

FHDA Communication Suite
Action Items and Issues

June 26, 2012

Ref #	Date Identified	Reported By		Date Needed By	Priority	Lead/ Owner	Verified/ Tested By:	Category	Status	Approved Completion By:
7	4/19/12	Project Agenda	Document Exchange Environment	On-going	Low	Vartan		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.	6/30/12	Moderate	Vartan	Jack	Deployment/ User Experience	Pending	
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. <u>Zenith Backup Appliance Decided</u>	6/22/12	Critical	Vartan	Ryan	Technology	In-Progress	
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. 6/20/12 – A work group will meet next week to decide on matrices and desired results.	6/29/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-Progress	
37	5/26/12	Chien	Update documentation with changes for training	On-going	Moderate	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	
63	5/29/12	Sharon	<p>Comparing Meeting Maker Department Calendars with Department Email accounts - remove duplicates - add Meeting Maker Dept. accounts to Tom Roza's Deployment lists. This is done to match the migrating group. Next list due: 6/22/12</p> <p>Chien to Sharon – 621 - During this morning's Banner student weekly meeting, both colleges are concerned about their departmental email accounts, they mentioned some of them are mission critical account they use to communicate to students regarding their registration announcement and issues.</p> <p>I know you are in the process sending and collecting this list from both colleges, and that is what I told both colleges, I also told them if we did not have the list or miss some of the accounts, they will still have access to the accounts in the legacy system. Once the account is set up, you will be the focus point to let them know the new password to login to the account.</p> <p>Tom is going to contact you to coordinate the list, any other issues, please let me know.</p>	On-going	Critical	Sharon	Josie	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>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>	7/6/12	Critical	Chien	Norbert, Ryan, Tom, Vartan	Technology	In-Progress	
89	6/4/12	Kim Winn	<p>Firefox 8 on Apple - cannot open attachments - Needs verification test and possible FAQ also check other browsers. John Vandercook will verify with user.</p>	6/29/12	Moderate	Sharon	John V.	Deployment/ User Experience	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>	6/29/12	Moderate	Sharon	John v	Deployment/ User Experience	In-Progress	
93	6/4/12	John V.	<p>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. - have verified, possible FAQ also check other browsers.</p>	6/29/12	Moderate			Deployment/ User Experience	In-Progress	
98	6/4/12	Terry Rowe	<p>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 ?????</p> <p>6/29 - Reopened to assure clean up is done at end of migration.</p>	7/18/12	Low	Vartan	Matt, Sharon	Conversion/ Migration	Pending	Reopened 6/29/12

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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.	6/29/12	Moderate	Sharon	Matt, Terry	Conversion/ Migration	In-Progress	
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.	6/29/12	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.	6/29/12	Moderate	Sharon		Deployment/ User Experience	Pending	
114	6/14/12	Chien	Webmail legacy system web site information update, our current web site has many outdated information regarding the webmail sign in process and/or general reference to the legacy web mail account operations (ugly name maintenance for example), this needs to be changed after all users are converted.	7/15/12	Low	Sharon		Deployment/ User Experience	Pending	

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120	6/16/12	Tom	<p>Tom - The mailbox server lost connection to the Exchange database - why is unknown at this time. Vartan, another tech from STA, and Ryan Anthony worked together to analyze the state of the entire platform and restarted a number of services to re-establish normal operations for the platform. That apparently worked since the Exchange platform is operational as you already have discovered. Root cause of the original problem is unknown as far as I know. Vartan and his team are continuing problem diagnostic work to determine root cause and develop permanent corrective action. Vartan - We got a call approximately at 4:30. Tom reported he couldn't log into Exchange.</p> <p>I called ACE and we quickly realized that somehow MB1 had lost it's ability to contact the Disk which holds the VM Guest information. We restarted it hoping for a quick fix because all of the other systems on the same disk were fine.</p> <p>After reboot we had a conference call with Ryan, Tom and Ace share what each of us knew and discuss a strategy.</p> <p>It was determined that we should take a manual backup (just as a precaution) and then run the Microsoft Exchange Repair tool to help the database get back into a healthy state, which was necessary for us to mount the database.</p> <p>Minutes after that call, Sharon/Tom reported that we were back up again.</p> <p>We did nothing to resolve the issue. As for relying on the failover, it would not have been of any use in this case because both Databases were down at the same time at one point.</p> <p>We'll look into the cause, but at an early check all errors we see nothing of any value to use as for a report.</p> <p>Per Monday's Daily Project meeting, Vartan will escalate the issue to VMware.</p>	6/22/12	Critical	Vartan		Technology	In-Progress	

