

Migration Guidelines

Essential information about the migration
of your email data to your new
Hosted Exchange 2010 platform

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Phase 1 : Planning

Step 1: Exchange 2010 Account Creation

You will need to provide an .xls document with your users' information. Your dedicated migration specialist will create your Exchange 2010 account in your new environment based on this spreadsheet. User email addresses, passwords, and aliases will be applied exactly as provided.

Make sure that your spam filter and/or antivirus allows emails coming from the following IP range: 74.115.204.1/24

Or whitelist these specific IPs:

74.115.204.51
74.115.204.52
74.115.204.53
74.115.204.40
74.115.204.41
74.115.204.80

Step 2: Environment Testing

You will have to provide us with a global admin user with full access rights on all mailboxes and/or usernames and passwords of the 2 largest mailboxes to be migrated. You will also need to provide your current webmail URL. Our migration team will then test the account for 2 days. If the tests return positive results, a migration date will then be set. If not, we will look into other alternatives to migrate your organization's information.

Step 3: Scheduling

Depending on the tests' results, a migration date and/or alternative solution will be determined with your migration specialist. Since all users within your organization need to be migrated at the same time, the scheduling of your actual data migration (email rerouting) is a critical step in ensuring a seamless transition for your users. The date and time will be decided based on your preferences and availabilities.

IMPORTANT NOTE: There is no email downtime with this migration process!

Phase 2: Pre-migration

Step 1: MX records modification

You are responsible for this step!

1. TTL value change

The TTL value of your DNS has to be changed. To do so, log in your DNS manager and change the record named TTL to 600 seconds (10 minutes) for your MX records. This will ensure a quick redirect of emails on the day of your scheduled migration.

2. Email rerouting

The MX records for your domain will also have to be changed. The MX records tell the internet where emails for your domain need to be directed. Please refer to this guide for detailed instructions on how to point your MX records to the 2010 exchange environment.

How to point MX records to HostedMail (Exchange 2010)

Note: You should only point your MX records to HostedMail if all your users are using HostedMail. If you have 40 or more users with us, you should seriously consider moving your MX records to us to avoid email reception slowdowns.

1. Log into your DNS Control Panel and enter your MX records.

mx1..com

mx2..com

2. Enter a priority of 10 for both MX entries.

3. Enter a TTL of 3600 for both MX entries.

Note: If you do not know who is hosting your DNS, please go to <http://www.whois.sc/> and enter your domain name. The CNAME entries point to your DNS host.

DO NOT change your MX records until your migration specialist gives you the go-ahead.

3. Redirection testing

Once the emails are rerouted, our migration team will send an email to a mailbox within your organization from an external email address to test the service and make sure the emails are returned to your environment.

Step 2: Preliminary Migration

We will take care of this step for you.

In order to minimize delays on the day of your scheduled migration and to ensure that the transition is as seamless as possible for your users, our migration team will duplicate emails older than 1 month in the new environment one week prior to your migration. Depending on your current messaging system, folders, contacts, emails, journals, notes, and tasks will be migrated at this point. Calendars will be migrated on the day of your migration. The following table describes the items that we migrate for various systems*.

MESSAGING SYSTEM	FOLDERS	CONTACTS	EMAILS	JOURNALS	NOTES	TASKS	CALENDARS
Everyone.net	Entire folder hierarchy		x				x
Exchange Server	Entire folder hierarchy	x	x	x	x	x	x
Google Apps/Gmail	Entire folder hierarchy	x	x				x
IMAP	Entire folder hierarchy		x				
Novell GroupWise	Entire folder hierarchy	x	x			x	x
POP	Inbox only		x				

**Please note that mobile devices as well as local Outlook items such as mailbox rules (client/server), signatures, out-of-office settings, folder security permissions, delegates, personal distribution lists, disclaimers, public folders, and categories cannot be migrate and will need to be transferred manually.*

IMPORTANT NOTE: Avoid making major mailbox clean-ups and changing passwords in the week prior to your scheduled migration as these changes may not be reflected in the new environment.

Step 3: Pre-migration call

Precisely 7 days before your scheduled migration, your dedicated migration specialist will give you a courtesy call to address any concerns that may remain and guide you through the steps which need to be done on your end for a successful migration.

Step 4: Outlook profile re-creation

You are responsible for this step!

1. Outlook Upgrade

Your users' Outlook profile will have to be reconfigured. To avoid any last minute actions, we suggest creating the profiles between the pre-migration and the final migration phases. It is important to remember not to delete the existing Outlook profiles as the new ones will not receive new emails until the day you are migrated. By creating the profiles in advance, you will only have to switch profiles on the migration day and simply let Outlook synchronize.

IMPORTANT NOTE: Outlook 2003 is not supported on Exchange 2010 platform, only Outlook 2007 and newer editions are supported.

