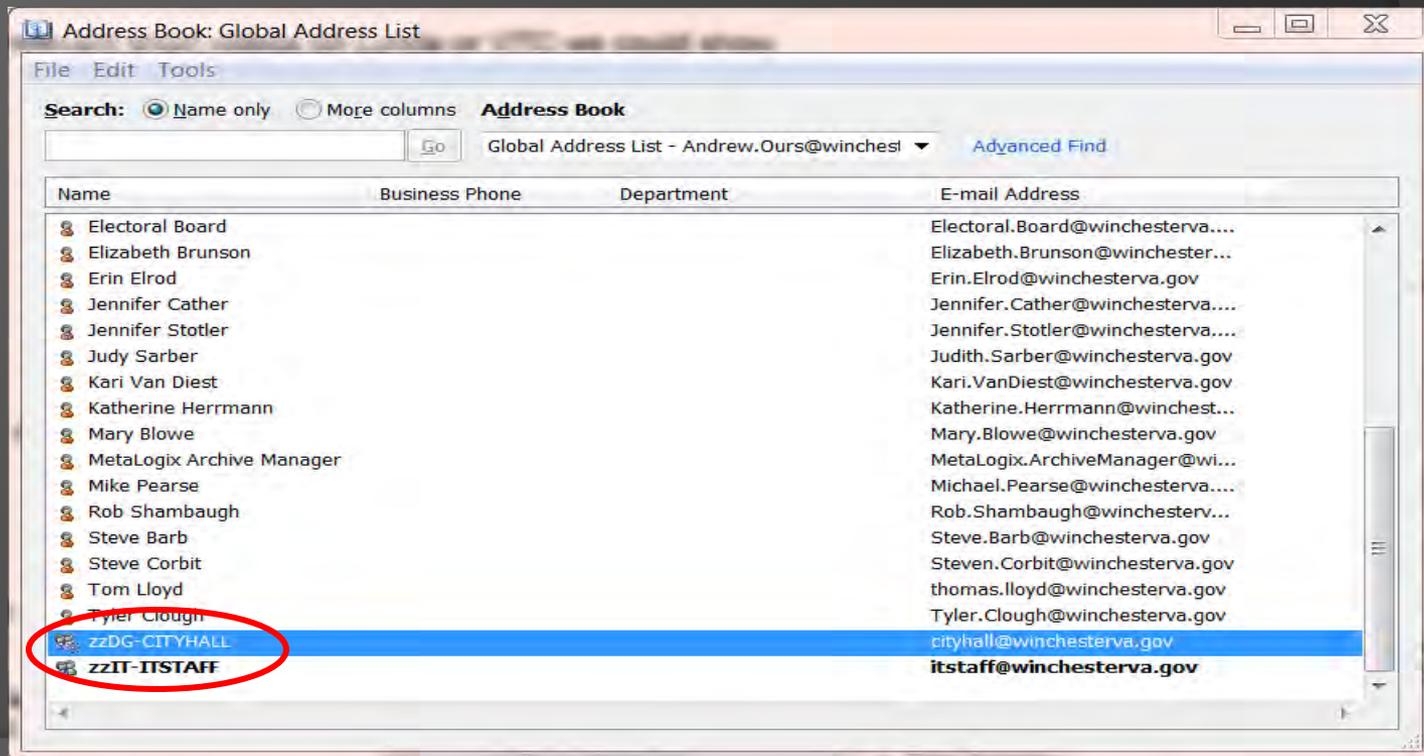
POST MIGRATION

Address Book: Contacts selected. This information is managed in Outlook by you.



