



Office 365 UK
User Group



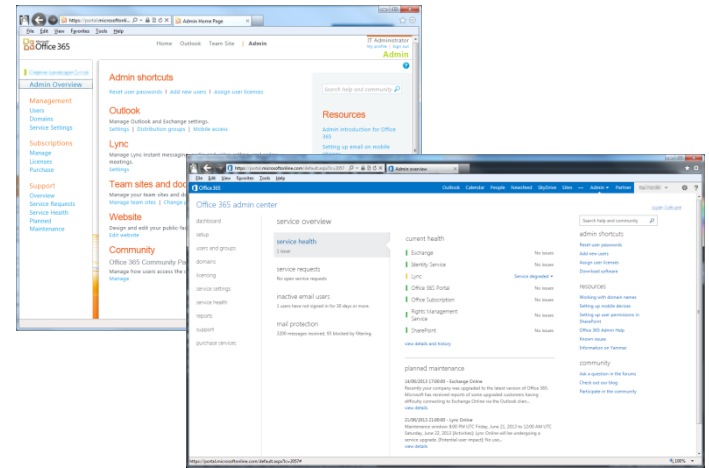
Upgrades Migrations Projects

Real World Deployments

Wave 15 Upgrade Experiences

Get excited

The Office 365 service upgrade provides great new features, including broader support for mobile phones and tablets, a unified user experience in the browser, social networking and more.



Current Migration Project

The Business Challenges



Background

Aspen Software

- Boutique Systems House – Reading, UK
- SME focussed

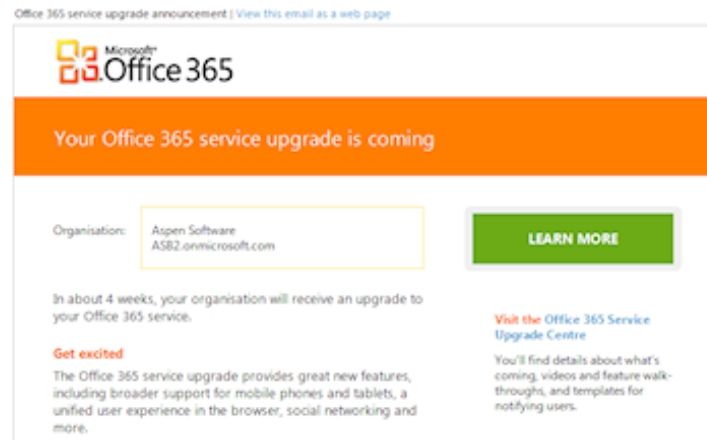
- Bespoke Software Development – Line of Business
- Consultancy Services – Sensible Advice
- Support – Managed Service Provision

- Email management since Exchange 5.5
- Hosted Exchange “pre BPOS”

“Wave 15” Upgrade

Site History

- On premise Exchange 2007 (SBS 2008) migration 2011
- Standard notification of upgrade April 2013



- Sunday “go live” 19 May 2013

The Upgrade Experience

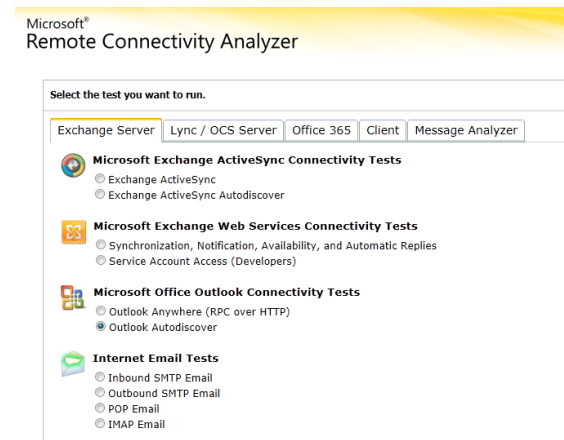
Synopsis

- Unexpected 3 hour pause in mail flow late Friday
- Upgrade complete notification 0600 Sunday
- Standard Outlook upgrade – restart requested
- All Outlook clients OK except one
- Autodiscover failure (one PC – mine!)
- All other aspects OK.

“Fixing” Autodiscover

Problematic PC

- Autodiscover > old on-premise Exchange Server
- No errors from RCA



Options

- Temporarily change PC's DNS server address (non AD)
- [Fix the Autodiscover entry](#) in AD Sites & Services
- Manually configure Outlook