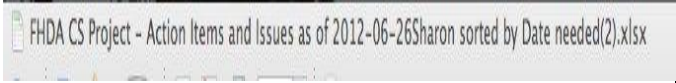
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121	6/15/12	Sharon	<p>I have asked to be on both College Distribution lists in Meeting Maker so I can keep tabs on what is going on with the colleges. How are we setting up Distribution lists and what are rules we are going by right now for allowing 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. <i>at gateway need meeting of ETS owner</i></p>	7/15/12	Low	Sharon	Ryan, Matt, Norbert, Tom, Chien, Susan	Deployment/ User Experience	Pending	
131	6/25/12	Vartan	<p>STA 's conversion process used the wrong Exchange Mailboxes on the disk array. Instead of using MB1, MB2, and MB3 which Ryan had setup and configured for our eventual full production allocation, the STA script stored the converted accounts in a Mailbox called MB4.</p> <p>STA has corrected their script for upcoming conversions, but I confirmed with Vartan that STA needs to move these mailboxes from MB4 to MB1,2,3 or we will encounter out-of-disk space problems that will result in service failures for employees.</p> <p>This will be solved over several night of moving the data. No schedule outage needed or user interruption expected.</p>	6/26/12	Moderate	Vartan	Ace	Conversion/ Migration	In-Progress	
133	6/25/12	Lisa Kirk	<p>There are two emails in the Public Folder (OWA) that have to be deleted: One from Scottie McDaniel; One from Ly Luu</p>	6/29/12	Moderate	Ryan		Conversion/ Migration	Completed	

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134	6/25/12	Chien - for Jerry Rosenberg	<p>Thank you for your call today to ask about the conversion process. As I reviewed my new outlook (web) mail, I noticed that I am missing about a week's worth of emails from 6/7 to 6/14 2012. I have checked pretty carefully, and cannot seem to find the emails that appear in my old email clients. I would appreciate if someone could check to see if the emails exist in the new account. I can provide some more details - but I cannot find ANY emails I received from the afternoon of 6/7 until 6/14 - the emails before and after seem to be fine though I have not verified that ALL of them are present too.</p> <p>This is interesting as the 6/7 was the original clone date, and 6/14 is the date we start live copy operation, if Jerry's report is true, that means the gap still exist even we clone the Sendmail on 6/22, how can this happen?</p>	6/29/12	Moderate	Vartan	Norbert	Conversion/ Migration	In-Progress	
137	6/27/12	Sharon	<p>%20 substituted for spaces and characters in names of attachments</p> <p>This is what it looks like in the email message in OWA using Safari.</p> <p>To: Sharon Luciw</p> <p>Attachments: FHDA CS Project - Action ~1.xlsx (95 KB) [Open as Web Page]</p> <p align="right">Tuesday, June 26, 2012 11</p> <p>Here is a screen shot of a file name that was an attachment in an email after downloaded, using Safari.</p>  <p>Notice how any space or possibly special character in the file name is replaced by the "%20" characters.</p> <p>When using Firefox it asked if I want to open or save the attachment. I select save and the file name does not have the %20 character for the spaces.</p>		Needs Review and Assignment			Deployment/ User Experience	Pending	

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138	6/27/12	Susan	<p>From the per-conversion meeting this morning, it seems that some retirees use Webmail as their only e-mail and have a very long list of personal contacts stored there. Since they will not be able to get into Webmail after they are converted, is there any way to export the contact list from Webmail? I no longer have access so I can't even try it. I promised to add to FAQ if I get an answer.</p> <p>6/27 - Susan - Only 6 retirees showed up for this mornings meeting and it was an issue for one of them. We convinced her that she really did need all the students she had taught over the past 10 years. She will add them as they send her emails. Based on the turn out, it looks like most don't use FHDA.edu email. I would not slow anything up for them.</p>	6/29/12	Moderate	Susan	Sharon, Call Center	Deployment/ User Experience	Completed	
139	6/27/12	Chien - for Kathleen Moberg	<p>Who do we contact if there are people missing from the directory?</p> <p>RE: people missing from email directory</p> <p>Marilyn Cheung Robert Tomalinas Angela Caballero de Cordero Tina Woo</p> <p>Chien - Let me know who is missing, I will create a call center ticket, this will be handled by Joe/Matt.</p>	6/29/12	Critical	Matt	Joe L.	Conversion/ Migration	In-Progress	

