



By Appointment to
Her Majesty The Queen
Supplier of IT Products and Support
Anglia IT Solutions Limited
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Customer Logo Here

Migrating to Anglia IT Solutions Managed Hosted Email

A Simple Guide

Section 1: Introduction

The Data Center

At the beginning of 2014 we decided to make a significant investment in the hardware and infrastructure required to build our own Data Center. Having carefully looked at all our options we decided to host our data center in a local, Norwich based high security facility, known as the Gate House.



This secure location is where the servers, and consequently all your email data, will reside once the migration process has been completed. It will be referred to throughout this document.

Note: Visits to the Data Center can be arranged. Please speak to us if you would like to go and take a look

Section 2: Requirements and Recommendations

There are a few basic requirements to migrating to Managed Hosted Email. These are:

- All computers must be running Outlook 2007 or newer. Outlook 2003 and older are not compatible with our Hosted Exchange service
- You must have a working internet connection. We would further recommend that it can achieve speed test results of at least 2mbps on download and 0.5mbps on upload.

There are also some further recommendations. These are:

- All computers should have all available windows updates installed
- Users should try to tidy up their mailboxes as much as possible, i.e. emptying deleted items folders, deleting any unwanted or unneeded email messages
- If possible, a document should be created to show each mailbox that is required, along with any aliases, forwarding rules, distribution lists and sharing (i.e. users who view other user's calendars). A template to use for this is available upon request
- Any other devices which need to receive email; including mobile devices, home based computers, laptops; should be available during the migration
- If you use Public Folders, please ensure that you let us know so that we can also transfer them to our servers

The more of these recommendations are met, the better the migration will go. If there are any that you are unable to meet, we may still be able to proceed with your migration; it may just take a little bit longer.

We have included a checklist in this document to help you make sure you are ready. You can find it on Page 10.

Section 3: Process Overview

The migration process involves three stages. They are as follows:

Stage 1 – Preparing to Migrate

In this first stage, we set up all of your email accounts, distribution lists and public folders on our servers in the data center. For each mailbox the following is configured:

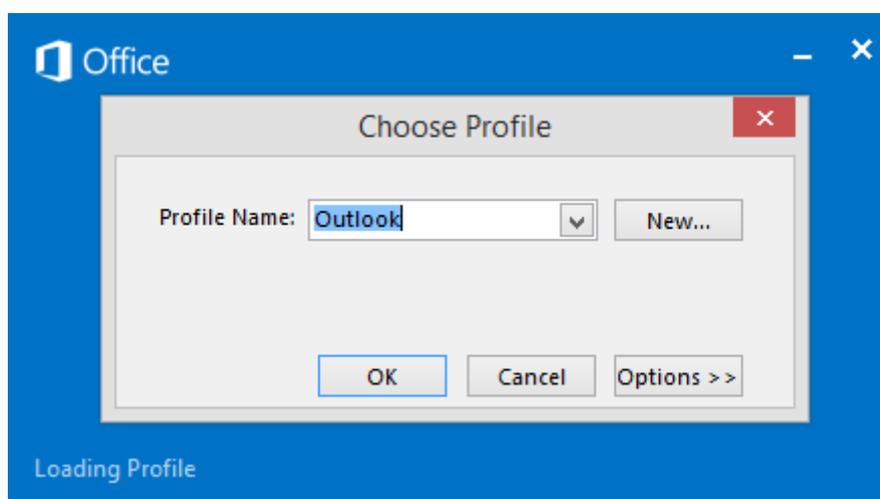
Display Name	this is how the sender's name appears when an email is sent from this mailbox
User Name	this is used when logging on to the mailbox
Password	this is used when logging on to the mailbox
Primary SMTP Address	this is the primary email address of the mailbox; it is the email address that outgoing emails are sent from when you send an email from it.

A list containing all this information for each mailbox is created and stored at our end. It is also sent to our primary contact at your end.

Next we set up all of these newly created mailboxes on the computers / mobile devices at your end. Unless we have been told otherwise, we will simply set up the new mailboxes to correspond to the old ones that are already present on each computer.

