Shared Services Email Project

email plus more

Frequently Asked Questions

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Shared Services Email Project Team

This document lists the Shared Services Email Project's (SSEP) most frequently asked questions and their responses. The intent of compiling and publishing these FAQs is to build and promote a common knowledge base for all project stakeholders.

These FAQs are presented in order by general service offering area or related topic.

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Email

Email - 4/5/2011	
Question: I thought everyone was going to have a 1GB mailbox max? Did it change from 1GB to 750MB?	**Response:** The 750 MB level is a target goal/guideline for the transition/migration. Users who are exactly at 1 GB when the transition occurs would not be able to send or receive emails after the migration due to their mailboxes triggering the oversized mailbox rule. 750 MB is considered safe, but is a target.
Question: If mailboxes are going to have a 1GB max, will the public folders also have a 1GB max? I'm hoping there will be a maximum so one agency won't be able to overload the system.	**Response:** The use of public folders is discouraged. We acknowledge there will be a continued need for public folders for the near term. There is no current maximum size set for public folders. The contents of Public folders will be vaulted.
Question: Can I start working now with CTS to establish the Domain Controller for my agency in support of Shared Services Email?	**Response:** No, not at this time. The tasks associated with setting up agency Domain Controllers in the new environment will be scheduled with each agency. Agencies will work with their Client Liaison (Jim Hammond for small agencies, Steve Lovaas for large agencies), or an identified Project Implementation Coordinator to coordinate these activities.
Question: It sounds like there will be a separate Domain Controller established for each agency. Should we set up a domain controller now?	**Response:** Domain controllers will be set up for you by CTS as part of the migration planning activities. At least two Domain Controllers will be setup per Active Directory Domain. One Domain Controller will reside locally, and another geographically located for redundancy. All Domain Controllers will be virtualized in the Exchange 2010 environment.
Question: Our agency would like more detailed information on required practices, recommended practices, and impacts on user experience (i.e., cached mode in Outlook). What is the performance impact of cached mode?	**Response:** Cached mode clients are designed to do two things: (1) increase scalability of a consolidated solution, (2) support mobile users. Some scenarios do not work with cached mode and those scenarios will be handled accordingly. They include virtual type solutions, specific implementations of shared mailboxes, and a few rare user/machine/shift scenarios. These planning tasks should all be coordinated with your Client Liaison for planning purposes. For the majority of single mailbox users, cached mode provides a more balanced experience and better resiliency for large network implementations. Users currently in on-line mode may have a perception with a change in performance to cached mode.
Question: Will users see improved/changed functionality with the new service and with Exchange?	**Response:** Users will see some features in Outlook 2007 "light up," meaning that they will be available now that the Exchange Server is running a version newer than 2003. Most of the changes, however, reside on the backend functionality. The following two articles discuss what's new on Exchange and

	'What's New' in Outlook 2007. They can give you an idea of what to expect. http://technet.microsoft.com/en-us/library/dd298136.aspx http://office.microsoft.com/en-us/outlook-help/what-s-new-in-microsoft-office-outlook-2007-HA010074306.aspx The biggest improvement for end users will be the increased functionality on Outlook Web App 2010. Not only are its features considerably closer to the Outlook client, but users have an identical experience on IE, Firefox and Safari browsers.
Question: Can I get a test account for my agency to begin looking at the new Exchange 2010 environment?	**Response:** No, not at this time. The tasks associated with setting up agency Domain Controllers in the new environment will be scheduled with each agency. Agencies will work with their Client Liaison (Jim Hammond for small agencies, Steve Lovaas for large agencies), or an identified Project Implementation Coordinator to coordinate these activities.
Question: What is the status of establishing a test environment for agencies? Will there be a test environment for agencies to test their integrated applications?	**Response:** The approach that will be implemented for a test environment is underway. The project is currently assessing the information provided through the Application Integration Readiness Template to assist with issue.
Question: Is the project providing assistance to agencies that may see shifts in personnel needs after they migrate their service?	**Response:** Many agencies are already looking at this. Discussion will occur as we work with agencies individually.
Question: How will Personal Storage Table (PSTs) be handled in the migration? We can probably handle/guide a large portion of the agency, but we still have significant resistance to giving up PSTs.	**Response:** PSTs are not impacted at the time of mailbox migration. It is an important planning activity to review PSTs prior to Vault migration.

Email - 4/15/2011	
Question: I was reading that the requirement for the Exchange Admin workstation is Windows 7, 64 bit. Is that a firm requirement? I have a Windows 7 32 bit workstation.	**Response:** 64-Bit is a firm requirement of the Exchange Administrative tools. Exchange 2010 is a 64-bit only system and requires 64-bit administration tools as well.
Question: Calendar permissions – if set to Review today and only agency people can see the calendars, when we moved into E2010 – with reviewer permissions, will everyone in the org be able to see our calendars?	**Response:** If the Calendar permission is set to 'Default Reviewer', when the migration occurs, everyone in the E2010 org will be able to see the calendars. This permission can be customized though to enable reviewing by only the people in agency's domain.

