

## Office 365, FAQs, potential issues, mitigation and resolution

How much mailbox space will each user get?

50 GB.

Missing mail

Microsoft's migration process is a move, not a copy.

Mitigation/resolution: There is no risk of data loss.

Have we resolved the PST issue? Users won't have to import their contacts, calendars, etc., will they?

The migration keeps the existing Outlook profile, which includes the PST settings. There should not be any interruption.

Mitigation/Resolution - Users can 'drag and drop' PST folders to their Online Archive folder once migrated.

Does Outlook desktop and web app handle Outlook Notes and Tasks the same way as our current version?

There are many additional features in Outlook Web Access for Exchange 2013 compared to Exchange 2007. As well, Outlook 2013 is more advanced than Outlook 2010.

Are we simply going from 2010/2013 versions of Outlook/Office/Lync/SP to 2010/2013 version in 365 or are we moving to the 2016 versions in 365?

With the license purchased by your team, you have access to Office 365 ProPlus, which allows users to install the 2013 or 2016 clients on their workstations. <http://technet.microsoft.com/en-us/library/gg702619%28v=office.15%29.aspx> details the feature set and deployment details.

Are the spam filters stronger on 365? What should we expect (and advise our end users) on that front?

Your current system will be removed from the environment just prior to the initiation of the production migrations. All users with @uapb.edu addresses will be protected by Microsoft's Exchange Online Protection (EOP), which provides extensive anti-spam and anti-malware filtering that allows for administrator-driven tuning for your environment. <http://technet.microsoft.com/en-us/library/ff684057.aspx> has some excellent detail.

Mailbox is over quota

Office 365 has a 50 GB quota. At this time, there are no users close to this limit.

Mitigation/resolution: On a regular basis, a report of mailbox sizes will be gathered. A list of any users who risk meeting the limit will be provided to your team to contact and assist with reducing mailbox size.

Mail sent or received during the migration

Outlook cached mode stores messages that the user sends when their mailbox is locked during the migration. At the same time, Exchange queues will hold messages that are sent to the user. When the mailbox is unlocked, the changes are synchronized to the mailbox and queued messages are delivered.

Mitigation/resolution: While larger mailbox moves do take time (1 GB per hour is a normal throughput), the process will be to "migrate and suspend" the move. This copies nearly 95% of mailbox content to Microsoft without user impact. Only at "release from suspend" is there any impact, which is brief.

Office 365 ProPlus requirements

3 GB of available hard drive space, Windows 7 or newer, IE 8 or higher, .NET version 3.5 or newer.

## Outlook Web Access

The URL for accessing OWA will change during the migration. Users who have been accessing <http://webmail.uapb.edu/owa> for their on-premise mail will need to access <http://portal.microsoftonline.com> for their cloud mail.

## Workstation is not connected to the Internet

Updating the Outlook client to point to the Exchange Online requires access to the Internet. Once the user is connected to their migrated mailbox, Outlook cached mode takes over and any changes the user makes are stored locally and uploaded automatically the next time they are connected.

## Office Installation takes a long time

The installation package is between 600 and 1050 GB, depending on whether it is 32 bit or 64 bit. Office ProPlus applications can be utilized after a certain point during the installation, though some functionality might not be present.

## Shared and delegated mailboxes cannot be accessed

A best effort has been made to ensure that users who access shared mailboxes are moved at the same time, however a small number of users might be scheduled for a different migration wave.

Mitigation/resolution: Either roll one user back (not recommended) or roll the other user ahead of schedule. Outlook Web Access can be used to access shared and delegated mailboxes.

## Outlook prompts for credentials

Single sign on, where user credentials from workstation log on are automatically passed to applications, is/is not a part of your design for Office 365. Users will log into their workstation and will then be prompted for credentials the first time that Outlook connects to Microsoft.

## Office 365 credentials

Instead of DOMAIN\username, users will access Microsoft cloud resources with their email address ([lastnameinitial@uapb.edu](mailto:lastnameinitial@uapb.edu)) as the username. Passwords are synchronized from the on premise Active Directory to Microsoft every 15 minutes. If needed, a manual synchronization can be forced.

## Some sources for Office 365, Exchange Online and ProPlus FAQ's

Deploy Office as a 365 administrator:

[https://blogs.technet.com/b/microsoft\\_in\\_education/archive/2013/11/11/what-are-my-options-to-deploy-office-365-proplus.aspx](https://blogs.technet.com/b/microsoft_in_education/archive/2013/11/11/what-are-my-options-to-deploy-office-365-proplus.aspx)

Office 365 platform requirements: <http://community.office365.com/en-us/wikis/manage/laptops-and-pcs.aspx>