



UNIVERSITY OF
TORONTO

Information Technology Services

Faculty & Staff Migration to Office 365

Technical Overview: Exchange Mailbox Migration Process

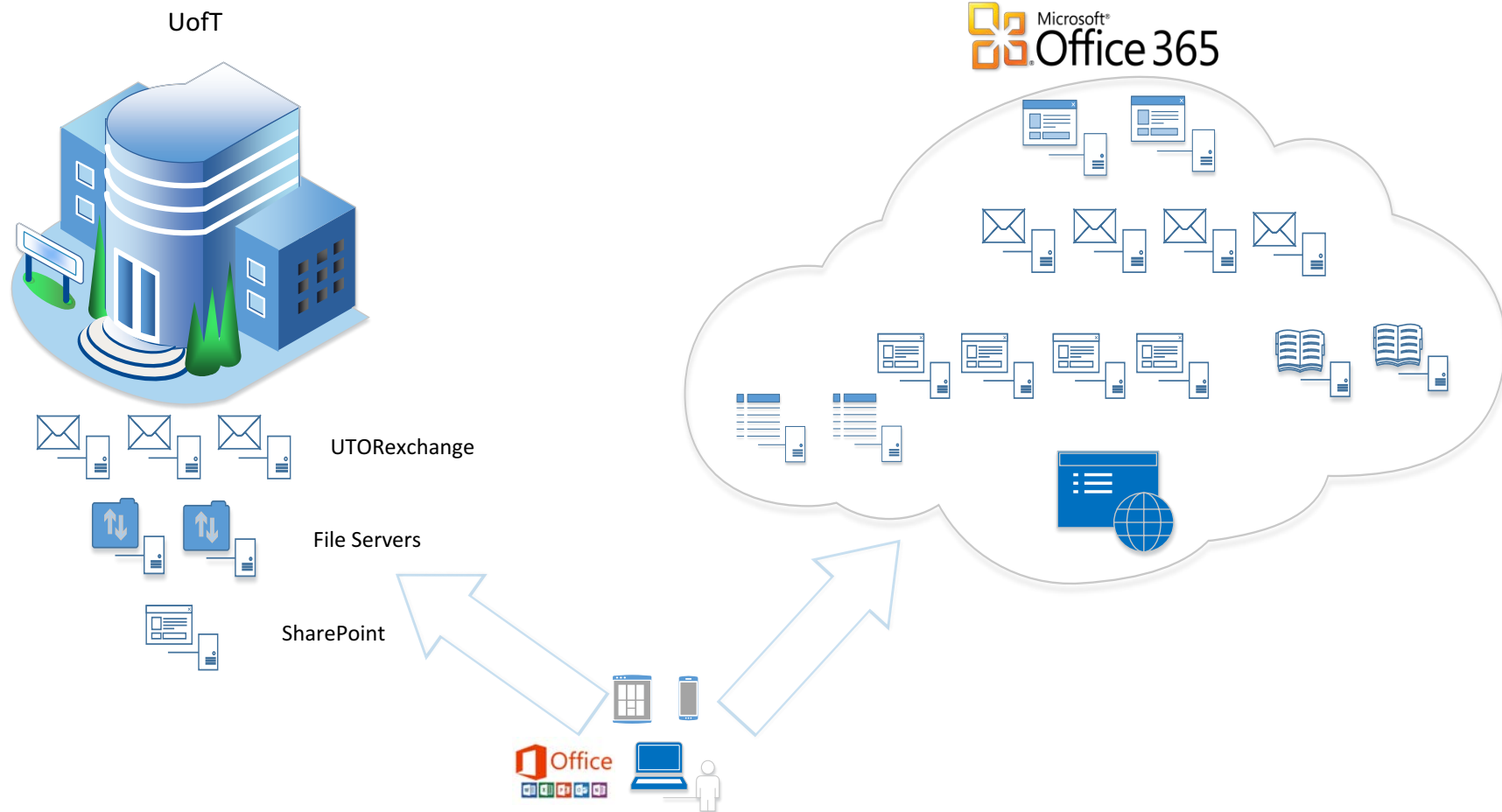
August 31st, 2017

Presenter:
Ian Thomas

Technical Migration – In Context



Office 365 Migration – What is Office 365?



Office 365 Migration – End User Impact

Changes at the desktop/device

- Access to Office 365 Services
- Mailbox Consolidation
- Credential Change
- Microsoft Office 2016



Office 365 Migration – End User Impact

Changes at the desktop/device

- Access to Office 365 Services



Exchange



Skype for Business



Office



OneDrive
for Business



Office
Web Apps

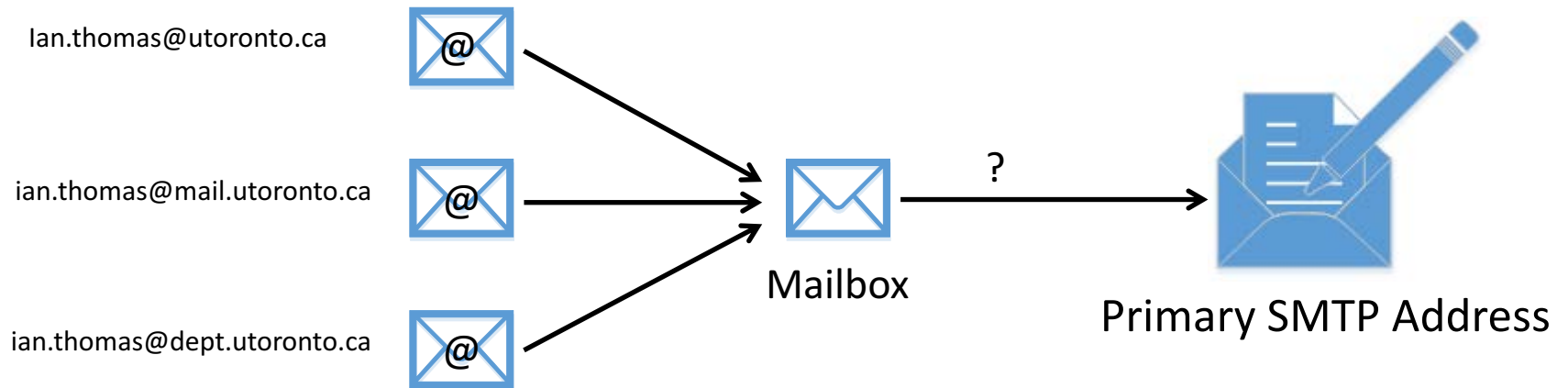


Office 365

Office 365 Migration – End User Impact

Changes at the desktop/device

- Mailbox Consolidation



Office 365 Migration – End User Impact

Changes at the desktop/device

- Credential Change
 - Current Exchange credentials will not work with the cloud

NetBIOS – e.g. utorarbor\thomasia

Office 365 Migration – End User Impact

Changes at the desktop/device

- Credential Change
 - Current Exchange credentials will not work with the cloud
 - NetBIOS – e.g. utorarbor\thomasia
 - New credentials required
 - Primary Email Address/UTORid Password
 - WebLogin (for clients that support Modern Auth)