Question: If this permission can be customized to enable reviewing by only the people in agency's domain, who or how is this done?	**Response:** Calendar permissions can be set at the individual level. Each individual user should configure these as appropriate for them. To limit the permissions to an agency, the administrator could use an all agency Distribution List instead of 'Default'. CTS uses CTS DL All CTS for its scope.
Question: In the Agency Pre-Cutover Readiness Guide Version 1 there is a task – Configure to connect to Exchange over HTTPS for Outlook. Can this be implemented now or before migration and still work with Exchange 2003?	**Response:** This should be done via Group Policy at least 60 days before migration to the new environment, but there is no need to do this much more in advance. Conversely, it is a good idea to start implementing Cached Exchange Mode as soon as possible and work though potential issues as far as possible in advance of your migration.
Question: I am getting together an order for a new workstation for me to do the Exchange administrative work on. In looking through the Readiness Guide I have the following questions in red below: ***From the guide:*** 3. Install the Exchange 2010 Prerequisites: 3.1. .NET framework version 3.5 SP1 I have learned that comes with the Operating System 3.2. Windows PowerShell V2 Where do we get this product or what is it included with? 3.3. IIS 6 Management Console and Metabase Compatibility components (not required until SP1 for Exchange 2010) – this is handled in the control panel: add/remove windows components on Windows Vista/7 workstations and the server manager interface for Server 2008 R2. Where do we get this product or what is it included with? 4. Install the Exchange Language Packs from the DVD (source) Where do we get this product or what is it included with? I read the link listed above and it explains the next steps well. My impression is that they come off the Language Packs DVD.	**Response:** ***From the guide:*** 3. Install the Exchange 2010 Prerequisites: 3.1. .NET framework version 3.5 SP1 Included in Windows 7 3.2. Windows PowerShell V2 Included in Windows 7 3.3. IIS 6 Management Console and Metabase Compatibility components (not required until SP1 for Exchange 2010) – this is handled in the control panel: add/remove windows components on Windows Vista/7 workstations and the server manager interface for Server 2008 R2. http://www.microsoft.com/downloads/en/details.aspx?displaylang=en&FamilyID=7d2f6ad7-656b-4313-a005-4e344e43997d This is for Windows 7 SP1 and includes requisite tools. 4. Install the Exchange Language Packs from the DVD (source) http://www.microsoft.com/downloads/en/details.aspx?FamilyID=56c2af38-a080-4ce1-8518-e63ee87f11c5 Language Pack available here
Question: In the Agency Pre-Cutover Readiness Guide Version 1, there is a task #15 "*Configure RPC/HTTPS for Outlook*". It states that a login script is available by CTS upon request. How do I get a copy?	**Response:** **Updated 10/21/11:** The Login Script has been replaced with Group Policy templates. Please refer to the most recent version of the Agency Exchange Pre-Cutover Readiness Guide for more information.

Question: The Pre-Cutover Readiness Guide, page 9 specifically references the specific best practices: • Do not create subfolders under the inbox What does this mean? Please clarify. ***And*** On page 9 of the Readiness Guide under Best Practices, it says do not create subfolders under the Inbox. I have some users that create subfolders under the 'Mailbox' itself. Are these ok or should they be moved?	**Response:** Creation of subfolders by agency administrators or end users is recommended against as it will negatively impact the performance for end users and the overall email system. It is good practice to create subfolders under the Mailbox itself. The only folders it is recommended against creating subfolders under are the following: • Inbox • Drafts • Sent Items • Deleted Items • Junk E-Mail • Outbox
Question: When mailbox limits are implemented, there are 3 levels of activity that can also be set based upon mailbox sizes. Those are: 1. Issue warning: ### MB 2. Prohibit Send: ### MB 3. Prohibit Send/Receive: ### MB Our agency sets the issue warning at around 85-90% of the maximum limit; prohibit send at around 95% and prohibit send/receive at a level just below the maximum limit. The notifications will allow users to be aware that they should do some clean-up of their mail store. What are the warning levels and what messages could be set up now with their users?	**Response:** Updated 10/10/2011 • Issue warning: 975 MB • Prohibit Send: 1 GB • Prohibit Send/Receive: 1.01 GB
Question: Our agency does not currently use journaling. Can you provide more information on this?	**Response:** From Microsoft "Journaling is the ability to record all communications, including e-mail communications, in an organization for use in the organization's e-mail retention or archival strategy. To meet an increasing number of regulatory and compliance requirements, many organizations must maintain records of communications that occur when employees perform daily business tasks." http://technet.microsoft.com/en-us/library/aa998649.aspx CTS's implementation of journaling requires an Exchange Enterprise CAL for journaled users.
Question: We want to ask about the timing and associated testing of the implementation of the domain controller for our agency. The current Pre-Cutover Readiness document suggests a 10 day timeline to finish the installation. We think that this may be too short to test.	**Response:** Technically this is enough time for CTS to perform this task, if agencies need more time, this should be negotiated during the implementation planning.
Question: We would like to request additional information about the "why" behind requiring on-line mode. It is because of the number of connections or some other reason.	**Response:** Cached mode provides for the smallest performance impact on mailbox infrastructure, thus cached mode is best resource management strategy for the shared service. This reduces the number of servers and the amount of storage and bandwidth required to support the state and reduces the overall

	rate CTS will charge to recoup costs. Users will also see less interruption in cached mode if there does happen to be an email service outage. Users who fall into the following categories should be configured to use online mode instead of cached mode> On-line mode • Blackberry Users • Users with delegates and their delegates • Heavy use shared mailboxes
Question: We would like to request additional information about the use of auto accept for calendars. There is currently no information in the Pre-Cutover Readiness documentation about this. We want to use this function.	**Response:** The documentation for this feature is located here: http://technet.microsoft.com/en-us/library/bb124374.aspx This documentation includes the technical process for setting this up and the features and options supported by Exchange 2010.
Question: Will integration with fax servers be supported in the new Exchange 2010 environment?	**Response:** No, fax servers will not be supported for integration directly into the new Exchange 2010 environment. We can work with agencies to develop methods to potentially support their existing fax server and exchange infrastructure. Agencies that have email integrated fax servers should ensure they note it in the Application Readiness Guide and with their SSEP liaison.
Question: Will integration with third-party room reservation software be supported in the new Exchange 2010 environment?	**Response:** No, the Exchange 2010 service contains robust resource reservation functionality. Please see details at the link below. Please contact your SSEP liaison if you have concerns. http://technet.microsoft.com/en-us/library/bb124374.aspx

