

FHDA Communication Suite
Action Items and Issues

June 27, 2012

| Ref # | Date Identified | Reported By | Activity/Issue | Needed By | Priority | Lead/ Owner | Verified/ Tested By: | Category | Status |
|-------|-----------------|----------------|--|-----------|----------|-------------|------------------------------------|-----------------------------|-----------|
| 1 | 3/21/12 | Project Agenda | Need to set priority sequencing of phased in users 4/4/12 - meeting to discuss rollout phases who and when or cold turkey opinion 4/18/12 – Chien will call draft up a plan for discussion in the next project meeting 5/2/12 | 4/19/12 | Moderate | Chien | Sharon, Fred, Susan, Allyson, Jack | Deployment/ User Experience | Completed |
| 2 | 3/21/12 | Project Agenda | Need to decide acceptable down time for e-mail/calendaring | 5/2/12 | Critical | Chien | Sharon, Fred | Conversion/ Migration | Completed |
| 3 | 3/21/12 | Project Agenda | Issues with connection to DR site need resolved. Lisa - Slowness to the DR site in Southern California is due to the latency introduced by the distance between here and Abtech's facility. Improved performance is dependent on moving to a pt to pt circuit or deploying WAN optimization equipment. Action is pending moving the project up in priority. Jack - For this project I am marking it completed. The DR site was moved to Phase 2. | 6/30/12 | Low | Lisa | John A., Ryan, Norbert, Chien | Deployment/ User Experience | Completed |
| 4 | 4/17/12 | Project Agenda | Document Active Directory (Topology, Credentials, Critical Components) | 6/5/12 | Moderate | Vartan | ? | Technology | Completed |
| 5 | 4/18/12 | Project Agenda | Build Test Environment (PC & Mac using standard FHDA Browsers) | 5/16/12 | Moderate | Vartan | Matt | Conversion/ Migration | Completed |
| 6 | 4/18/12 | Project Agenda | Clean list of conference rooms with delegates where to Exchange. | 5/18/12 | Critical | Sharon | John V, Susan, Allyson | Conversion/ Migration | Completed |
| 8 | 5/1/12 | Chien | How to handle user's with special needs for stored desktop email, contacts, etc. in Eudora and Thunderbird | 5/18/12 | Moderate | Sharon | John V., Allyson, Vartan, Chien | Deployment/ User Experience | Completed |
| 9 | 5/1/12 | Project Agenda | Build Exchange 2007 for Sendmail Migration (2010 not support by MS) Mail flow testing including Abaca and Barracuda. Build First Exchange Instance (CAS/HUB) Build First Exchange Mailbox | 5/18/12 | Critical | Vartan | Ryan, Norbert | Technology | Completed |
| 10 | 5/2/12 | Project Agenda | How long is it going to take to migrate email store? Need benchmark information to determine numbers for each phase in. Final list of migration phases and size of data store due for review and clarification by Sharon and Chien. 300 per day. | 5/18/12 | Critical | Chien | Ryan, Norbert, Vartan, Sharon | Conversion/ Migration | Completed |

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| 11 | 5/2/12 | Project Agenda | Discussion on - <ul style="list-style-type: none"> • Groups assignments and controls – Server teams responsibility primarily Bao • Vendor email addresses, why and needs - use v_lastnamefirstname for vendor ids. All vendors needing ids need to be identified and made aware of the change. Sharon will work with Gilbane. <p align="center"><i>Ready for project team discussion on 5/20/12</i></p> | 5/21/12 | Critical | Vartan | Chien, Fred, Matt, Ryan | Conversion/ Migration | Completed |
| 13 | 5/10/12 | Project Agenda | Proposal coming from the college - we need to update the current web mail link and splash page to give users sufficient notice for transition to the new OWA. Suggestion to put a short but prominent message to warn user the conversion is coming and a link to the web site. - Norbert can post an alert on Web-mail. Susan to draft a statement for Chien's approval. Tom will have Norbert post it. | 5/21/12 | Moderate | Chien | | Communication | Completed |
| 14 | 5/16/12 | Project Agenda | <ul style="list-style-type: none"> • Perform AD.FHDA.EDU Health and HA Check - health check completed, documentation delivered 5/16 • Exchange 2007/2010 AD Prep - 2007 up • Configure Organizational Units • Configure Security Groups • Configure Password Policies • Create Test Accounts - User Objects | 5/23/12 | Critical | Vartan | Ryan, Norbert | Technology | Completed |
| 15 | 5/16/12 | Project Agenda | Network topology certification for Exchange placement. A meeting on 5/16 is scheduled to finalize and the network. Note: the meeting took place and a final network connection was decided. The network team will schedule a maintenance window for Thursday 5/17 for 10PM to complete the changes needed. Vartan and Matt will test the connection on Friday 5/18. | 5/25/12 | Critical | Vartan | Vartan, Norbert, Ryan, John A. | Technology | Completed |
| 16 | 5/16/12 | Project Agenda | Install Storage IBM (LSI) SAN – Delivery expected 5/18/12 | 5/29/12 | Critical | Tom | Vartan, Ryan, Norbert | Technology | Completed |