Office 365 Migration – End User Impact

Changes at the desktop/device

- Upgrade to Microsoft Office 2016
 - At the Office
 - At Home
 - On Mobile



 Office 365

Office 365 Migration – End User Impact

Changes at the desktop/device

- Upgrade to Microsoft Office 2016
 - At the Office
 - At Home
 - On Mobile
- Office Pro Plus

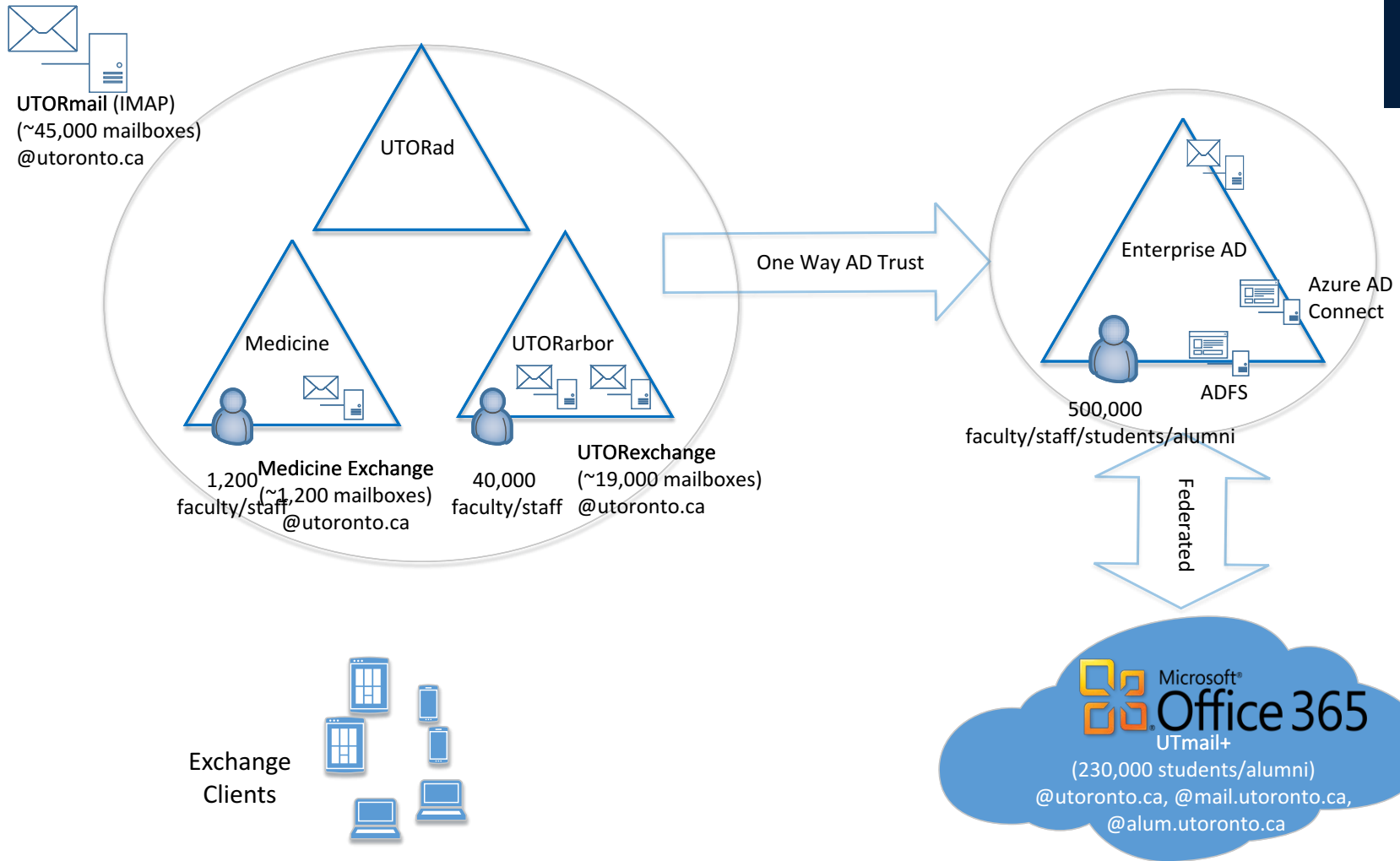


 Office 365

Office 365 Migration – Email Migration

- Phase 1 - UTOExchange Mailbox Migration
 - ~19,000 UTOExchange mailboxes
 - ~1,200 Medicine mailboxes
- Phase 2 – UTOEmail migration
- Phase 3 – Decommission Legacy Environments

