

University IT will be moving Exchange email accounts to the University's new mail servers during the month of April 2008. The new mail servers have been built to provide greater redundancy, stronger performance, and higher reliability.

Departments will be contacted by University IT support personnel to work with you in scheduling these moves. All mailbox moves will start in the evening at 10pm and be completed by 6am the following morning. Minimal disruption is expected.

More detailed information can be found at the links below.

[Migration instructions](#)

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Migration Instructions:

Dear Exchange user:

University IT will be moving your department's mail accounts to the University's new mail servers the week of (**Date dd/mm/yy**). All mailbox moves will start in the evening at 10pm and be completed by 6am the following morning.

The new mail servers have been built to provide greater redundancy, stronger performance, and higher reliability.

To help prepare for this move, please carefully read the following:

1. **Log Off** – On the day your department is scheduled to be moved, you will receive a reminder to log off your work station when leaving for the day.
2. **Outlook Clients** – Outlook **WILL NOT** need to be reconfigured. Outlook will be automatically notified of your mailbox move. If you have logged off your work station the prior business day, you will simply open Outlook the next morning and the move will be completed.
3. **MAC/Apple Clients** – Many MAC/Apple clients will perform similar to Outlook and automatically point you to the new mail server. It is extremely important for

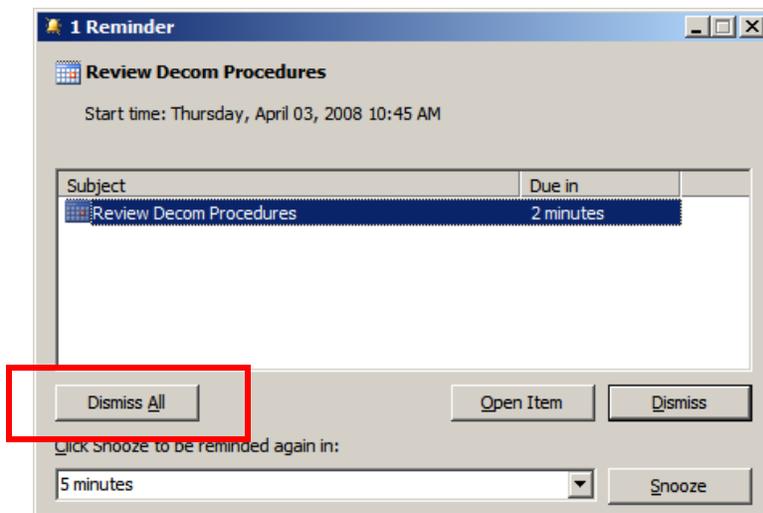
MAC clients to log off your work station when leaving for the day. MAC clients that do not automatically point to the new mail server should follow the troubleshooting portion of this packet.

4. **Blackberry Users** - If you're a Blackberry Enterprise Service (BES) customer, you will experience a brief outage while your mailbox is moving. Your BlackBerry will automatically connect to your new mailbox upon completion of the move. **NO** changes will be required on your BlackBerry device.
5. **Mailbox Size Quotas** - There will be **NO** changes to mailboxes quotas. University IT simply is moving your mailbox to a server with greater redundancy, stronger performance, and higher reliability. We are not changing any policies or introducing any new guidelines.
6. **E-mail Web Access** - The web mail URL will remain <https://webmail.ur.rochester.edu>. Again there are no new policies, guidelines, or procedures.
7. **Common Troubleshooting** - The subsequent sheets outline the most common issues associated with mailbox moves. The remedies for these issues should be completed first before contacting your local IT support or the University IT Center.

If you experience any problems after the migration, please contact the University IT Center at UnivITHelp@rochester.edu or x5-2000 for assistance.

Calendar Reminders:

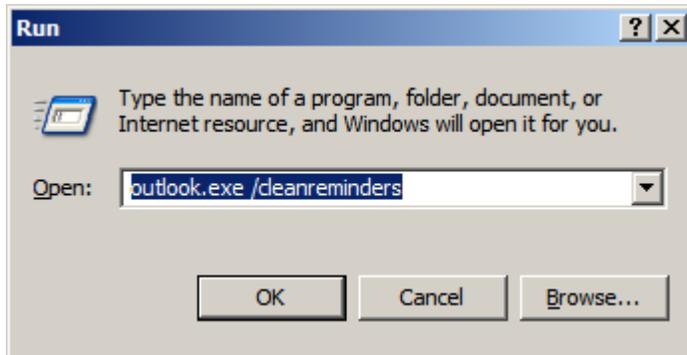
If you receive one or more overdue reminder messages for calendar items in Outlook, please use the **Dismiss All** button to clear these.



