



Goodbye GroupWise, Hello Exchange!

Why Exchange? Why Now?

E-mail is one of the most widely used and depended-upon tools in our environment. In the mid 1990s, the university selected GroupWise as the enterprise e-mail system because it provided a more complete e-mail solution at the time. However, over the years, Microsoft has greatly improved its Exchange e-mail system, and today, Exchange has become the established standard for large businesses and universities. Meanwhile, over the past several years, the market for GroupWise has substantially declined. This has also led to a decrease in third-party support for GroupWise, calling into question the future availability of software tools needed to sustain it or migrate from it in the future. In addition, continued use of GroupWise would require major and costly software and hardware upgrades. This edition of the Information Technologies & Resources newsletter is dedicated to informing the UCF community about the upcoming e-mail system change and providing you with information that will help you prepare for the transition in February/March 2011.

First, a little terminology. The Exchange e-mail system consists of two primary components: the central e-mail server cluster and software that handle mail flow and data storage, which is called Microsoft Exchange Server 2010, and the software that end users will employ on their computers to use the system, which will be either Microsoft Outlook 2010 (a program that interfaces with Exchange Server) on campus, or the Web-based Outlook Web App (OWA for short) off campus. Outlook 2007, a previous version, will also work with the new e-mail system, but it lacks a few of the newest features.

For Macintosh users, a full Outlook client is included with Microsoft Office 2011 (Mac-only). The Outlook Web App (OWA) is a fully-featured web application that allows both Windows and Mac users to drag and drop, view full calendars, set rules, manage your accounts, reset your password, complete online busy searches and schedule meetings using a friendly graphic interface. For simplicity, we will refer to the new system simply as Exchange.

The advantages of Exchange as UCF's new enterprise e-mail system are many. First, Exchange takes full advantage of the university's directory service and identity management system. This system is being designed to tap PeopleSoft as the master repository of identity information for people and organizations that are, or may become, part of the UCF community. This provides a consistent and authoritative source of names and relationships with the institution. As UCF's identity management system unfolds, users will see consistent and more accurate names, position titles, office locations and telephone numbers wherever they look—including the Exchange Global Address List (address book).

Second, Exchange provides greatly enhanced message design and viewing features, including inline graphics, Word-like text formatting, and full-fidelity viewing of Word, Excel and PowerPoint attachments. Messages can be viewed individually, or as "conversations," in which all related messages are shown as a group.

Third, Exchange will implement a concept known as Unified Messaging

that can integrate delivery of multiple types of information—e-mail messages, appointments, tasks, notes, voice mail messages and faxes—in each user's e-mail inbox. The new voice mail service coming with Exchange can read e-mail messages and appointments over the phone and accept voice input to create or process messages and appointments.

Exchange 2010 supports a wide range of smartphones, including BlackBerry, iPhone, iPad, Android and Windows Phone 7.

The Exchange calendar feature allows for multiple personal calendars, group or team calendars, and importing of Internet calendars, such as the UCF events calendar that appears on the main UCF web page. Calendars can also be shared and published. A scheduling assistant feature helps schedulers find common open times for a group of meeting invitees, suggests best meeting times, and can recommend available meeting rooms.

Exchange will be a more energy-efficient or "greener" e-mail system because it requires fewer servers than GroupWise. In addition, the server cluster established for Exchange can accommodate considerable expansion as the university continues to grow, or as current departmental e-mail systems migrate to the enterprise Exchange system.

The Knights E-mail student e-mail system is scheduled to migrate to the Exchange platform in the near future. When this occurs, both students and employees will use Exchange 2010 and be able to take advantage of its advanced features.

The Migration Process

The migration of all GroupWise users to the new Exchange e-mail system is currently scheduled to occur during a two-to-four-week period beginning in late February and concluding in March 2011. Users who are in the NET domain at that time will migrate first, followed by all other users. The conversion effort will be coordinated with departmental IT staff. In the meantime, the CS&T messaging team will be training departmental IT staff in “train the trainer” sessions and working with them to prepare to migrate the users in their areas. Migration support will also be provided by the CS&T Service Desk, which will be available to respond by telephone or e-mail to questions or concerns throughout the migration period and thereafter. Thirty days after GroupWise users have been migrated to Exchange, their GroupWise mailbox will be disabled. The GroupWise system will be permanently shut down on June 1, 2011.