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140	6/29/12	Chien for Beth Grobman	<p>I am a De Anza retiree currently teaching on Article 19 (distance learning) and living in Florida as the primary care giver for my 94-year-old father. Thus, I will not be able to attend the pre-conversion meeting on campus.</p> <p>I looked over the FAQ attachment, and didn't see my particular question answered.</p> <p>I now have all of my FHDA/De Anza email forwarded to my gmail account. I have done this for the past few years, am happy with the way this works and would like to keep this same process. With the district's new system, what should I do to transfer my De Anza email to my gmail account?</p> <p>My current district emails are: bgb2926@fhda.edu grobman@fhda.edu grobmanbeth@fhda.edu grobmanbeth@deanza.edu</p> <p>My gmail address where I want all my mail forwarded is: beth.grobman@gmail.com</p> <p>I am a De Anza retiree currently teaching on Article 19 (distance learning) and living in Florida as the primary care giver for my 94-year-old father. Thus, I will not be able to attend the pre-conversion meeting on campus.</p> <p>I looked over the FAQ attachment, and didn't see my particular question answered.</p> <p>I now have all of my FHDA/De Anza email forwarded to my gmail account. I have done this for the past few years, am happy with the way this works and would like to keep this same process. With the</p>	7/6/12	Critical	Tom		Conversion/ Migration	In-Progress	

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141	6/29/12	Susan	In the class this morning, I used Check Names to find e-mails for several of the dozen attendees and could not find: Susan Bloom, Sandra (or Sandy) Blackburn and Jane Swanson. They all work at De Anza. That seems like a very high percentage. 7/1 – Tom - I spot checked 25 accounts going randomly thru the alphabet and they are all in the Exchange Address Book now. This tells me this problem has been resolved. I assume whatever was performed will be applied, if it has not already, to all previously converted accounts, and to the upcoming Faculty & Board of Trustees conversion on July 6.	7/6/12	Critical	Matt		Conversion/ Migration	Completed	
142	7/2/12	Chein	To Matt - Kathleen Moberg reported there are duplicated entry in address book, are you aware of it? From Matt - No, I have not heard about it yet, but it is a minor issue that most likely can be spot resolved. It may even go away on its own if an update job is run on the address book is run by the Systems team. To Jack - I have field confirmation that this is happening to at least two sources.	7/6/12	Moderate	Matt	Ryan, Norbert	Conversion/ Migration	In-Progress	

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143	7/2/12	Susan	<p>Every time I switch from the web version to the desktop version and back again, I get one of the messages below which should be OK except for the section in RED:</p> <p>11:14:42 Error synchronizing folder 11:14:42 [80070005-508-80070005-560] 11:14:42 You do not have sufficient permission to perform this operation on this object. See the folder contact or your system administrator.</p> <p>11:14:42 Microsoft Exchange Information Store 11:14:42 For more information on this failure, click the URL below: 11:14:42 http://www.microsoft.com/support/prodredirect/outlook2000_us.asp?err=80070005-508-80070005-560 And then this in not so bright red: 11:14:44 Microsoft Exchange offline address book 11:14:44 Not downloading Offline address book files. A server (URL) could not be located. 11:14:44 0X8004010F</p> <p>I just want to be re-assured that this is not a serious error.</p> <p>I have noticed that sometimes when I delete an e-mail on OWA and then go to Outlook desktop sometimes it is still there. The same happens when I delete on the desktop and then go to OWA. I now have about 90 of these e-mails that I can see on the desktop, but not in OWA.</p> <p>Ryan - I'm running OWA, Outlook 2010 and Thunderbird (via IMAP) all simultaneously and they all consistently see new emails/calendars and show my sent mails in sync.</p> <p>I've noticed that Outlook does not handle server side changes very well whereas OWA can take it. When I moved many ETS mailboxes to</p>	7/18/12	Moderate	Ryan	Vartan	Conversion/ Migration	In-Progress	

