Exchange 2007 Migration FAQ’s

What changes will end - users experience with the new Exchange 2007 e-mail system?
There are two (2) noticeable differences between the “legacy” Exchange 2000 e-mail system and the new Exchange 2007 e-mail system:

(1) New web address URL for “webmail” or Outlook Web Access:
St. John’s University’s URL for accessing web-based e-mail via an Internet browser has been changed to: http://owa.stjohns.edu

You must delete all existing “WEBMAIL” BOOKMARKS and recreate them using the new URL.

(2) New Outlook Web Access “webmail” interface
Exchange 2007 introduces an updated OWA/webmail interface that provides features very similar to the Outlook Desktop Client. A Users Guide that describes the new Outlook Web Access client can be accessed here.

Macintosh Users
  o An Apple Mail Reconfiguration Guide is available here.
  o An Entourage 2008 Reconfiguration Guide is available here:
    If you require additional assistance contact the Help Desk at (718) 990-5000

When will the Migration to Exchange 2007 Occur?
Migrations will occur overnight starting in October 15, 2010. Users will be notified by e-mail one day prior to their e-mail data being migrated.

What will users experience during the migration?
As e-mail data is migrated to the new Exchange 2007 system, users will experience “intermittent” access to their e-mail. Therefore, it is recommended that users not attempt to access their e-mail during their scheduled migration period.
What does this message mean?
If you see this message, it means you left your Outlook Client open during the migration. You **MUST** close and reopen Outlook before the new configuration settings will take effect.

Will my password be affected?
No. The migration to Exchange 2007 will not require a password change or reset.

Will changing my password in OWA change my University domain logon password?
Yes, both will change simultaneously.
  o (On the PC this will work with Internet Explorer, Firefox and Chrome. Safari is not supported)
  o (Mac users will not be able to change their password this way, the option will not be offered to them.)

Will I receive e-mails sent to me while my e-mail is being migrated?
Yes. All e-mails (internal and external) will be “queued up” and delivered following the completion of the migration.

How long will the Exchange 2007 keep my mail?
Any email older than 180 days in your Exchange system mailbox will be put into a folder called "system cleanup folder". Once email is deposited into this folder you will have an additional 21 days before the emails are deleted permanently.

Will VPN / Remote Connectivity be affected?
Remote VPN services will work normally following the migration to Exchange 2007. No changes to VPN settings will be required following the migration.

How will support be provided?
The St. John’s University Help Desk will be available to assist with any post-migration e-mail-related issues. Any issues should be immediately reported to the Help Desk team by calling (718) 990-5000

How do I configure my iPhone?
Click here for [instructions](#).

How do I configure my Blackberry?
Click here for [instructions](#).

How do I configure my Droid?
Click here for [instructions](#).
What if I lose my mobile device?
Through the OWA.stjohns.edu web page, you can select “Options” from the top. Then choose “Mobile Devices” on the left side. You can then choose to “Wipe all data from Device…” to reset the phone back to factory new condition.
All data will be erased from the phone!!!