I. Welcome and Introduction: Julie Suess

II. Presentation: Julie Suess

III. Questions
  a. Question 1: What are you doing about departments without IT staff?
     i. Answer 1: Patti Fastje is currently formulating a plan for them.
  b. Question 2: Is there any more news on moving off the old central email servers?
     i. Answer 2: If migration is delayed, we will have to make investments in the old system. With Microsoft here this week, we are hoping to have a better idea on whether we have to delay or not.
  c. Question 3: When will 365 (hosted Exchange 2010) be available?
     i. Answer 3: Microsoft expects it to be available by the end of second quarter 2011. We will have to see what impacts there would be for our campus before planning and scheduling the move.
  d. Question 4: Even when I send plain text email from UAConnect, attachments sent to non-UAConnect arizona.edu addresses turn into winmail.dat.
     i. Answer 4: Microsoft is working on that issue right now. There are fixes for that.
  e. Question 5: What about the IMAP problems campus is experiencing?
     i. Answer 5: Microsoft is working on a script issue for getting users into IMAP, and also on the dropped connections issue.
  f. Question 6: I have a Firefox user who can’t see more than 8 folders. She can’t see or work with subfolders.
     i. Answer 6: Please submit a ticket to the 24/7 so that we can document the issue for Microsoft.
  g. Question 7: My Firefox user is getting forwarded email where the type is tiny.
     i. Answer 7: Please also submit a ticket for that.
  h. Question 8: Is Snow Leopard’s Apple Mail going to work with Exchange 2010/365?
     i. Answer 8: Yes.
  i. Question 9: As we get closer to the end, would you be able to just move people centrally, and have them use the OWA?
     i. Answer 9: Technically yes, but the pain for the users would be bad. It would not be as bad in 365, where the OWA is more full-featured.
  j. Question 10: Thunderbird Contacts are not migrating.
     i. Answer 10: We will bring that up with Microsoft.
  k. Question 11: I have a user with contacts in WebMail, and now she’s using OWA. Can her contacts move over?
i. Answer 11: Yes, with a workaround. Export contacts as a CSV from WebMail. Someone with a laptop with Outlook and the sign-in client installed should have the user sign in with her account. Import the CSV, and Send and Receive to make sure the newly imported Contacts on the laptop’s Outlook get pushed to the user’s cloud account—they will now be accessible with OWA.

I. Question 12: What is the logout time in OWA?
   i. Answer 1: It is supposed to be 15 minutes, Public, and 8 hours, Private, although in practice logouts are frequent with the Private setting, too.

m. Question 13: I have users who are unhappy that forwarded email is also being retained in UAConnect.
   i. Answer 13: UITS is not making that policy. There is current, active discussion about policy for email that is forwarded to departmental servers on premises.
      1. So people who don’t use their UAConnect account, are they suddenly going to get “mailbox full” errors from all the stored mail?
         a. Messages will go out to users when their UAConnect account is nearing quota, so that they can go in and delete.

n. Question 14: For departments with their own Exchange servers, is there any way for their users to avoid going through the UAConnect process?
   i. Answer 14: Their users will still have to touch UAConnect once, for the activation.

o. Question 15: Is there any way to keep the central email servers going until 365?
   i. Answer 15: Discussions like this help us decide on whether or not we should do that, at least for certain populations.

p. Question 16: What problems are you seeing with shared calendars?
   i. Answer 16: Not sharing subsidiary calendars (resolved in 365)
   ii. Answer 16: Not sharing in OWA Light (resolved in 365)

q. Question 17: What do you hope to get from attendees at the NetManagers meeting Thursday?
   i. Answer 17: The truth. Your experiences good and bad. Constructive feedback with as many details as possible: documentation, logs, screenshots.

IV. Feedback and next meeting
   a. Next meeting will be Thursday, March 24, Santa Rita Room, 2:30-3:30.
   b. Visit uits.arizona.edu/uaconnect for more information.
   c. Contact Net Managers and IT staff.

V. Adjourned at 3:30pm