Office 365 Migration – Current Environment



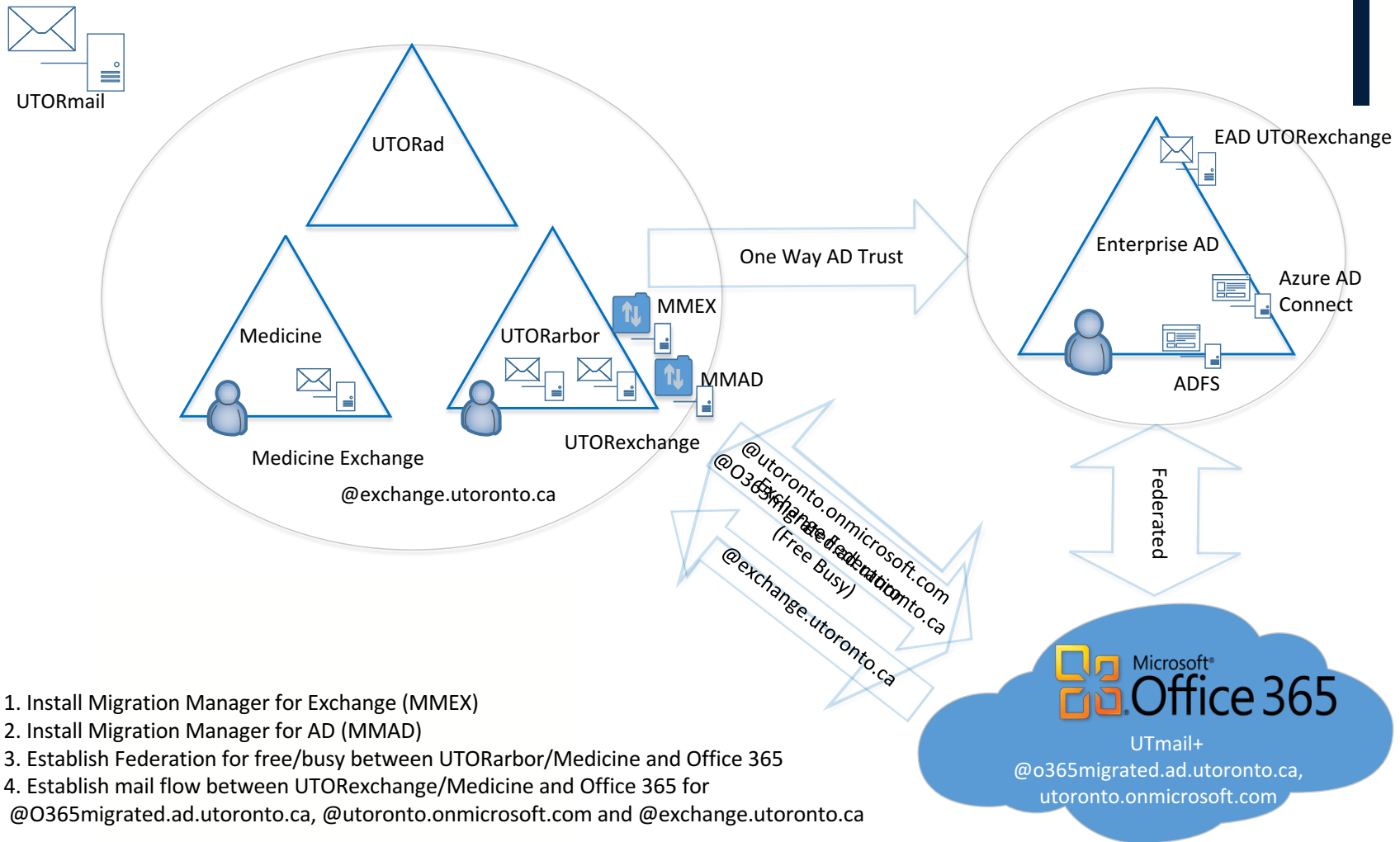
Office 365 Migration – Migration Tools

- Exchange Hybrid Migration (Oxford Plan)
- Priasoft Migration Suite for O365
- Dell/Quest Migration Manager for Exchange (MMEX)
- Code Two Exchange Migration Suite

Office 365 Migration – MMEX

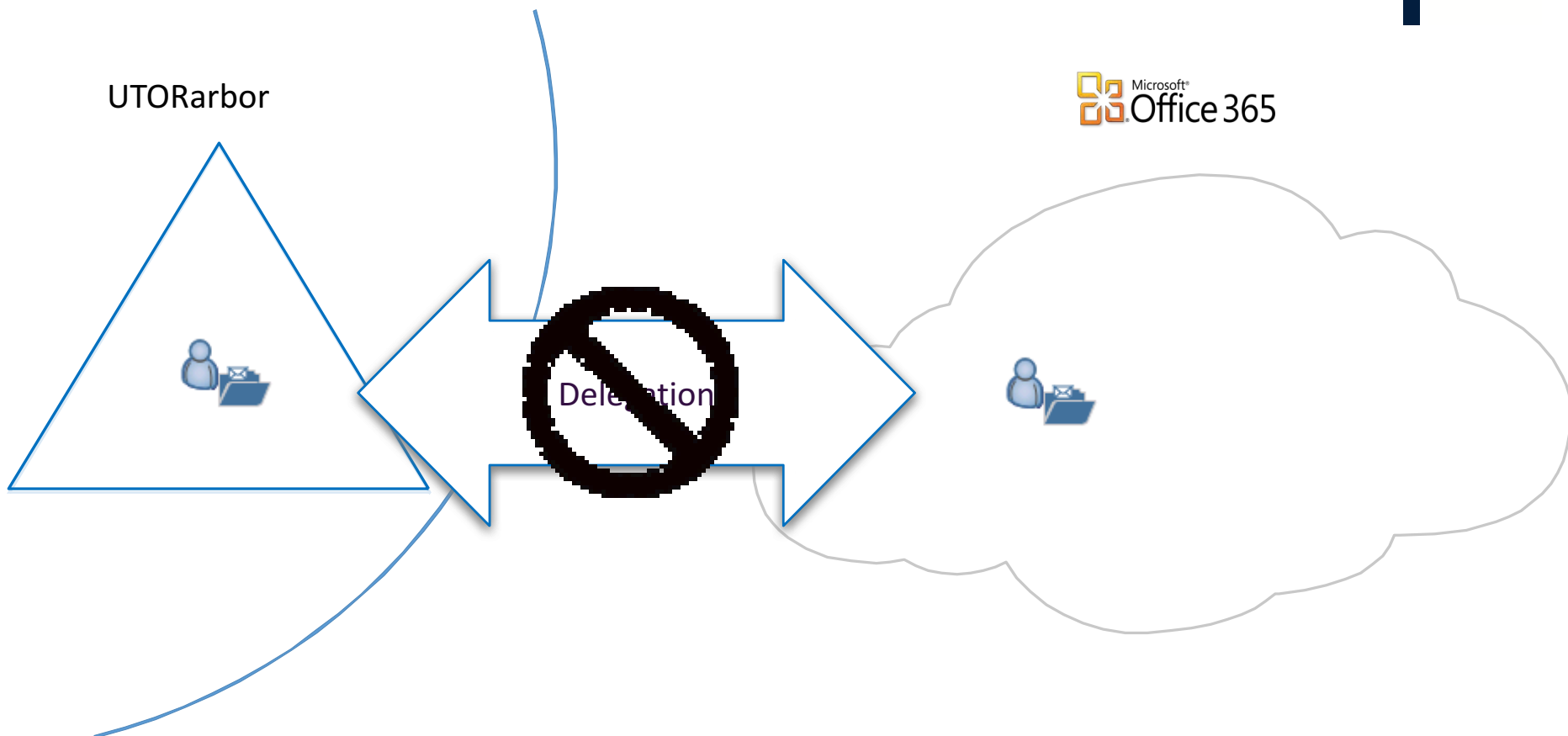
- Mailbox/Calendar/Public Folder Migration Tool
- Maintains co-existence via synchronization and attribute manipulation
- Dell-EMC/Quest