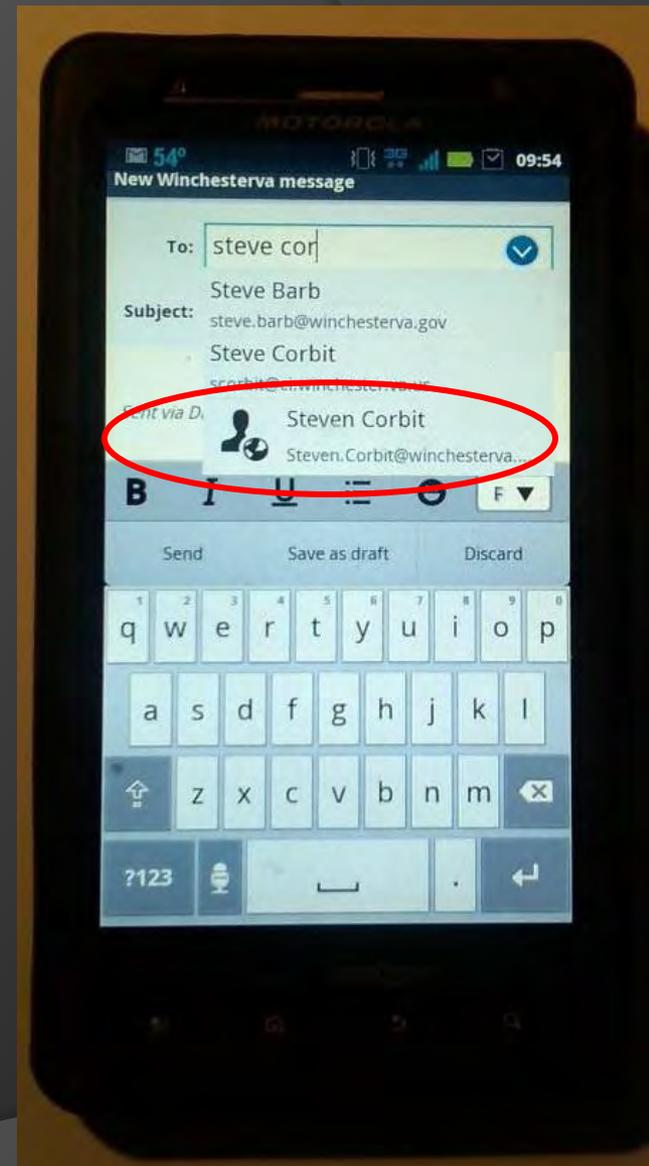
POST MIGRATION

Address Book: Distribution Groups will be at the bottom of the GAL. You can easily spot a Distribution Group by the prefix "zz". Just like with the old email system, send permissions will be attached to various Distribution Groups.



POST MIGRATION

Contacts and Mobile Devices:
Your personal contacts can be set up to synchronize to your mobile device. GAL entries do not synch to your mobile device. You will still have limited access to the GAL when on your mobile device when composing a new email message. The first 2 names in the list to the right are from the phone's contacts that were synchronized from Outlook. The last entry in the list is pulled from the GAL on the Exchange server.



POST MIGRATION

Q. Does everyone have access to web mail?

A. Anyone who has an email address with the City will have the ability to access the Outlook Web App (OWA). You may access OWA through the following URL: <http://webmail.winchesterva.gov>. (demonstrate)

Q. Am I required to be on the City's network to access OWA?

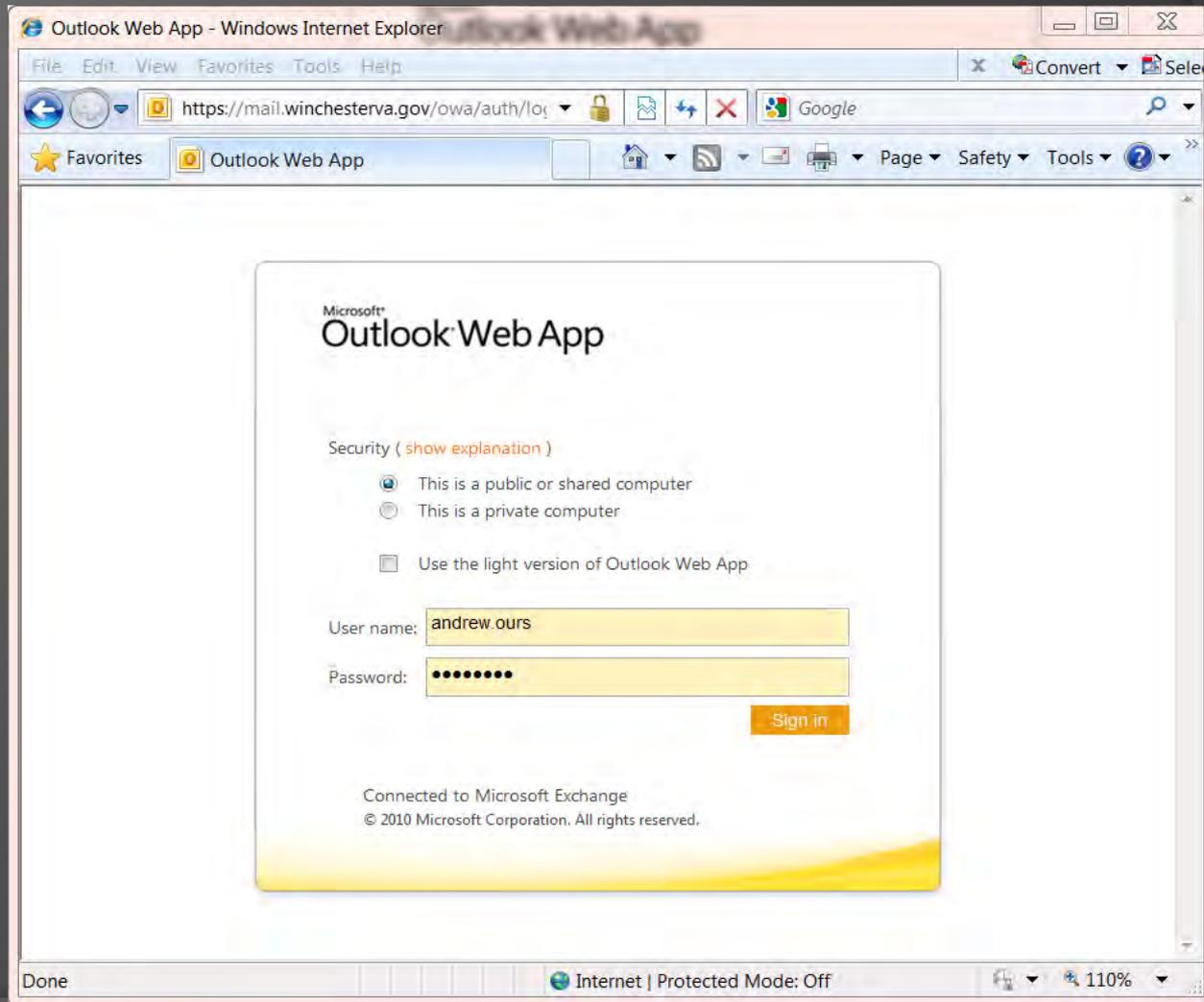
A. No. You may connect from anywhere.

