

Migration Procedure Guidelines for County Office conversion (Revision 5):

[] Fill out a MigrateGW2Exchange spreadsheet for EACH county. Include a row for each mailbox to be converted. Email the spreadsheet as an attachment to first-call@tamu.edu

Use the Subject Line: MIGRATION REQUEST: [County Name] (with the brackets and all caps this will get it routed correctly within First Call)

Things to check / consider For each individual:

[] Archive – does it exist are you going migrate it? How Options:

1. Amber to turn it into PDF
2. Kernel to turn it into PST (probably in chunks)
3. Delete the Novell Groupwise mail profile BUT leave Groupwise installed – allows user to open archive via GroupWise client in caching mode – warning though, this will not show you the old GW address books since the profile points at the new Outlook address books

[] Caching mail – box is it up to date? If not log in and use Send Retrieve to get it up to date.

[] Is Outlook installed on the same machine as the GW and cache – don't run Outlook, just check and install if needed

[] Remove Outlook Express on older XP computers

[] Outlook **2003 or earlier** – if a computer is running any of these versions set up an icon on the desktop to access Outlook Web App. Do not try to configure these. If the computer is an office manager that **MUST** have a real client to manage contact lists or share files then install 09 or 2010 Outlook. Send Jim the name when you do so for record keeping.

===== Cut over and get them working on in Exchange =====

1. Save the GW cache/remote mail box directory in safe place (Archive also if you have one)
 - a. Option: set a **delegate** (the forward does not always work) rule in GW to send any new mail to the persons first.name@agnet.tamu.edu address. You can also manually forward out the last day or two of inbox mail and cabinet folders.
 - b. Option: Select the files you want, right click and forward as attachments. Keep in mind the max message size is 49 MB so you may need to do this in several steps. These steps will get mail to their Outlook account and continue to do so until the GW account changeover is complete.

- c. Option: Export any GroupWise address books they wish to keep as NAB files. Open Address Book, right click and choose export. Select NAB as the type and give the file the same name as the address book. Suggest saving these on the desktop. These are comma separated value files with the address information.
2. Uninstall GroupWise and check the Mail Profiles in Control Panel to be sure Novell GroupWise Profile is gone. If not delete it
3. Start and configure Outlook – do not do a manual configuration, just enter your name, your agnet.tamu.edu email address and your agnet.tamu.edu password.

If prompted for Username and password to connect to OWA during the process enter your email address first.last@agnet.tamu.edu as the user name. If OWA\ is in the username remove it.

4. If the person uses their TAMU @tamu.edu email address log into gateway.tamu.edu and edit your account information to forward to the agnet.tamu.edu address
5. Send test email from your account to all their addresses – ie. agnet@tamu.edu, ag.tamu.edu and @tamu.edu if they use that one.
6. Import the exported NAB files. Rename the files changing the NAB to CSV. Follow the procedure guide “How to Import a Novell Address Book export into Outlook”

At this point they are now running Outlook, they have their recent mail, and their contact lists and can read and send email

Do this for everyone in the office before continuing on with nice stuff . . .

===== Now deal with extended conversions =====

You can copy their cache and archive to another computer. I suggest using a VM setup on your notebook computer and copying the persons cached mailbox using your USB drive. It takes time; depending on the size of their cache, but you only need the copy long enough to convert what they want. If you are not on-site you can transfer the files with Bomgar or Team Viewer.

Steps to Use Kernel:

1. Install Kernel – install file is on the migration web page <http://agrilife.org/it/migrate/> (you will also need the spryor@tamu.edu and the code HVDKUQKSEQUBMGP)

2. Exit GW and run Kernel – remember you need both installed on the the computer you are using (Kernel needs both)
3. In Kernel make 3 passes
 - a. On the first select your Mailbox, Sent Items and Cabinet – you don't really need the other stuff do you?
 - b. On the second run select only the Calendar - you can skip this if you don't use the GW Calendar
 - c. On the third run select the address books you want - you can skip this if you don't have any you want to convert
4. Once done you can copy the pst files back to the person (email if needed) and use File > Open to open the PST files (personal data files) you created with Kernel.

Phone / PDA can be done afterwards

If you know what type of device they have send them the appropriate instructions and let them do it for them. Instructions are on the migrate site.

- a. Active Sync Phones - i.e. iPhone, Droid, Windows ... Look for exchange setup and enter your name, your agnet.tamu.edu email address and your agnet.tamu.edu password. Fill out all information server name is agnet.tamu.edu and domain is agnet.tamu.edu
- b. Blackberry – be sure to list BB on the spreadsheet. If they are paying for BES service from their provider they can use our BES service. Someone from AIT will send them a new activation code.