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| 17 | 5/16/12 | Project Agenda | Build Exchange 2010 <ul style="list-style-type: none"> • SSL and Domain Namespaces • Exchange Mail Flow Testing (OWA, Mobile, IMAP4, ActiveSync) • Build Second CAS/HUB Load Balance Testing • Configure Accepted Domains and OWA Redirection • Build Second Mailbox and DAG Group Testing • Configure Mailbox Policies • Mailflow Testing w/HA (SMTP Ingres/Egress) | 5/29/12 | Critical | Vartan | Ryan, Norbert, Tom, Chien | Technology | Completed |
| 18 | 5/16/12 | Project Agenda | Given a solution to the network connection and the delivery and install of the disk array. Exchange 2010 will be ready for beta testing on 5/21 . It was decided that Susan's and Chien's data will be moved immediately. The help desk will be given access to start working with the system. | 5/29/12 | Critical | Tom | Chien, Tom, Susan, Allyson | Technology | Completed |
| 21 | 5/16/12 | Project Agenda | John V. and Susan to work with Pam on scheduling rooms for training and A/V equipment needs. | 5/29/12 | Moderate | Susan | John V., Pam | Deployment/ User Experience | Completed |
| 22 | 5/16/12 | Project Agenda | Create a process for user notification of their migration date. With several notifications going to each user. | 5/29/12 | Critical | Chien | Susan, Sharon, John V., Allyson | Communication | Completed |
| 23 | 5/16/12 | Project Agenda | Discussion on Support and Training Materials, what instructions are going to be given to the users and how <ul style="list-style-type: none"> • Q&A development • What the user can expect • Hands on open labs • Self-training materials • Help desk responsibilities Training material and scheduling will be completed by 5/21/12 | 5/29/12 | Critical | Sharon | Susan, Allyson, John V., Vartan | Deployment/ User Experience | Completed |
| 24 | 5/16/12 | Project Agenda | The proper SSL security certificates must be purchased and installed prior to go live. Vartan will supply temp certificates until then. | 5/29/12 | Critical | Vartan | Chien | Technology | Completed |
| 25 | 5/16/12 | Project Agenda | Start migrating ETS staff | 5/30/12 | Moderate | Vartan | Norbert | Conversion/ Migration | Completed |
| 27 | 5/26/12 | Chien | Security grants issue, why password change and resolution. | 5/30/12 | Moderate | Chien | Tom, Sharon, Norbert | Conversion/ Migration | Completed |

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| 28 | 5/26/12 | Chien | Folder structure from send mail to Exchange. | 5/30/12 | Critical | Vartan | | Conversion/ Migration | Completed |
| 29 | 5/26/12 | Chien | Conversion automation difficulties. | 5/30/12 | Critical | Vartan | | Conversion/ Migration | Completed |
| 30 | 5/26/12 | Sharon | Calendar proxy issue, reported calendar proxy cannot be set up by users, system admin needs to do it | 6/2/12 | Critical | Sharon | Joe L. | Deployment/ User Experience | Completed |
| 33 | 5/26/12 | Vartan | Script to change legacy send mail password | 6/1/12 | Critical | Norbert | Vartan | Conversion/ Migration | Completed |
| 34 | 5/26/12 | Vartan | Script to forward mail from legacy to exchange, | 6/1/12 | Critical | Norbert | Vartan | Conversion/ Migration | Completed |
| 35 | 5/26/12 | Vartan | Lock down the accounts legacy sendmail database after migration phases | 6/1/12 | Critical | Nrbert | | Conversion/ Migration | Completed |
| 36 | 5/26/12 | Chien | Convert Kari, Drake, Norbert, Pam, Jack using automated scripts, test the process and collect conversion speed statistics | 6/1/12 | Critical | Vartan | | Conversion/ Migration | Completed |
| 38 | 5/26/12 | Sharon | To avoid phone calls regarding identified issues and communicating the workarounds or the Do's and Don'ts - create a First Time Use Guide | 6/7/12 | Moderate | Susan | | Deployment/ User Experience | Completed |
| 39 | 5/26/12 | Sharon | A CrossWalk document is required so the users understand how to do the same things in Exchange as they did in Meeting Maker, and maybe email too. Difference between Appointment and Meetings and how parallels which features in Meeting Maker ; part of Cross Walk doc | 6/7/12 | Moderate | Sharon | | Deployment/ User Experience | Completed |
| 40 | 5/26/12 | Sharon | Setting up Proxy = Sharing in Exchange. How do you set up Read Only and Read/Write Sharing? Or can you? | 6/30/12 | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |
| 41 | 5/26/12 | Sharon | The First time use guide should have directions on how to forward your email - this is especially critical for the part time faculty | 5/30/12 | Moderate | Susan | Sharon | Deployment/ User Experience | Completed |
| 42 | 5/26/12 | Sharon | Under Options - Accounts - Settings there is the option to reset your password. Since users should be resetting their password through myportal, this will confuse users and we need a way to hide this option or this needs to be highlighted in the First Time User guide. | | Moderate | | | Conversion/ Migration | Completed |

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| 43 | 5/26/12 | Sharon | The Public Groups seem to be the distribution lists based on our conversations. This needs to be explained thoroughly and we need to set up parameters about groups before the first group of users migrates. | 6/5/12 | Moderate | Vartan | Susan | Conversion/ Migration | Completed |
| 44 | 5/26/12 | Sharon | I don't see that I am able to create another Calendar and then share that calendar; I thought this capability was there based on our conversations. | | Moderate | | | Deployment/ User Experience | Completed |
| 45 | 5/26/12 | Sharon | Under Options - My Account - On the right hand side are Shortcuts to other things you can do: - Connect Outlook to this Account - I assume this is the Desktop Client - We don't want users to go down this path for the client, at least this is what I assume. - Learn how to get Direct Push email on your mobile phone - I don't believe these are the instructions we want the users to use for setting up their mobile devices, correct? - Here is the "Change Your Password" capability again - I don't believe this is the path to changing our passwords. Is there any way to hide these "Shortcuts to other things" under "My Account" under "Options"? This is going to trip up a lot of users. We will be getting calls about this. | 6/15/12 | Moderate | Vartan | Susan | Deployment/ User Experience | Completed |
| 46 | 5/26/12 | Sharon | Options is managing cell phones - and one thing you can do is add your phone and then remotely WIPE all contents on your phone. This is HIGHLY dangerous for a novice user. Jack – 6/21 - I researched the item below. Yes this option wipes the mobile device clean not just Exchange data. Every article or self-service help guide I read refers to reloading information from your | 6/22/12 | Moderate | Jack | Susan | Deployment/ User Experience | Completed |
| 48 | 5/26/12 | Tom | For two days email I send from Exchange to an FHDA.EDU email account where the person has not been setup in Exchange is NOT getting delivered in Sendmail. I also have been receiving email delay delivery messages, but for most of the emails I send from Exchange to non-Exchange fhda.edu email accounts, I don't get this message - the email just never shows up in Sendmail. | | Needs Review and Assignmnt | Vartan | | Conversion/ Mirgration | Completed |

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| 49 | 5/26/12 | Sharon | What is the plan if the user complains all their emails in their folders was not migrated? Need to come up with a plan. | | Moderate | Chien | Sharon, Susan, Allyson, John V., Tom | Deployment/ User Experience | Completed |
| 50 | 5/1/12 | Susan | What should I include in the Mobile device instructions for Blackberry users? Vartan answer - Typically Personal Blackberry users have a portal provided by the service provider. From there they can configure their own Blackberry. I can provide a screenshot if it helps. | 6/5/12 | Moderate | Sharon | ETS RIM users | Deployment/ User Experience | Completed |
| 51 | 5/29/12 | Vartan | Load Balancer still not finalized. Waiting on patch some cables to be placed | 5/29/12 | Needs Review and Assignmnt | Ryan | Vartan | Technology | Completed |
| 52 | 5/29/12 | Fred | Error message with OWA - Received this error message when I am trying to create a rule or when I am selecting a person to send a message to (e.g. new message). I always push "Wait" when the error message pops up and it lets me continue. However, maybe a minute later, it will come back. Other than the annoyance, it does not interfere with my actions in OWA. I am using a Mac with OS version 10.6.8 with a Chrome browser. Vartan - We discussed and Fred agreed it is okay in Firefox - could be browser related | 6/1/12 | Moderate | Vartan | Fred | Deployment/ User Experience | Completed |
| 53 | 5/29/12 | Sharon | Spell Check capability in Safari and Chrome with suggested correct words - add instruction to Crosswalk Item added to crosswalk itme Ref#59 | | Moderate | Sharon | Susan | Deployment/ User Experience | Completed |
| 54 | 5/29/12 | Sharon | Best Practices for Calendar Read/Write Editor Access for Administrative Assistants - documentation | | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |
| 55 | 5/29/12 | Sharon | Differences with the "Signature" between browsers add to crosswalk | | Moderate | Sharon | Susan | Deployment/ User Experience | Completed |
| 57 | 5/29/12 | Sharon | Auto Log Out after Inactivity - we need to know how long after inactivity the account will automatically be logged out for both Private and Public Login sessions - timeout value and then add to crosswalk | 6/5/12 | Moderate | Sharon | Vartan, Susan | Deployment/ User Experience | Completed |

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| 58 | 5/29/12 | Sharon | For Vendors and Dept accounts will set up for 90 days force a password change. Need to confirm can't force a pw change on initial login Disabling the Change Password function in OWA Matt thought it was disabled but Vartan reports it is not disabled. Is | | Moderate | | | Deployment/ User Experience | Completed |
| 59 | 5/29/12 | Sharon | Add to Crosswalk: how to access FHDA directory Add to Crosswalk how to add a contact Add to Crosswalk how have BCC show - its under the Options for mail Add instruction to Crosswalk Spell Check capability in Safari and | 6/5/12 | Moderate | Sharon | Susan | Deployment/ User Experience | Completed |
| 60 | 5/29/12 | Sharon | Will IM/Chat be available in Exchange? | | Needs Review and Assignmnt | | | Conversion/ Mirgration | Completed |
| 62 | 5/29/12 | Sharon | Action item for Sharon's team: We need to verify that Outlook will be able to read secure email from the Bank of America and also open an attachment before we switch from Thunderbird to Outlook. BOA suggested that we set up an A/P employee with Outlook and see if she can read a secured email message from BOA. We want to settle any issues prior to going "live" with MS Exchange. Is it possible to set up Carol Skoog with an Outlook test account at this time? | 6/8/12 | Critical | John V. | | Deployment/ User Experience | Completed |
| 64 | 5/29/12 | Sharon | What is the quota size for attachments? | | Needs Review and Assignmnt | | | Conversion/ Mirgration | Completed |
| 65 | 5/29/12 | Sharon | Set up Admin Assistants to have Editor Rights to their manager's calendar | | Needs Review and Assignmnt | | | Conversion/ Mirgration | Completed |
| 66 | 5/29/12 | Sharon | If I start setting up meetings in Exchange, if someone I need to invite is not yet migrated to Exchange, then I will need to remember to go back later and add that person to the event, correct? Or are we creating all the acounts in Exchange first then migrating by group? | | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |
| 67 | 5/29/12 | Sharon | Once an Admin is setup as an Editor to their manager's calendar, can they then set up someone else as an Editor level delegate - understanding they must be using the Desktop Client | | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |

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| 68 | 5/29/12 | Sharon | Write up instructions for user who may have the correct combination of OS, current mail client, and Outlook Desktop client to be able to migrate their email and contacts themselves using the provided instructions. If get into trouble will need to contact call Center and get on the Opt In Schedule | 6/4/12 | Critical | Sharon | | Deployment/ User Experience | Completed |
| 70 | 5/29/12 | Sharon | Need to create the Exchange accounts for those who are Delegates for Conference rooms. Otherwise those who migrate before a delegate conference room will be able to reserve a room without the oversight of the delegate and could create problems especially for someone like President Miner who has standing meetings in the Foothill President's conference room. It will just create a lot of unnecessary phone calls/bumping out of rooms if we do not create the accounts for the delegates sooner rather than later. It could take some extra 1-1 training w/ these delegates to use their Exchange account before they migrate or migrate them out of turn, but they are normally and Admin for a manager and it may not be wise to migrate them before their manager - or maybe it doesn't matter since we are still using Meeting Maker and that is what is most important for supporting a manager. Needs some discussion. | | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |
| 71 | 5/30/12 | Fred | Access to OWA has been lost. This is the second occurrence of the of the account disappearing. Vartan - Load Balancer related | 5/30/12 | Critical | Vartan | Matt | Deployment/ User Experience | Completed |
| 72 | 5/30/12 | Tom | Our Exchange system is converting my MS/word documents to WINMAIL.DAT formats (see the email from Joe Lampo). Vartan indicates this is an optional thing that we can turn off. After recommendation and approval, Vartan turned the option off. This can be revisited at a later date if necessary. | 5/30/12 | Moderate | Vartan | Tom, Sharon, Chien, Jack | Deployment/ User Experience | Completed |
| 73 | 5/30/12 | Jack | Sharon replied all to an email from Tom. She received a "Failure Notice." Jack also did a reply all to Tom and got the same notice. The full notice was forwarded to Vartan. Varian's answer: At some point someone introduced a group e-mail with an incorrect recipient. I think everyone in this list got it. Vartan - Possibly IMAP service cause the issue - resolved by Ryan | 6/5/12 | Critical | Vartan | Tom, Sharon, Chien, Jack | Conversion/ Migration | Completed |

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| 74 | 5/30/12 | Vartan | <p>The Microsoft Load Balancer has some conflicts with the CISCO switch, Vartan has confirmed this with our network team. Two options are being explored:</p> <ul style="list-style-type: none"> • Deploying the Zeus load balancer for Exchange – Norbert, Ryan, Chien and Vartan are in discussions about this option. – Vartan will be on site Monday for discussions. • Working with the contracted network consultant to discover if changes can be made to the switch to alleviate the problem. - AMS.NET the network consultant lined up for Monday June 4th at 10am for the discussion about the MS Load Balancer challenges. | 6/8/12 | Critical | Chien | Ryan, Norbert, Vartan, Sharon, Lisa, AMS .NET | Technology | Completed |

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| 75 | 5/31/12 | Vartan | <p>Here is our (Vartan, Shelby and Ray's) tasks for the day.</p> <p>I know we are eager to test another small group and we are focused on that task first of all along with getting ready for tomorrow's migration. With the exception of item number 1-5 below, everything else is detailing and not going to interfere with our schedules.</p> <p>Ryan, Matt, Norbert - if there are any tasks below which you would like to take ownership of, please feel free to take it and let us know. I'm sure you are capable of completing any tasks below, but we are here for any questions you may have.</p> <p>1. Rebuilt 2007 Server - Assigned to Vartan STA, VM making it difficult to recover 2. Get Norbert's Mailbox back online - meantime he should be using Sendmail (Exchange users will have problems for now) 3. Setup Conference Rooms - script is ready, just need to shorten SAM account to 20 characters and run From Sharon: Setup Conference Rooms - script is ready, just need to shorten SAM account to 20 characters and run What do you mean by just need to shorten SAM? Are there login names and passwords associated with the ROOMS? 4. Shared Mailboxes for Execs - pending either a test group or final list from Sharon's team From Sharon: Shared Mailboxes for Execs - pending either a test group or final list from Sharon's team What do you mean by this? I thought it was just the calendar, or are you using mailboxes in a generic way. We do not want admin assistant's seeing the managers email. :-) Here is what I have thus far for the Administrative Assistant set for Editor access to manager's calendars: 5. Stress Test - need to prioritize the Exchange 2007 recovery and we can plan for this Friday if the team is available</p> | | Critical | Vartan | Ryan, Norbert, Shelby, Ray | Conversion/ Migration | Completed |

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| 76 | 5/31/12 | Fred | I just tested OWA (light version) calendar functionality with Chrome and it's buggy. Does not let me invite several people to an appointment. Also the formatting is a bit off. Works fine in Firefox. Perhaps we should not recommend using Chrome with light OWA. Update: I just checked the same problems to see if the full version of OWA used with Chrome has issues and I found it to be working fine. It's appears to just be the light version of OWA with Chrome that has issues. - need to add information FAQ | | Moderate | Susan | | Deployment/ User Experience | Completed |
| 77 | 5/31/12 | Sharon | V_JackR@email.fhda.edu I Tried to send via my Thunderbird/sendmail to this and didn't like it. | 6/4/12 | Moderate | Jack | Vartan, Sharon | Deployment/ User Experience | Completed |
| 78 | 5/31/12 | Chien | When I am in the OWA and click TO: label to pull up the address book, sometimes it is slow, I have to click twice or three times before it shows up. Same experience did not happen at my Outlook client 2007. Can it be the OWA is accessing address book differently than client? Where is the address book stored? Anything we can improve on this? Vartan reply - keep an eye on it, but it isn't necessarily OWA being slow - maybe, maybe not. in my brief experience with Sendmail on your network, i've had sessions actually timeout - not sure if it's Sendmail or Network. | | Moderate | Vartan | Chien, Jack | Deployment/ User Experience | Completed |
| 79 | 5/31/12 | Susan | When I try to find either John Vandercook or Norbert Debler in the Foothill De Anza Directory, they come up not found. I was able to find them when I scrolled down to Show Other Address lists and did a search on All Users. they did not come up under All Address Lists, or All Contacts. From Tom: The problem that Susan reported on May 31 regarding the absence of John Vandercook and Norbert Debler;s entry in the Foothill De Anza Directory is still present this morning. When can you correct this. | 6/4/12 | Critical | Matt | Vartan, Chien, Susan, Tom | Conversion/ Migration | Completed |

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| 80 | 6/1/12 | Chien | <p>We will have potential problem when we convert large group of users, it already 5 hours, we still not finish 55 people. I have not thought through Vartan's conversion process, but he needs to come up with a solution, either build a server here, or bring 2007 up here, I do not think the data travel through internet can be a solution, we start with a poor network performance to begin with, cannot gamble on this. I am not clear where the bottle neck is, he needs to be clear with the risk, I do not think other options will work either (create a duplicate sendmail, or extend conversion date)</p> <p>Vartan - The migration took just under 3.5 hours. We started officially at 7pm and ended about 2am. Yes, that is more than 3.5 hours. We stopped along the way to document a few things as well as fine-tune the process a bit. We experimented with a few settings to try and find optimal parameters.</p> | 6/8/12 | Critical | Chien | Vartan, Tom, Ryan, Norbert, Sharon, Matt | Conversion/ Migration | Completed |
| 81 | 6/1/12 | Chien | <p>Ryan - Since our mail attachment maximum size was lowered down to 2MB, errors will occur during the importing of messages that exceed this limit. I had about 20 errors related to this. I am guessing Daniel used email extensively to receive or transfer files.</p> <p>Vartan - 6/15/12 - Limits have been increased verified by Sharon and Tom. Leave item opened and state that CH1 will new the same settings for load balance scenario.</p> <p>6/20/12 Varten to verify limits, some still are getting attachments rejected. However, we are not sure they were received after the limes were upped.</p> | 6/22/12 | Moderate | Vartan | Sharon, Ryan, Fred, Norbert, Tom | Deployment/ User Experience | Completed |
| 83 | 6/3/12 | Lisa | <p>Sharon - Lisa was saying something earlier that her networks group list was not coming to her Exchange account but was able to see in webmail. I'm copying her to verify she was logging into webmail, which as you say she should not have been able to do.</p> <p>Lisa - I'm still able to get into webmail.fhda.edu with my account name = Hocevar and my webmail password. I am not able to get my hocevar@fhda.edu email in exchange as of yet.</p> <p>Vartan - All we need is to ask Ryan to unlock the account maybe and rest the password.</p> | | Critical | Tom | Ryan, Norbert | Conversion/ Migration | Completed |
| 85 | 6/4/12 | Chien | <p>Direction to improve conversion speed from technology meeting:</p> <ul style="list-style-type: none"> o Have 20 command windows opened with no more than 500 items; any more would bog down system. o Test this weekend with Super User conversion. | 6/22/12 | Critical | Tom | Tom, Norbert, Ryan, Chien | Conversion/ Migration | Completed |

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| 86 | 6/4/12 | Sharon Luciw | Apple Outlook Desktop client you cannot set up a Return Receipt - MS left this feature out. Does exist on the Windows client - Need to add to FAQ | 6/11/12 | Moderate | Susan | Sharon | Deployment/ User Experience | Completed |
| 87 | 6/4/12 | Sharon Luciw | Cannot set up to BCC self always in the Apple Outlook 2010 Desktop client. OX 10.6 - Need to add to FAQ | 6/11/12 | Moderate | Susan | Sharon | Deployment/ User Experience | Completed |
| 90 | 6/4/12 | John Bartch | Sent mail box has emails sent by other users - bad in send mail | | Needs Review and Assignment | | | Conversion/ Migration | Completed |
| 91 | 6/4/12 | Sharon | Can't get to Exchange on wireless network on De Anza College wireless Need to verify and DA visitor working. | 6/15/12 | Moderate | John V. | | Deployment/ User Experience | Completed |
| 94 | 6/4/12 | Terry Rowe | Sent an email to a bad district email address (spelled sharon luciw's name wrong) and has yet to receive notification that it was a bad address that he sent to - no bounce message yet. Not even a warning that there are invalid addresses. -Need to research cause. Others are receiving errors back when the address is wrong. Tom 6/12 - Have tested this condition twice and confirmed no email delivery failure message is received. Have escalated to Vartan & Shelby at STA | 6/11/12 | Critical | Vartan | Norbert, Tom, Shelby | Conversion/ Migration | Completed |
| 95 | 6/4/12 | Shan Lu | OWA - folders were converted, but in her InBox - very old emails are missing. Only have email up to July 2010 nothing older.- User needs to have a ticket opened then research will be done to verify if folders were on the send mail server and not corrupted. - User needs to have a ticket opened then research will be done to verify if folders were on the send mail server and not corrupted. Tom 6/12 - STA indicates this problem caused by use of the GUI – they will use a different technique for future conversion OWA - folders were converted, but in her InBox - very old emails are missing. Only have email up to July 2010 nothing older. | | Moderate | Tom | | Conversion/ Migration | Completed |

FHDA Communication Suite
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| Ref # | Date Identified | Reported By | Activity/Issue | Needed By | Priority | Lead/ Owner | Verified/ Tested By: | Category | Status |
|-------|-----------------|-------------------------|--|-----------|-----------------------------|-------------|-----------------------|-----------------------------|-----------|
| 96 | 6/4/12 | Hoang Van | Has multiple folders that were not migrated to Exchange. - User needs to have a ticket opened then research will be done to verify if folders were on the send mail server and not corrupted. -Corrective action same as Item #95 | | Moderate | Tom | | Conversion/ Migration | Completed |
| 97 | 6/4/12 | Sharon | Sent items did not move over from Sendmail- I have sent items from May 25, 2012 and forward. - User needs to have a ticket opened then research will be done to verify if folders were on the send mail server and not corrupted. -Corrective action same as Item #95 | | Moderate | Tom | | Conversion/ Migration | Completed |
| 98 | 6/4/12 | Terry Rowe | Caching issue - same as in status email I sent out earlier today; no rooms in there yet. But we are still using Meeting Maker until we are all on Exchange; but his initial test it worked well. - Vartan is still working on a fix. Otherwise need documentation how to clear cache or ????? | 6/11/12 | Critical | Vartan | Matt, Sharon | Conversion/ Migration | Completed |
| 100 | 6/4/12 | Andrew La Manque | LG Verizon phone ENV03 needs a third party app for Exchange Active Sync - only has imap and pop available. | | Needs Review and Assignment | | | Deployment/ User Experience | Completed |
| 101 | 6/4/12 | Jose Rueda | Not all District Blackberry smart phones are the same. Jose's blackberry set up asked for and Email Account. The only thing that worked was his first name. - Possible FAQ someone needs to research. | 6/30/12 | Moderate | Sharon | | Deployment/ User Experience | Completed |
| 104 | 6/4/12 | Sharon | Reconsider turning on iMap - some cell phones; or the reason is because users may want to set up Thunderbird, Eudora, Apple mail and they will still need to go into OWA for their calendar and since that has email too it could confuse users. - Decision to turn iMap on 6/6/12. | 6/6/12 | Moderate | Tom | Vartan, Ryan, Norbert | Conversion/ Migration | Completed |
| 107 | 6/5/12 | Sharon for Javier Rueda | How do you change your Reply TO Address in OWA - documentation - Need to fix his account with proper id. | | Low | Tom | Sharon | Deployment/ User Experience | Completed |

