

FHDA Communication Suite  
Action Items and Issues

June 26, 2012

Ref #	Date Identified	Reported By	Activity/Issue	Date Needed By	Priority	Lead/ Owner	Verified/ Tested By:	Category	Status	Approved Completion By:
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	6/22/12	Critical	Vartan	Ryan	Technology	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.  Jack – 6/21 - I researched the item below. Yes this option wipes the mobile device clean not just Exchange data. Every article or self-service help guide I read refers to reloading information from your phone backup such as iTunes, the cloud, etc. I would suggest an FAQ	6/22/12	Moderate	Jack	Susan	Deployment/ User Experience	Completed	
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. Vartan – 6/15/12 - Limits have been increased verified by Sharon and Tom. Leave item opened and state that CH1 will new the same settings for load balance scenario. <b>6/20/12 Varten to verify limits, some still are getting attachments rejected. However, we are not sure they were received after the limes were upped.</b>	6/22/12	Moderate	Vartan	Sharon, Ryan, Fred, Norbert, Tom	Deployment/ User Experience	Completed	

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110	6/7/12	Tom	<p>Exchange Directory has two entries for email account and @email.fhda.edu is displayed for account, not @fhda.edu</p> <p>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</p> <p>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</p> <p>Jun 8: Advised Vartan &amp; Matt to retain email account with V_ format and delete the other</p> <p><b>From Tom – 6/21</b> - The email account for Kaveh has been properly configured and migrated.</p>	6/22/12	Moderate	Tom	Ryan, Norbert, Vartan	Conversion/ Migration	Completed	

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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	
125	6/21/12	Carmen Redmond	<p>Frank Greco not converted to Exchange; can still log into Sendmail</p> <p>6/21 Update: This person's account was included on the Cent Serves conversion report. The account shows in Exchange directory. Asked user to confirm they have not been converted.</p>	6/22/12	Critical	Vartan		Conversion/ Migration	In-Progress	

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126	6/21/12	Kevin McElroy	I am receiving multiple email alerts from Liquid Office to approve Time Reports for people that do not report to me and are not in my division. Please let me know if some one will look into this as I would not want these folks to fall in the cracks.  Examples; Jeffrey Stefanini Manuel Respicio Christine Fliehman Thaomas Armstrong	6/22/12	Critical	Chien		Conversion/ Migration	In-Progress	
84	6/4/12	Chien	Load Balancer Direction from technology meeting : <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). <ul style="list-style-type: none"> <li>o Will need a server platform for second Zeus load balancer; have universal license with EIS load balancer. (Norbert is assigned to build it)</li> <li>o Put ports onto load balancer.</li> <li>o Change DNS pointer; remove load balancer – will need control outage window. (Tom and Lisa)</li> <li>o Norbert will begin building server platform.</li> </ul> </li> </ul> <p><b>Zeus Load Balancer and licensing in procurement process.</b></p>	6/24/12	Critical	Chien	Norbert, Ryan, Tom, Vartan	Technology	In-Progress	
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>	6/25/12	Moderate	Sharon		Conversion/ Migration	In-Progress	

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127	6/25/12	Tom	Emails sent to students generated by faculty using functions in the Luminis/MyPortal-Banner application are not getting delivered (problem first reported on Jun 22). No faculty have been converted to Exchange. Need ETS/Programming to work with ETS/Systems and STA to determine what these emails are not getting delivered. Don't know if this is an Exchange Project issue, or something else is causing this problem.	6/25/12	Critical	Tom	Vartan, Ryan, Matt, Norbert, Joe L.	Conversion/ Migration	In-Progress	
131	6/25/12	Vartan	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.  STA has corrected their script for upcoming conversions - but I	6/26/12	Moderate	Vartan	Ace	Conversion/ Migration	In-Progress	
132	6/25/12	Norbert	The script that sets the forwarding on the Sendmail accounts did not execute properly Friday afternoon due to a logic problem. When an email account that uses an apostrophe in the email address (e.g., O'Malley) was encountered, the script treated this as an end-of-input file trigger and ended without completing the forwarding on the remainder of accounts. Since the script did not technically abort, when it completed, it issued a zero return code which led us to believe it had completed successfully. In actuality, 627 accounts were not processed.	6/26/12	Critical	Vartan	Norbert, Ace	Conversion/ Migration	Completed	
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. 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.  <b>6/20/12 – A work group will meet next week to decide on matrices and desired results.</b>	6/29/12	Critical	Tom	Norbert, Ryan, Vartan	Technology	In-Progress	

