

FHDA Communication Suite
Action Items and Issues

June 12, 2012

Ref #	Date Identified	Reported By	Activity/Issue	Needed By	Priority	Lead/ Owner	Verified/ Tested By:	Category	Status	Approved Completion By:
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	Pending	
7	4/19/12	Project Agenda	Document Exchange Environment	5/18/12	Low	Vartan		Conversion/ Migration	Pending	
12	5/2/12	Sharon	We anticipate that there will be items unique to FHDA and further training is/will be made available at additional cost. What is the recommendation for formal training for our sys admins and application admins? It is unclear what training will be made available to the 'application' administration role and who will have the role of managing the resources (conference rooms and the moderators of those resources, if any) and the District calendar - holidays etc.	6/15/12	Moderate	Vartan		Deployment/ User Experience	Pending	
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	In-Progress	
19	5/16/12	Project Agenda	Decided on Backup method - Tom - We have decided that the Zenith appliance is the appropriate solution for implementing a data backup & recovery process for the Exchange platform. Assume you will work with STA on acquiring the appropriately sized appliance for the FHDA/Exchange platform. It is my understanding that our support agreement with STA contains obtaining STA professional services assistance from STA to install and configure the Zenith if we determine we need their help – please confirm.	6/6/12	Moderate	Chien	Rob	Technology	In-Progress	

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20	5/16/12	Project Agenda	Stress testing of I/O and overall performance is required before going into final testing and production. Vartan suggests using Microsoft Jetstress utility http://technet.microsoft.com/en-us/library/ff706601.aspx . Using matrices Tom has used in the past and tools available in Exchange. A series of measurements will be applied and results available for review on 5/25/12. Vartan - Discussed with Tom and team briefly 6/4/12. We agree it is important, but we are short on resources right now. Adding another STA body doesn't help because Ryan and Norbert are also tied up with projects.	6/15/12	Critical	Vartan	Tom, Norbert, Ryan, Chien	Technology	In-Progress	
31	5/26/12	Sharon	Quota and retention, set up warning message for initial conversion and what is the limitation of size of mail box	5/31/12	Moderate	Chien	Vartan	Deployment/ User Experience	Pending	
37	5/26/12	Chien	Update documentation with changes for training	On-going	Moderate	Susan		Deployment/ User Experience	In-Progress	
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. Vartan - Needs further discussion Project Meeting. - Decision 6/6/12 turn off.	6/15/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	
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. Vartan - Related (same) as item 45 above	6/15/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	

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56	5/29/12	Sharon	District Holidays - will there be a District Group Calendar available for all to view? Or will a template calendar be set up as the basis for everyone's calendar so the District holidays show up? It was like this in Meeting Maker - Add to Crosswalk doc - research method before adding to Crosswalk or documentation	6/30/12	Moderate	Vartan	Sharon, Susan,	Deployment/ User Experience	Pending	
58	5/29/12	Sharon	<p>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</p> <p>Disabling the Change Password function in OWA Matt thought it was disabled but Vartan reports it is not disabled. Is this the Password Change function disabled or not? If not, it needs to be disabled given we have 120 users already on Exchange and another 174 being converted Jun 15. The policy is all password changes for employees must be made in Luminis/MyPortal</p> <p>Contractor Accounts & Forcing Password Change Sharon Luciw said that a policy had been developed for creating Exchange accounts for contractors. Since contractors will not be defined to Banner and thus won't be provisioned thru Banner/Luminis to Active Directory, Exchange accounts will be manually created thru some process and the format of the account name will be V_lastnamefirstname. As this relates to the password function, Sharon then went onto state that the policy that will be implemented for contractors is that their Exchange password will expire after 90 days and they will be required to provide a new one. So, the question with this is: If we disabled the Change Password function for OWA, how will contractors be able to change their passwords?</p> <p>Vartan responded that he was not sure if OWA could be configured to do the following:</p>		Moderate			Deployment/ User Experience	Pending	5/30/2012 Reopened 6/12

