

Guidelines for Exchange 2010 Users

GIT

18 Jan 2013

V1.1

Internal Use/Restricted

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1 Overview

HCL E-Mail services infrastructure is being upgraded from Microsoft Exchange Server 2007 to Microsoft Exchange Server 2010. The new exchange will have many more features and will be more reliable. It will have a secure connection to the mail server from outside users. The new Outlook Web Apps (OWA) has many new features such as Calendar sharing, favorites in the navigation pane, message filtering, etc.....

2 What changes will end-users experience with the new Exchange 2010 email system?

After mailbox migration completes to Microsoft Exchange Server 2010; a Pop-up will occur to restart the Outlook. Please take your outlook restart for completing the configuration update for new servers.

New Exchange Server for Outlook Connectivity –

NDA-HCLT-OLK.HCLT.CORP.HCL.IN (10.98.16.208)

3 Outlook not connecting after Migration

- After the migration, if outlook account still doesn't get connected after 30 minutes then try following steps:
 - Microsoft Outlook 2010: Click on File -> Account Settings -> Account Settings -> click on Repair Tab -> then Next and Finish. Restart your outlook once and then check.
- After Outlook Repair wait for 10 minutes, if it doesn't get connected then try following steps:
 - Microsoft Outlook 2010: Click on File -> Account Settings -> Account Settings -> double click on your email address -> Check if server name

shows NDA-HCLT-OLK.HCLT.CORP.HCL.IN and checkmark the box for 'Use Cached Exchange Mode' -> In case of incorrect server name restart the Outlook once.

- If Outlook doesn't get connected after performing above steps then kindly contact your Local IT and raise an incident ticket.

4 Web Users logon using web browsers will change.

New HCL web address for accessing web-based email, Outlook Web Apps (OWA) has been modified. Use OWA if you have issues with connecting to your email using your email client.

- Existing OWA URL:
 - <https://hcltmail.hcl.in/owa>
 - <https://hcltmail-chn.hcl.in/owa>
 - <https://comnetwebmail.hcl.in>
- New OWA URL:
 - <https://mail.hcl.com>

5 Smart Phones/BlackBerry with Internet services

- If your HCL ActiveSync account is configured on the smartphone, then your phone will get automatically configured to work with Exchange 2010. In case you are not able to send/receive mails after an hour of migration; kindly change your server name in phone account setting to mail.hcl.com
- Account configured on BlackBerry device; will start send/receive once your Outlook is connected to Exchange after the migration.

6 Queries by End-Users

1. Will my password be affected?

No. The migration to Exchange 2010 will not require a password change or reset.

2. Will I receive emails sent to me while my email is being migrated?

Yes. All the emails (internal and external) will be “queued up” and delivered following the completion of the migration.

3. Will VPN / Remote Connectivity be affected?

Remote VPN services will work normally following the migration to Exchange 2010. No changes to VPN settings will be required following the migration.

7 Contact Us: GIT Team

If you have any specialist questions about this document, please contact us.

8 Disclosure

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