

Exchange 2010 migration – Application behaviour during migration

The purpose of this document is to detail the behaviour of the most common email applications in use at the UEA during and post mailbox migration to Exchange 2010.

Whilst a mailbox migration is in progress any email being sent to that mailbox will be queued and delivered once the mailbox has been migrated.

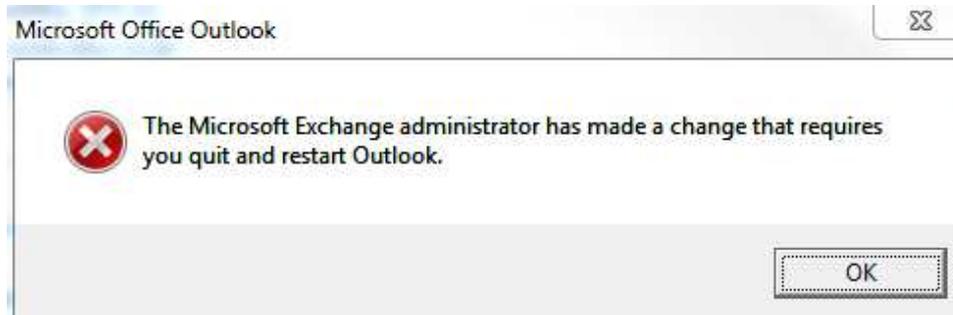
All IT Help Sheets can be found here <https://www.uea.ac.uk/is/ithelpsheets/email>
If you require any assistance with any of the following please contact the IT Helpdesk.

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Microsoft Outlook:

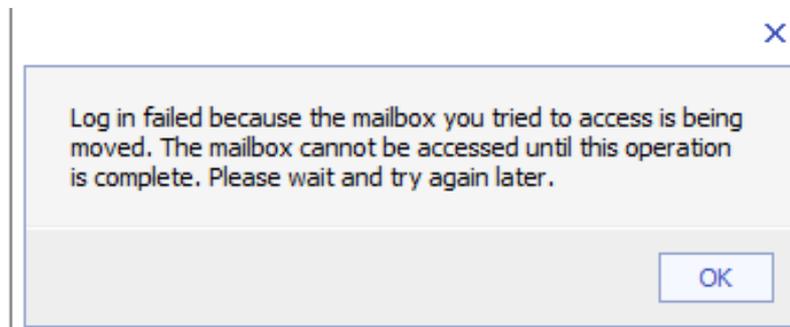
1. Once your mailbox has been migrated you will receive the following notification from Microsoft Outlook (only if Outlook is open).



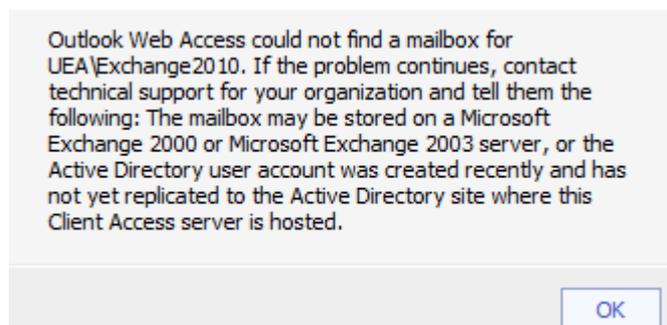
2. You will not be able to receive any new email until Outlook is restarted.
3. If Outlook is closed during migration, once re-opened you will be connected to your migrated mailbox.
4. In some cases it has been known for this prompt to be minimised or not to appear until an operation in Outlook is performed e.g. sending a message, checking calendar etc.

Outlook Web Access:

1. Once your mailbox has been migrated you will receive the following notification from Outlook Web Access.



2. Once you click on ok if you continue to try and access OWA you will receive the following message



3. Click OK on the message and click 'Log Off' at which point you may receive the following message

 A problem occurred while trying to use your mailbox. If the problem continues, contact technical support for your organization.

4. Re-enter OWA address in browser of <https://ueaexchange.uea.ac.uk>
5. Log back in as normal
6. You will now have access to your migrated mailbox.

Outlook Web Access (light)

1. Once your mailbox has been migrated if you try and access your email you will receive the following notification from Outlook Web Access.

Log in failed because the mailbox you tried to access is being moved. The mailbox cannot be accessed until this operation is complete. Please wait and try again later.

[Click here to continue working.](#)

2. Clicking the 'Click here to continue working' link does not redirect as expected. You will need to click 'Log Off'
3. You may then receive the following message

Outlook Web Access could not find a mailbox for UEA\Exchange2010. If the problem continues, contact technical support for your organization and tell them the following: The mailbox may be stored on a Microsoft Exchange 2000 or Microsoft Exchange 2003 server, or the Active Directory user account was created recently and has not yet replicated to the Active Directory site where this Client Access server is hosted.