These reminder messages are for calendar items that occurred a long time ago. Sometimes, these reminders are for calendar items that are more than one year old. Additionally, the items that correspond to the reminder messages may not appear in the Outlook calendar.

If these old reminders chronically appear after the initial **Dismiss All**, please run the following command from the run command.

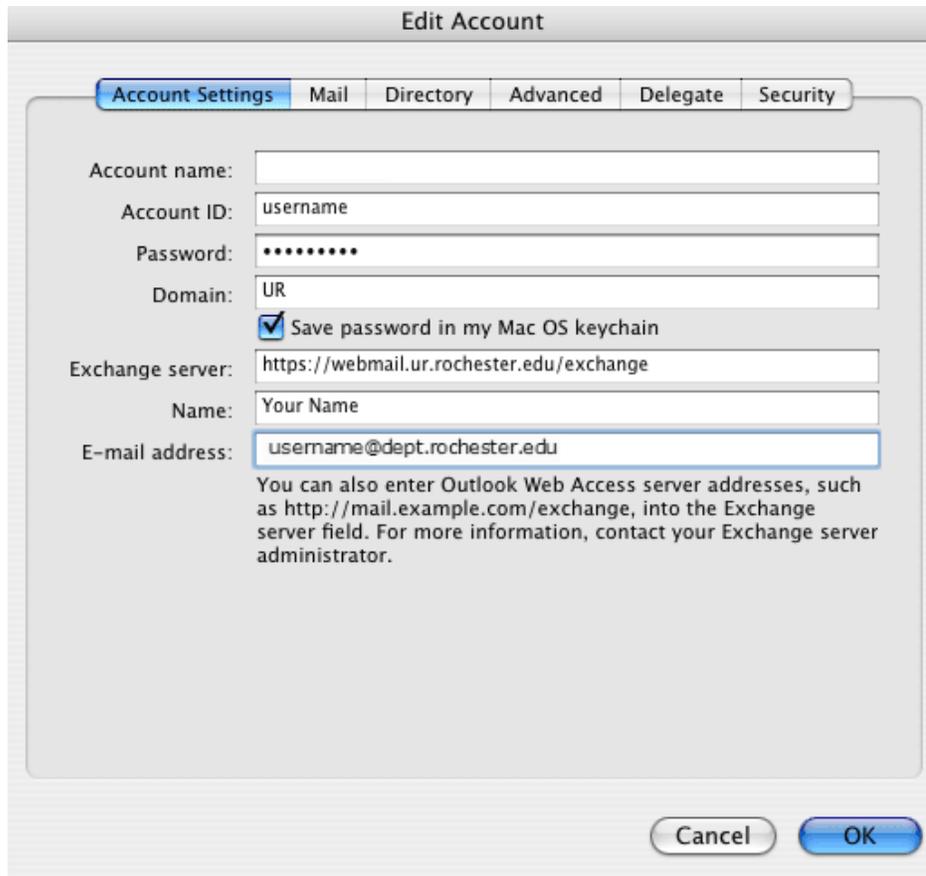
1. Close Outlook
2. Go to **Start-> Run**
3. Type: **outlook.exe /cleanreminders**
4. Click **OK**
5. Outlook will now open and perform a cleanup of your reminders



6. Old reminders will potentially appear one more time, please use the **Dismiss All** button to clear them for the last time.