Email - 5/11/2011	
Question: Our Technical Services manager mentioned to me that we will need Exchange 2010 user CALs in order to move to Shared Services Email (SSE). Is the cost of those CALs covered by the charge schedule price for SSE? If not, that will be a fairly significant hit for larger agencies (and about $3500 for us since we would be looking at standard, not enterprise CALs).	**Response:** No, the cost of the Exchange Standard CAL is not included in the Shared Services Email rate. This assumption was previously presented to the Customer Advisory Board (CAB) and Executive Steering Committee (ESC). Agencies should contact their DES Technology Brokering consultant to request related pricing quotes.
Question: Our agency sent an email to over 30,000 external recipients and the email ended up being blacklisted by several vendors. What documentation will be provided to help avoid this from happening in the future?	**Response:** The design for SMTP Relays for the Shared Services Email Project will prevent blacklisting for bulk email. Until customers can migrate their SMTP gateway to the Shared Service, we recommend the following website http://www.openspf.org/ for configuring mail routing thresholds.

Question: Who will administer the new Domain Controllers that will be setup as part of the Exchange Migration? We have implemented 802.1x as our method to secure our network (wired and wireless) and so it is critical that we have a DC that we have control over. The FAQ mentions two DCs, but really just mentions about a separate fault-tolerant site.	**Response:** Agencies will still host their own Domain Controllers which they will maintain after their migration. CTS will maintain the required agency Global Catalog DC in the WAX site for Exchange Read/Write purposes. The two Exchange GCs are for high availability and disaster recovery for the Exchange service. Agencies will still need to maintain their own Active Directory presence in the WA.lcl forest.
Question: What is an SPF record?	**Response:** SPF stands for Sender Policy Framework. An SPF record is a special DNS record which identifies the machines which are authorized to send email from the domain. For more information visit the following site http://www.openspf.org/
Question: How will we keep track of which users are in Exchange 2003 and which ones are in 2010?	**Response:** Using either the 2010 administrative console or PowerShell, an administrator will be able to identify the server that a user's mailbox is on. The Exchange 2003 System Manager does not distinguish between 2003 and 2010 mailboxes, although 2010 mailboxes will disappear from the management scope presented to the 2003 system manager interface. In Active Directory Users & Computers with the Exchange extensions you can identify a 2010 mailbox by looking on the Exchange general tab. The mailbox store will show databasename/databasename. With PowerShell and Exchange Management Console you can view the RecipientTypeDetails which will show "legacy mailbox" for 2003 mailboxes.
Question: There was a discussion at the EAD Steering Committee that there will be need to move all the GC/DC's into the Enterprise (CA) PKI. Is that going to be considered to ensure that the DC can maintain a secure channel? If not, what is CTS confidence factor (testing conducted) with using IPSEC to talk back to the 2003 DC's? My concern is the IPSEC change for 2008 communicating back to 2003 will break the secure channel between all of the GC/DC's within the DOC1 domain.	**Response:** This will not be an issue. We will continue the use the same pre-shared key authentication that we currently use. When a decision is made to change to the use of certificates, the process will be fully tested.
Question: It appears I cannot install the Exchange 2010 admin tools on my own workstation (a new 32-bit Windows 7 workstations). Perhaps we could install them on one of our locally hosted servers (which are 64-bit) and perform admin tasks from there?	**Response:** Yes, the administrative tools are compatible with the following 64-bit OS versions: Windows 7, Windows Vista SP2, Windows Server 2008 SP2, and Windows Server 2008 R2.

Question: Are there now further details available on the rationale behind the 1GB mailbox limit? In light of 25GB mailbox limits for Microsoft's Exchange hosting product, at a similar price, it seems very small. I'm just following up to find what the CTS rationale is for the small limit.	**Response:** The limit of 1GB per mailbox was originally included as a Key Recommendation by the Shared Services Advisory Committee in their original "To-Be Definition" (requirements) document and approved by the CAB and the ESC in June 2010. Note: After the implementation of the Vault, any email older than 30 days will be vaulted. The 1 GB limit will then only apply to your current 30 days of email.
Question: The topic of 'Block Attachments List' was discussed at the 5/3 Exchange Technical Administration Group meeting, and we have follow-up questions: 1. What is the definition of the "Blocked Attachments Process" for shared services"? 2. Is SSEP implying if the state agrees to a "Block Attachment List" the messages will be: a. Deleted? b. Quarantined? c. Sent on to destination without the attachment in the message?	**Response:** Updated 10/21/2011: The ***SSE Blocked File Type Guide*** has been published. The purpose is to define the State-wide list of file types which will be blocked for the Shared Services Email offering. In addition, it provides the procedures for agencies to block additional file types at their discretion.

