



## Webmail / Outlook Web Application

Immediately following the upgrade, the new Outlook Web App (webmail) URL will become <https://mymail.myoutlookonline.com>

**Note:** It is expected behavior when replying all to emails that have been migrated from the former Exchange Server that the user's email address will be populated in the "To:" field. This will not happen for email sent or received after the upgrade has completed to emails that were not migrated from the former Exchange Server.

### What if an SSL Certificate is used and webmail has a custom URL?

If the company uses a SSL Certificate also known as a branded URL, it will become available by start of business the following day (6:00am ET). An example of a branded URL would be <https://webmail.domain.com>

If the branded URL is not working please contact support to report the issue, and as a temporary workaround provide users with the link listed above until the issue can be resolved.

## Outlook

Once the upgrade is completed, Outlook will query and pull new Exchange Server settings through Autodiscover allowing it to re-connect to the Exchange server. It is required to restart the Outlook client once the new settings update through this process.

If Outlook does not reconnect to the Exchange Server after a maximum of three attempts, please attempt to reconfigure the profile. If there is difficulty reconfiguring profile within Outlook please contact our technical support team for further assistance.

**Please Note:** Autodiscover is required for the reconnection of existing Outlook profiles, as well as the configuration of new Outlook profiles.

Additionally if the 'Exchange Hosting Outlook Plugin' is enabled within Outlook or the autodiscover.xml is present in the local machine's root directory, the Exchange account within the Outlook profile will not re-connect to the Exchange 2010 Server. This plugin must be disabled within Outlook for the Exchange account within the Outlook profile to reconnect to the Exchange Server. (See the section on configuring Autodiscover in the ACTION REQUIRED section of the upgrade website)

Lastly, users with additional mailboxes opened in their Outlook profile will need to remove additional mailboxes and re-add them.

**Note:** It is expected behavior when replying all to emails that have been migrated from the former Exchange Server that the user's email address will be populated in the "To:" field. This will not happen for email sent or received after the upgrade has completed to emails that were not migrated from the former Exchange Server.

## ActiveSync Devices – Mobile Phones and Tablets

All ActiveSync accounts must be deleted and re-added to the device to reconnect the device to the user's Exchange account.

In some cases it is only necessary to change the domain field to 'sh11.lan', and/or Server field to 'mymail.myoutlookonline.com' in your account settings. This can be attempted before deleting and re-adding the account that can be accomplished with the following settings:

### **ActiveSync settings after the upgrade is complete:**

Email: <Email Address>  
Password: <Email Address Password>  
Domain: sh11.lan  
Server: mymail.myoutlookonline.com  
Username: <See the Online Control Panel for Usernames>

If the ActiveSync profile cannot be reconfigured manually using the above settings, immediately reach out to our support team for further assistance.

## BlackBerry Devices and Tablets – BES Only

Blackberry devices will require several steps to reconfigure and reconnect to the Exchange Server:

1. Each individual BlackBerry device will require a security wipe. Email, contacts, and calendar information is stored on the Exchange, and will only be deleted from the phone with a security wipe.

**Note:** If there is information on the device which must be saved prior to the wipe, please back up the data using BlackBerry's proprietary Desktop Manager Software downloadable here:

<http://us.blackberry.com/software/desktop.html>

2. Within the control panel, please "Re-Initialize BlackBerry Services" for this user's mailbox.
3. Once the device has been wiped and BES re-initialized, the steps can be followed for processing "Enterprise Activation" on the phone using the user's new email address, and the lower case password 'cat'.

If you need additional assistance, please contact our technical support team, and be prepared to provide the PIN for the BlackBerry Device.

## POP, IMAP, SMTP Relay

All POP, IMAP, and SMTP Relays must be reconfigured after the upgrade. If there are questions about which environment the upgrade will place the company, please contact support.

Exchange 2010 SP3	<b>POP</b>	<b>IMAP</b>	<b>SMTP Relay</b>
Incoming Server Name	mail11.myoutlookonline.com	mail11.myoutlookonline.com	-
Outgoing Server Name	mail11.myoutlookonline.com	mail11.myoutlookonline.com	mail11.myoutlookonline.com
Username / Email Address	<Your Email Address>	<Your Email Address>	<Your Email Address>
Password	<Your Email Password>	<Your Email Password>	<Your Email Password>
Incoming Port (No SSL)	110	143	-
Outgoing Port (No SSL)	25 or 587	25 or 587	25 or 587
Incoming Port (SSL)	995	993	-

