EXCHANGE ACCOUNT MANAGER
Functions

- My Account
- Manage Resource Accounts
My Account

- Basic Account Information
- Mailbox Usage Information
- Configure your preferred email address
- View and configure calendar access

DEMO
Manage Resource Accounts

- Request New Account
- View Pending Requests
- Search for and Manage Accounts
Request New Account

- Account name
- Account type
  - Exchange Group Account
  - Room Account
  - Equipment Account
- Email Address
  - Default address
  - Additional addresses
- Display Name
- Description
- Sponsor
- Owners
- Optional IT Support Staff
Resuming a Request

- Incomplete requests.
  - Resume
  - Discard
- Only one incomplete request
View Pending Requests

- Request type
  - Account
  - Email-Address
- For:
- Status
- Request Date
- Requestor
- Status Details
- View
- Approvals
Search For & Manage Accounts

- Search String
- Search by
- My Accounts

DEMO
Questions
• Outlook 2011 interacts badly with antivirus programs
• Index files become corrupted
• Large numbers of duplicate messages in folders
• May be the cause of some performance problems
• Configure Symantec EndPoint Protection (SEP) auto-protect to exclude index directories
  – Run new installer or add excludes manually
  – Central SEP server already configure with the excludes
• Don’t run Symantec or Identity Finder manual scans when Outlook is open
• How to recover:
  – Remove duplicates -- CIT has tool
  – Create new identity
  – Move local files from old identity to new
  – If multiple Outlook clients, do one at a time.
Results of Office 365 Testing

• Most limitations are in cross-forest access (cloud <=> onsite)
• Scheduling works cross-forest, but only free-busy data visible (no details)
• Shared calendars not visible cross-forest (but Outlook 2010 fakes with free-busy data).
• CIT will mitigate these effects by grouping delegates in migration batches and by close coordination with units.
• On first access, follow redirection, set timezone
OWA Experience

• Cannot open EGA or resource or calendar cross-forest
• Cannot share calendar cross-forest
• Cannot add a cross-forest delegate
Outlook 2011 Experience

• Format of user name must be changed prior to migration
cornell\netid ==> netid@cornell.edu

• Redirection must be confirmed after migration
Apple Mail Experience

• Must open Mail preferences after the move and change the server name from exchange.cornell.edu to pod<nnnnnn>.outlook.com. (pod<nnnnnn> is the server name that hosts our service; it may vary.)

• Mountain Lion seems to autodiscover the move and adjust itself.
POP and IMAP experience

• Scenario 1: direct connection (post migration)
  – Change server name to pod<nnnnn>.outlook.com

• Scenario 2: proxy connection (pre migration)
  – If using exchange.cornell.edu for server
    Change server name to pop.cornell.edu or imap.cornell.edu
  – If using netid.mail.cornell.edu (CNAME) for server
    CIT will redirect all CNAMEs to the proxy server.
  – Proxy will direct connection depending on routing and migration status

• New accounts autodiscover pop/imap.cornell.edu

• Testing not yet complete on these clients
BlackBerry Update

• The BlackBerry Cloud Service has been determined to not be a viable option.

• BlackBerry users will be given the option to postpone their migration to provide time to procure an alternative.

• IT Service Directors will be working with registered BlackBerry owners in their area to find alternatives.

• The BES will be closed to new subscriptions soon after formal announcement of this decision.

• Dates will be announced soon.
Feedback

• cornell-office365@cornell.edu