- If you are using Outlook 2003, the upgrade to Outlook 2010 is mandatory to migrate your account. If required, we may provide Outlook 2010 licenses that can be installed during the pre-migration phase.
- Once Outlook 2010 is downloaded, you will need to activate the product key. Please refer to this [guide](#) for detailed instructions.

2. Outlook Profile Reconfiguration

We provide a tool that allows you to reconfigure your users' Outlook profiles in a simple click. Please refer to this [guide](#) for detailed instructions. If for some reason the tool doesn't work, please refer to this [guide](#) for manual configuration.

IMPORTANT NOTE: Signatures, rules, out-of-office configurations, folder security and delegations, as well as personal distribution lists will be lost. These items are stored locally on the computer and cannot be exported automatically. Rules and signatures can however be exported manually. Please refer to this [guide](#) for detailed instructions.

3. Mac Users

Users of Entourage 2008 and Outlook 2011 for Mac will have to re-create their "identity" on their computer to connect to the new platform. Users of Entourage 2008 will also need to install the Web Services Edition before connecting to the Exchange 2010 platform. Exchange 2010 does not support Entourage 2008 without the Web Services Edition.

Phase 3: Migration

Step 1: Confirmation call

Precisely 2 days before your migration, your dedicated migration specialist will give you another call to answer any questions you might have before the final date. He will also make sure you have the necessary support to help you during and after the migration. He will keep you posted on every major phase of the process (email rerouting, cut off, etc.). We will also contact you the second business day following your Hosted Exchange migration is completed to see if there are further migration requirements (other services such as SharePoint, Archiving, etc.).

Step 2: Cut over

We will take care of this part for you.

The day of your scheduled migration, our migration team will be in frequent communication with you. You will need to be **available and reachable for two consecutive hours** predefined by our scheduling agent.

Upon the actual kick-off of the data transfer, emails will be rerouted to the 2010 platform. Until their profile is reconfigured, users will not have access to their emails through their Outlook client. They will however be able to access new incoming emails via Outlook Web App at the following link: <https://webmail.domainlocalhost.com>

You are responsible for this part!

The Autodiscover A record handles some of the advanced features of Exchange 2010 and must be configured for these features to work.

How to add an autodiscover record in a DNS (Exchange 2010)

Note: The A record is necessary for the autoconnect configuration of Outlook. It is also necessary for many of Outlook features such as: offline address book, managing delegate permissions, automatic out-of-office reply.

1. Log into your DNS Control Panel.
2. Create an A record called autodiscover.yourdomain.com that points to the IP 74.115.204.63.

Note: Due to distributed nature of DNS, the record you created in this article may take up to 48 hours to propagate.

Step 3: Redirection testing

Once the emails are rerouted, our migration team will send an email to a mailbox within your organization from an external email address to test the service.

Step 4: Final data migration

We will take care of this step for you.

Existing emails (1 month and older) migrated in the pre-migration phase will be available in the new environment right away. New emails (1 month or less) will appear gradually. The time of completion will depend on the amount of data; it can take from 1 to 24 hours for all emails to be transferred. **No email will be lost in the process.**

Step 5: Mobile devices migration

You need to take care of this step!

1. BlackBerry

BlackBerry migrations imply a security wipe of the device that will reset it to factory default. We recommended that you do a backup of the device with the Desktop Manager software. Please refer to this [link](#) for detailed instructions. You will also need to reconfigure the Blackberry units of your users. Please refer to this [guide](#) for detailed instructions.

2. ActiveSync

Mobile devices using Active Sync (iPhone, Android, Windows Mobile, etc.) will have to be reconfigured. Please refer to this [link](#) for detailed instructions.

Step 6: Spam filtering settings

You need to take care of this step!

Every mailbox migrated to the Exchange 2010 platform will have its spam filtering level reset to medium by default. Please refer to this [guide](#) for detailed instructions.

Phase 4: Post-migration & Additional Information

Follow-up call

On the second business day following your migration date, your dedicated migration specialist will give you a call to confirm that you are up and running, and to get your input on the migration process.

Control Panel

URL: <http://admin.hostedmail.ca>

Your services are managed via our proprietary control panel. Following are links to guides detailing its main features:

[Deleting](#) user accounts

[Assigning](#) mailboxes to users

[Adding](#) domain aliases

[Changing](#) user passwords

[Creating](#) public folders

[Creating](#) room or equipment mailboxes

[Downloading](#) Outlook and Entourage

[Editing](#) domain types

[Forwarding](#) and redirecting emails

[Activating](#) and [deactivating](#) BlackBerry devices

[Activating](#) and deactivating Archiving services

[Resending](#) BlackBerry service books

[Resetting](#) BlackBerry activation passwords

[Finding](#) specific spam messages

[Importing](#) user lists

Outlook Web App (OWA)

URL: <https://webmail.domainlocalhost.com>

Welcome to Exchange 2010. We are delighted to have you on board!