Office 365 Migration – MMEX Install/Config



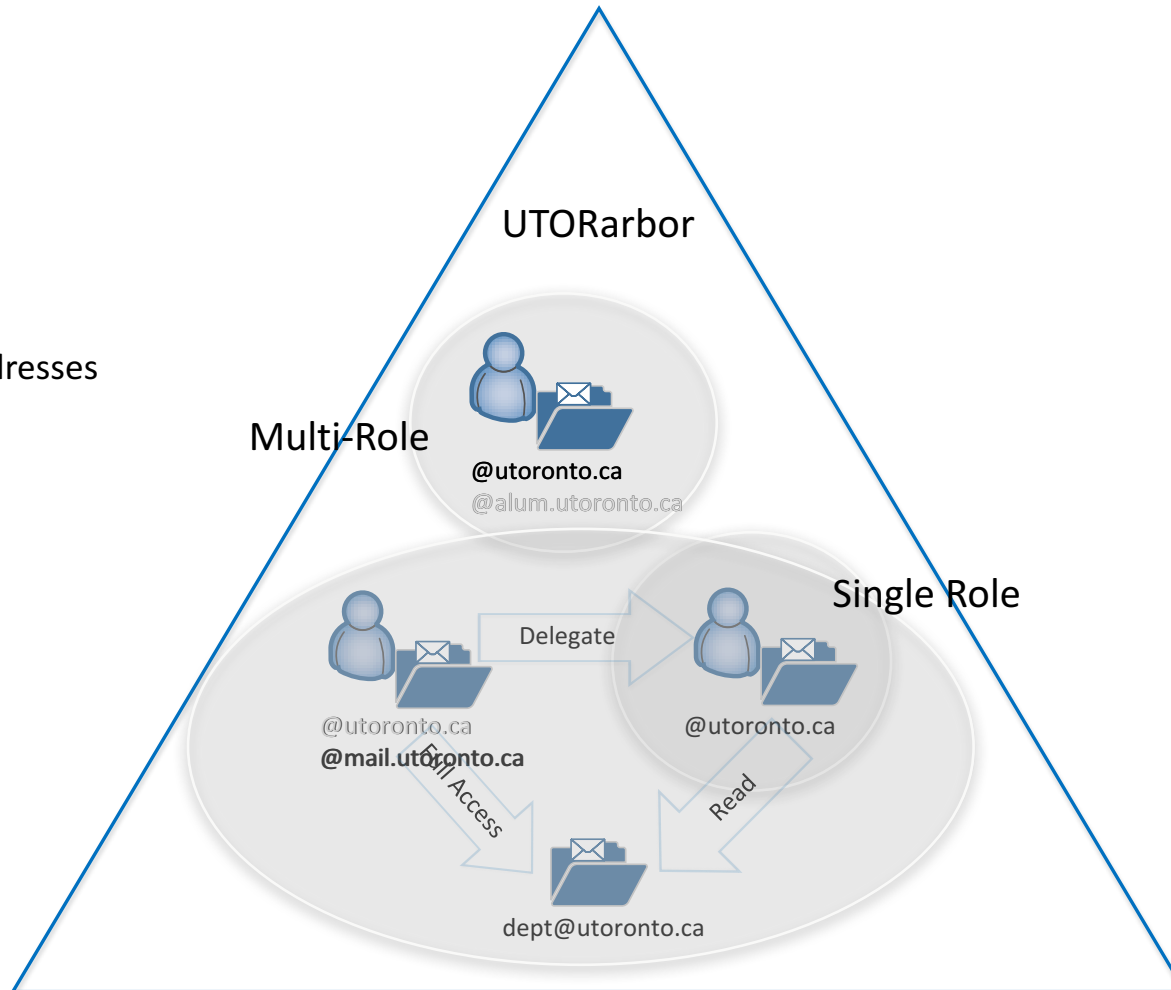
1. Install Migration Manager for Exchange (MMEX)
2. Install Migration Manager for AD (MMAD)
3. Establish Federation for free/busy between UTORarbor/Medicine and Office 365
4. Establish mail flow between UTORexchange/Medicine and Office 365 for `@O365migrated.ad.utoronto.ca`, `@utoronto.onmicrosoft.com` and `@exchange.utoronto.ca`

