

Unix/Eudora to Exchange/Outlook Migration FAQ.

Here are the answers to some frequently asked question (FAQ) about the COB migration from a Unix-based e-mail server to a Microsoft Exchange e-mail server. These answers are correct to the best of our knowledge, but are subject to change as we learn more and planning for the migration moves forward.

- 1) What is this talk I hear about a change of e-mail servers?

The College of Business is switching from a Unix-based e-mail server (garnet.acns.fsu.edu which has cob.fsu.edu as an alias) that is operated by University Computing Services (formerly known as Academic Computing and Network Services) to a Microsoft Exchange e-mail server operated by the Windows Support Group of FSU's User Services.

- 2) Whose e-mail is going to get switched?

All COB faculty and staff will migrate to the Microsoft Exchange e-mail server, including those few that have e-mail addresses on the other Unix-based e-mail server (mailer.fsu.edu). Student accounts, including doctoral student e-mail accounts, will NOT be migrated to Microsoft Exchange.

- 3) When will the change occur?

The target for the migration is during Spring Break (March 6-10, 2006).

- 4) Who will be doing the e-mail migration?

The e-mail migration project is a collaborative effort among the Windows Support Group of FSU's User Services, University Computing Services, and the COB Technology Center.

- 5) Why is the COB migrating from a Unix-based e-mail server to a Microsoft Exchange e-mail server and the Outlook e-mail client?

Firstly, the Unix-based e-mail server (garnet.acns.fsu.edu) has become overburdened mostly do to the fact that it has over 40,000 e-mail accounts to process (including all FSU student e-mail accounts). In early January of 2006, FSU was processing over 1,000,000 e-mail messages per day, most of these e-mail messages are on garnet.acns.fsu.edu.

Secondly, Microsoft Exchange is more than just an e-mail server, especially when combined with the Microsoft Outlook client. It can provide calendaring and meeting scheduling functionality.

Thirdly, Microsoft Outlook is more than just an e-mail client, it is a solution for managing and organizing email messages, tasks, notes, contacts, and other information. Outlook simplifies e-mail communications, streamlines group planning, and allows access to needed information in one place.

- 6) Will my e-mail address be the same?

YES, your e-mail address will be the same. It will still be of the form {username@cob.fsu.edu}.

However, you can ALSO use the e-mail address [FSUID@cob.fsu.edu] AFTER the migration. In general, with a few exceptions, your FSUID is your first initial and your full last name. This might be preferable to using the current length-limited username you were using with garnet, which often cut off part of your last name.

In fact, the FSUID@cob.fsu.edu will be your preferred e-mail address after the migration. This is due to the fact that if another person gets an account on the Exchange server and their FSUID matches your old garnet username, then your old garnet username will be “bumped”, to accommodate them. In fact, about 10 people who were already on the Exchange server got bumped by people in the COB whose FSUID matched their existing Exchange server user name (due to the way names for accounts were created before the FSUID existed).

- 7) Will the user ID and password that I use for e-mail be the same?

NO, you will use your FSU ID to sign on to the Exchange e-mail server through Outlook. This is the ID that you use to sign into OMNI and Black Board.

- 8) I use an e-mail address of the form {username@fsu.edu}. Can I continue to use this e-mail address?

E-mail addresses of this form are forwarded to your real e-mail address. As long as this type of e-mail address points to {username@cob.fsu.edu}, it will continue to work. If this e-mail address points to {username@garnet.acns.fsu.edu}, it will not work after the migration until it is changed to point to {username@cob.fsu.edu}. However, using the @cob.fsu.edu as part of your e-mail address is preferable to using @fsu.edu.

- 9) What e-mail client will I be able to use after the migration is complete?

The e-mail client that we will be using with the Microsoft Exchange Server operated by the Windows Support Group is Microsoft Outlook (we'll be using Outlook Version 2003). Other e-mail clients (such as Eudora, Outlook Express, Thunderbird, Netscape Mail) will no longer be used by the College of Business. Outlook is the only client that supports Calendaring, Meeting Scheduling, a Global Address Book, and other features unique to Microsoft Exchange. Many day-to-day operations within the COB will depend on the universal use of Microsoft Outlook after the migration.