Entourage Troubleshooting:

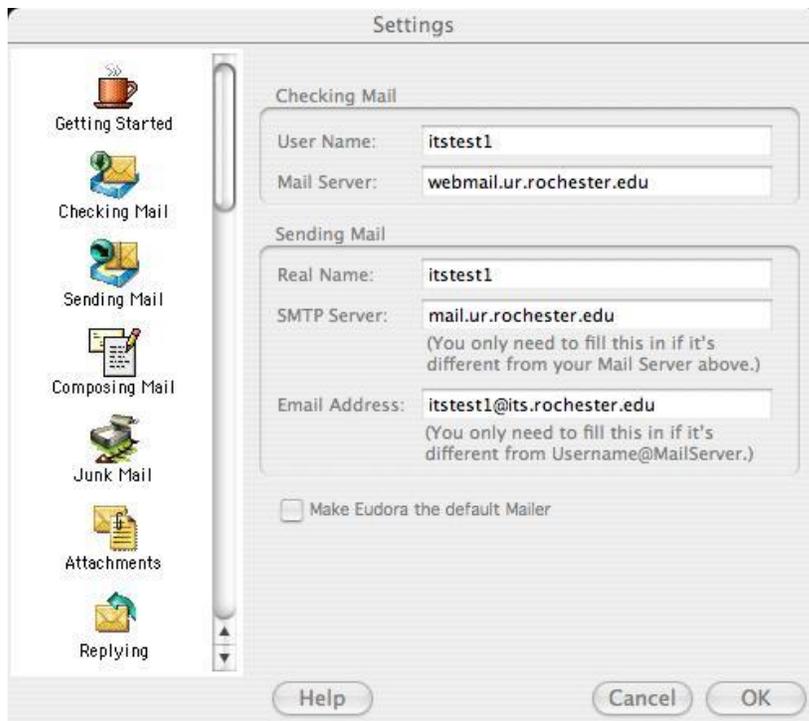
1. Close out of Entourage completely. Then re-open Entourage. If the connection to your mailbox is not established, go to number 2
2. Open Entourage, go to **TOOLS** and click **ACCOUNTS**
3. Select the **Account Settings** tab
4. In the Exchange server field, ensure <https://webmail.ur.rochester.edu/exchange> is entered. If not modify the field to reflect this



5. You should also check to make sure that your name is entered properly in the **name** field
6. Click OK, close Entourage and reopen
7. IF you are still unable to connect, please contact your local help desk representative or the University IT Center at x5-2000

Eudora Troubleshooting:

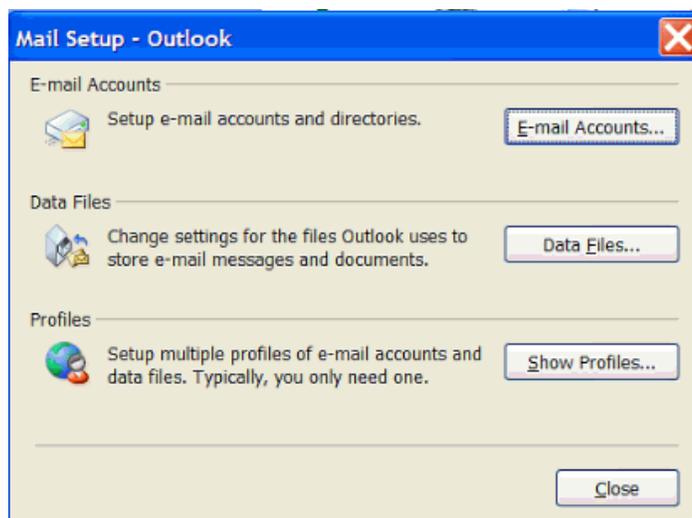
1. Close out of Eudora completely. Then re-open Eudora. If the connection to your mailbox is not established, go to number 2
2. Launch your Eudora application and then click **Special** and select **Settings**
3. Select **Getting Started** on the left side
4. In the **Mail Server** field ensure that **webmail.ur.rochester.edu** is entered. If not, please modify it to **webmail.ur.rochester.edu**



