

FHDA Communication Suite  
Action Items and Issues

July 11, 2012

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed	Priority	Lead/ Owner	Verified/ Tested	Category	Status	Approved Completion
7	4/19/12	Project Agenda	Document Exchange Environment <b>7/11</b> – Vartan will send documentation package, target date 7/13, for review by the team. Discussion and Q&A will take place as part of the transition meeting on 7/18.	7/13/12	Moderate	Vartan	Project Team	Conversion/ Migration	In-Progress	
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. 7/10 – Jack – Re assigned to Jack as part of transition planning. <b>7/11</b> - Jack to set up conference call with Rob and Vartan to discuss training and transition. Item to be discussed during transition meeting on 7/18.	7/18/12	Moderate	Jack	Rob, Vartan	Deployment/ User Experience	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. Zenith Backup Appliance Decided. 6/20 - Ryan and Vartan to work on a backup work-around until Zenith can be installed. 7/10 – Vartan - STA recommend Zenith or Continuum - reassign to Tom/Chien <b>7/11</b> – Ryan to work on interim backup method until Zenith appliance can be funded and installed.	7/18/12	Critical	Ryan	Norbert, Tom	Technology	In-Progress	
20	5/16/12	Project Agenda	<b>7/11</b> - This item was changed to performances testing and verification. It is to be completed over the next week after load balancers are in place. Review will take place as part of transition on 7/18.	7/18/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-Progress	

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84	6/4/12	Chien	<p>6/27 - Zeus LB licensing was just made available Jun 26. It was agreed to execute stress test after Zeus LB was installed and operational as part of the production platform. Given all the issues being worked as a result of the De Anza conversion.</p> <p>7/11 - Load balancers are ready to be tested and put in production. Ryan and Vartan will talk about needed configuration changes on 7/11. Load balancers will be put in production on 7/13. Fail over testing will then be planned prior to 7/18.</p>	7/18/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-Progress	
92	6/4/12	Victor Baliguat	<p>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.</p>	7/18/12	Moderate	Sharon	John V	Deployment/ User Experience	In-Progress	
102	6/4/12	Josie Hernandez	<p>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.</p>	7/18/12	Moderate	Sharon		Deployment/ User Experience	Pending	
103	6/4/12	Josie Hernandez	<p>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.</p>	7/18/12	Moderate	Sharon		Deployment/ User Experience	Pending	
114	6/14/12	Chien	<p>After the migration is completed, we need to re-direct the old webmail sign in to the new email.fhda.edu link, this is part of the original plan to include the merge of both system DNS into one.</p>	On-Going	Moderate	Sharon	Kelly	Deployment/ User Experience	Pending	

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121	6/15/12	Sharon	<p>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 distribution lists? This is going to become important come post July 6th.</p> <p>Tom 6/18 - I am not aware of any discussions that have been held since the Exchange project began where there the topic of Exchange Calendaring invitation lists was brought up, what "rules" or policies govern them, and if there is even a way for people to opt in or opt out of an Exchange meeting invitation list.</p> <p>For Jack: This issue cannot be resolved via email – I assume it needs to be an agenda item at some formal meeting with STA leading the discussion on what functionality and capabilities Exchange provides regarding Exchange calendaring and the requirements and topics Sharon has referenced in her email. at gateway need meeting of ETS owner.</p> <p>7/11 – The group has not met yet. May be a topic for the transition meeting on 7/18.</p>	7/18/12	Moderate	Sharon	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Pending	

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144	7/3/12	Chien for Joe M.	<p>Joe - I am beginning to receive calendar requests from various folks on campus. I have noticed a couple of things you might want to investigate with your staff. 1. When I received an email alert about a new calendar request, it appears to be duplicated. By responding to one of the requests, the duplicate disappears and the notice indicates that I have responded to the request. In short, the calendar request functionality seems to be working, but I think the duplicate will confuse many users. 2. When responding to a calendar request I have found that OWA freezes and can only be recovered by closing and restarting the browser and logging in again. I found this with requests from two different users. Before we push too hard on calendar conversion we should probably get this one resolved. Have you had any other reports of OWA locking up?</p> <p>Chien -More information... Joe was having problem with outlook invitation showed up in his inbox twice for the same meeting, he click accept for one, and both invitations went away, but his browser session after he performed the accept operation locked up. The only way to get out is to close it and start a new session. This is quite unusual, he mentioned it came from Charles Allen and Sharon, I think we need to find out what exactly the steps Charles and Sharon have done to set up the meeting invite to re-create the situation, I do not think this is a browser related issue, rather the OWA may have a condition triggered by certain way we set up the meeting. Charles, Sharon: can you provide more details?</p> <p>John V. - I set up one meeting today in Exchange. However, I also have the same standing meeting in Meeting Maker. I read something about Charles Allen having similar issues. One common thread, I believe Sharon, Charles and I all are using Notify Link to synch or Meeting Maker with our Black Berry phones. in the past I have received Exchange invites form outside entities that have shown up in my Meeting Maker and Blackberry calendars. That said, none of the FHDA Exchange meetings I or others have set up have showed up on either my Blackberry or my Meeting Maker but I can't help but</p>	7/18/12	Moderate	Sharon	John V.	Conversion/ Migration	In-Progress	