Outlook Manual Configuration

**NOT SUPPORTED OR
RECOMMENDED!
BUT IF YOU MUST...**

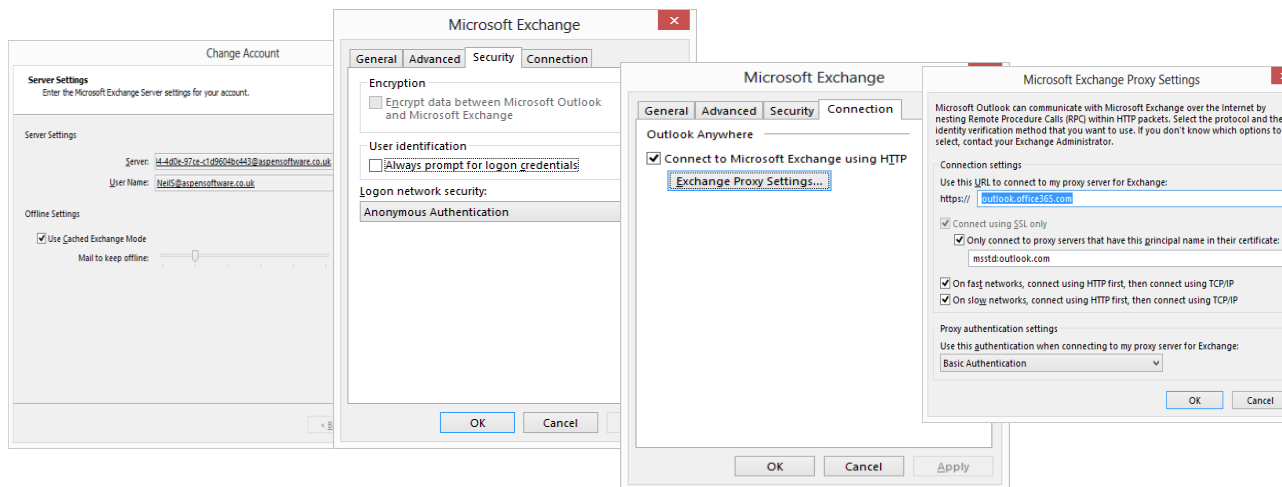
Changed in Wave 15

- User specific GUID and UPN based server ID

eg 5218ef8d-acf9-471a-9ec9-c1595b87240d@aspensoftware.co.uk

- Copy from working Outlook profile for same user
- PowerShell

Get-Mailbox -Identity neils@aspensoftware.co.uk | select ExchangeGUID



Lessons Learnt

Pre Upgrade Checks

- DNS & Autodiscover – read the [Community Wiki](#)
- Review the “problematic” PCs

Migrations & Projects

Cloud to Cloud Migration

- Moving from hosted Exchange 2007
 - ✓ Cost savings
 - ✓ Improved Manageability
 - ✓ Access to SharePoint Online (internal & external)
- Heavy Public Folder user
- Email integrated line of business applications

Client Business Model

Project Based “Virtual Organisation”

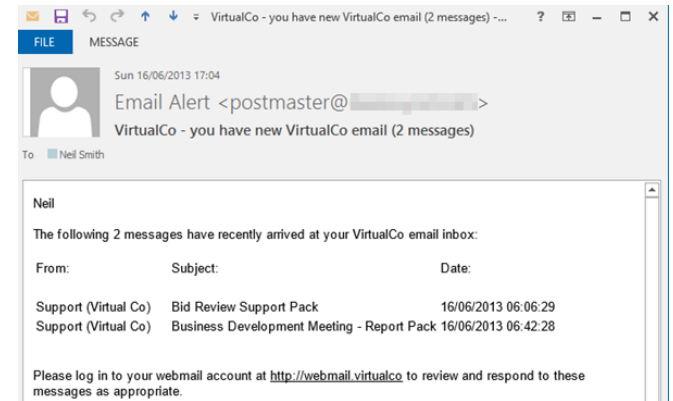
- Core + Partners & Suppliers (~100 mailboxes)
- Present consistent email brand - reliably
- Allow normal Partner/Supplier email operation
- Support extremes of use & user churn



Email Integrated Applications

Email Alerts

- Email notifications & summary of VirtualCo email
- Users directed to VirtualCo OWA



Migration Changes

- IMAP to Exchange Web Services
- Improved security model
- Performance and manageability improvements

Email Integrated Applications

Email to Project Filer

- User initiated automatic “filing” of project email
- Dedicated filing email addresses
- Public folder & file share storage (project by project)
- Associated CRM update

Migration Changes

- Outlook Object Model to Exchange Web Services
- De-emphasise Public Folders
- Use transport rules

Migration Plan

Preparation & testing July – August

Go live September...

Watch this space...

Questions, Links & Contact

- Pre Upgrade Wiki: <http://community.office365.com/en-us/wikis/upgrade/guide-to-the-office-365-service-upgrade-for-2013.aspx>
- Autodiscover & DNS Wiki: <http://community.office365.com/en-us/wikis/manage/correcting-autodiscover-and-dns-settings.aspx>
- Outlook Manual Config (community forums): asb2.it/w15olc1 & asb2.it/w15olc2
- Autodiscover (Getting Outlook to Autodiscover Office 365 – AD Sites & Services): <http://www.mcbsys.com/techblog/2011/08/using-office-365-in-an-sbs-2008-environment/>

- Thoughts, comments & suggestions: neils@aspensoftware.co.uk
- These slides: asb2.it/o365sla