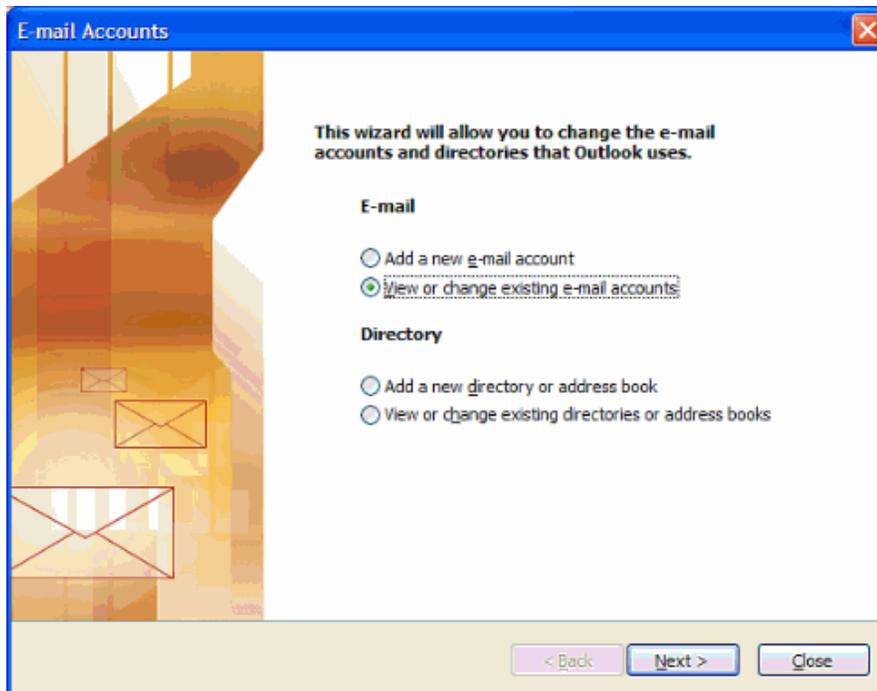
5. Click OK, close Eudora and reopen
6. IF you are still unable to connect, please contact your local help desk representative or the University IT Center at x5-2000

Outlook 2003 and 2002 (XP) Troubleshooting:

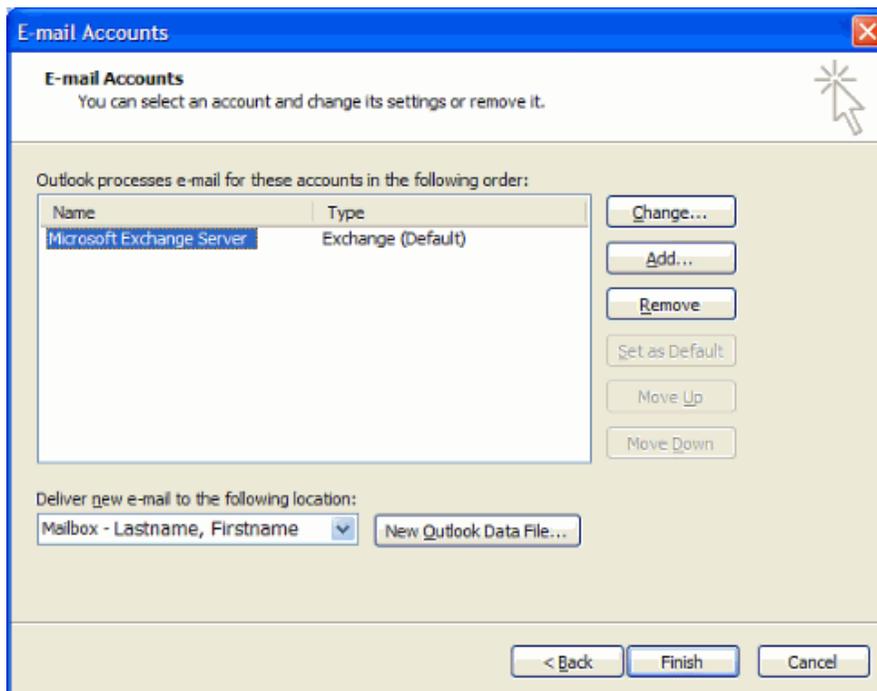
1. Close out of Outlook completely. Then re-open Outlook. If the connection to your mailbox is not established, go to number 2
2. Make sure Outlook is not running
3. Click the Windows **Start** button, go to Settings, Control Panel and double-click **Mail**
4. Click on **E-mail Accounts**