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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>	6/29/12	Moderate	Sharon	John V.	Deployment/ User Experience	In-Progress	
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 - <b>Firefox upgrade or Safari - Needs verification test and possible FAQ also check other browsers.</b>	6/29/12	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>	6/29/12	Moderate			Deployment/ User Experience	Pending	
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>	6/29/12	Moderate	Sharon	Matt, Terry	Conversion/ Migration	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. - <b>Needs verification test and possible FAQ also check other browsers.</b>	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. - <b>Needs verification test and possible FAQ also check other browsers.</b>	6/29/12	Moderate	Sharon		Deployment/ User Experience	Pending	
115	6/14/12	Marie Taylor-Harper	OWA Closing at unpredictable times using MacBook Pro and Safari  Have Tech Services check user's MacBook Pro and Safari settings - <i>maybe wireless</i>	6/29/12	Moderate	John V.		Deployment/ User Experience	In-Progress	

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128	6/25/12	Tom	Determine why the 3 special email distribution lists are not working for Becky Bartindale (centralservices@fhda.edu; foothill@fhda.edu; deanza@fhda.edu)	6/29/12	Moderate	Tom	Vartan, Ryan, Matt, Norbert,	Conversion/ Migration	In-Progress	
129	6/25/12	Tom	Mahmood Hasan Duplicate Entries in Address Book There are two email addresses in the Exchange address book -hasan2@fhda.edu -hasanmhamood@fhda.edu	6/29/12	Moderate	Tom	Vartan, Ryan, Matt, Norbert,	Conversion/ Migration	In-Progress	
130	6/25/12	Tom	Correcting Kaveh Daryabeygi Exchange Account There still seems to be some confusion with what should be setup in Exchange for this contractor who works in the ETS Call Center. Here is the email account information from the Sendmail system  CWID: 10623716 SendmailName: kd01822 Full Name: Kaveh Daryabeygi Moghadam Preferred Name: Kaveh Daryabeygi Email Alias: daryabeygikaveh@fhda.edu  There are two entries in the Exchange Address book: Name: Kaveh Daryabeygi Email Address: V_ Kaveh Daryabeygi@fhda.edu  <u>Name: Kaveh Daryabeygi Moghadam</u>	6/29/12	Moderate	Sharon		Conversion/ Migration	In-Progress	
133	6/25/12	Lisa Kirk	There are two emails in the Public Folder (OWA) that have to be deleted: One from Scottie McDaniel; One from Ly Luu  There are employee entries in Public Folder Tom - Asked Ryan to delete entires from Public Folder	6/29/12	Moderate	Ryan		Conversion/ Migration	In-Progress	

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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	



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135	6/25/12	Sharon	<p>My team and I tested setting up email accounts to forward to and outside email account just like the information posted by Susan Malmgren.</p> <p>We tested on Mac and Windows; OWA and the clients. It appears the server is currently configured to Only allow forwarding to other email addresses within the District exchange system and not to outside email addresses which is a requirement by part time faculty.</p> <p>This could be why when bradley creamer tried to change his reply to address to a dept account not yet migrated to Exchange it did not work.</p> <p>I know we have a disk space problem we are rectifying tonight, although I only know what was in the email from Chien. So this forward issue is not critical but it will get critical very soon.</p> <p>From Kam - Tried to forward my email to Gmail it didn't work. By default Exchange 2010 Auto reply is disabled for external emails.</p> <p>Read link below,</p> <p><a href="http://www.mockbox.net/exchange-2010/388-exchange-2010-enable-external-automatic-replies">http://www.mockbox.net/exchange-2010/388-exchange-2010-enable-external-automatic-replies</a></p>	6/29/12	Needs Review and Assignmnt			Deployment/ User Experience	Pending	
136	6/25/12	Sharon	<p>Was this resolved?</p> <p>We should add this to the punch list.</p> <p>Description: OWA - reports that in the public folders under EIS folder, there are some posts from Armanda Raymond child support inquiry to Scott Mcdaniel also one to David Tran from Payroll (time sheet) from Ly Luu which had an attachment with names and cwid's numbers</p>	6/29/12	Moderate	Ryan		Conversion/ Migration	In-Progress	

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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	
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	
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.	6/30/12	Moderate	Sharon		Deployment/ User Experience	Pending	

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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> <p>6/20 - Vartan says no, email spamming detection is outside of Exchange.</p> <p>6/20 will research with Abaca and options for other methods.</p> <p><b>6/21 – Tom:</b> Abaca spam firewall vendor does not have a capability to detect outgoing spam using some form of rate control. They are looking at this as a future capability. No further action can be taken on this topic given the limitations of both Exchange and Abaca.</p>	6/30/12	Moderate	Tom		Technology	Completed	
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>	7/15/12	Low	Sharon		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. <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	
7	4/19/12	Project Agenda	Document Exchange Environment	On-going	Low	Vartan		Conversion/ Migration	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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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	
124	6/18/12	Susan	Have dozens of these Synchronization Log e-mails in my unread folder on the desktop. I didn't see them in OWA. The first message is dated 6/1 at 4:18 PM		Moderate	Vartan	Shelby	Deployment/ User Experience	Pending	