



## Microsoft Exchange 2010 Frequently Asked Questions

**Q: Why are we upgrading to Exchange 2010?**

A: Exchange 2010 allows for enhancements to Outlook Web App (OWA) and an increase of mailbox size limits for all employees supported by VITA and Northrop Grumman. Additionally, the expanded capabilities in OWA will be more consistent with the look and feel of Outlook 2007, new features will be available to manage messages and folders, and it will allow for the integration of Office Communicator.

**Q: Is there an extra charge to migrate to Exchange 2010?**

A: No, this is part of the overall modernization efforts for IT partnership agencies and does not require an extra charge.

**Q: What will be the impact to agency employees?**

A: If you are utilizing Outlook at the time of the upgrade (during evening hours), a dialogue box will open stating "your email administrator has made a change." After closing this pop-up, you must close your mailbox, wait 15 minutes for the migration to complete and then and re-open Outlook. You then will be able to continue with work as usual.

**Q: How will agency employees know when they have been upgraded?**

A: After a successful upgrade, you will receive an automated email stating that the upgrade has taken place.

**Q: What changes will I see in Outlook following the upgrade?**

A: You will not see differences in the interface. However, the 100 megabytes (MB) size limit will be increased to 200 MB. Mailboxes of those with exceptions for larger size limits will remain the same.

**Q: Will we have to modify any of our applications that use mail relay services?**

A: No. All mail relay functions are using the COV IronPort devices.

**Q: What if I have applications that read email from a resource mailbox?**

A: Mailbox names will not change; however, agencies must confirm that applications are compatible with Exchange 2010.

**Q: Will I need to update my shortcut to access a resource, shared mailbox or calendar through OWA following the migration?**

A: Yes, you will need to change the URL to access these items if applicable. For example, previous shortcuts looked like the following example:

<https://legacy.vita.virginia.gov/Exchange/NameOfMailbox@Agency.Virginia.gov>.





You now will need to update your shortcut to the following example:  
<https://Webmail.vita.virginia.gov/owa/NameOfMailbox@Agency.Virginia.gov>

**Q: What will be the difference in OWA?**

A: OWA will have several enhancements in the upgrade, including:

- Nickname cache - OWA now will remember email addresses of recent recipients.
- Users can view multiple calendars side-by-side.
- Users can open another user's mailbox (with appropriate permissions), which is useful for resource accounts.
- Users can access instant messages from within OWA. This only applies to agencies utilizing COV Office Communicator.

**Q: Where can I find more information about the new features in OWA?**

A: Visit [Microsoft's Exchange 2010 OWA site](#).

**Q: Who should I contact if I have any questions or issues regarding Exchange 2010?**

A: Please contact your agency operations manager (AOM) or the VITA Customer Care Center (VCCC) at 866-637-8482.