

FHDA Communication Suite  
Action Items and Issues

June 18, 2012

Ref #	Date Identified	Reported By	Activity/Issue	Needed By	Priority	Lead/ Owner	Verified/ Tested By:	Category	Status	Approved Completion By:
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 -  <b>Tom</b> - 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 <a href="http://technet.microsoft.com/en-us/library/ff706601.aspx">http://technet.microsoft.com/en-us/library/ff706601.aspx</a> . 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. <b>Vartan</b> - 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	Pending	
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. <b>Vartan</b> - 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. <b>Vartan</b> - 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 - <b>research method before adding to Crosswalk or documentation</b>	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 &amp; 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	
81	6/1/12	Chien	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. 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. 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. 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. <b>Vartan</b> – 6/15/12 - Limits have been increased. Leave item opened and state that CH1 will new the same settings for load balance scenario.	6/8/12	Moderate	Chien	Sharon, Ryan, Fred, Norbert, Tom	Deployment/ User Experience	Pending	

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84	6/4/12	Chien	<p>Load Balancer Direction from technology meeting :</p> <ul style="list-style-type: none"> <li>• Needs to be separated and isolated; currently using Microsoft load balancer software.</li> <li>• Zeus is a better option (hardware).</li> </ul> <p>o Will need a server platform for second Zeus load balancer; have universal license with EIS load balancer. (Norbert is assigned to build it)</p> <p>o Put ports onto load balancer.</p> <p>o Change DNS pointer; remove load balancer – will need control outage window. (Tom and Lisa)</p> <p>o Norbert will begin building server platform.</p> <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	Chien	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"> <li>o Have 20 command windows opened with no more than 500 items; any more would bog down system.</li> <li>o Test this weekend with Super User conversion.</li> <li>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.</li> </ul> <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>	6/22/12	Critical	Tom	Tom, Norbert, Ryan, Chien	Conversion/ Migration	In-Progress	
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 - <b>Need to review and verify documentation.</b>		Moderate	Sharon	Susan, Ryan	Conversion/ Migration	In-Progress	
89	6/4/12	Kim Winn	Firefox 8 on Apple - cannot open attachments - <b>Needs verification test and possible FAQ also check other browsers.</b>	6/15/12	Moderate	Sharon	John V.	Deployment/ User Experience	In-Progress	
92	6/4/12	Victor Baligat	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 - <b>Firefox upgrade or Safari - Needs verification test and possible FAQ also check other browsers.</b>	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. - <b>Needs verification test and possible FAQ also check other browsers.</b>	6/15/12	Moderate			Deployment/ User Experience	Pending	

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94	6/4/12	Terry Rowe	Sent an email to a bad district email address (spelled sharon luciwi'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	In-Progress	
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. - <b>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</b>		Moderate	Tom		Conversion/ Migration	In-Progress	
97	6/4/12	Sharon	Sent items did not move over from Sendmail- I have sent items from May 25, 2012 and forward. - <b>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</b>		Moderate	Tom		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 - <b>Needs verification test and possible FAQ also check other browsers.</b>	6/15/12	Moderate	Sharon	Matt, Terry	Conversion/ Migration	Pending	

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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	
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	
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	
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	
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_lastnamefirstname - 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	6/22/12	Moderate	Matt	Ryan, Norbert,	Conversion/ Migration	In-Progress	



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111	6/7/12	Susan	It appears that the OWA Options/Change Password function is still enabled - it should be disabled - need 90 day change for v dept	6/15/12	Moderate	Matt	Vartan, Ryan	Conversion/ Migration	In-Progress	Reopened 6/11/12
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 - Same as #58		Moderate			Deployment/ User Experience	Completed Same as #58	
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	
114	6/9/12	Pat Hyland	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  <b>User did not migrate correctly.</b>  <b>Owner:</b> Vartan  <b>Last update:</b> 6/10/12 11:31PM from Pat  Current Status: See emails below. - Emails not attached to Action and Issues List. Available if needed.  Needed action: Repair.	6/11/12	Critical	Vartan	Tom, Norbert, Ryan	Conversion/ Migration	In-Progress	