Email- 7/18/2011	
Question: I thought we were told that client agency help desk or email admins would also be delegated the ability to track messages on behalf of the users. Is that still true? Or will the tracking be limited to individual users tracking their own messages only?	**Response:** The approach to delegation of message tracking has been refined in the Agency Delegated Administrator's Guide. The ability to do message tracking will not be delegated.
Question: Regarding administrative workstation connectivity to Exchange servers. Has this been vetted with CTS Enterprise Security Services? It may be a better practice for CTS to configure the firewall to allow admin workstation connectivity from specific IP addresses at client agencies.	**Response:** The connectivity for the administrative workstations is based on the Microsoft recommended design for the environment. The network design and security has been appropriately reviewed and approved.
Question: Will agency administrators be able to remote desktop into the virtual DCs?	**Response:** At this time there are no plans to allow remote desktop access to the virtual DC's. These domain controllers will be configured to replicate with the domain controllers at the agencies. All changes made within the agency will be replicated to the Exchange 2010 environment and vice versa.
Question: The list of Exchange 2010 cmdlets which will and will not be available is nice to have, but what does it mean? We need specific examples of activities which will require a CTS ticket. For example, Set-OwaMailboxPolicy will not be available. Does that mean that we would need to ask CTS to enable/disable OWA for each account?	**Response:** The cmdlets are the basis for all administrative tasks within Exchange 2010. If a cmdlet or one of its parameters is not delegated then the agency will need to request the change through CTS.
Question: In the Agency Cutover & Post Cutover Guide, task #26, why is there a differentiation between Room and Equipment mailboxes as noted?	**Response:** The difference is semantics. The primary difference is between resource mailboxes and shared mailboxes.

	Resource mailboxes are special mailboxes designed to be used for scheduling resources. Like all mailbox types, a resource mailbox has an associated Active Directory user account, but it must be a disabled account. The following are the resource mailbox types: • Room mailbox: a resource mailbox that is assigned to a meeting location, such as a conference room, auditorium, or training room. Room mailboxes can be included as resources in meeting requests. • Equipment mailbox: a resource mailbox that is assigned to a non-location specific resource, such as a portable computer projector, microphone, or a company car. Equipment mailboxes can be included as resources in meeting requests. • Shared mailbox: a mailbox that is not primarily associated with a single user and is generally configured to allow logon access for multiple users. After a shared mailbox is created (by using the Exchange Management Shell), you must grant permissions to all users that require access to the shared mailbox. Even if this is not a resource mailbox, I mention it here because companies commonly use that kind of mailbox for collaboration or business needs. You can include both types of resource mailboxes in meeting requests, providing a simple and efficient way to utilize resources for your users. You can configure resource mailboxes to automatically process incoming meeting requests based on the resource booking policies that are defined by the resource owners. For example, you can configure a conference room to automatically accept incoming meeting requests except recurring meetings, which can be subject to approval by the resource owner. To learn more about using resource mailboxes, see Managing Resource Mailboxes and Scheduling.
Question: What limitations, if any, are there with mailboxes that have something difference such as disabled accounts, size limits, or mailboxes that are hidden?	**Response:** There was a question about mailbox moves and whether there are problems with hidden mailboxes. I believe the question was specific to the arbitration mailboxes, which do have some special rules, but aren't of the concern of the agencies. Arbitration mailboxes are defined at http://blog.chrislehr.com/2009/10/exchange-2010-what-is-arbitration.htm.

Question: I understand that there is a Support KB regarding PortQry. Can you provide more information?	**Response:** PortQry and Exchange 2010 ========== KB 310298 provides a great summary of how to use PortQry in the Exchange troubleshooting process. The tool can be downloaded here. One word of caution about PortQry is that often times security teams take issue with "port scanning."
Question: We are in the process of getting a new PC setup for the admin tools for Exchange 2010. It is Windows 7. Since it will be a while before I need it for 2010 we are trying to load Exchange System Manager (ESE) on it so I can continue to manage Exchange 2003. It is not working. We think because of the version of IIS – Windows 7. Can you find out if it is possible to use ESM for 2003 on the windows 7 machine? If not, I will need to keep a XP workstation a while longer.	**Response:** ESM for Exchange 2003 is not supported on Windows. The options that seem to make the most sense are: • Keep the existing XP workstation. • Set up a XP virtual machine and run ESM from there. • Use ESM from an Exchange 2003 server.
Question: What about employees that use MACS (Apple Computers) as their workstation and use Entourage as the Outlook client. Also what about Outlook 2011 for Mac or MacMail over IMAP connection? Are supported or not supported for migration?	**Response:** CTS does not support older mail clients such as: Entourage 2008 and earlier, MacMail, or other POP3/IMAP4-based mail clients. Outlook 2011, which is exclusive to the Macintosh, was rewritten to support Exchange Web Services and is the proper upgrade path from Entourage 2008. Outlook 2011 will be supported in the statewide environment. Further, all users may access their mail, using Outlook Web App, from any web browser by visiting https://mobile.wa.gov. Internet Explorer, Firefox and Safari all provide an equally user-friendly experience. Therefore, users will be able to access their email from iPads and android-based tablets that support the previously mentioned browsers. Email access from these devices is limited to Outlook Web App. ActiveSync support for the iPhone, Android, and Windows Mobile phone is not supported by CTS at this time.
Question: Can you confirm that after the public folders are “replicated” between our Exchange 2003 server and the 2010 server at CTS, users on both servers will be able to read and update the folder contents?	**Response:** Yes but there will be the normal content replication delay that you would experience with any Exchange environment with multiple replicas. Exchange 2010 users will be pointed to the replicas on 2010 servers only. Exchange 2003 users will continue to use the replicas on your 2003 servers. The content will replicate between the servers. 2003 users will update content on the 2003 replica and those changes will replicate to the 2010 replicas. Vice versa for the 2010 mailbox users.

