

AFS OUTLOOK MIGRATION INFORMATION

VERSION 1.3 (7-SEP-11@15:20)

Here is some information that will be good reference as AFS migrates from Lotus Notes to Microsoft Outlook next week. The document will be modified and updated as we approach the cutover date. Every effort will be made to keep the document current.

INFORMATION

In general, anything and everything can be found on the [Email Transition Training and Information](#) SharePoint site. Be aware that it does not always respond as you would expect (or prefer). If you receive an error notification similar to (or exactly like) this in your browser:



You will need to refresh the page...most likely several times:

SCHEDULE

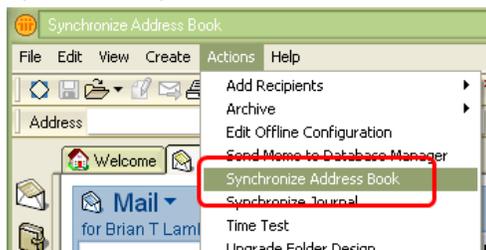
Although published, the [Migration Schedule](#) is subject to modification. So far, it has not varied, but the schedule may be adjusted to accommodate the recent network issues that occurred. AFS as an organization is currently scheduled to migrate the evening of September 7th and will be going live the morning of September 8th.

RESPONSIBILITIES

Pre-Migration Preparation

As an active participant in this effort, it is your responsibility to perform the following actions to prepare for the migration:

1. To the best of your ability, clean up and delete your mailbox. This includes your inbox, folders and archives. The fewer messages that the migration process has to touch, the better.
2. Synchronize your address book:



3. It is recommended that you take the "[Mandatory Training](#)". If users are still having issues accessing the training, please submit a [Remedy Ticket](#) and we will take care of the problem. If you wish to do the hands on training, you will need to [setup your client for stand alone use](#) and use [the packaged exercises for step #8](#) that AFS users cannot normally access through the training page.
4. As time permits, watch the [Quickhelp Training Videos](#).
5. Make sure you DO NOT have an "Out of Office" agent running.
6. **Very Important: IF you did ALL the training (including the application exercises),** you will need to reset your Outlook setup using the [modified "Outlook Configuration – Completed Training" instructions for AFS](#). **These instructions cannot be accomplished until you receive notification from the migration team to launch Outlook before you leave for the evening on the 7th.** Otherwise, follow the directions detailed in the national message labeled "Outlook Configuration – No Training".

Night of the Migration

On September 7th, each user being migrated will receive an e-mail message outlining the steps they will need to take before leaving the office that night. In those instructions, you will be told to run Outlook from a desktop icon. Unless you have made your own desktop copy, you will not have that icon. You can find and launch Outlook 2010 from the following location:



Please make sure you follow the steps outlined in step 6 in the previous section *if you ran Outlook in a stand alone manner*; you will not receive any mail until you do so.

It is important to do this step only if you will be in the office on September 8th. In an effort to reduce as much of the WAN traffic as possible during the migration, we want Outlook e-mail to be downloaded to each user's local Exchange cache during the night hours.

Post-Migration Cleanup

Upon completion of the mail migration, each user will be sent instructions to convert their address book (which you won't have to do if you synchronized your address book as outlined above), archives and encrypted mail. Again due to our Citrix environment, we have made alternative plans that will require each individual to use one of several specially configured workstations located in the computer training lab.

FREQUENTLY ASKED QUESTIONS (FAQs)

Unless you are having a problem with launching Outlook (which is inherently an AFS issue), please check out the [FAQs](#) before contacting the Help Desk. More than likely, the question has already been asked. Below are some more AFS specific FAQs that have been asked:

Q. What about people who are in non-pay status/fire assignment/hunting/vacation?

A. As long as each individual has synchronized their personal address book (PAB) by following the graphic in step 2 of the Pre-Migration section above, your mail AND contacts will both be migrated on the scheduled date.

Q. Will I still be able to access my Lotus Notes? For how long?

A. Yes, you will be able to access your Lotus Notes for a while. We will be aggressively converting archives after the cutover date and once that is complete, there should be little reason to access Notes with a few exceptions (and you know who you are). The plan is to have our Notes deactivated by the end of January.

BLACKBERRY INFORMATION

The information that will be coming out from the NOC does more than an adequate job documenting the process users will need to go through to reactivate after the migration. Be advised that your BlackBerry must be wiped in order to reactivate the device in the new system.

CONCLUSION

With your assistance and adherence to what is published in this document, the migration should be fairly uneventful. Thank you in advance for your patience as we work through this process.