Outgoing Port (SSL)	465 then select TLS	465 then select TLS	465 then select TLS
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Exchange 2013	<u>POP</u>	<u>IMAP</u>	<u>SMTP Relay</u>
Incoming Server Name	mymail.myoutlookonline.com	mymail.myoutlookonline.com	-
Outgoing Server Name	mymail.myoutlookonline.com	mymail.myoutlookonline.com	mymail.myoutlookonline.com
Username / Email Address	<Your Email Address>	<Your Email Address>	<Your Email Address>
Password	<Your Email Password>	<Your Email Password>	<Your Email Password>
Incoming Port (No SSL)	110	143	-
Outgoing Port (No SSL)	25 or 587	25 or 587	Unavailable
Incoming Port (SSL)	995	993	-
Outgoing Port (SSL)	465 then select TLS	465 then select TLS	587 then select TLS

Open relay is not permitted. Authentication is required, and therefore a mailbox is required. TLS is required with SMTP Relay in Exchange 2013.

You must set the FROM and LOGIN addresses to the same value within the SMTP Relay configuration. If other users must use this SMTP Relay to relay they must be granted SEND AS privileges through the control panel.

### MAPI

MAPI is not available in Exchange 2010 or 2013

### Rules

Server-side rules are unaffected by the upgrade. Client-side rules for Outlook profiles that reconnect after the upgrade is complete will be unaffected by the upgrade. If reconfiguring Outlook profiles or upgrading Outlook client versions is necessary, please ensure client-side rules are backed up so that they can be reimported to the new profile when it has been reconfigured.

### Permissions

#### Mailbox Permissions & Calendar Permissions

Mailbox permissions as accessed and edited through the Online Control Panel are unaffected by the upgrade.

If there are issues please reach out to support.

#### Delegates

Delegate permissions are unaffected by the upgrade.

If there are issues please reach out to support.

### Public Folders

Public Folders will be moved the night of the scheduled upgrade and should not be used until after 6am the following morning when they should become again available. Any changes made between 6:00pm ET on the day of the scheduled upgrade and 6:00am ET the morning following the upgrade will be permanently lost.

Most public folder migrations take between 24-48 hours; however, based on size public folder migrations may exceed one week. We typically see delays in excess of 24 hours in public folder

migrations when their size exceeds 5GB. If Public Folders are business critical and need to be used daily we recommend you call customer support and request a Friday upgrade date to ensure sufficient time for completion over the weekend.

After the upgrade public folders may only be viewed using PC versions of Outlook and can no longer be viewed using webmail.

#### Mail Enabled Public Folders

Public folders that are mail enabled will not be mail enabled after the upgrade occurs. Please compile and prepare to provide a list to support of all mail enabled public folders with their folder path and email address prior to the upgrade.

#### SharePoint

At the time of the scheduled upgrade the SharePoint CNAME Record must be updated to point to:  
**s11spf01.instantsharepoint.com**

SharePoint and Exchange services are immutably tied together, and must therefore be upgraded at the same time. At the time of the scheduled upgrade, the SharePoint site will be set to Read-Only mode, and the upgrade performed on the site at the same time email is upgraded.

Under most circumstances, SharePoint sites go online by start of business the morning following the scheduled upgrade (6:00am ET). Depending on a number of factors it can take additional time to upgrade the SharePoint site possibly even exceeding 72 hours or more. If the SharePoint site is business critical and needs to be used daily we recommend contacting customer support and requesting a Friday upgrade date to ensure sufficient time for completion over the weekend.

#### SharePoint SSL Certificate

In the case of a present SSL Certificate that uses an A Record which points to an IP address, no changes are required to the A Record as a result of the upgrade. A CNAME Record or update is not required. The upgraded site will become available per the above expectations. An example of a branded URL would be <https://sharepoint.domain.com>

If the branded URL is not working please call support to report the issue, and as a temporary workaround provide your users with the link listed above until the issue can be resolved.

#### Outbound Relay, Encryption, and TLS Connectors

##### Outbound Relay

Outbound Relay through McAfee Premium Spam Filtering is unaffected by the upgrade.

##### McAfee Email Encryption

McAfee Email Encryption through McAfee Premium Spam Filtering is unaffected by the upgrade.

##### TLS Connectors

TLS Connectors configured through the McAfee Premium Spam Filtering Control Console are unaffected by the upgrade.

If your TLS Connectors are configured in some other way, please call into support for more information.

### Archiving

No data is lost, and there is no interruption in delivery to Basic and Compliance Archiving solutions.

Additionally if your company utilizes a 3<sup>rd</sup> party archiving solution then all forwarding rules are preserved and unaffected by the upgrade.

### ADSync & IDSync

ADSync and IDSync services are unaffected by the upgrade.