Because of the way that Outlook works, we cannot set up two identical email accounts on the same *Outlook Profile*. This means that we have to set up two different Outlook profiles – one for your old account (which at this point is still handling all emails incoming and outgoing) and one for the new account (which at this point is not doing anything).

An Outlook Profile can contain multiple email accounts and Outlook data files. There is normally only one created on your computer.



Outlook Profile Choice Screen

As shown above, users will see a “Choose Profile” window when they open Outlook. There will be two choices:

Outlook	This contains the old account
Hosted	This contains the new hosted account

Users will have to choose which account they wish to open.

NOTE: This is a temporary scenario. Once the migration is completed the Profile Choice Screen no longer pops up – users log on to the Hosted profile by default.

Stage 2 – Migration

The first part of this stage will depend on what type of email system you are currently using. If you are using a Microsoft Exchange server and it is the 2007 version or earlier, we will bring a temporary Exchange server to your premises and install it on your network. Don't worry if you don't know what type of email system you have, we will figure this out for you.

If we do have to install a temporary server, we must first migrate all of your mailboxes on to it. At this stage there will be no changes required on your computers and you will notice no downtime. We do this because the older versions of Exchange will not allow us to export your existing mailboxes easily.

Next, we change your *MX Record* to point to our servers. Once this change has completed all new email messages will start appearing in your new Outlook Profile.

An MX Record is essentially a postal address for email. It will point all email messages that are addressed to a particular Domain (the bit after the “@” symbol) to a specified place. Once it is changed the changes take up to 24 hours to take effect.

Once the MX Record has finished updating, we will then begin to export all of your mailbox data out of your old mailboxes. We will let you know when to start using the “Hosted” Outlook Profile. You will still be able to access the old data, as we **copy** the data to the new mailboxes as opposed to moving it.

This includes:

- Email messages
- Sub folders
- Tasks
- Calendars
- Contacts
- Public folders
- Flag statuses and categories
- Quick steps
- The auto complete list

This does not include:

- Rules
- Sharing settings (for folders, calendars etc)

Once all of this data is imported into your new mailboxes, Outlook will start to synchronise this data onto your computers.

We will tell you when the data has begun importing. It is important at this stage to ensure that all of your computers are left on overnight to allow this synchronisation to complete, as it does take up a lot of bandwidth and can therefore be disruptive if it runs for too long during working hours. During this time email delivery will be delayed, however you can make use of OWA whilst you are waiting for it to finish. See the FAQ section on Page 7 for more details)

Stage 3 – Tidying Up

Once all of the data has been imported to the new mailboxes, we perform two final steps.

Firstly, the Profile Choice Screen is turned off on all computers; all users will now be using the Hosted profile automatically.

Secondly, the temporary Exchange server and your old Exchange server are both removed fully from the network. We have to do this as if it is still present it can cause problems.

Section 4: Frequently Asked Questions

Where have all my contacts gone? When I start typing someone's email address in the To: box their name doesn't pop up.

To answer this question fully we need to begin by explaining the difference between the Contacts Folder and the Auto Complete List.

Contacts Folder: This is a special Outlook folder which is designed to store contact information. It can be easily exported from, backed up from and restored to. It can also be shared with other users.

Auto Complete List: This is actually a hidden email message which resides in the inbox. It is designed to be a temporary cache and is therefore not recommended by Microsoft to be used as a store of contacts. It can often become corrupted and loose addresses; sometimes it even has to be cleared entirely.

It has become common practice amongst the majority of users to rely on the auto complete list as their only contact store. Unfortunately this has left quite a lot of people with lost contacts. Anglia IT Solutions strongly recommends that you use a different method to store important contact information. We can attempt to restore this list but it is not guaranteed. If you would like us to take a look then please log a support ticket.

Since moving to Hosted email I cannot email to any internal members of staff

This issue is caused by the Auto Complete List (see above for more information about the difference between this list and the Contacts folder). If you have migrated from a Microsoft Exchange server, internal email addresses which are stored in the auto complete list are formatted in a particular way which means that they refer directly to your old Exchange server. This of course means that they will not work properly when you have been migrated to our server.