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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 Chrome with suggested correct words Add to crosswalk differences with the "Signature" between browsers Cross walk must describe the password reset process	6/5/12	Moderate	Sharon	Susan	Deployment/ User Experience	Pending	
61	5/29/12	Sharon	Probably a new FAQ item - talk about the export in Meeting Maker that can import into an Outlook Desktop Client - this really isn't the best way since you still have to invite all the attendees and the conference room. And you need to verify reoccurring meetings have been migrated and if you miss setting up a meeting properly, it may cause a productivity problem.	6/15/12	Moderate	Sharon	Susan	Deployment/ User Experience	In-Progress	
63	5/29/12	Sharon	Comparing Meeting Maker Department Calendars with Department Email accounts - remove duplicates - add Meeting Maker Dept. accounts to Tom Roza's Deployment lists	6/1/12	Critical	Sharon	Josie	Deployment/ User Experience	In-Progress	
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	In-Progress	
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	

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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>Chien - Good point, Ryan, this will interrupt our conversion and slow things down. Should we increase the size of attachment for conversion and lower it down later? I like to add this to our issue list for discussion.</p> <p>Sharon - I was under the impression the attachment size was to stay the same as what is currently on Sendmail and would address the attachment size threshold at a later date. This way we would not disrupt any District business.</p> <p>Jack - I will add this to the issues list. However, I believe Sharon is correct. We talked about dropping it to 2MB then decided to size later. – Phase two item. - remove restriction until more research is done.</p>	6/8/12	Moderate	Chien	Sharon, Ryan, Fred, Norbert, Tom	Deployment/ User Experience	In-Progress	

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84	6/4/12	Chien	<p>Load Balancer Direction from technology meeting :</p> <ul style="list-style-type: none"> • Needs to be separated and isolated; currently using Microsoft load balancer software. • Zeus is a better option (hardware). <ul style="list-style-type: none"> o Will need a server platform for second Zeus load balancer; have universal license with EIS load balancer. (Norbert is assigned to build it) o Put ports onto load balancer. o Change DNS pointer; remove load balancer – will need control outage window. (Tom and Lisa) o Norbert will begin building server platform. <p>Chien - Here is the plan:</p> <p>I am asking a loaner from A10 network, this is an appliance and high performance unit (7G throughput compare with 1G we have), I will ask you to evaluate to see if this will fit for our system, A10 is a specialized load balance vendor, and their equipment is carrier grade switching equipment, currently Tweeter, Yahoo, and Microsoft are their customers.</p> <p>If this works out I will purchase two units for the Exchange load balancer, if not we will stick with Zeus. Purchasing is working out the loaner agreement, and I have the clearance that we can purchase it if test out OK.</p>	?	Critical	Tom	Norbert, Ryan, Tom, Vartan	Technology	In-Progress	

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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. o Decision is made by the team to clone Sendmail to another database, and will start to migrate the larger group early of the schedule in a daily basis. - 6/7/12 Sendmail clone completed. <p>Tom 6/11 - -STA tested using 2nd Sendmail instance and results were very favorable; with start around-the-clock migration of historical accounts on Jun 12</p> <p>-STA will discontinue using the GUI process for their conversion and use a more efficient process</p> <p>-Script to forward all new emails to Exchange with keeping a copy on Sendmail will be implemented before Jun 15 by ETS</p>	6/8/12	Critical	Tom	Tom, Norbert, Ryan, Chien	Conversion/ Migration	In-Progress	
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	
88	6/4/12	Kam Chedid	Windows Outlook Desktop Client - configure the client and it appears to verify -set up the connector and then the application will not launch. Windows 32bit; Outlook desktop client 2010; Windows XP and Outlook 2010; and Windows 7 64 bit - Need to review and verify documentation.		Moderate	Sharon	Susan, Ryan	Conversion/ Migration	In-Progress	
89	6/4/12	Kim Winn	Firefox 8 on Apple - cannot open attachments - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate	Sharon	John V.	Deployment/ User Experience	In-Progress	
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	

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92	6/4/12	Victor Baliguat	OWA new email, click on address book; search for name, right click on name on right side of address book window and cannot copy and paste into the email TO address box; see item 49 John Vandercook and browser froze. In Safari, right click on name and opens a new email message to send to the individual Safari did not freeze with Safari version 5.0.6 - Firefox upgrade or Safari - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate	Sharon	John v	Deployment/ User Experience	In-Progress	
93	6/4/12	John V.	OWA Firefox 12 on a Mac 10.5.8- new email, clicked on address book, typed name to search in box, double-click on highlighted yellow and the browser froze. - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate			Deployment/ User Experience	Pending	
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	Pending	
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	In-Progress	
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	In-Progress	