10) Will my old e-mail be available after the migration?

Yes. It will be stored in an Outlook local folder. However, now would be a great time to clean out your Eudora mailboxes to help reduce migration time.

11) Will my old e-mail attachments be available after the migration?

Yes. But now would be a great time to delete any attachments that you no longer need to help reduce migration time.

12) Will my contacts list (address book) be available after the migration?

Yes.

13) What WILL NOT migrate from Eudora to Outlook 2003?

If you use filters in Eudora to route e-mail messages to certain folders based on subject line or sender, you will have to recreate the filters (called rules) in Outlook 2003.

You will have to recreate your Eudora signature files (if you use them). They will not migrate to Outlook 2003. You can use windows cut-and-paste to recreate the signatures.

14) How will I learn to use Outlook 2003?

With the help of the Windows Support Group, the technology center will be offering several sessions on how to use Outlook, which has many features in addition to being an e-mail client. We will also supply each faculty and staff member with a Microsoft Outlook 2003 Reference Guide.

15) How will I access my e-mail when I am away from campus?

In order to access your e-mail over the Internet, you will use Outlook Web Access (OWA) through Internet Explorer. OWA will be used instead of

the current webmail system that used for the Unix-based e-mail servers. OWA looks very similar to the Outlook client, so learning to use OWA should be trivial once you learn to use Outlook.

The URL that you use to access OWA is: admin.fsu.edu

16) Can I use Outlook 2003 from off campus?

Yes, but not directly. For security reasons, you cannot connect Outlook 2003 directly to the Microsoft Exchange server from off campus. In order to use Outlook 2003 from off-campus, you must first establish a secure, encrypted connection to the FSU network (this connection is known as a Virtual Private Network (VPN)). To establish a VPN, you must install and configure a VPN client on your computer.

To use Outlook 2003 from off campus, you must first establish the secure connection (using the VPN client software), and then run Outlook 2003. You will need to disconnect the secure connection when you have finished using Outlook 2003.

Our university licenses for Outlook 2003 do NOT allow us to install Outlook on computers not owned by the university. You will acquire a retail copy of Outlook 2003 (about \$100.00) to use it on your own computer at home or your personal laptop computer.

17) How big is my mailbox going to be when the transition is complete?

Your mailbox on the Exchange server will be 100 Megabytes in size. You will receive a notice when your mailbox reaches 95 Megabytes that your mailbox is approaching its maximum size. If your mailbox reaches 105 Megabytes, you will no longer be able to send or receive e-mail messages. You can reduce the size of your mailbox on the Exchange server by moving your e-mail messages to a local folder stored on your computer. These policies are set by the Windows Support Group, that operates the Microsoft Exchange server that we will be using for e-mail.

18) Are there limits on the size of an e-mail attachment?

As with most e-mail systems, there is a maximum size for an e-mail attachment that the e-mail server will accept. In our case, an individual attachment to an e-mail message can be up to 20 Megabytes in size. The size limit on e-mail attachments is set by the Windows Support Group, that operates the Microsoft Exchange server that we will be using for e-mail.

19) Will the COB e-mail groups, such as cobwork, cobfac, and cobstaff, be available on the Exchanger Server?

Yes. These groups will be recreated as distribution lists on the Microsoft Exchange Server.

20) I use garnet.acns.fsu.edu for things other than e-mail. Is garnet going away?

NO, garnet.acns.fsu.edu is not going away. We are simply shifting our e-mail from garnet.acns.fsu.edu to a Microsoft Exchange Server.

However, if you use garnet.acns.fsu.edu solely for e-mail, over time your garnet user id and password will be terminated.

The role of garnet.acns.fsu.edu is changing. It is becoming the primary e-mail server for students. If you use garnet.acns.fsu.edu for something other than e-mail, you need to inform the Technology Center staff as soon as possible, so that we can suggest alternatives.