To fix this problem:

1. Start typing the person's email address in the To: box until they appear as a suggestion in the drop down
2. Highlight them in the drop down list
3. Press the "Delete" key on the keyboard to remove them from the drop down list
4. Type their email address out again from scratch in the To: box, or choose their name from the Company Address Book

This will update the auto complete list entry and the issue will go away for that particular email address. You will have to do this for each internal email address that you are unable to send to.

I keep getting messages about “Security Certificates” when I open Outlook

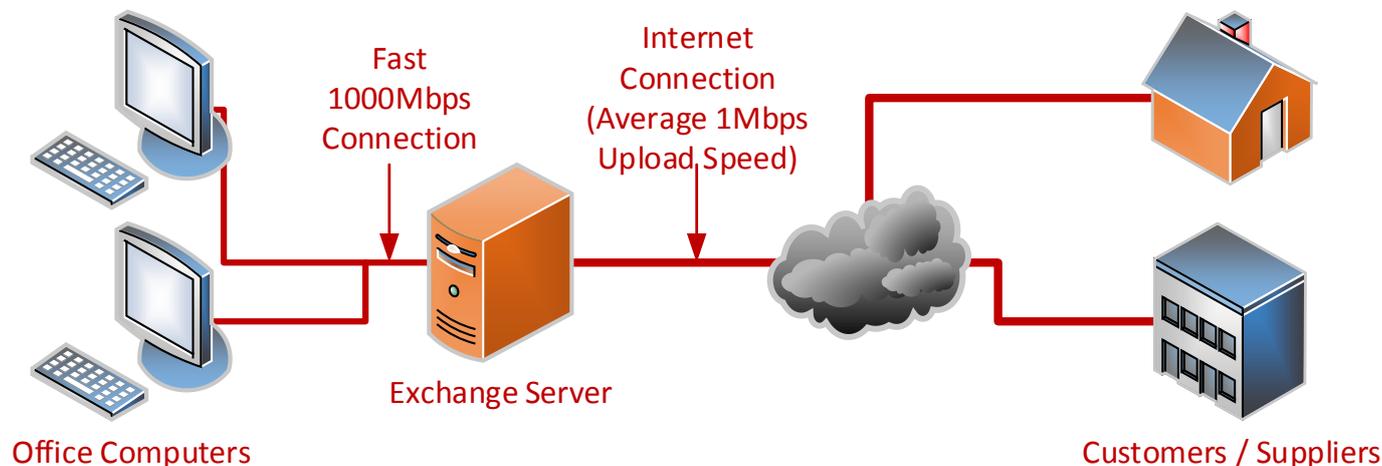
During the migration phase you may see messages coming up about Security Certificates. This is normal behaviour at this stage and can be safely ignored.

NOTE: You must click “Yes” or “Continue” on any messages of this type that appear. If you do not then Outlook may fail to connect to your Exchange server and you may not be able to send or receive emails.

Since we have migrated, messages keep sitting in the Outbox folder for extended periods of time