Office 365 Migration – Considerations



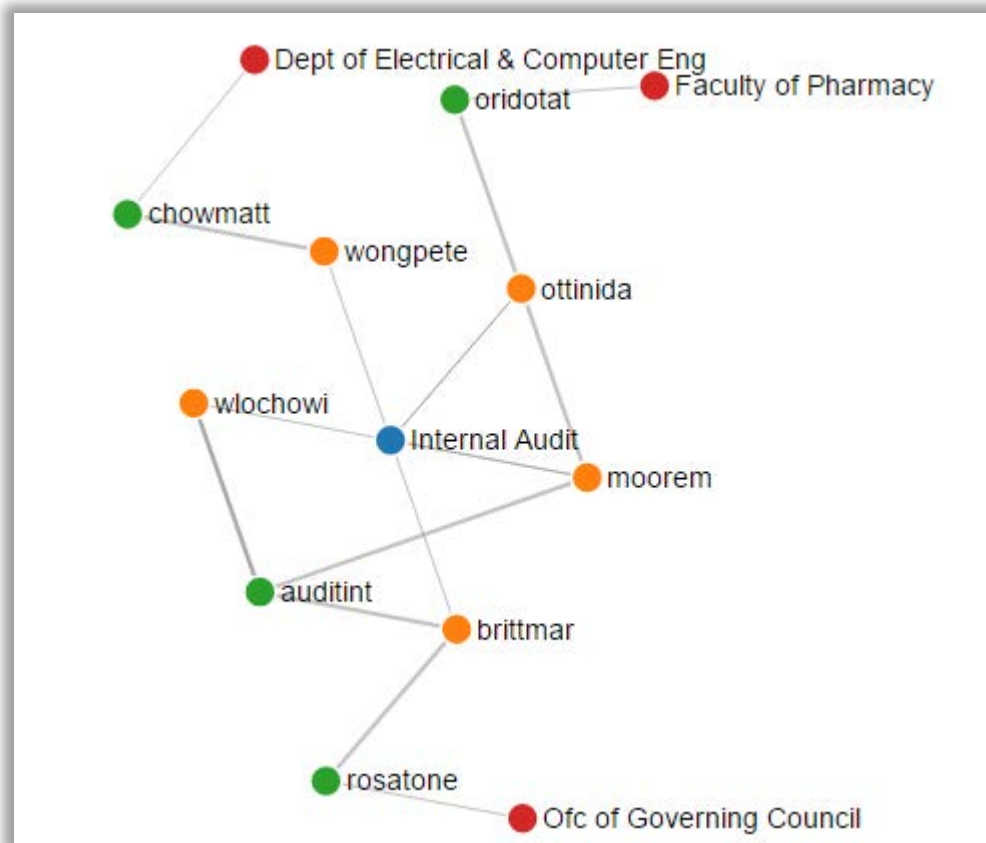
Office 365 Migration – Considerations

1. Primary SMTP Addresses
2. Dependencies



Office 365 Migration – Engage Department

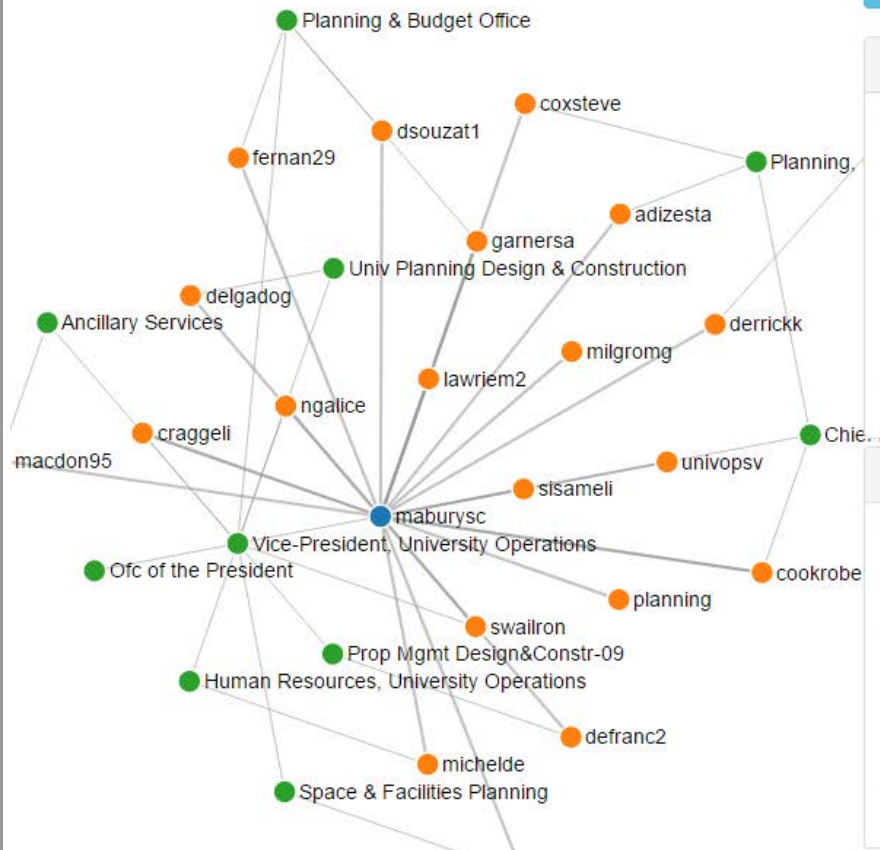
Internal Audit



Office 365 Migration – Engage Department

Welcome Scott Mabury (maburysc)

For your email account scott.mabury@utoronto.ca please identify the importance of relationships you participate in. The graph displays the relationships important such that they will be migrated. The right list contains all relationships, including those not in the graph.



Save

Show All

You Have Recieved Permission From:

Name Robert Cook
UTORid cookrobe
Email robert.cook@utoronto.ca

Importance of this relationship

Default Assigned

Access To Calendar

Access Permissions Author

You Have Granted Permission To:

