



Service Announcement

June 1, 2015

TO: CTS Shared Services Email Customers
Other Interested Parties

FROM: Lance Calisch, Manager
Messaging Services

SUBJECT: Shared Services Email Upgrade

Consolidated Technology Services (CTS) is upgrading the Shared Services Email environment to Microsoft Exchange 2013 and Symantec Vault 11.0.1. Exchange 2013 introduces changes in Public Folders and RPC (Remote Procedure Call) client access that will require some agencies to perform preparatory work.

Public Folders

Exchange 2010 Public Folders will be migrated to Exchange 2013 Modern Public Folders. During the final stage of this migration, all Public Folders will be unavailable to clients. The duration of this outage is directly related to the number of Public Folders and the items in each folder. In order to minimize the downtime for all customers, each agency that uses Public Folders is asked to clean up their Public Folder hierarchy. All data not needed should be deleted or migrated to other storage according to your agency's records retention policies. CTS technicians will provide Public Folder content reports to agency technicians to assist in identifying old public folder data.

Agency Public Folder cleanup can begin anytime. CTS requests that this work be completed by October 30th, 2015.

RPC Client Access

Microsoft will no longer support client access using RPC in Exchange 2013 and future versions of the product. In preparation, all agencies that are currently forcing Outlook to use RPC should begin switching their clients to use Outlook Anywhere (RPC/HTTPS) where possible. CTS technicians have contacted, or will be contacting, technical personnel in agencies who have RPC clients currently connecting to the environment to provide assistance with this change.

Agencies currently using network compression devices to compress Outlook RPC traffic in low bandwidth sites will need to upgrade their network links to support the bandwidth requirements of Outlook Anywhere clients. In situations where a network upgrade is not possible, the lighter weight Outlook Web Access client can be used in place of Outlook.

CTS requests that this work be completed by September 30th, 2015.

Client Access Licenses (CALs)

Customers may need to upgrade their Client Access Licenses (CALs) to an Exchange 2013 supported level. Customers should contact their Microsoft sales representative if you have questions about CALs.

CALs must be upgraded by February 22, 2016 to be compatible with Exchange 2013.

Microsoft Outlook Client

Customers must be running a supported client. Exchange 2013 supports the following minimum versions of Microsoft Outlook and Microsoft Entourage for Mac client software:

- Outlook 2013 (15.0.4420.1017)
- Outlook 2010 Service Pack 1 with the Outlook 2010 November 2012 updates (14.0.6126.5000).
- Outlook 2007 Service Pack 3 with the Outlook 2007 November 2012 updates (12.0.6665.5000).
- Entourage 2008 for Mac, Web Services Edition
- Outlook for Mac 2011

Customers must ensure their client software is at or above these minimum levels and running at the latest service pack and update level by February 22, 2016.

Key dates are:

Exchange 2013 Pre-Production Environment Upgraded	10/6/2015
Vault 11.0.1 Production Environment Upgraded	12/19/2015
Exchange 2013 Production Environment Upgraded	2/19/2016
Customer Readiness Steps Completed	2/22/2016
Mailbox moves complete	3/4/2016

Additional information regarding the upgrade and any prerequisite tasks will be provided to impacted customers as needed.

For questions or comments, please contact Lance Calisch, 360-407-8914, or the CTS Service Desk, 360-753-2454.