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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	In-Progress	
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	In-Progress	
99	6/4/12	Terry Rowe	Under Firefox 10 on a Windows 64 bit 7, Java script error - under Options in OWA - If click on Organize email, it creates an error, Groups, Settings etc. too. For everything but the account tab produces an error. Java was just upgraded, version 10; doesn't occur under Firefox 12 - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate	Sharon	Matt, Terry	Conversion/ Migration	Pending	
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 than worked was his first name. - Possible FAQ someone needs to research.		Moderate	Sharon		Deployment/ User Experience	Pending	
102	6/4/12	Josie Hernandez	XP and Firefox 12 and IE and could not scroll to see emails in the list. When viewing an email in the window at top are blue up and down arrows to go to next and previous emails -doesn't work. - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate	Sharon		Deployment/ User Experience	Pending	
103	6/4/12	Josie Hernandez	XP and Firefox 12 - could not change the pane views in OWA from right, left, bottom. - Needs verification test and possible FAQ also check other browsers.	6/15/12	Moderate			Deployment/ User Experience	Pending	
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	
105	6/5/12	Hoang Van	OWA has an option available to import contacts directly into OWA via a text file. Can we turn this OPTION on? - Verify if this is true, if so, turn on the option.	6/6/12	Critical	Sharon	Vartan	Conversion/ Migration	In-Progress	

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106	6/5/12	Victor Baliguat	In Windows Outlook 2010 Client, there is an option to download the District address book/directory to your local hard drive for use when offline. Right now he gets an error message when attempts to download the directory - is this something where we need to turn ON a feature/privilege on the server?		Low	Sharon	Vartan	Deployment/ User Experience	Pending	
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	
108	6/5/12	Sharon for Christina Espinosa-Pieb	Will my groups, contacts, lists in Webmail/Sendmail migrate to Exchange? Chien said no. Is there no way to do this? - Need FAQ.		Low	Sharon	Susan	Conversion/ Migration	In-Progress	

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109	6/7/12	Ryan Anthony, Shan Lu, George Hein	<p>Shan Lu report not all contents of Sent folders migrated from Sendmail to Exchange.</p> <p>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 referenced reduces the adverse impact. Of course, we would prefer a 100% migration success rate, but it is what it is.</p> <p>However, Ryan reported that he had entire folders that were not copied - that is more troubling. A few missing emails is one thing - not converting an entire folder or set of folders is another. Do you have any thoughts on this and what corrective action might be required?</p> <p>Chien 6/11 - In the interest of saving everyone's time, I propose the following solution:</p> <ol style="list-style-type: none"> 1. Find out why Sharon and Shan Lu why their sent folder did not migrate, is this a special name account issue (Tom), or something else that cause the skip of their accounts (Vartan/Shelby), we need to lookinto this ASAP> 2. If we know the reason why, just include them as part of the next group migration target, migrate the remaining email that way. <p>STA needs to look into this problem and provides feedback quickly regarding #1.</p>		Critical	Vartan	Tom, Ryan	Conversion/ Migration	In-Progress	

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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 Jun 7: Sharon LO advised that all contractors are being assigned an Exchange account with the format V_lastnameefirstname - this explains why there are two addresses in Exchange/GAL Jun 8: Advised Vartan & Matt to retain email account ith V_ format and delete the other	6/11/12	Critical	Ryan	Matt	Conversion/ Migration	In-Progress	
111	6/7/12	Susan	It appears that the OWA Options/Change Password function is still enabled - it should be disabled	6/15/12	Critical	Matt	Vartan, Ryan, Norbert	Conversion/ Migration	Completed	
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 allow contractors to change their password every 90 days		Moderate			Deployment/ User Experience	Pending	
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.	6/15/12	Moderate	Vartan	Tom, Ryan, Norbert	Conversion/ Migration	Pending	

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114	6/9/12	Pat Hyland	<p>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' Cc: 'Pat Hyland'; 'Rob Schaeffer' Subject: Production Critical - Fw: Super User - Email calendar conversion pre-launch notice Importance: High</p> <p>User did not migrate correctly.</p> <p>Owner: Vartan</p> <p>Last update: 6/10/12 11:31PM from Pat</p> <p>Current Status: See emails below. - Emails not attached to Action and Issues List. Available if needed.</p> <p>Needed action: Repair.</p>	6/11/12	Critical	Vartan	Tom, Norbert, Ryan	Conversion/ Migration	Completed	
115	6/11/12	Sharon	<p>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.</p>	6/11/12	Critical	Tom	Ryan, Norbert, Matt	Conversion/ Migration	In-Progress	