Name Robert Cook
UTORid cookrobe
Email robert.cook@utoronto.ca

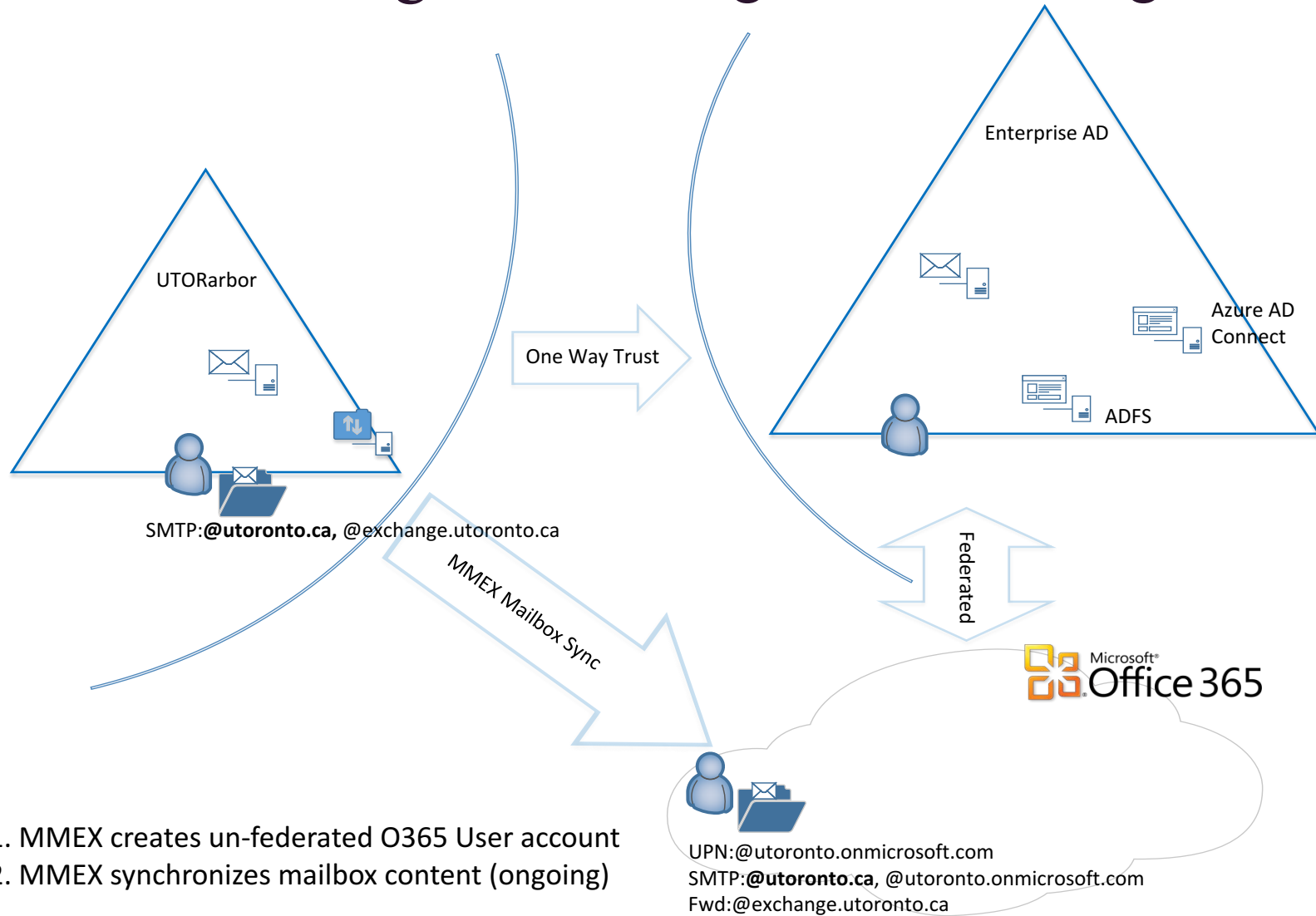
Importance of this relationship

Default Assigned

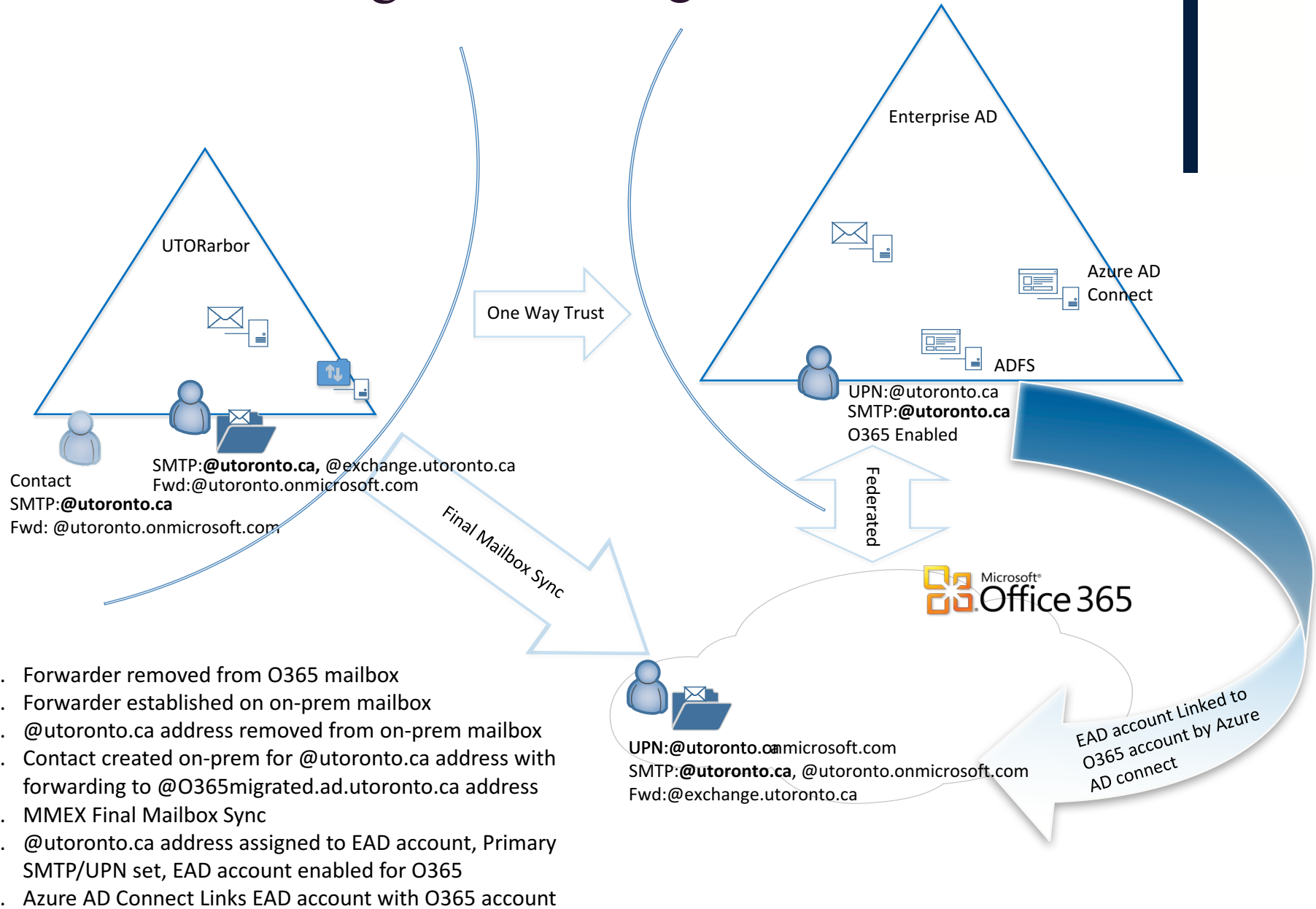
Access To Calendar

Access Permissions Reviewer

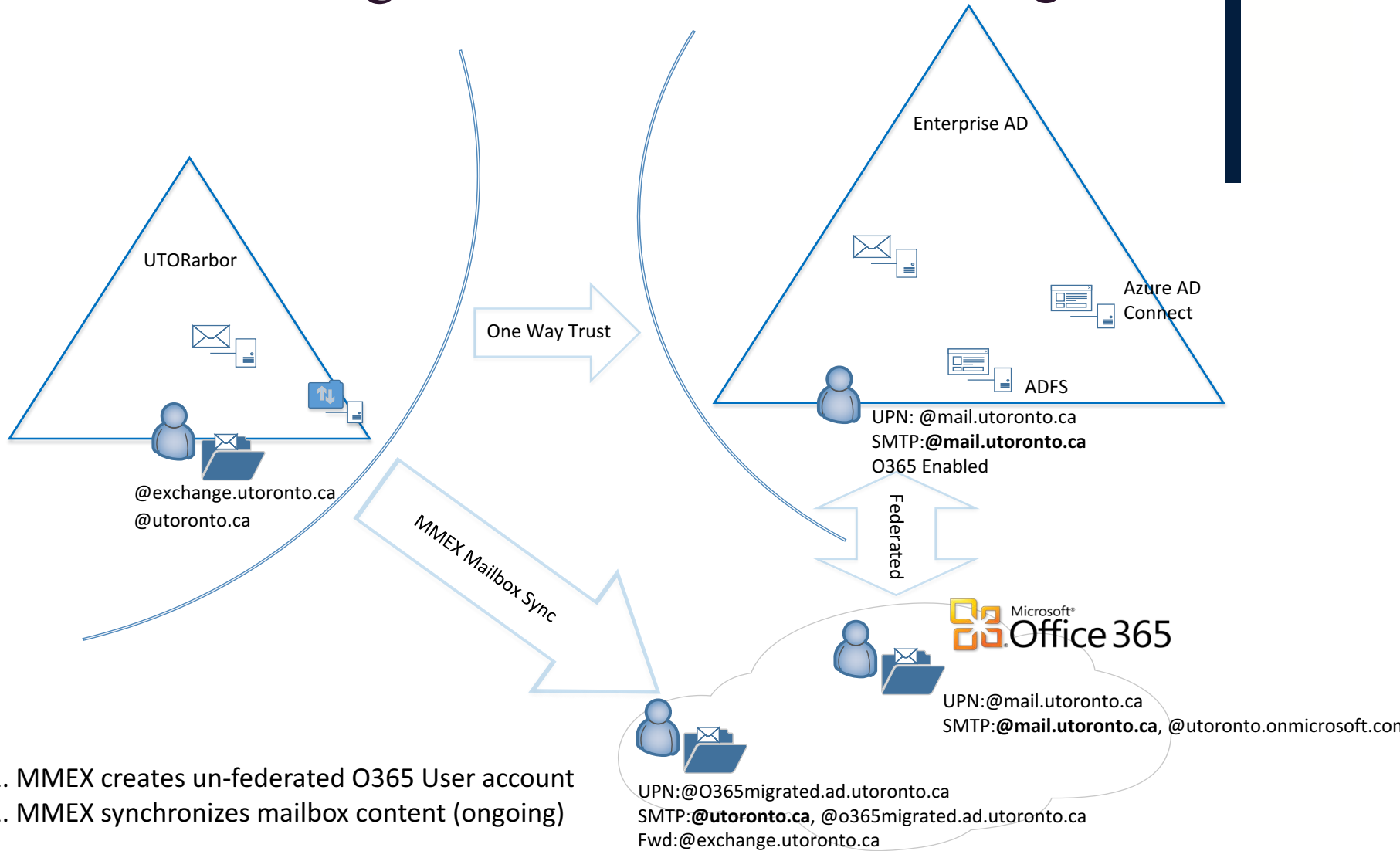