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|-------|-----------------|------------------------------------|---|-----------|----------|-------------|-----------------------|-----------------------------|-----------------------|
| 109 | 6/7/12 | Ryan Anthony, Shan Lu, George Hein | Shan Lu report not all contents of Sent folders migrated from Sendmail to Exchange. Tom to Vartan - I know you have advised that it will be somewhat of a hit and miss situation with copying the entire contents of people's Sendmail folders that they have created for themselves on the Sendmail server. I guess we will have to accept that and given that the vast majority of emails in these folders will in most cases never be | | Critical | Vartan | Tom, Ryan | Conversion/ Migration | Completed |
| 110 | 6/7/12 | Tom | Exchange Directory has two entries for email account and @email.fhda.edu is displayed for account, not @fhda.edu Jun 7: There are two entries in the Exchange directory for this person in addition to the problem with the email address. Advised Matt and Vartan on which Directory entry needs to be removed; the @email.fhda.edu problem remains | 6/22/12 | Moderate | Tom | Ryan, Norbert, Vartan | Conversion/ Migration | Completed |
| 111 | 6/7/12 | Susan | It appears that the OWA Options/Change Password function is still enabled - it should be disabled - need 90 day change for v dept | 6/29/12 | Moderate | Ryan | Matt | Conversion/ Migration | Completed Same as #58 |
| 112 | 6/7/12 | Sharon | Policy defined that contractor Exchange passwords will expire every 90 days and must be reset. Jun 7: Need feasibility assessment of how OWA Change Password function can be disabled of all employees (Item #26), yet enabled to | | Moderate | | | Deployment/ User Experience | Completed Same as #58 |
| 113 | 6/9/12 | Vartan | Vartan - Super User group has about 20 completed. We suddenly came to a crawl for hours and I didn't want to touch it. Finally the process came to a complete halt due to a disk space issue. Over the past few moves the OS disk has been storing temporary files. I have to resize the disk now and restart those remaining 20+ users. Tom - I read your status update regarding the out-of-disk space condition. You can provide the details later on why this occurred since we will need to know what permanent corrective action we will need to implement for the next round of conversions. | 6/15/12 | Moderate | Vartan | Tom, Ryan, Norbert | Conversion/ Migration | Completed |
| 114 | 6/9/12 | Pat Hyland | From: Jack Raubolt [mailto:jack@rauboltconsulting.com] Sent: Monday, June 11, 2012 5:52 AM To: 'PJ Hyland'; 'Sharon Luciw'; 'Vartan Chukhadarian'; 'Chien Shih'; 'Ryan Anthony'; 'Norbert Debler'; 'Thomas Roza' | 6/25/12 | Moderate | Sharon | | Conversion/ Migration | Completed |

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|-------|-----------------|---------------------|---|-----------|----------|-------------|----------------------|-----------------------------|-----------|
| 115 | 6/11/12 | Sharon | Cannot Login into Kevin McElroy's email account Jun 11: Kevin provided Sharon with his login credentials, but they did not work. The login credentials work for Luminis/MyPortal Jun 11 Update from Bao: Can't create a connection between Kevin's Admin Assistant and his Exchange email account for Read/write priveileges Jun 11: Asked Sharon & Matt to verify what his Kevin's official CWID; Exchange account may never have been built or is corrupted Jin 11 Update from Sharon: I am mistaken, Kevin was first hired as a contractor, then came on board full time. When he was a consultant, he was given a Banner ID and when he came on board full time assigned a new banner ID which I believe is the one he uses today and you verified with me. | 6/11/12 | Critical | Tom | Ryan, Norbert, Matt | Conversion/ Migration | Completed |
| 115 | 6/14/12 | Marie Taylor-Harper | OWA Closing at unpredictable times using MacBook Pro and Safari Have Tech Services check user's MacBook Pro and Safari settings - <i>maybe wireless</i> | 6/29/12 | Moderate | John V. | | Deployment/ User Experience | Completed |
| 116 | 6/14/12 | Tom | Can Exchange Detect Spam from compromised account? 6/14 - Update from Vartan: Actually that is what Abaca is for. That product without question should have those kinds of alerting features built in the system. As for Exchange, we can tighten up the Transport <u>Server Security and setup some logs, but this sort of work is very</u> | 6/30/12 | Moderate | Tom | | Technology | Completed |
| 117 | 6/14/12 | Susan | OWA Help Only Produces Short Search Results list Vartan - This isn't a feature as like Passwords. If you notice the URL it goes to Microsoft. I tried it and it worked for me. Tom – 6/18 - Susan You were going to perform so more checking on this change in Help menu content - anything results to report? | | Moderate | Vartan | Ryan | Deployment/ User Experience | Completed |
| 119 | 6/15/12 | Sharon | I have asked to be on both College Distribution lists in Meeting Maker so I can keep tabs on what is going on with the colleges. How are we setting up Distribution lists and what are rules we are going by right now for allowing users to add themselves to | 7/6/12 | Low | | | Deployment/ User Experience | Completed |

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|-------|-----------------|----------------|--|-----------|----------|-------------|----------------------|-----------------------------|-----------|
| 122 | 6/18/12 | Ace | To Matt: Shadi Farahani, had a different contact holding their email address. They received farahanishadi2@fhda.edu because the contact Jenifer Farahani is holding farahanishadi@fhda.edu. I am almost certain that Jenifer Farahani is Shadi Farahani (but do not KNOW this for a fact) and I can just manually remove the contact and | 6/19/12 | Moderate | Ace | | Conversion/ Migration | Completed |
| 123 | 6/18/12 | Tom | From Ryan to Tom - I received your voice mail and checked out Suzanne Pfeiffer (20034256) in Exchange to figure out why she can't login. This is what I found out: 1. She has an active directory account, but no Exchange mailbox. I checked 2007 and 2010. 2. I spoke with Norbert who said she was on the conversion list and verified that her password was changed. 3. I checked the GAL and noticed that she shows up as being both a regular mail user and a mail contact. However, when I open up her mail user account from here, I get a warning message: "The properties on this object have invalid data. If you click OK, default values will be used instead and will be saved if you do not change them before hitting Apply or OK on the property page. If you | | Critical | Tom | Vartan, Ryan | Conversion/ Migration | Completed |
| 124 | 6/18/12 | Susan | Have dozens of these Synchronization Log e-mails in my unread folder on the desktop. I didn't see them in OWA. The first message is dated 6/1 at 4:18 PM | | Moderate | Vartan | Shelby | Deployment/ User Experience | Completed |
| 125 | 6/21/12 | Carmen Redmond | Frank Greco not converted to Exchange; can still log into Sendmail 6/21 Update: This person's account was included on the Cent Serves conversion report. The account shows in Exchange directory. Asked user to confirm they have not been converted. | 6/22/12 | Critical | Vartan | | Conversion/ Migration | Completed |
| 126 | 6/21/12 | Kevin McElroy | I am receiving multiple email alerts from Liquid Office to approve Time Reports for people that do not report to me and are not in my division. Please let me know if some one will look into this as I would not want these folks to fall in the cracks. Examples; Jeffrey Stefanini Manuel Respicio Christine Fliehman Thaomas Armstrong | 6/22/12 | Critical | Chien | | Conversion/ Migration | Completed |