[Click here to continue working.](#)

4. You will then be able to click on the link 'Click here to continue working'
5. You will then be presented with the following screen.



6. Click on the link for <https://ueaexchange.uea.ac.uk/owa>
7. Log back in as normal
8. You will now have access to your migrated mailbox.

Mac Mail (UEA Exchange):

Once your mailbox has been migrated if you try and access your email you may receive the following notifications from Mac Mail. If Mac Mail is configured to use Exchange it will still appear connected post migration.

Sending mail will specify 'mailbox database is temporarily unavailable during migration, click try later'.

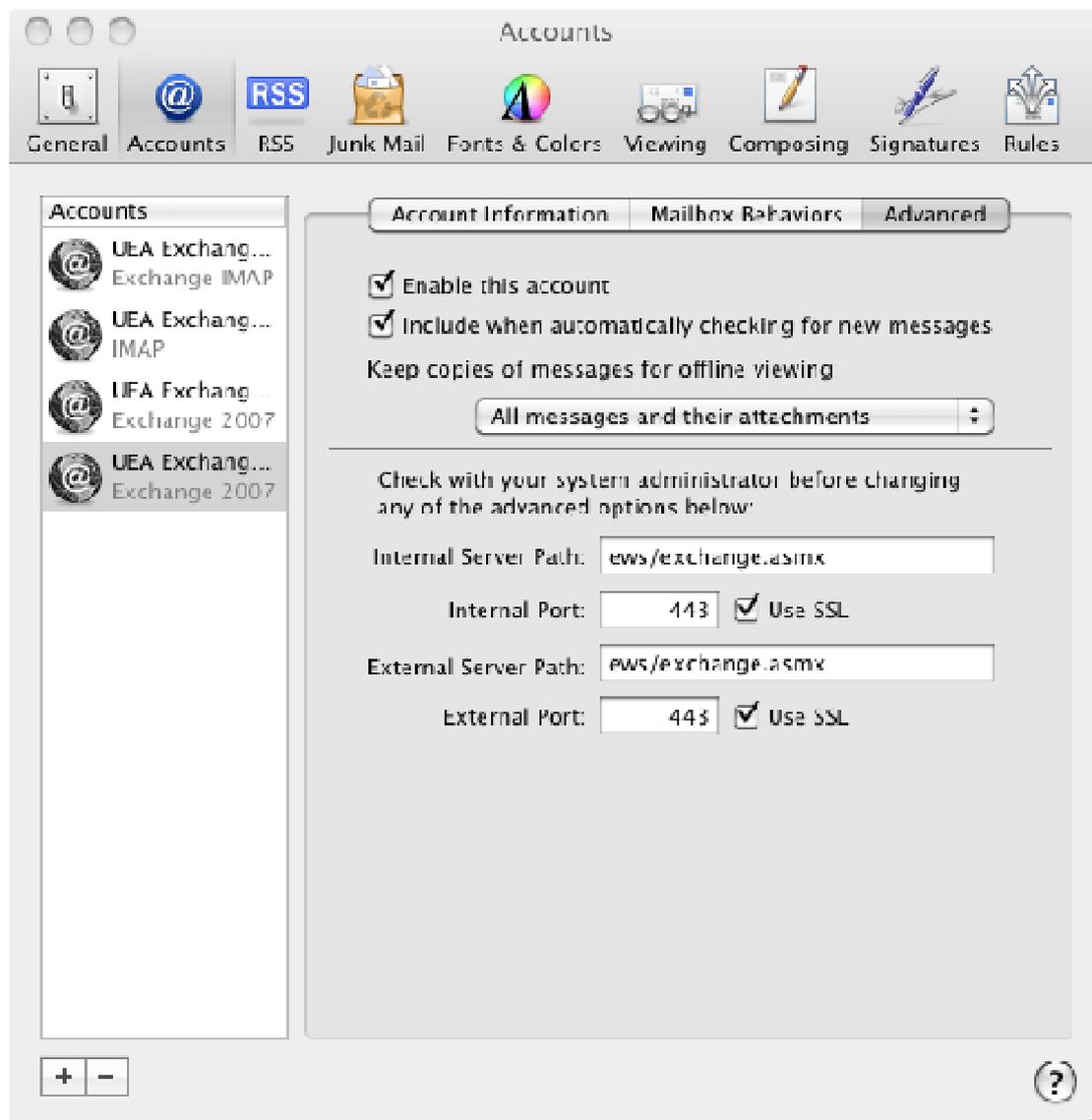
Once you receive the above message carry out the following:

(Please note anything you have attempted to send will stay in Outbox, and will send once you have carried out the following)

1. Quit Mail, and go back in into Mail.
2. From the top toolbar select Mail > Preferences > Account Information
3. Select your account from the left hand side,
4. Configure as the screen shot below. Please note the change to UEAEXCHANGE.UEA.AC.UK



- Click on the 'Advanced' tab and check the settings are configured as the following screen shot.