Question: What type of Exchange CAL's are agencies required to have for their users in the Exchange 2010 environment?	**Response:** All agencies will need to have an Exchange CAL for each of their users. At a minimum, agencies will need a core Exchange CAL for each of their users. Agencies will need an Enterprise Exchange CAL (eCAL) for every user who will be using the following features: • Journaling • Multi-Mailbox Search • Legal Hold

Email- 9/30/11	
Question: What are the requirements for alias names?	**Response:** Spaces must be removed from **all** aliases. This includes security groups, users, and distribution groups. If spaces are not removed from aliases prior to migration, the objects cannot be managed in Exchange 2010. A listing of allowed characters is available on the Technical Resources page of the SSEP project site: www.cts.wa.gov/projects/shared_email/
Question: The *Pre-Cutover Guide* provides naming conventions for mail-enabled public folders created after migration to Exchange 2010. What are the implications if the folders are not renamed to the standard prior to migration?	**Response:** Only folders created after you migrate to Exchange 2010 must follow the naming convention. This is to ensure each is uniquely identified and provided the correct email address. Mail-enabled public folders from 2003 will migrate and continue to operate properly, regardless of their name, however they will not follow the standard naming convention, which may be confusing to some users.

Email- 12/20/2011	
Question: What is the size limit for messages and message attachments in Exchange?	**Response:** The SSE message size limit is set at 30MB. This is included in the SLA version 1, Section 2.2: Limits on Scope. This comes from the Email Shared Services "To-Be Definition" (requirements) that the CAB and Executive Steering Committee approved in June 2010.
Question: Will the sender of an email receive any notice that an email wasn't delivered to someone with a full mailbox?	**Response:** Yes, a NDR (Non Delivery Report) is generated and sent to the sender informing them that the message failed to be delivered.
Question: Do I need to setup "Calendar processing" prior to setting up the "automatic booking agent?" Can I just setup the "automatic booking agent" without setting up the "calendar processing?" (Page 17, Task 16 in the Agency Cutover & Post Cutover guide, version 5).	**Response:** The order of tasks is: 1. Automatic Booking Agent (please see: http://technet.microsoft.com/en-us/library/bb123495.aspx) 2. Calendar processing (please see: http://technet.microsoft.com/en-us/library/dd335046.aspx) If you setup the Automatic Booking Agent without setting up Calendar Processing, you will lose functionality.

Question: Outlook Web App (OWA) Mail > Options > Phone > Text Messaging provides users with the option to turn on calendar and email notifications to be sent to their phones. Is this a supported feature?	**Response:** This is not a supported feature for the Shared Service environment. If an agency chooses to allow their users to use this feature they would be doing so at their own risk. In the event that the use of the feature caused any issues with the SSE environment the appropriate actions would be taken to prevent impacts to the user base.
Question: After an agency completes their Exchange 2010 pilot migration, should new users be created in Exchange 2003 until the full migration is complete, or should new users be created in Exchange 2010?	**Response:** After the pilot is complete users can be created in either environment. If the user is created in the 2003 environment they will need to be migrated with the remaining users. If they are created in the 2010 environment they would be, in effect, a part of the pilot group.
Question: In Outlook Web App (OWA) Under Options, there is "Learn how to get Direct Push email on your mobile phone" - is this available, if so are there specific instructions? Also, under Options, phone there is "Configure phone to synchronize with Microsoft Exchange." Should this be used?	**Response:** Both of these options relate to ActiveSync offering which will be coming in the future. "Direct Push" allows Exchange to push email directly to the phone instead of waiting for a pull from the phone. These options should not be used until SSE begins offering ActiveSync.
Question: Is the Live Communication Services (LCS) service available in the Shared Services Email - Exchange 2010 offering? If so, are there any cost associated with the service, or is the service included in the $4.90 mailbox cost?	**Response:** LCS is available independently of the Exchange 2010 environment. It works with Exchange 2010 but is not included as part of the offering. Information about the offering and an application for the service is available online: http://cts.wa.gov/products/communications/livecommunication.aspx. The current rate for the service is $0.78 per user per month.
Question: Does item 12 In the Post Cutover Guide disable the functionality of the junk mail filtering for Exchange, but leave the Junk E-Mail folder visible in Outlook Web App (OWA) ?	**Response**: Yes, the folder will still be visible but the junk mail functionality will not appear (e.g., on the messages context menu the option for adding the sender to the blocked list will not appear).
Question: What are the implications/impacts of migrating disabled users' mailboxes? Specifically: Can they be migrated? Can they be managed with Exchange 2010 tools post-migration?	**Response:** Disabled users' mailboxes can be migrated to Exchange 2010 and will be managed with the same Exchange 2010 tools that will be used for all other E2010 users. The migration of disabled users' mailboxes should be discussed with the implementation/technical contacts during the pre-cutover meeting to insure that any technical details are covered.

Filtering

Filtering- 4/5/2011	
Question: How will filtering rules be administered? How are filtering rules transitioned and managed?	**Response:** Specific filtering rules will be managed and implemented from the enterprise. Agencies can request new rules which will be considered via a standard and transparent process yet to be determined.