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| 127 | 6/25/12 | Tom | Emails sent to students generated by faculty using functions in the Luminis/MyPortal-Banner application are not getting delivered (problem first reported on Jun 22). No faculty have been converted to Exchange. Need ETS/Programming to work with ETS/Systems and STA to determine what these emails are not getting delivered. Don't know if this is an Exchange Project issue, or something else is causing this problem. | 6/25/12 | Critical | Tom | Vartan, Ryan, Matt, Norbert, Joe L. | Conversion/ Migration | Completed |
| 128 | 6/25/12 | Tom | Determine why the 3 special email distribution lists are not working for Becky Bartindale (centralservices@fhda.edu; foothill@fhda.edu; deanza@fhda.edu) | 6/29/12 | Moderate | Tom | Vartan, Ryan, Matt, Norbert, | Conversion/ Migration | Completed |
| 129 | 6/25/12 | Tom | Mahmood Hasan Duplicate Entries in Address Book There are two email addresses in the Exchange address book -hasan2@fhda.edu -hasanmhamood@fhda.edu | 6/29/12 | Moderate | Tom | Vartan, Ryan, Matt, Norbert, | Conversion/ Migration | Completed |

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| 130 | 6/25/12 | Tom | <p>Correcting Kaveh Daryabeygi Exchange Account</p> <p>There still seems to be some confusion with what should be setup in Exchange for this contractor who works in the ETS Call Center. Here is the email account information from the Sendmail system</p> <p>CWID: 10623716 SendmailName: kd01822 Full Name: Kaveh Daryabeygi Moghadam Preferred Name: Kaveh Daryabeygi Email Alias: daryabeygikaveh@fhda.edu</p> <p>There are two entries in the Exchange Address book: Name: Kaveh Daryabeygi Email Address: V_ Kaveh Daryabeygi@fhda.edu</p> <p>Name: Kaveh Daryabeygi Moghadam Email Address: daryabeygikaveh@fhda.edu</p> <p>Sharon - I confirm which email Kaveh is using and prefers. Kaveh is a student worker. Apparently he already had an email account - we didn't know about it.</p> <p>Then I asked to have an account created as an exception - therefore v_.... was created.</p> <p>I'll get back to you about which one to DELETE.</p> | 6/29/12 | Moderate | Sharon | | Conversion/ Migration | Completed |
| 132 | 6/25/12 | Norbert | <p>The script that sets the forwarding on the Sendmail accounts did not execute properly Friday afternoon due to a logic problem. When an email account that uses an apostrophe in the email address (e.g., O'Malley) was encountered, the script treated this as an end-of-input file trigger and ended without completing the forwarding on the remainder of accounts. Since the script did not technically abort, when it completed, it issued a zero return code which led us to believe it had completed successfully. In actuality, 627 accounts were not processed.</p> | 6/26/12 | Critical | Vartan | Norbert, Ace | Conversion/ Migration | Completed |

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| 135 | 6/25/12 | Sharon | <p>My team and I tested setting up email accounts to forward to and outside email account just like the information posted by Susan Malmgren.</p> <p>We tested on Mac and Windows; OWA and the clients. It appears the server is currently configures to Only allow forwarding to other email addresses within the District exchange system and not to outside email addresses which is a requirement by part time faculty.</p> <p>This could be why when bradley creamer tried to change his reply to address to a dept account not yet migrated to Exchange it did not work.</p> <p>I know we have a disk space problem we are rectifying tonight, although I only know what was in the email from Chien. So this forward issue is not critical but it will get critical very soon.</p> <p>From Kam - Tried to forward my email to Gmail it didn't work. By default Exchange 2010 Auto reply is disabled for external emails.</p> | 6/29/12 | Needs Review and Assignmnt | | | Deployment/ User Experience | Completed |
| 136 | 6/25/12 | Sharon | <p>Was this resolved?</p> <p>We should add this to the punch list.</p> <p>Description: OWA - reports that in the public folders under EIS folder, there are some posts from Armanda Raymond child support inquiry to Scott Mcdaniel also one to David Tran from Payroll (time sheet)</p> | 6/29/12 | Moderate | Ryan | | Conversion/ Migration | Completed |

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