Office 365 Migration – Single Role Pre-stage



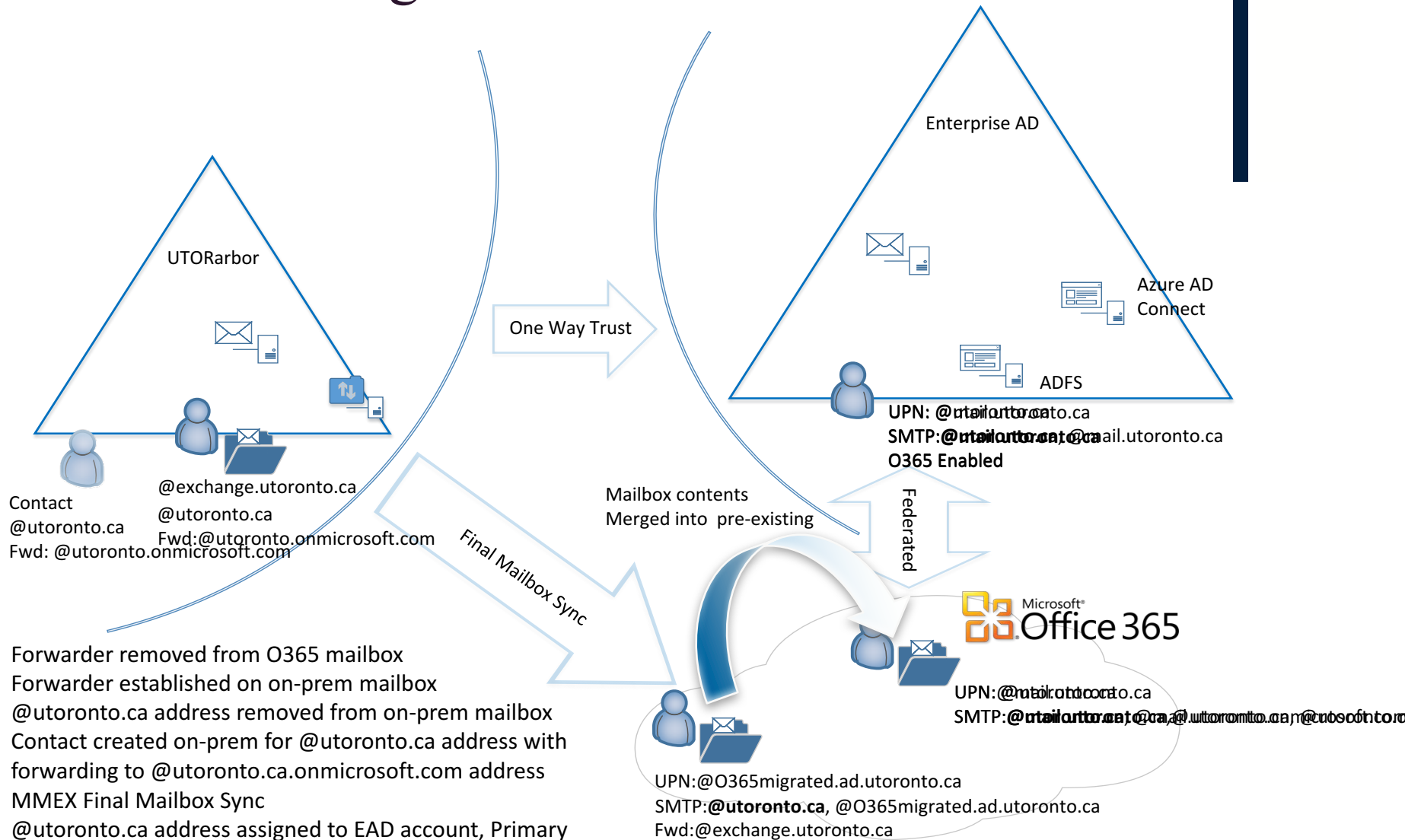
Office 365 Migration – Single Role Cutover



Office 365 Migration – Multi-Role Pre-stage



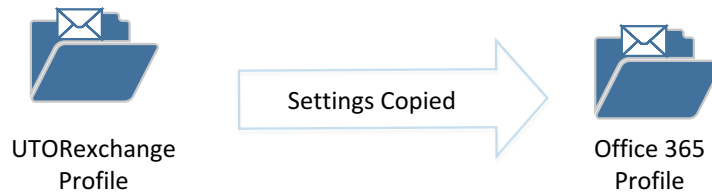
Office 365 Migration – Multi-Role Cutover