Filtering- 5/11/2011	
Question: Will the agency be required to manually add each user in the agency to the email hygiene service?	**Response:** No, IronPort has active directory integration. Configuration will be handled by the Shared Service Email Exchange Administrators.
Question: Which product will provide email filtering, anti-malware, anti-spam?	**Response:** Ironport ESA/MSA will provide these message hygiene services**.**
Question: In the Agency Pre-Cutover Guide Version 1, the document (section How DIS IT DID IT - page 25) mentions "DIS will apply a new OWAMailboxPolicy to all DIS users that removes the Junk Mail feature from OWA." Our question is can we apply the OWAMailboxPolicy or does DIS do it at our request?	**Response:** This policy is controlled by the CTS Email administrators and will be applied globally. The Outlook Junk Email Folder policy is controlled at the agency level via the Outlook group policy settings. It is the recommended best practice to disable the Junk E-mail folder in Outlook and rely on the IronPort filtering provided by the enterprise service.
Question: On page 24 of the Agency Pre-Cutover Readiness Guide Version 1 under the heading "T+30 Activities Surrounding OWA JunkMail/Outlook JunkMail/ and IronPort EUQ" we have a question related to the last two bulleted items. The question is - should the Outlook filters be disabled to simply things at our Department? We are thinking about it.	**Response:** The primary method for filtering spam and malware will be IronPort. As such, the disabling of the OWA JunkMail filter will be done by the CTS Shared Service Administrators. It is considered to be a best practice for agencies to disable the Outlook Junk e-mail folder via group policy. This will simplify the process of reviewing JunkMail as there will only be the IronPort repository to review.

Filtering- 7/18/2011	
Question: Is there a way to access the EUQ (IronPort) from outside the SGN? The address that you gave us is http://junkmail.wa.lcl. We haven't had any questions about it yet, but what if someone is working out of the office and needs some mail that is caught by IronPort. Without remoting in through VPN or something they would not be able to check their EUQ and release any messages.	**Response:** No, you cannot access from outside the State Governmental Network (SGN).

Filtering- 9/30/2011	
Question: After junk mail filtering is turned off in Outlook Web App (OWA), will the folder still appear?	**Response:** Yes, the folder will still be visible but the junk mail functionality will not appear (e.g., on the messages context menu the option for adding the sender to the blocked list will not appear).

BlackBerry®

BlackBerry® - 4/5/2011	
Question: What about mobile device support with Shared Services Email? How do I get support for BlackBerry® or Active Sync?	**Response:** The Shared Services Email offering is currently designed to work with the existing CTS BlackBerry® offering. Agencies which currently have their own implementation of BlackBerry® will need to migrate to the existing CTS BlackBerry® offering before migrating to Shared Services Email. A review of other technologies, such as Active Sync, is currently targeted in Q3 of FY12.
Question: Will ActiveSync be available in the service? If not, how soon? Where does it fit in the future schedule? What happens to current ActiveSync users? We are wondering if we could be advised on CTS stand on using devices such as "Samsung Galaxy Tab" or "Motorola Xoom".	**Response:** The tablet devices referenced, and in general any Android based devices, require Active Sync. A review of other technologies, such as Active Sync, is currently targeted in Q3 of FY12
Question: Will BlackBerry® Service be impacted (outages) by transition to Exchange 2010? Should we migrate to the BlackBerry® service early or closer to migration date?	**Response:** For agencies currently using the centrally hosted BlackBerry® service from CTS, there will be no outages beyond the ones required for the core Exchange Migration. For agencies currently hosting their own BlackBerry® service, they will need to migrate to CTS's hosted BlackBerry® service as early as feasible, but at least 60 days prior to their email migration date.

BlackBerry® - 4/15/2011	
Question: Will all Blackberry® customers will be required to change over to a CTS hosted Blackberry® service in order to connect to the CTS Exchange 2010 email configuration?	**Response:** No, the use of CTS BlackBerry® service is not required to use the new Shared Services Email Offering. However, if an agency is connected, or will connect, to the CTS Shared Email offering, and has a requirement for BlackBerry® service, they should use the CTS BlackBerry® service. Further agencies currently hosting their own BlackBerry® service, they will need to migrate to CTS's hosted BlackBerry® service as early as feasible, but at least 60 days prior to their email migration date.
Question: Are there are any outstanding issues relating to BlackBerry®? At an earlier point in the project (prior to the pause) I had heard that there were other outstanding issues related to BlackBerry.	**Response:** The issues that this may be referring to occurred last summer and postponed our migration from BES v.4.1.6 to 5.x. Both Microsoft and RIM had show stopper issues which they both resolved around November and we completed the migration of 1600 users from 'old BES to new BES' mid December 2010. Since then the environment has been totally stable, added a significant amount of new users, and is operating with a very high level of positive customer satisfaction.

BlackBerry® - 5/11/2011	
Question: What are the changes we can expect for BlackBerry® services and are they going to include any technical requirements to this document (draft	**Response:** As identified in the Agency Pre-Cutover Guide Version 1, agencies which currently use the CTS Blackberry® service should expect no changes

version of Agency Delegated Administrator Guide) for BlackBerry® services?	to the service. Agencies which have their own BlackBerry® service will need to migrate to the CTS offering prior to the Exchange migration. Instructions for joining the CTS BlackBerry® service can be found online: http://cts.wa.gov/products/Communications/blackberry.aspx

BlackBerry® - 7/18/2011	
Question: What guidance can you provide to BlackBerry® users who have delegates or who do not have delegates for best calendar support?	**Response:** The Shared Services Email ***End User Training Guide***, Version 1 provides guidance in general for Outlook users. The Outlook Meeting Request: Essential do's and don'ts on page 16 of this Guide should be followed by all users including BlackBerry® users. BlackBerry® users that have delegates should also follow the Basic Guidelines under Granting Delegate Access on page 20 of this Guide to achieve the best results.

Secure Email

Secure Email- 5/11/2011	
Question: Which product has been selected to provide secure email services? How will agencies that currently use secure email services transition their users to the new secure email service? Have you considered the accessibility requirements?	**Response:** The vendor and product for secure email function will be procured through a RFI/RFP process. Further information on the secure email service implementation and transition of users will become available after this process is complete. All requirements are being vetted as part of the acquisition process.

Application Integration

Application Integration Readiness Template – 4/5/2011	
Question: We're in process of completing the Application Integration Readiness Template. Are all of the data elements required? Some of the information isn't easily gathered and it doesn't seem pertinent to this effort.	**Response:** All of the data elements are required to ensure a complete analysis can be done and a smooth transition is possible.
Question: What is the intent of the "frequency of use" and "messages per use" questions in the Application Integration Readiness Template?	**Response:** The project is seeking to understand a rough estimate of volume to assess capacity impacts.
Question: Is there a difference between emails going to internal agency user IDs, and emails going to external customers, as referenced on the Application Integration Readiness Template?	**Response:** Yes. A SMTP relay to the internet is one for which we would need a manual entry. Policies for internally routed mail relay are still being discussed. This discussion will continue in the ETAG.

Application Integration Readiness Template – 4/15/2011	
Question: Application Question: CDO – I have developers who say they have developed web forms using CDO but they do not use Exchange to send mail. They use SMTP for sending mail. Do those applications need to be changed?	**Response:** Possibly, we would need to know the nature of the CDO usage. What is the application doing with CDO? There are some cases where it may not need to change, but we need more detail to answer assuredly. A meeting should be scheduled to discuss further.

Service Level Agreements

Service Level Agreements- 4/5/2011	
Question: When will a Service Level Agreement (SLA) be available?	**Response:** The development of an SLA is still in progress with a target for completion at the end of May. Farrell Presnell is leading a team to review the contents of the SLA. Information about the SLA will be communicated at the monthly Agency Implementation Coordinator meetings.

Enterprise Active Directory (EAD)

Enterprise Active Directory (EAD)	
Question: I am not currently a member of Enterprise Active Directory and I understand it is a prerequisite to participating in Shared Services Email. How do I get started to understand this offering from CTS?	**Response:** Enterprise Active Directory is a prerequisite to participate in the Shared Services Email offering. CTS has a current service offering for Enterprise Active Directory. Please contact Steve Lovaas or Jim Hammond as you Shared Services Email Client Liaison or the CTS Service Desk to get started.
Question: Is CTS discussing an alternative to the single-forest EAD implementation? Are we going to hold off on non-EAD agencies until after everyone else has migrated?	**Response:** The Shared Services Email project assumes that agencies are members of Enterprise Active Directory (EAD). This was part of the assumption set for Shared Services Email that was presented to the Customer Advisory Board (CAB) and the Enterprise Steering Committee (ESC). Agencies ready to begin the steps to become members of the EAD can initiate that process by contacting the Client Liaison – Jim Hammond or Steve Lovaas. Two agencies have requested that an alternative approach for EAD be considered for Washington's Active Directory. This will require a review of impacts to the existing EAD service and implications for the Shared Services Email project. When surfaced in the CAB in February of 2011, it was referred to the Enterprise Architecture Committee (EAC) for review.

Communication

Communication – 4/15/2011	
Question: How will information on agency issues get back to the agencies and also shared with other agencies?	**Response:** The Shared Services Email Project will use the communications methods described in the Agency Re-Engagement Plan to provide information and opportunities for sharing issues, concerns, lessons learned, and best practices. In general the Agency Implementation Coordinators will meet monthly to review information relevant to the migration planning activities. When questions surface in these meetings or other venues, CTS will make responses and information more broadly available in the form of updated FAQs (like this one) as a method of sharing information.
Question: Should we do the work to migrate now if we are an agency that is likely to consolidate?	**Response:** Yes. Movement of the mailboxes is independent of any domain consolidation or restructuring.

Best Practices

Best Practices – 4/15/2011	
Question: What is the source of the Best Practices that are referenced in the Pre-Cutover Readiness Guide, Page 9? Are they from Microsoft, from CTS or a collaborative recommendation	**Response:** These recommendations are from CTS with a lot of input from Microsoft and Symantec (Vault) which take into account the configuration and capabilities of the Shared Service Email service implementation along with general best practices from our vendors.

Agency Exchange Pre-Cutover Guide

Agency Pre-Cutover Guide – 5/11/2011	
Question: In the Agency Pre-Cutover Guide Version 1, task 42 says "Confirm all Agency Users are Upgraded to Required Outlook Version " that contains these sub-item "Outlook 2007 Service Pack 2 with February 22, 2011 Hotfix package." Our question is do we need to install that hotfix package? Our desktop lead says that we have not experienced the problems listed on the hotfix web page (http://support.microsoft.com/kb/2475891), and our policy is not to install a hotfix unless we have seen the associated problems. Do we need it for some reason known to CTS?	**Response:** Yes, the Service Packs and hotfix rollup packages for Outlook which are specified in the Agency Pre-Cutover Readiness Guide Version 1 are required prior to migration.
Question: In the Agency Pre-Cutover Readiness Guide Version 1, referring to page 10 - item 6: In CTS Exchange 2010, there will be no spaces in aliases for DLs, but there can be spaces in the display names of DLs. Is that correct?	**Response:** Yes.
Question: On page 14 of the Agency Pre-Cutover Readiness Guide Version 1 there is a sample chart under the heading "Identify User Migration Wave List". Is the "OWA Policy" column referring to the OWA Mailbox (Junk Mail) policy discussed later in the document?	**Response:** No, this is a sample migration wave list. Each agency will need to create its own list with attributes which are meaningful to your agency. Additional clarification will be added in the forthcoming Agency Pre-Cutover Readiness Guide Version 2.
Question: In the Agency Pre-Cutover Readiness Guide Version 1, on page 14 under the heading "Identify User Migration Wave List", item #5 indicates in part, "Identify mailboxes larger than 705 MB." Is the "705 MB" a typo? If so, should this read "750 MB"?	**Response:** Yes, this is a typo. It should read 750 MB. Additional clarification will be added in the forthcoming Agency Pre-Cutover Readiness Guide Version 2.
Question: In the Agency Pre-Cutover Readiness Guide Version 1 on page 15 under the heading "Public Folders" the last line of item #2 ends with "...just as end users are treated." Please clarify this statement. Do you mean "...just as existing end user Display names are exempted."?	**Response:** Yes, this does mean that existing public folders are exempt from the new naming policy.
Question: In the Agency Pre-Cutover Readiness Guide Version 1, on page 16 there is a section heading "Configure IPSec Kerberos Exemption Rule". Is this applicable to ALL agencies?	**Response:** Yes, this is applicable to all agencies. It is a requirement of the Windows Server 2008 Domain Controller that the project team will be setting up on the agency's behalf.
Question: What is the deadline date to have the Domain Controller (DC) in the WAX domain?	**Response:** As identified in the Agency Pre-Cutover Guide Version 1, the DC will need to be in place 10 days prior to the cutover date. This activity is coordinated with CTS staff and performed by CTS staff.

Agency Delegated Administrator Guide

Agency Delegated Administrator Guide – 5/11/2011	
Question: I reviewed the draft version of the Agency Delegated Administrator's Guide (ADAG) and have a question: Will it be a requirement to use a public IP for the 2008 DC?	**Response:** No, the DC will be a virtualized server, hosted at CTS, and use an IP from the Exchange subnet.

Agency Delegated Administrator Guide – 7/18/2011	
Question: I asked CTS whether multi-mailbox search in Exchange 2010 must search tombstoned messages. Is that configurable? I understand that there may be legal situations where searching tombstoned messages is necessary. But where it is not necessary, searching and reviewing those messages will be burdensome. I think that AAG's should weigh in on whether it is wise to set the precedent of searching tombstoned messages regularly. Note that if we had to search tombstoned messages in our current environment, everyone would have to go to their Deleted Items folder, and restore all deleted messages that had been emptied out of there in the last 30 days.	**Response:** A default search will not include items in the dumpster. There is a optional parameter (SearchDumpster) that includes the items in the dumpster.
Question: I thought we were told that client agency help desk or email admins would also be delegated the ability to track messages on behalf of the users. Is that still true? Or will the tracking be limited to individual users tracking their own messages only?	**Response:** The approach to delegation of message tracking has been refined in the Agency Delegated Administrator's Guide. The ability to do message tracking will not be delegated.
Question: Regarding administrative workstation connectivity to Exchange servers. Has this been vetted with CTS Enterprise Security Services? It may be a better practice for CTS to configure the firewall to allow admin workstation connectivity from specific IP addresses at client agencies.	**Response:** The connectivity for the administrative workstations is based on the Microsoft recommended design for the environment. The network design and security has been appropriately reviewed and approved.
Question: Will agency administrators be able to remote desktop into the virtual DCs?	**Response:** At this time there are no plans to allow remote desktop access to the virtual DC's. These domain controllers will be configured to replicate with the domain controllers at the agencies. All changes made within the agency will be replicated to the Exchange 2010 environment and vice versa.
Question: The list of Exchange 2010 cmdlets which will and will not be available is nice to have, but what does it mean? We need specific examples of activities which will require a CTS ticket. For example, Set-OwaMailboxPolicy will not be available. Does that mean that we would need to ask CTS to enable/disable OWA for each account?	Response: The cmdlets are the basis for all administrative tasks within Exchange 2010. If a cmdlet or one of its parameters is not delegated then the agency will need to request the change through CTS.

Training

Training – 5/11/2011	
Question: It appears that the amount of change from Exchange 2003 to 2010 is significant and therefore training in Exchange 2010 administration might be beneficial. I would assume that the individual agencies are responsible for that on their own. Are there any recommended courses? Since CTS will be managing the physical servers and the central admin responsibilities, the training needed by the hosted agencies would not have to be all-encompassing. It could be abbreviated and focused to the needs of the state agencies using CTS for email.	**Response:** CTS is planning to offer some training for the administrative roles. This is being coordinated with Microsoft and we expect to communicate these dates/times shortly. We are targeting a couple of hour-long sessions to provide this type of information. We will send more information regarding the training when the schedule has been finalized.

Migration

Migration – 5/11/2011	
Question: It looks like quite a bit of change in terms of the tools used and the admin permissions. Is there any estimate on when we are being migrated to Exchange 2010? I'm wondering how long we have to be ready. We (the Dept. of Services for the Blind) have already migrated our email to CTS. Our mailboxes are hosted by SSVMXOLY02 in the SSV domain.	**Response:** Jim Hammond is the Project Client Liaison from CTS who is coordinating with your agency regarding the planning for migration. Because your department is currently using the Vault, your migration will be scheduled after the upgraded vault infrastructure is implemented. Per our project schedule, that is targeted for September 30, 2011.

Contact Information

Contact	
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