On Thursday night the ITSD Systems group begins cutting over to Exchange 2010. To be specific, the Exchange 2010 platform will go live as of early Friday morning, but user mailboxes will still remain on the old Exchange 2003 servers. We will update you about other changes as we get closer to the mailbox migrations themselves. For now, here are a few important things to know about this initial step:

- As of Friday morning, users will see a new login screen (as below) when logging into webmail (webmail@cabq.gov). This will just be a pass-through initially, once logged in users will still use the antiquated Exchange 2003 web interface. This will change when their actual mailboxes are migrated to Exchange 2010 over the next few months. (And it will be a good change at that.)

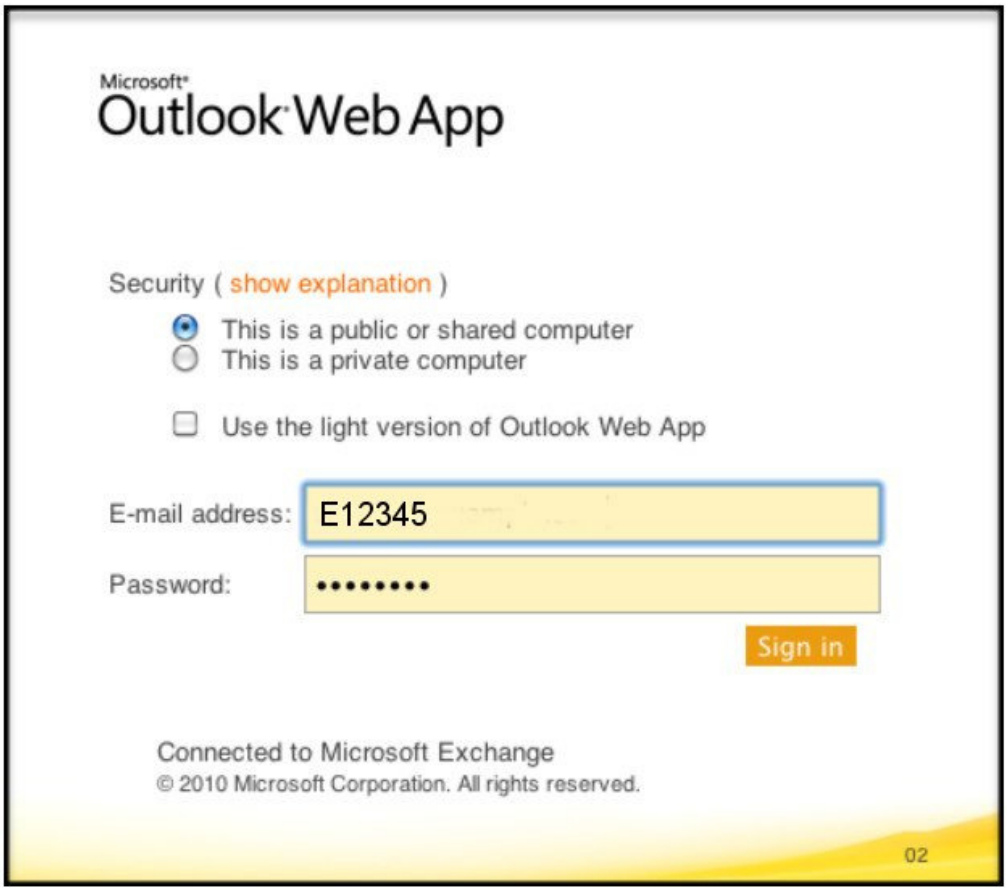

Figure 1 Note - the coa/ is no longer needed to login to webmail

- As we begin migrating mailboxes it is important to know that the full Outlook client (part of the Office suite) must be at least Office 2003 Service Pack 3. If a user is a "power calendar" user (Admin Assistants for example) and does a significant amount of scheduling for others, they need to be on Outlook 2010. We reviewed systems on the network and noted that very few systems are still on pre-2003 SP3 versions of Outlook. We attempted to upgrade as many of these as possible, but some still exist. Additionally, we reached out to Admin Assistants and confirmed that they were using Outlook 2010.

If you have any questions items related to the Exchange upgrade please contact the Service Desk at 768.2930 or submit a ticket at **http://cabq.service-now.com/ess.** Look for additional communications to continue as the migration progresses.