5. Select **View or change existing e-mail accounts** then click **Next**



6. Select Microsoft Exchange Server then click **Change**



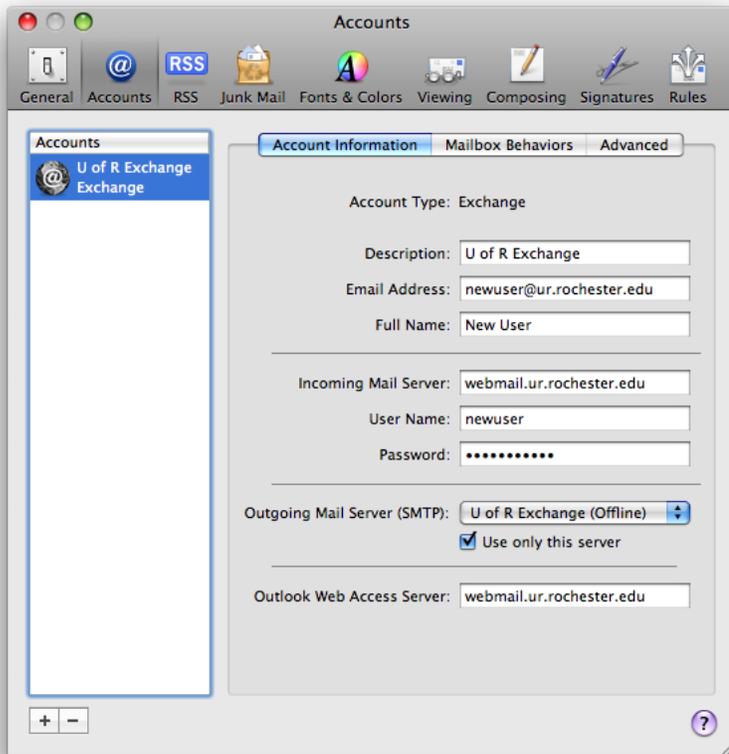
7. Replace the server name in the Microsoft Exchange server field with [*server name*]
8. Click **Next**
9. Click **Finish**. Open Outlook to confirm that it works
10. IF you are still unable to connect, please contact your local help desk representative or the University IT Center at x5-2000

Outlook 2007 Troubleshooting:

1. Close out of Outlook completely. Then re-open Outlook. If the connection to your mailbox is not established, go to number 2.
2. Open Outlook 2007
3. Click the **Tools** menu, and select **Account Settings**
4. Click on the **Email** tab
5. Select your profile name and click on the **Edit** button
6. In the Microsoft Exchange Server, type [*Server Name*]
7. Click **Next**, and then click **Finish**
8. Open Outlook to confirm that it works.
9. IF you are still unable to connect, please contact your local help desk representative or the University IT Center at x5-2000

Apple Mail Troubleshooting:

1. Launch the Mail Application
2. Open the **Preferences**



3. Click on the **Accounts** Icon
4. Click on your existing account and select **Account Information**
5. Verify **Incoming**, **Outgoing**, and **Outlook Web Access Server** fields all point to: webmail.ur.rochester.edu
6. Once all fields have been verified or changed to webmail.ur.rochester.edu, please close Mail and reopen.
7. IF you are still unable to connect, please contact your local help desk representative or the University IT Center at x5-2000

Windows Mobile 5 and 6 Troubleshooting:

1. On the **Home** screen, choose **Start**, choose **Programs**, choose **ActiveSync**, choose **Menu**, and then choose the **Configure Server** tab.
2. In **Edit Server Settings**, enter the name of the server that is running Exchange: **WEBMAIL.UR.ROCHESTER.EDU**, and then choose **Next**.



3. Enter your user name, password, and domain name, and then choose **Next**.

**** If you want the mobile device to save your password so that you will not need to enter it again the next time that you connect your mobile device to Exchange, select the **Save password** check box ****

4. Select the check boxes for the types of information items that you want to synchronize with Exchange Server. To change available synchronization settings, select the type of information that you want to synchronize, and then choose **Settings**.
3. Choose **Finish**

Miscellaneous Clients:

University IT understands there are numerous clients being leveraged throughout the organization. If you are using a client that is not listed above, please call the University IT Center at x5-2000 if you experience connection problems following your mailbox move. These clients include, but are not limited to the following:

- Mozilla Thunderbird
- Outlook Express
- Imail