

The Computer Consulting and Support Group Meeting

October 25, 2011 @ 2:00 P.M. Durham 206

1. Announcements:

a. Security briefs – Andy Weisskopf

Andy noted the following categories of email to abuse@iastate.edu:

- 33% phishing
- 25% malware
- 25% spam
- 15% compromised user accounts

IT Services generally sees one to two compromised accounts per phishing incident. Therefore, educating users about security is important. Toward this, IT Services secured licenses for a series of security videos from SANS called “Securing the Human.” This series includes 26 video lessons, each in the two to six minute range, to educate people on a wide variety of information security topics.

To use these videos within your department or for more information, contact Andy Weisskopf (amw@iastate.edu).

2. Discussion:

a. Exchange 2010 update – Mike Lohrbach and Magann Orth

IT Services is in the process of updating to Microsoft Exchange 2010. Ideally, IT Services will make the Exchange 2010 environment the primary route to access Exchange via Outlook Web Access (OWA), ActiveSync, IMAP and POP on Wednesday, October 26 at noon. OWA users will still be routed to the old Exchange 2007 OWA client until their accounts are migrated into 2010.

Outlook Web App -

Outlook Web App is the greatly improved version of Outlook Web Access. It now looks and feels much like Outlook, and supports, Firefox, Safari, and Chrome; the "OWA Lite" version is only used from devices like iPad's and other mobile devices, and the standard version is so easy to use that you might not need Outlook. Here are some of the new features.

- Multiple browsers -
OWA now looks and acts pretty much like Outlook, no matter what browser (IE, Firefox, Chrome or Safari) you use. Right-clicks work, all the features work no matter where you're browsing from or what with.

- Multiple mailboxes, multiple calendars -
If you have appropriate access rights, you can access the mailboxes or calendars of other people in OWA.
- View Public Folders
- Create groups -
Everyone can create groups now, except Outlook 2011 for Mac users. (They can just go to OWA instead of looking for a Windows machine.)
- Nickname cache – OWA remembers who you've sent messages to for easy retrieval much like the full client
- Conversation view -
A message and all its responses can now be grouped together and viewed as a single thread.
- Message filters -
You can create filters in OWA from all browsers.
- Improved search
- Single page of messages -
No more searching through your Inbox fifty messages at a time; you can now scroll through the entire Inbox, again in all browsers.
- Voicemail preview -
OCS users should be able to preview their voicemail messages from a web browser.
- Set OCS presence
- IM functionality

Outlook 2011

Switching to Exchange 2010 will benefit Outlook 2011 users; they'll be able to create Rules directly, instead of having to log in to a PC.

The certificate change will happen on Wednesday. After that IT Services will be ready to start moving users. The initial pilot should be done by the second week of November. After that we'll start coordinating mass moves of about 100 users in a department. It works best if all the people in a department, or at least all of the people who share calendars, move at the same time.

When would be a good time to do that in your department? Let us know. We'll probably be able to do a couple of hundred per night. We can also migrate users during the day; the clients can use Exchange right up until they get a dialog box that says "Your administrators have made a change that requires you to restart Outlook". Then they quit and restart Outlook, and they're in the Exchange 2010 environment fairly seamlessly.

b. Outlook Web App changes preview – Magann Orth

Possibly the biggest change to Outlook Web App is that it is now fully cross platform. OWA looks the same in IE, Firefox, Chrome and Safari. Everyone now gets full functionality, and the OWA Lite application is only used on unsupported, back leveled, or mobile browsers.

OWA now has themes just like Gmail or Windows Live Mail; users can change the top border image to personalize their mail experience.

Magann demonstrated some of the new features on a tab-by-tab basis.

Mail tab:

- Right-clicking on a mailbox allows opening another user's mailbox - The right-click menus works pretty much like the ones in Outlook, and they're available in all browsers. Magann demonstrated OWA in Google Chrome.
- The pane style looks like Outlook, with a reading pane at your choice of bottom or right side (or off). However, there are menus at the top of the message list for easy access.
- Conversation view - A big new addition is conversation view where messages are grouped together into subject sets. Conversation view can automatically delete redundant information in a conversation; if a message simply repeats the contents of a previous one, it's moved to Deleted Items.
- Reminders appear at the top of the window, and notification sounds are enabled through the browser (if you want them).
- You can search the Global Address List and your contacts, either standalone or when inserting an address.

Calendar tab:

- Just like Outlook, OWA can now open other people's or group calendars (assuming you have the appropriate permissions).

Public folders can now be viewed in OWA.

New options:

Many options that required Outlook before can now be done in OWA, and there are new tricks unique to the Exchange 2010 environment.

- Exchange can send notifications as a text message to your phone, and this can be configured for different types of alerts like calendar or task reminders. You can even have it text you for incoming mail messages if you really want to. (Bear in

mind that standard text message charges will apply. You may not like this if you don't have unlimited incoming text messages.)

- **Connect Outlook to this Account -**
If you're logged in to OWA on a computer with Microsoft Outlook installed, choosing this option will provide instructions on configuring Outlook.
- **Delivery Reports -**
You can generate summary reports on the messages sent to an account or group. In the details of the Delivery Report, it will show when the message was submitted to the mail servers, accepted, or transferred to another mail server.
- **Public Groups -**
OWA can show the public groups the logged-in account belongs to, and can join new groups without using a PC or Outlook.
- **Password change is still available under Options.**
- **Junk mail settings and server-side filters can still be set in OWA.**

This will take effect and the new features become available when your account is migrated to Exchange 2010.

3. New business

Avaya voice player: The question was raised as to any thoughts of replacing the Avaya voice player with something compatible with anything other than Windows? Jennifer Lohrbach indicated that near term, there were no plans. Long term there is an RFP out to replace or upgrade that next summer.

Phishing messages: The question was raised as to where someone can find where phishing messages should be sent and the response is to either "Report a Problem" on the IT Services website or send an email to solution@iastate.edu. Also raised was the question as to whether a weekly email to CCSG regarding phishing incidents could be sent out. It was noted that IT Services only sends out information for those incidents where it appears to come from us.

4. Next Meeting:

Tuesday, Tuesday, January 24, 2 p.m., Durham 206

The meeting adjourned at 3:03 PM.