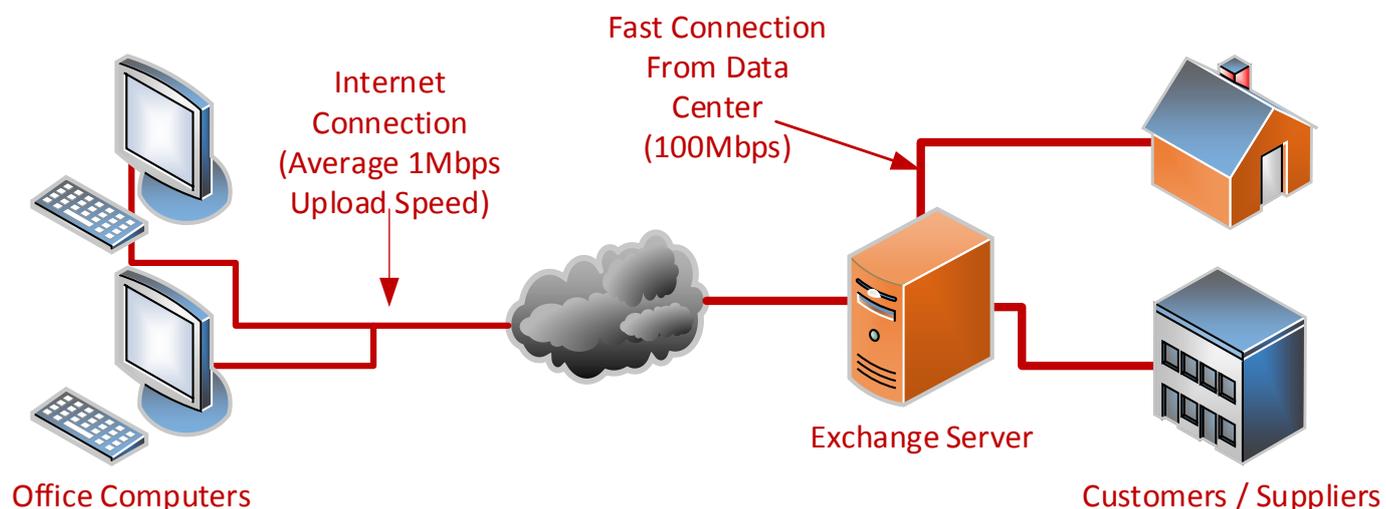
To answer this question, we must first explain one of the key differences regarding outgoing email messages between an on premise or in house Exchange Server and a hosted one.

When you have an on premise Exchange Server, your email delivery works like this:



When you click the send button in Outlook your email message is sent to your on premise Exchange server. Because this is happening over the fast internal network within your office building to the user this appears to be almost instant. The server then “queues” all of these messages and sends them out over the much slower internet connection. This process is invisible to your end users.

With a hosted Exchange Server, your email delivery works like this:



As you can see you are now connecting from the PCs to the Exchange Server over a slower connection. Conversely, the Exchange Server is connected to the internet over a much faster connection. What this essentially means is that the bottleneck has been moved from the server to the client computers. This is the reason why email delivery, to the end user, appears slower with the hosted Exchange. In reality email delivery is no slower whatsoever.

Internal message delivery is slow

As shown in the diagrams above, your email setup has changed significantly since the completion of your migration process. Internal emails used to stay within your fast internal office network; now they have to go out over the internet and back in over the internet again.

We recommend only using internal email to send emails without attachments. Think about using your server to store shared files and just sending links to people instead of the whole file as an attachment.

How long does the migration take?