Mac Mail (UEA IMAP):

It is advised you reconfigure Mac Mail to use Exchange instead of IMAP using the above configuration, this will provide you with better performance.

During migration you may be prompted for your password during and re-entering your password does not work. You will need to wait until your migration has completed.

If however you still need to use IMAP you will notice your Mac Mail account will appear offline post migration. To reconnect carry out the following:

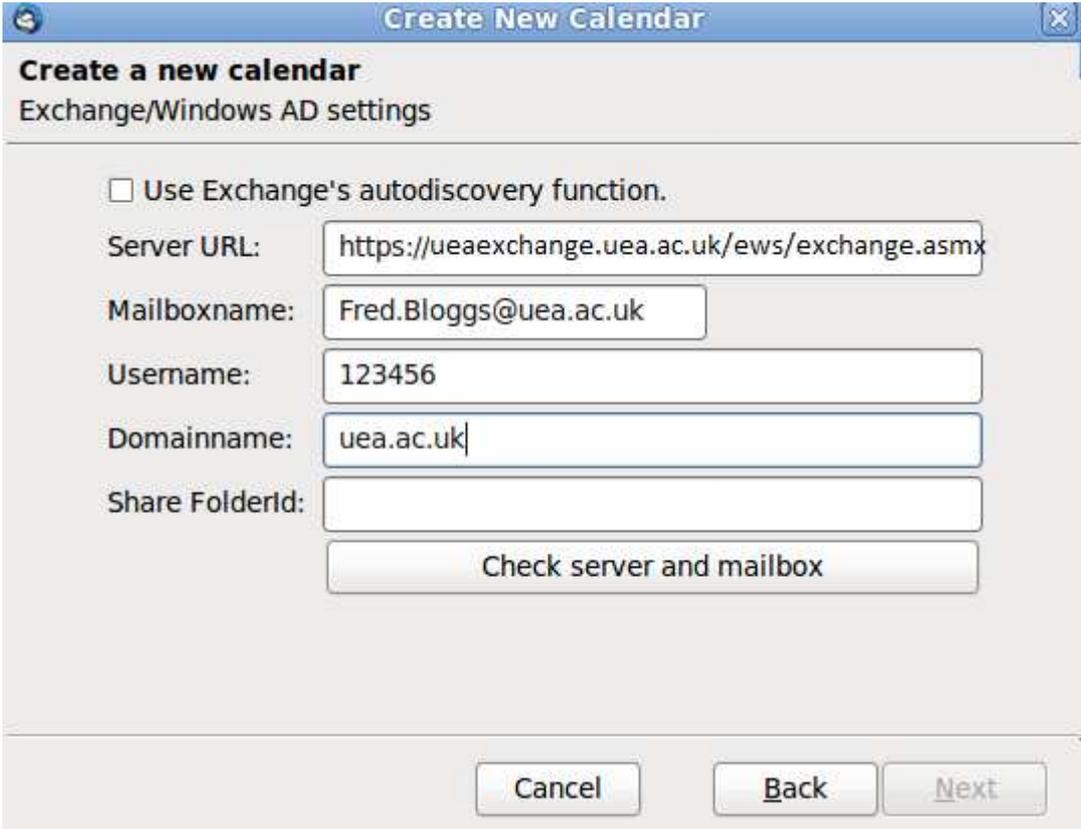
- Right mouse click your IMAP account and select 'Take (IMAP Account) Online'
- You will be prompted for your password; this will reconnect and will re-sync your email.

Mac Outlook:

Mac Outlook does not prompt to restart and appears to be connected. You will need to close Outlook and re-open it which will reconnect to you migrated mailbox.

Thunderbird:

Thunderbird client appear to pick up the change seamlessly. The only configuration change required will be re- pointing the calendar as shown in the screen shot below:



Create New Calendar
Exchange/Windows AD settings

Use Exchange's autodiscovery function.

Server URL:

Mailboxname:

Username:

Domainname:

Share FolderId:

Mobile Devices:

1. Once your mailbox has been migrated please check the server name your email application points to <https://ueaexchange.uea.ac.uk> or ueaexchange.uea.ac.uk with SSL selected. iOS devices may re-sync entire mailbox.
2. BlackBerry devices will need to be reconfigured to use 'Outlook Web Access (Exchange)' and not IMAP and use the sever name of <https://ueaexchange.uea.ac.uk>