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

Calendar Reminders

Entourage Troubleshooting

Eudora Troubleshooting

Outlook 2002 and 2003 Troubleshooting

Outlook 2007 Troubleshooting

Apple Mail Troubleshooting

Windows Mobile 5 and 6 Troubleshooting

Miscellaneous Clients

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 <u>https://webmail.ur.rochester.edu</u>. 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.

🕌 1 Reminder		
Review Decom Procedures		
Start time: Thursday, April 03, 2008 10:45 AM		
Subject	Due in	
Review Decom Procedures	2 minutes	
Dismiss <u>A</u> ll	Open Item Dis	smiss
Click Shooze to be reminded again in:		
5 minutes	- Co	

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

Run	<u>? ×</u>
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	outlook.exe /deanreminders
	OK Cancel <u>B</u> rowse

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 <u>https://webmail.ur.rochester.edu/exchange</u> is entered. If not modify the field to reflect this

		Luit Acc	ount		
Account Settin	igs Mail	Directory	Advanced	Delegate	Security
Account name:					
Account ID:	username				
Password:	•••••				
Domain:	UR				
	🗹 Save pa	ssword in my	Mac OS keyc	hain	
Exchange server:	https://webmail.ur.rochester.edu/exchange				
Name:	Your Name				
E-mail address:	username@dept.rochester.edu				
	You can als as http://m server field administrat	o enter Outlo nail.example. . For more in or.	ook Web Acce: com/exchang formation, co	ss server add e, into the Ez ntact your Ex	lresses, such kchange cchange serve
				Cance	

- 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**

	Checking Mail		
Getting Started	User Name:	itstest1	
2	Mail Server:	webmail.ur.rochester.edu	
Checking Mail	Sending Mail		
24	Real Name:	itstest1	
Sending Mail	SMTP Server:	mail.ur.rochester.edu	
		(You only need to fill this in if it's different from your Mail Server above.)	
omposing Mail	Email Address:	itstest1@its.rochester.edu	
S		(You only need to fill this in if it's different from Username@MailServer.)	
Junk Mail Attachments	Make Eudora	the default Mailer	
Replying			
	(Uala)	(Cancel) (O	

- 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**

Mail Set	up - Outlook	X
E-mail A	ccounts	
2	Setup e-mail accounts and directories.	E-mail Accounts
Data File	25	
1	Change settings for the files Outlook uses to store e-mail messages and documents.	Data <u>F</u> iles
Profiles		
	Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.	Show Profiles
		Close

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



6. Select Microsoft Exchange Server then click Change

E-mail Accounts		
E-mail Accounts You can select an ac	count and change its settings or remove it.	Ť
Outlook processes e-mail	for these accounts in the following order:	
Name	Туре	Change
Microsoft Exchange Ser	ver Exchange (Default)	<u>A</u> dd
		Remove
		Set as Default
		Move <u>U</u> p
		Move Down
Deliver new e-mail to the	following location:	
Mailbox - Lastname, Fi	rstname 🛛 New <u>O</u> utlook Data File	
	< <u>B</u> ack	Finish Cancel

- 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**

00	Accounts
General Accounts RSS	Junk Mail Fonts & Colors Viewing Composing Signatures Rules
Accounts Of R Exchange Exchange	Account Information Mailbox Behaviors Advanced
	Account Type: Exchange Description: U of R Exchange
	Email Address: newuser@ur.rochester.edu Full Name: New User
	Incoming Mail Server: webmail.ur.rochester.edu
	Password:
	Outgoing Mail Server (SMTP): U of R Exchange (Offline)
	Outlook Web Access Server: webmail.ur.rochester.edu
+ -	0

- 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