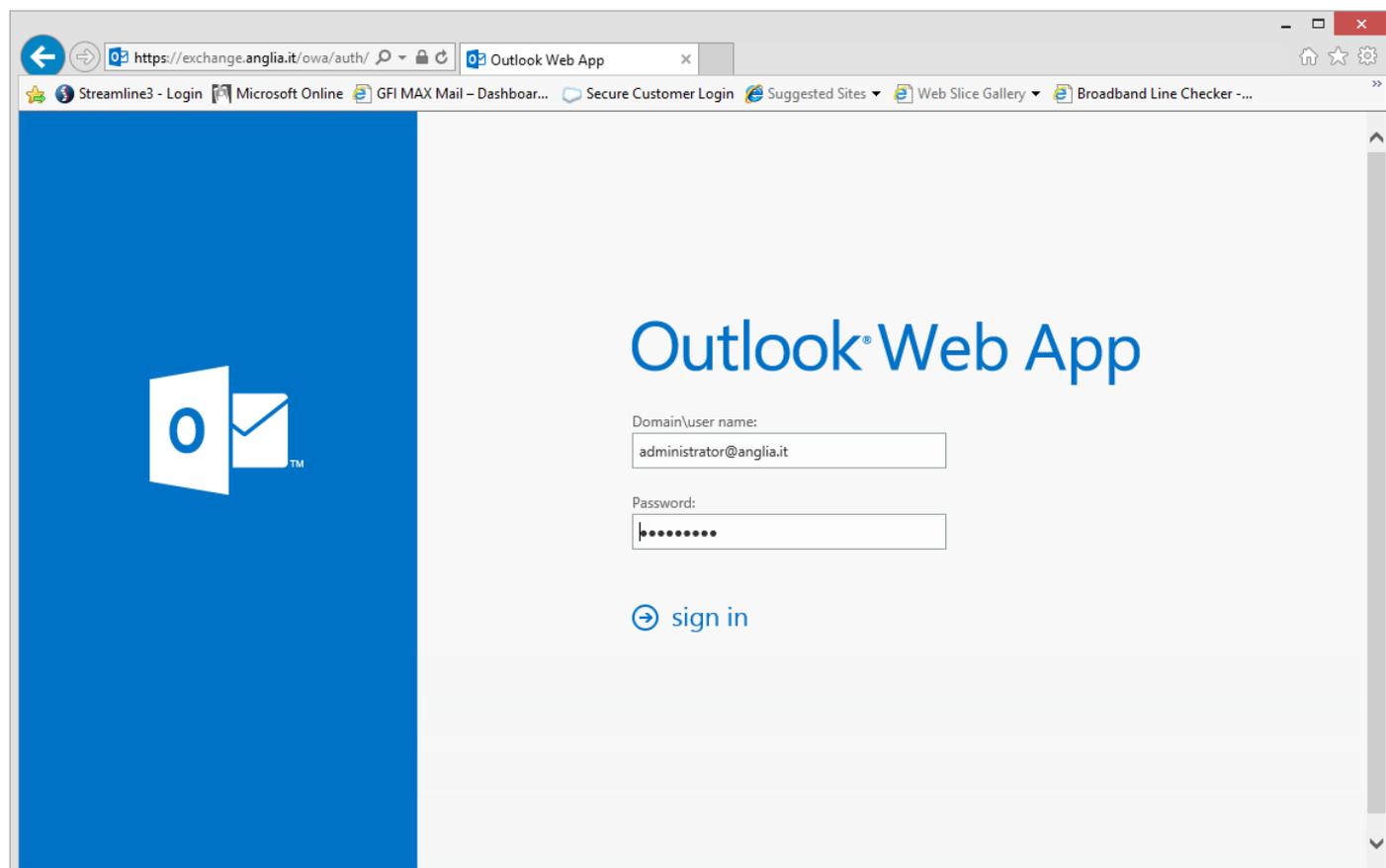
This will be discussed with you individually at the point of scheduling in your migration, as it depends on multiple factors.

How do I access OWA and what is it?

OWA (Outlook Web Access) is a web based version of Outlook which is provided free of charge as part of our Hosted Exchange service. You can access it by going to:

<https://exchange.anglia.it/owa>

You will then be asked for a username and password.



Your username is your Primary SMTP Address. Your password will have been provided for you.

Once you have logged in to this webpage you will be given access to all your email folders, along with send and receive functionality.

Note: The first time you log in to OWA you will be asked to specify your language and time zone settings. Also, please remember that this is a supplementary product and is not designed to replace Outlook, and is therefore not equipped with the full range of features which are usually available in Outlook itself.

Appendix A: Requirements Checklist

This is an electronic form which you can use to check off the requirements list from Section 1. Feel free to print it off if you aren't ready to go paperless yet.

All computers are running Outlook 2007 or newer	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Our internet connection is achieving at least 2mbps download speed and 0.5mbps upload speed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
All computers have had the latest windows updates installed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Users have emptied their deleted items folder and removed any old or unneeded emails from other folders	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Information about mailboxes, aliases, forwarding and any other required setup has been collated and sent to Anglia IT Solutions	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Arrangements have been made for Anglia IT Solutions' engineers to be able to access all devices that need to send or receive email (mobiles, laptops, home or remote users)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please indicate if you use Public Folders	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Completed By:

Date:

Signed: