IT would like to thank all of the college and district staff for their patience and cooperation during our migration from the Groupwise email to the Outlook email. Over the past months, IT has been in direct contact with all the users who have reported problems through our Help Desk or via our IT staffs at all the locations. In addition, IT has been working with the College Technology Committees and the district-wide Technology Coordinating Committee (TCC) to identify the problems encountered and the fixes that have been completed. You are welcome to review the posted minutes for these technology committees to get more detail about the Outlook activities.

A summary is provided with the highlights of the current status of the email migration from Groupwise to Outlook. The steps are listed that IT has taken to stabilize the new Outlook system and resolve the pending problems reported by the users. You can go to the District Technology Services webpage http://www.clpccd.org/tech to get Outlook Email information. Also, we have recently added a new link "Check Outlook Email Status" to let you know if the system is down or not.

(1) **Login Authentication:** The primary outstanding problem is the "Authentication" issue which is the portion of the system that validates your login information and then allows access to your emails.

- A few users, not all, are still being prompted multiple times during the day for their login information in order to continue using the Outlook client. We are able to eliminate this prompt and we are working with the individuals who have this problem.

- This same problem is the one that brought the email system down on March 2 for 1 day and previous to that on February 5 for Friday through Monday. Fortunately, we have not had any system down situation since March 2.

- This has been a very complex problem, and IT staff has been working with Microsoft Exchange consultants over the past month to troubleshoot this problem, formulate potential fixes, and test them in a lab environment. At this point, the consultants have not identified what is causing the problem, but once solutions are identified, we will be implementing any recommended system changes gradually.

- If you encounter authentication issues on the client, please use Outlook Web temporarily at https://mail.clpccd.org .

To our knowledge, all other problems that have been reported to-date have been resolved and are listed below. If you have any remaining problems that you encounter, please contact the IT Help Desk at 925-424-1715 for assistance.

(2) **Missing Emails:** Some users did not have all their Groupwise emails converted to Outlook, and this situation was unique for each user. Please let us know if you are still missing emails, since the Groupwise emails can still be retrieved.

(3) **"C" Drive Archives:** The conversion of Groupwise archives previously stored on your C drives has been completed for LPC and Chabot users. These emails will appear in your Outlook archive folder. We are now converting the C drive archives for the district staff.

(4) **GW5mail:** Some users had legacy email addresses with the "gw5mail.clpccd.cc.ca.us" suffix stored in their frequent contacts. Users could not send or receive emails from addresses with

the "gw5mail" suffix. This was one of the reasons users' emails were bouncing or not receiving emails. This was fixed and the old "gw5mail" is now recognized as an acceptable domain.

(5) Email Aliases (External Contacts): All of the previous Groupwise emails handled as an "alias" are now fully operational in the new Outlook email. This allowed faculty to use their own personal email accounts and receive emails from Outlook. These email aliases (called External Contacts in Outlook) are visible in the Outlook global address book and can be selected when composing an email.   If adjunct faculty would like to forward their Outlook email to a personal email, please contact the IT Help Desk for that initial setup.

(6) State Chancellor listserves: These listserves that you subscribe to allowed you to communicate with other educational institutions and share a myriad of information. After the Outlook migration, you were not able to receive or send emails to these listserves. We reconfigured the email server and fixed the problem.

(7) External emails that were bouncing and unable to access Netmail quarantine: There were several issues with the Netmail quarantine system that serves as CLPCCD's email gateway to the Internet as well as filters and prevents SPAMs from reaching user inboxes.   These problems were caused by software problems in Netmail and have been fixed.

- Netmail's user authentication mechanism was not recognizing email accounts as well as preventing user logins to check quarantined messages.
- Netmail was incorrectly sending multiple "Administrator" emails for the spam to users instead of just their user ID.
- The spam filters on Netmail needed to be adjusted to eliminate inappropriate content that was going to the user's spam account. Improvements have been made to the vendor screening of emails, but activity is ongoing to continue to refine this setup since external sources are constantly changing the keywords.

(8) Sporadic Bounced Emails for Blackboard: Faculty could not receive student emails from Blackboard or from web site forms filled out by students and then emailed. In researching these situations, these exceptions required a special setup on Netmail. Now, the large mass of emails is being received without any problems.

(9) CLASS-Web Student Emails from Roster: Student Emails on the CLASS-Web roster were changed from a comma delimiter to a semicolon delimiter. Also, some faculty who had large classes did not use the defined groupings in CLASS-Web for the splitting of the emails. In this case, the faculty wanted to use the full list of emails as a single group and they received undeliverable messages. This was fixed by IT both for CLASS-Web and Blackboard.

(10)   Rules, Personal Contact Groups, & Shared Folders: IT continues to assist users on the rules and personal contact group features which are different in Outlook and need to be recreated by the users. Also, some users reported missing folders that had been shared in Groupwise. However, the migration brought over the folder to the original owner, but this needs to be re-shared for Outlook.