1. Forwarder removed from O365 mailbox
2. Forwarder established on on-prem mailbox
3. @utoronto.ca address removed from on-prem mailbox
4. Contact created on-prem for @utoronto.ca address with forwarding to @utoronto.ca.onmicrosoft.com address
5. MMEX Final Mailbox Sync
6. @utoronto.ca address assigned to EAD account, Primary SMTP/UPN set
7. EAD account changes propagated to O365 account
8. Merge from staging mailbox into production mailbox
9. Temporary staging account/mailbox removed

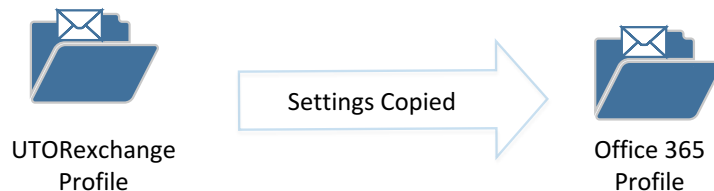
Office 365 Migration – At the Desktop

- Desktop migration tool creates new Outlook profile pointing at O365 mailbox, migrates old profile settings



Office 365 Migration – At the Desktop

- Desktop migration tool creates new Outlook profile pointing at O365 mailbox, migrates old profile settings



- User starts Outlook and is prompted for authentication
 - primary email address and UTORid password
 - or
 - WebLogin (if enabled for Modern Authentication)

Office 365 Migration – On Mobile



- Depending on device, credential change or profile re-creation will be required
- Profile creation experience will be much improved over current UTOExchange experience

Office 365 Migration – On Mobile

- Current UTORexchange experience on iOS

The image displays four sequential screenshots of the UTORexchange iOS app during account setup. Each screen shows a form with fields for Email, Password, Description, and Exchange Device ID. The status bar at the top of each screen indicates the time and battery level.

Screenshot 1 (10:09 PM, 82% battery): The 'Email' field contains 'ian.thomas@utoronto.ca'. The 'Password' field is labeled 'Required'. The 'Description' field contains 'UTORexchange'. The 'Exchange Device ID' is 'LKALG11SQT4U9ENN7TQ0TT7TL8'.

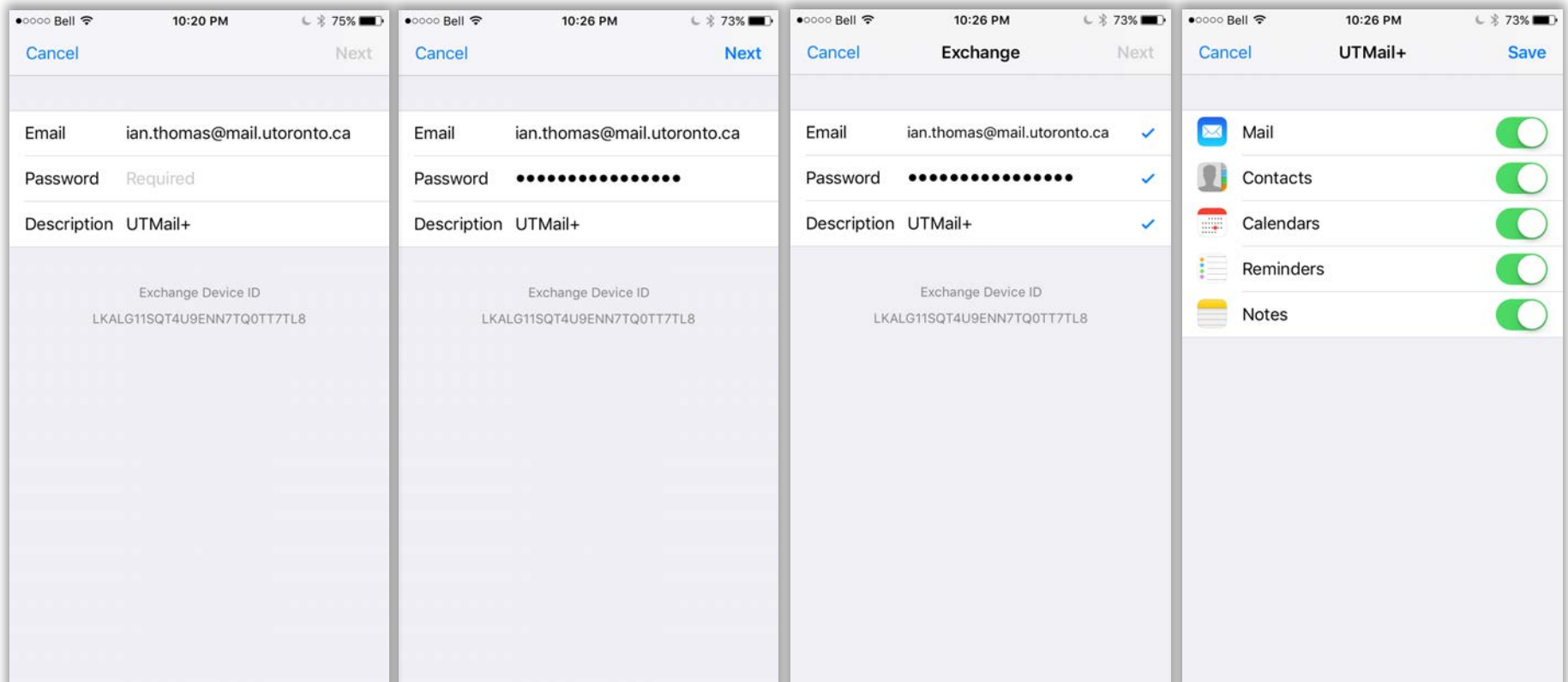
Screenshot 2 (10:09 PM, 82% battery): The 'Password' field is now filled with dots. The 'Description' field contains 'UTORexchange'. The 'Exchange Device ID' is 'LKALG11SQT4U9ENN7TQ0TT7TL8'.

Screenshot 3 (10:10 PM, 82% battery): The 'Email' field contains 'ian.thomas@utoronto.ca'. The 'Server' field contains '?????'. The 'Domain' field contains '?????'. The 'Username' field contains '?????'. The 'Password' field is labeled 'Required'. The 'Description' field contains 'UTORexchange'.

Screenshot 4 (10:11 PM, 81% battery): The 'Email' field contains 'ian.thomas@utoronto.ca'. The 'Server' field contains 'exactivesync2010.utoronto.ca'. The 'Domain' field contains 'utorarbor'. The 'Username' field contains 'thomasia'. The 'Password' field is filled with dots. The 'Description' field contains 'UTORexchange'.

Office 365 Migration – On Mobile

- New UTMail+ experience on iOS



Office 365 Migration – On The Web

{Demo}

Enterprise AD – Other Topics/Questions

- Other Topics/Questions