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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.</p> <p>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.</p> <p>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>Sharon - Yes, we have had reports of OWA locking up and found that most often it was the particular version of the browser, usually Firefox. What browser are you using?</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.</p> <p>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</p>	7/18/12	Moderate	Chien		Conversion/ Migration	In-Progress	

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145	7/4/12	Sharon for Andrew Fraknoi	<p>Starting this morning, I am receiving many messages like the one below in my in box in Eudora.</p> <p>The odd thing is that:</p> <ol style="list-style-type: none"> 1. each of the original messages referred to in such a delay notification is also in my in box 2. the original message arrived BEFORE the delay notification. <p>Is this a bug of some kind? So far I have nine such delay messages and in EACH case I had the message referred to as delayed arrive earlier. The messages that are announced as "delayed" include notifications from companies like the one below, and personal messages sent only to me.</p> <p>There is no rhyme or reason why some of the many messages I get in my in box are announced as delayed and others are not.</p> <p>From Chien to Tom, Norbert - is not the only email indicated there is this "delayed" message sent after the mail already arrived at user inbox.</p> <p>The are not converted users, why they are routed through Exchange ? (noted the header of the mail)</p>	7/6/12	Moderate	Tom	Norbert	Conversion/ Migration	In-Progress	

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146	7/5/12	Sharon	<p>Ryan - Many people using the uglynames have @mx1.fhda.edu, @tiptoe.fhda.edu, or @mercury.fhda.edu domains. Sometimes they have some of the other legacy domains as well as you can note in the Accept Domains tab under Organization Configuration -> Hub Transport. it would have been much cleaner to originally do this using the Exchange alias field for the uglyname.</p> <p>We also do not have the basic @deanza.edu and @foothill.edu aliases set for each user, but that can easily be fixed with the E-Mail address policy. However, a big issue is De Anza may want @deanza.edu to be their default sending address, and Foothill users likewise. Some people are fine with the original @fhda.edu address as they had them before we acquired the deanza.edu and foothill.edu domains, but newer staff/faculty will probably be using the campus specific domains. I don't currently see an easy way to fix this and users will complain if they are forced to use @fhda.edu</p> <p>It seems like lots will break when we take the sendmail server out of the loop. Sharon - If you turn off the sendmail server without resolving this (not the FROM: issue) but the @mercury.fhda.edu issues, email will start bouncing.</p> <p>I plan on adding a Quick Tip that users need to remove email accounts with the @admin or @tiptoe or @mercury and if someone complains an email has bounced when someone else was sending them email, they need to check on the email address the person is</p>	7/9/12	Moderate	Ryan		Deployment/ User Experience	In-Progress	

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147	7/6/12	Sharon	<p>Tom - Changing the Address in the Exchange FROM: Field</p> <p>I have isolated this topic from other Exchange topics so it can be more effectively tracked (see below).</p> <p>Ryan: I don't know of other departments requirements for this capability, but if there are, it would be a good idea to use Bradley Creamer's situation as the test case for the approach you have recommended.</p> <p>Let's get thru this weekend's conversion which includes faculty & department accounts. Then, perhaps before the end of next week, as you have recommended, you can schedule a work session with Bradley to test out your approach.....Tom</p> <p>Problem Description: Ticket #109490 Bradley Creamer (408) 864-8295 - We send out our support email messages via the Web Team email address: webteam@deanza.edu<mailto:webteam@deanza.edu>. OWA/Exchange doesn't seem to allow individuals to create another identity. We need to have the email address webteam@deanza.edu<mailto:webteam@deanza.edu> be the "From" and "Reply-To" when a person receives our messages.#3 - you'll need two things</p> <p>Response from STA: a. turn on your FROM field in OWA using OPTIONS>SETTINGS>MAIL check the ALWAYS SHOW FROM FIELD</p> <p>Sharon - There are many other requests to be able to change the from. The colleges want to use the @deanza and @foothill for their from / reply to address.</p>	7/9/12	Moderate	Tom	Ryan	Conversion/ Migration	In-Progress	