Exchange Training and Support

The best place to find information on the GroupWise to Exchange conversion project is at <http://ucf2exchange.ucf.edu>. The Exchange migration website contains useful information for employees, IT staff and retirees, along with information on training opportunities and a FAQ (Frequently Asked Questions). Open Exchange demonstrations and Q&A sessions will be held on Dec. 16 and Dec. 17 in the Student Union Key West Ballroom ABCD from 10 a.m. to noon. Because of space limitations, please sign up in advance for the session of your choice at <http://ucf2exchange.ucf.edu/FacultyMigration.aspx>. CS&T will be offering both free and fee-based training for faculty and staff to prepare you for the transition.

Free Training:

Beginning Dec. 10, the West Computer Lab (located in Computer Center II, Room 104) will be equipped with Outlook 2010 for training purposes. Faculty and staff can visit the lab at your convenience (during regular lab hours) to learn about the new Exchange e-mail system. Lab managers will provide faculty and staff with a training packet explaining the main functions of Outlook. More information about free training in the West Lab and additional free Outlook training materials can be found at <http://www.ucf2exchange.ucf.edu/FacultyManuals.aspx>.

Fee-based Training:

Faculty and staff fee-based training for Outlook 2007 and 2010 is being offered by New Horizons, a local IT training company. Classes are located at the main UCF campus and cost \$55 per person. More details regarding the fee-based training classes can be found at http://www.ucf2exchange.ucf.edu/documents/Outlook_Fee-Based_Training.pdf.

We encourage you to utilize these training opportunities in order to become more familiar with the Microsoft Outlook client and to prepare for the transition from GroupWise to Exchange.

Transition Day: What to Expect

You will be notified by e-mail multiple times prior to the day your GroupWise e-mail account will be migrated to Exchange. All migrations will be processed overnight, and you will be asked to cease using GroupWise when you leave the office on conversion day. The following morning, after your account has been migrated, you will find all of your GroupWise e-mail messages, folders, contacts and calendar appointments when you launch Outlook. All of your incoming e-mail will be directed to your new Exchange account, and your former GroupWise account will no longer accept incoming mail.

Users with BlackBerry or iPhone smartphones who subscribe to the university’s e-mail synchronization service will receive special instructions on how to activate synchronization with Exchange following account conversion.

Likewise, Unified Messaging subscribers will receive instructions for activating their new voice mail accounts. Finally, departmental IT staff were provided a software application that will migrate users’ GroupWise e-mail archive for use with Exchange.

Faculty and staff can also gain access to the archive conversion software by visiting <http://ucf2exchange.ucf.edu/Tools.aspx>.

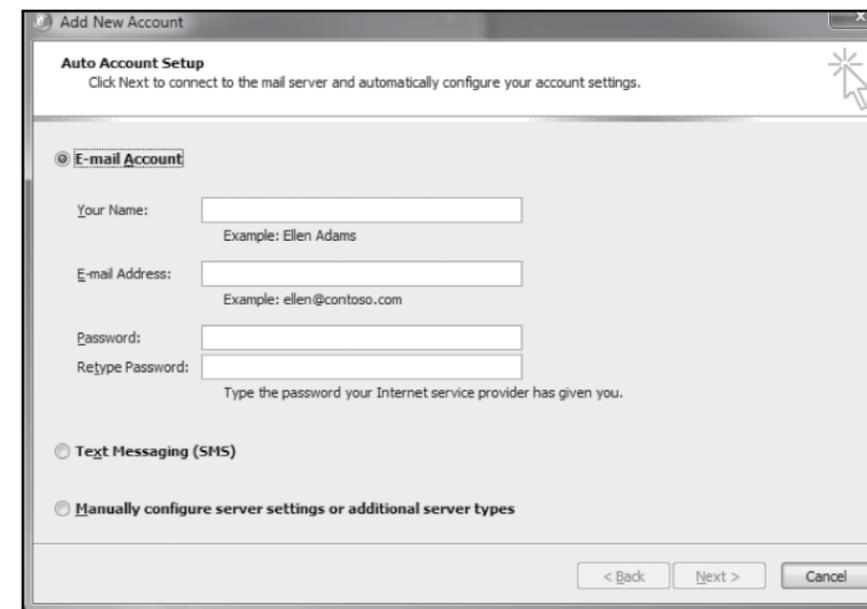
Please recall that Florida’s public records laws require each university employee to retain business communications in any format for a period of at least three years (for more information, please see: <http://policies.ucf.edu/documents/4-001Retention-RequirementsforElectronicMail-FINAL2007.pdf>).



