

Montgomery County
Office 365 (O365) - Outlook Migration
Frequently Asked Questions (FAQ's)

Preparation for Migration

1) How do I determine which version of Office I have?

- a. On the Office 365 transition web site there is a link to instructions to determine which version of Office software you are using.
<http://www.montgomerycountymd.gov/Office365/Resources/Files/Reference/QSGFindingYourVersion.pdf>

NOTE: Most of the tutorials and training are focused on the transition of staff that are using Office 2003

Migration

1. What Outlook data will be moved to Office 365 during migration?

- a. The mail store, including,
 - i. Messages
 - ii. Calendar Appointments
 - iii. Contacts
 - iv. Tasks

2. How will I get my software & access to O365 Outlook Web Access (OWA 2013)?

- a. An OWA shortcut icon will be installed on the staff persons machine at the point they are to be migrated

3. Does VPN work with O365 OWA?

- a. Yes but staff who use OWA do not need VPN to access it.
- b. There are situations where the department staff are required to use VPN for access to business information while they are out of the office. For the most part those staff should not have a problem while using VPN.
- c. If you are using the “**NET CONNECT**” feature the VPN will block access to the internet and thus to OWA.
- d. If you use that capability or have difficulty using VPN and accessing OWA please contact your department IT representative

Post Migration

1. What happens to migrated staff persons the Office 2003 desktop software?

- a. There are two parts to the answer.
 - i. Once staff using Outlook 2003 has been migrated to Office 365 they will use the Cloud based OWA 2013 exclusively for email.
 1. The desktop version of Outlook 2003 will not connect or interact in any way with the Office 365 or local exchange services.
 2. Only archive emails (PST) will be accessible via Outlook 2003.
 - ii. For other Office 2003 desktop software it will remain on their computer and remain in use.
 1. Although staff have the online versions of the key products such as Word they are discouraged from using them until DTS has worked out other portions to the transition such as where files are saved.
 2. When prompted to use an online version, staff need to select **download** from the file menu and then use desktop version such as Word to edit the document.

2. How will we know we're migrated?

- a. There is no specific method to notify staff of migrations
- b. If you are a 2003 user when you start up the package it will indicate it is disconnected from the network.
- c. If you are 2007, 2010 or 2013 there will be almost no difference.
 - i. When opening Outlook it will complete and indicate you need to restart
 - ii. Look at your mailbox properties and if you see the size being 50G you have been migrated.

3. Numerous PST Items

- a. PST files store emails offline. Every mailbox will have at least one PST associated with it. It may be known by the staff as archive but wherever they move email messages to save them and reduce the amount of message storage in their mailbox will be a PST file.
- b. In a general sense PSTs are archives and the mail messages saved are used for reference back to prior communication on a given topic. Certain staff has multiple PST files containing their message archives which they attach and detach from their Outlook mailbox as required.
- c. **Will my PSTs be migrated for me?**
 - i. If Outlook 2003
 1. No PSTs associated with the mailbox will be migrated only the mail store is migrated.

2. Staff can access archived PST data by using their old desktop 2003 software.
- ii. If Outlook 2007, 2010, 2013
 1. No PSTs associated with the mailbox will be migrated only the mail store is migrated.
 2. All PSTs attached to the mailbox will be undisturbed. Users can move their PSTs to Office 365 themselves by dragging and dropping folders from the PSTs to their Office 365 Mailbox.

d. How is PST migration different for Outlook 2003 vs Outlook 2007, 2010, 2013?

1. Based upon the version of Microsoft Outlook staffs are using the specific PST access and migration approaches are different.
2. **Office 2003**
3. Should any of these PST need to be migrated to Office 365, staff should contact the County help desk to have a ticket opened to have the PST file moved.
4. **NOTE:** PSTs are moved one at a time and it takes a variable amount of time to move each one. There is no guarantee as to how soon after request is made for the PST to be moved. Staff will be notified once the PST has been migrated.
5. **Office 2007, 2010, 2013**
6. PST file(s) will be accessible as they were before the migration. Those PST that were attached to the desktop Outlook before the migration will remain attached. In addition these staff can continue to attach and close PST they use with their desktop Outlook version just as they did before migration.
7. Staff should move the PST information into the Office 365. There are a number of benefits such as global access that make this very attractive alternative and it's easy! To move the data from a PST into Office 365 the staff person would drag and drop the files into their mailbox. The files will move as they do when you move files today.
8. **NOTE:** This process can take some time based on the size of the PST and ties up Outlook while the files are moving. Try to schedule these moves at times when you do not need access to email such as you are going into a meeting to allow time for the process to complete.

e. What's the best practice for moving PSTs?

- i. Only move those you really need and use
- ii. Try to move them early in the day if possible

- iii. Set up a PST move to coincide with items such as meetings so that you can leave Outlook working on that while you are away.

f. How long does it take to move PSTs?

- i. It depends on a number of factors (size, number of messages, network traffic)

4. Where did the Public Folders go?

- a. Office 365 does not support Public Folders in the same manner as earlier versions of Office products did.
- b. Individual departments are encouraged to review their Public Folders and remove any outdated information.
- c. Individual departments are encouraged to move Public Folder Calendars to resource mailboxes. This is the preferred method to support calendars. Enter a ticket for help migrating Calendars.
- d. DTS will migrate active Public Folders if the department deems them to be critical. It will be moved as part of the department migration.
- e. During the move users who are not on the same platform as the public folder will not see the public folder. For example, before the Public Folder has moved users in the cloud will not see it. After the move, users still on the legacy system will not see the migrated Public Folder.
- f. Permissions are lost for migrated Public Folders. They will be set to a default and your department IT representative will have to have them reset.

5. Why does my Outlook 2007, 2010 or 2013 have a delay before messages appear when I first start the application?

- a. When Outlook desktop agents start up there is a synchronization process for various mail items between them and the mail store which is in the Office 365 cloud. Once it is synchronized, mail will flow as it should.
- b. To reduce the amount of synchronization activity at startup. Work with your local IT contacts to have "CACHE mode" turned on in Outlook.

6. What is maximum size of an email attachment in Office 365

- a. 25 MB and/or 250 attachments

7. What happens if I migrate but my delegate to my mailbox does not?

- a. If either of the two people who have a delegate relationship ends up split where one is in Office 365 or the other isn't, the delegate relationship will be broken.
- b. During a department migration most delegate relationships should remain as all staff within a department will end up in Office 365 about the same time.

8. (X) Can you see appointment status between Office 365 and the old infrastructure?

- a. Once migrated and until those who you schedule meetings with have been migrated you will NOT be able to see specific schedule items only general free/busy.
- b. Once everyone is on Office 365 free/busy will operate normally again

9. How do I upgrade from Office 2003 to Office 2013?

- a. Contact your department IT representative.
- b. These upgrades are fully paid for by the departments
- c. **Note:** No upgrades in service will be considered until after the Outlook migration is complete (around end of year 2014)

10. Why can't I edit enterprise distribution groups (those with "#")?

- a. Office 365 changes the rules for maintenance of enterprise distribution lists.
- b. Only Departmental Active Directory OU Administrators can make changes.
- c. For changes to membership or access rules for any enterprise distribution list contact your local department IT.

General

1. Will I still use my desktop version of Outlook?

- a. If Outlook 2007, 2010, 2013 – YES
- b. If Outlook 2003 –
 - i. NO – You will use the web based Outlook Web Access (OWA 2013) cloud based application for email
 - ii. YES – To access your PST archive.

2. What is the timeframe of the migration project?

- a. The projected completion of the mail migration is early to mid-November, 2014

3. Will my email address change?

- a. No

End of FAQ's