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148	7/10/12	Susan	I've run into two problems: <b>Second item Ref#152</b> 1. I tried to schedule a meeting using the desktop version and the Scheduling Assistant is unable to retrieve schedules for people I've invited to the meeting. When I used OWA to schedule meeting it works fine. Here is a screen shot. Note message in lower right corner box and that both Kari and room show as Tentative. I then tried the same thing in OWA and did not have a problem:	7/18/12	Moderate	Vartan	Susan	Deployment/ User Experience	In-Progress	
149	7/10/12	Carol Cini	NAME OF COLLEGE ("DEANZA") REQUESTED IN EMAIL ADDRESS, AND NOT JUST "FHDA": How can we set our email to show with the last name of our college in it? (e.g. "deanza.edu", instead of "fhda.edu", since most people off-campus do NOT know what "fhda" is, but they would recognize the name of the college, and most academics have the name of their college in their email and not some unknown acronym). When I type in my email address "cinicarol@deanza.edu" in the "From" line, I get a warning message with a "!!": "You don't have the permissions required to send messages from this mailbox." There does not seem to be any option to choose the name of the college under "Account" (in "Options"), or am I missing something (is it in Address book, perhaps, and if so, how could I set that up)? Could you please create such an option under "Account," or please let me know how to set this up? We were told under FAQ that our email address will not change, and I would like to keep the email address with the name of my college in it, so that my contacts will know where I am from, and my students will also. <b>7/11</b> – Possible use of company field in Active Directory. Need for discussion to decide business decision as to the use of fhda.edu, deanza.edu and foothill.edu. Also if exceptions would be aloud and why.	7/18/12	Moderate	Sharon	Chien, Ryan, Matt	Conversion/ Migration	In-Progress	

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152	7/10/12	Susan	2. I received a shared calendar request in desktop Outlook 2010. When I replied and error message displayed. Here is the screen shot: When I went into OWA, I was able to successfully accept and reply to sharing request. I think there may be a problem with how my desktop is communicating with Exchange. Any idea? It is set up based on the documented instructions (attached). It would be good to find the problem now and correct the instructions.	7/18/12	Moderate	Susan	Vartan	Deployment/ User Experience	In-Progress	
153	7/11/12	Tom	Need to plan the appropriate steps and timing to shutdown Sendmail	7/18/12	Moderate	Tom	Vartan, Ryan, Norbert	Technology	Pending	
154	7/11/12	Sharon	It was decided to leave the Meeting Maker server up until 7/29 to allow more time for calendar syncing. Stating 7/15 Exchange calendaring will be the source of truth of appointments. Sharon will send an email to all users so stating.	7/18/12	Critical	Sharon		Deployment/ User Experience	In-Progress	
155	7/11/12	Vartan	Need to plan the appropriate steps and timing to remove Exchange 2007	7/18/12	Moderate	Vartan	Tom, Ryan, Norbert	Technology	Pending	
156	7/11/12	Jack	On 7/18 there will be an afternoon session for training and transition. Vartan will be on-site for the day. Jack will prepare an agenda. Please submit questions related to support of the Exchange environment to Jack to help use the time effectively.	7/18/12	Critical	Jack	Project Team	Technology - Deployment/ User Experience	In-Progress	
157	7/11/12	Sharon	Directory configuration for Mac Outlook client. Tom's team already knows we need this answer. Sharon to Tom - I need to know the configuration setup for the Apple Desktop Client to access the District Directory. I just got off the phone with Kam who claims it works and you don't need to do anything. Well, I can disagree that I don't need to do anything because mine doesn't work. I hope to have Kam show me the Apple client that has access to the District directory so I can see where my configuration went wrong.	7/18/12	Moderate	Tom		Deployment/ User Experience	In-Progress	

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158	7/11/12	Susan	<p>In the directory there are buttons titled "Arrange by name" &amp; "A on top" which look like they should be links, but clicking them doesn't do anything. (Although you do get the hand pointer like with a link) Did this get turned off for some reason?</p> <p>From Chien - The sort order label works for private built contact and personal group list, but it does not work for the address book, this points to one question - access issue, I believe anything the user build for themselves can be sorted, what is the difference between the address book and individual contact list?</p> <p>How can we enable the same sorting function for company address book?</p> <p>From Matt - A little bit of Googling suggests this is not permitted, and there are no hidden features or access issues that provide this functionality.</p> <p>I can imagine that Microsoft may have reasoned this is a good thing as you would not want users attempting large sorts of 1,000s (or 10,000s in larger organizations) of person entries. One must also consider the fact that address book entries are viewed as a single composite name. There is no applied use of separate first and last names when browsing the GAL. Exchange/Active Directory makes extensive use of the "Display Name" field, and this is one of those situations.</p>	7/18/12	Moderate	Susan	Matt, Ryan, Chien	Deployment/ User Experience	In-Progress	