Q. How do I log in?

A. Log in using the first part of your email address. (firstname.lastname) Your password is the same as your Winchester domain password. (the password used to log on to your PC or on to the terminal server) The IT Department will work with those email users who do not have a workstation on the Winchester domain.

POST MIGRATION

Outlook Web App (OWA): Login page



POST MIGRATION

Outlook Web App (OWA): OWA Interface

Andrew Ours - Outlook Web App - Windows Internet Explorer

File Edit View Favorites Tools Help

https://mail.winchesterva.gov/owa/

Outlook Web App sign out Andrew Ours

Mail > Inbox 6042 Items Find Someone Options

Search Entire Mailbox

Today

- Case : 05242173 < Migrating to Backup Exec ... No Reply 12:47 PM
- Welcome to Premier Dell.com Brian Shell; Premier Dell.com 12:05 PM
- Microsoft Exchange and Microsoft Lync Migration ... Justin Hall; Tom Lloyd 11:27 AM
- Updated Email Group Listing Scott Kensinger 11:22 AM
- Still no Lync Mike Pearse; Brian Shell 11:13 AM
- CitE-News October 11, 2013 Winchester CitE-News 10:32 AM
- IBM iSeries i5 System Maintenance postmaster@woodstock.owrf.org; Steve Barb 10:23 AM
- IBM iSeries i5 System Maintenance Mail Delivery Subsystem 10:14 AM
- Modified: Work Order 45812, Backup Exec Alert: J... Track-It! Server 9:56 AM

Case : 05242173 < Migrating to Backup Exec 2012 on 64-Bit Windows Server 2008 R2 >

No Reply [noreply..]
To: aours@ci.winchester.va.us

Dear Andrew

A Plan of Action (POA) h 05242173 Migrating to B Windows Server 2008 R2 Symantec to see details

Internet | Protected Mode: Off 110%

POST MIGRATION

Microsoft Lync

Q. What is Lync?

A. Lync provides for Instant Messaging and group chat, Presence, desktop sharing, and video conferencing.

Q. Will I get Lync?

A. You will if approved by your Department Head.

Q. Will Lync be set up as part of the email migration?

A. No. Lync will be rolled out by the IT Department to those approved independently of the email migration.

POST MIGRATION

City Provided Mobile Devices

After your migration, schedule time with the IT Department. You'll need to come into City Hall 4th floor.

Exceptions:

Mike Pearse will assist Police users.

Scott Kensinger will assist Fire users.

FUTURE TRAINING

Future training may include:

- 1) Additional live classes given by the IT Department.
- 2) Web based self-paced learning from www.lynda.com or www.vtc.com.

Future training will be targeting:

- 1) Calendar sharing
- 2) Resource scheduling – scheduling for equipment or conference rooms
- 3) Meeting requests and availability checking – scheduling a meeting and determining the time based on attendee availability.

QUESTIONS ABOUT THE MIGRATION ?