Outlook 2010 user example

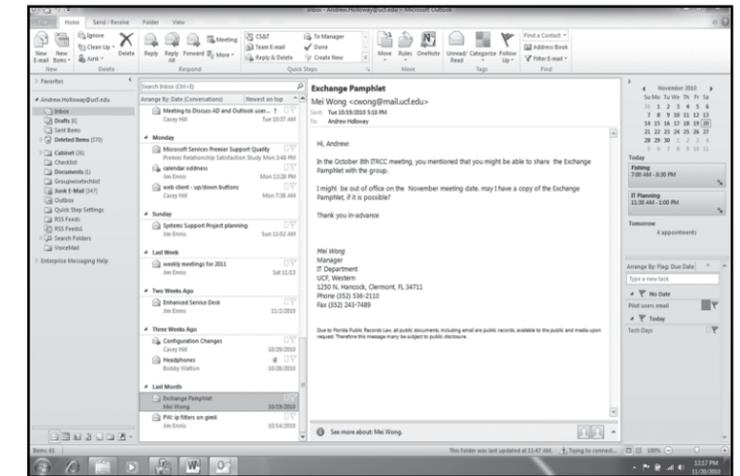


Outlook 2010 opening

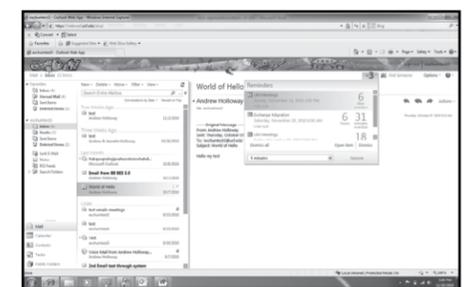


On startup, you will be prompted for your user information. Your technology staff will be trained on how to set up your account. There are different set-up procedures for NET domain users and non-NET domain users. NET domain users’ information will be loaded automatically into the fields where non-domain users will choose the manual option at the bottom of the “Add New Account” window.

Take a Look...



Outlook 2010 open after account set up



Web application for Exchange OWA

Frequently Asked Questions

Q. What will my e-mail address be in the new Exchange?

A. The standard e-mail address will be firstname.lastname@ucf.edu and users will also retain their NID@mail.ucf.edu (GroupWise) address.

Q. How large will my Exchange mailbox be?

A. The default mailbox size will be 1GB, or twice the size of standard GroupWise mailboxes. Additional message storage can be added if required.

Q. When my GroupWise e-mail account is migrated to Exchange, will all of my GroupWise messages, contacts, and appointments be migrated over?

A. Yes, that will occur in background the night your account is migrated.

Q. Can I install the Outlook Client on my home PC?

A. The standard way of accessing Exchange from off campus is Outlook Web App (OWA). The Outlook Client will be supported only on UCF issued computers. Remote access via Outlook requires a VPN connection. Remote access via Outlook Web App does not.

Q. How do I log in to Exchange using Outlook Web App?

A. Navigate your web browser to <http://webmail.ucf.edu> and log in using your NID and NID password. If you are not in the NET domain, enter your username as "net/NID."

Q. What versions of the Outlook Client will be supported?

A. Outlook 2010 and Outlook 2007 for PCs, and Outlook 2011 for Macs.

Q. What smartphones can be synchronized with Exchange?

A. Synchronization service will be available for the following devices: iPad, iPhone, iPod Touch and BlackBerry. Android phones and Windows Phone 7 phones are being tested.

Q. I know I am required to maintain an e-mail archive to meet state public record retention requirements. How do I migrate my GroupWise archive over to Exchange?

A. If your office computer is in the NET domain, your GroupWise archive will be migrated along with your account by the Enterprise Messaging group. Archives on other PCs will be migrated by individual users or their IT support staff using the Quest migration tool located at www.ucf2exchange.ucf.edu.

Q. A copy of the UCF Global Address List (master Exchange Address Book) is installed on each machine running Outlook. How can I update my copy of the Global Address List to gain access to updates and changes?

A. In Outlook, click on the "Send/Receive" tab, click the down arrow next to "Send/Receive Groups," click "Download Address Book," then "OK."

More Questions?

VISIT
www.ucf2exchange.ucf.edu

E-MAIL
exchhelp@ucf.edu

CALL
407-823-5117
(CS&T Service Desk)

ATTEND
Q&A Session
Dec. 16 & 17
10 a.m. - noon
Key West Ballroom
Student Union

Information Technologies & Resources Websites

Center for Distributed Learning | <http://online.ucf.edu>
Computer Services & Telecommunications | <http://cst.ucf.edu> and <http://www.telecom.ucf.edu>
Course Development & Web Services | <http://cdws.ucf.edu>
IT&R | <http://itr.ucf.edu>
Library | <http://library.ucf.edu>
Office of Instructional Resources | <http://www.oir.ucf.edu>
Research Initiative for Teaching Effectiveness | <http://rite.ucf.edu>