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114	6/14/12	Chien	<p>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.</p> <p>After the conversion 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>		Needs Review and Assignment			Deployment/ User Experience	Pending	
115	6/14/12	Marie Taylor-Harper	<p>OWA Closing at unpredictable times using MacBook Pro and Safari</p> <p>Have Tech Services check user's MacBook Pro and Safari settings</p>		Moderate	John V.		Deployment/ User Experience	Pending	
116	6/14/12	Tom	<p>Can Exchange Detect Spam from compromised account?</p> <p>6/14 - Update from Vartan: Actually that is what Abaca is for. That product without question should have those kinds of alerting features built in the system. As for Exchange, we can tighten up the Transport Server Security and setup some logs, but this sort of work is very tricky and will take some time to provision. The problem is this concept of False Positives and things. Do too much and you get too many alerts and so forth.</p> <p>6/14 - Update from Tom: Abaca cannot detect possible mass spam deliveries. Outbound email does go thru the Abaca, but it's for the purpose of developing a profile of who the sender is communicating with. Will defer this discussion on configuring this Transport Server Security and setting up some logs until after we get everyone converted and the entire platform completely configured (Archive working, backup solution in place, etc.).</p>		Moderate	Vartan		Technology	Pending	
117	6/14/12	Susan	<p>OWA Help Only Produces Short Search Results list</p> <p>Vartan - This isn't a feature as like Passwords. If you notice the URL it goes to Microsoft. I tried it and it worked for me.</p> <p>Tom – 6/18 - Susan You were going to perform so more checking on this change in Help menu content - anything results to report?</p>		Moderate	Vartan	Ryan	Deployment/ User Experience	Pending	

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118	6/15/12	Sharon	Dell & Fujitsu laptops with WindowsXP and Outlook 2007 or 2010 are not working with Exchange 2010 from outside District's network - works OK inside District's network. Tom – 6/15 – Possible Phase 2 item. Chien – 6/15 - This is not the most urgent issue, I agree we need to put on the issue list and prioritization for the later date, it seems there is also a readily available solution for this also from the link provided by the research already done so far.		Low			Deployment/ User Experience	Pending	
119	6/15/12	Sharon	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.	7/6/12	Low			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.</p> <p>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>	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.</p>	7/15/12	Needs Review and Assignment			Deployment/ User Experience	Pending	
122	6/18/12	Ace	<p>To Matt: Shadi Farahani, had a different contact holding their email address. They received farahanishadi2@fhda.edu because the contact Jenifer Farahani is holding farahanishadi@fhda.edu. I am almost certain that Jenifer Farahani is Shadi Farahani (but do not KNOW this for a fact) and I can just manually remove the contact and reapply the correct email address to the Shadi Farahani Mailbox, but did not want to do so without consulting everyone first. Please let me know if I can go ahead and remove that contact to resolve this issue</p> <p>Matt – Ace, Shadi and Jennifer are both the same thing. According to Banner Jennifer is an old name, and her first current name as of November 2011 is Shadi.</p> <p>Please make any corrections necessary to complete her mailbox, and thanks for taking care of this.</p>	6/19/12	Moderate	Ace		Conversion/ Migration	In-Progress	

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123	6/18/12		<p>From Ryan to Tom - I received your voice mail and checked out Suzanne Pfeiffer (20034256) in Exchange to figure out why she can't login. This is what I found out:</p> <ol style="list-style-type: none"> <li>1. She has an active directory account, but no Exchange mailbox. I checked 2007 and 2010.</li> <li>2. I spoke with Norbert who said she was on the conversion list and verified that her password was changed.</li> <li>3. I checked the GAL and noticed that she shows up as being both a regular mail user and a mail contact. However, when I open up her mail user account from here, I get a warning message: "The properties on this object have invalid data. If you click OK, default values will be used instead and will be saved if you do not change them before hitting Apply or OK on the property page. If you click cancel, the object will be displayed read-only and corrupted values will be retained."</li> </ol> <p>However, I noticed it says this message for all accounts of type "mail user" in the GAL. I don't know if this is normal, a result of the crash, or why many users show up in the GAL in the first place of type "mail user".</p> <p>Tom - Matt &amp; Vartan: What's your take on why this employee did not get converted correctly? She is the Director of HR and we have to get her account working ASAP and her email converted to Exchange.</p> <p>Chien – Add to issue list, she cannot without email for long</p>		Critical	Tom	Vartan, Ryan	Conversion/ Migration	In-Progress	