Planning and Implementing an OpenMail to Exchange Migration

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HP WORLD 2002
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Introductions

- **About me**
  - Helped migrate over 300,000 users
  - OpenMail since 1993
  - Exchange since 1995

- **About you**
  - Exchange vs. OpenMail expertise
  - Migration experience

Agenda

- Analysis of the environment
- Planning
- Coexistence
  - Mail routing
  - Directory synchronization
- Migration
  - Directory data
  - Server data
  - Client data
- Summary
- Questions

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Analysis of the environment

- OpenMail architecture
- Exchange architecture
- Client environment
- Other factors
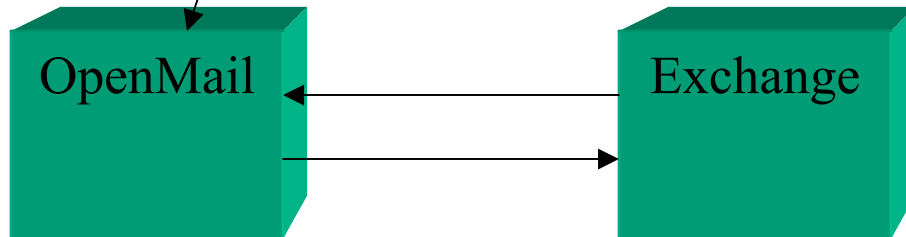 - Directories
  - Network

Planning

- Project champion / sponsor
- User communication
- Migration window/schedule
- Pilot cycle
- Batch definition
- Support

Coexistence – Mail Routing

- 3 basic models
  - OpenMail primary
  - Exchange primary
  - Relay primary
- Addressing
  - Secondary proxy addresses
  - OpenMail mixed addresses (surname_given/OU)
- Distribution Lists
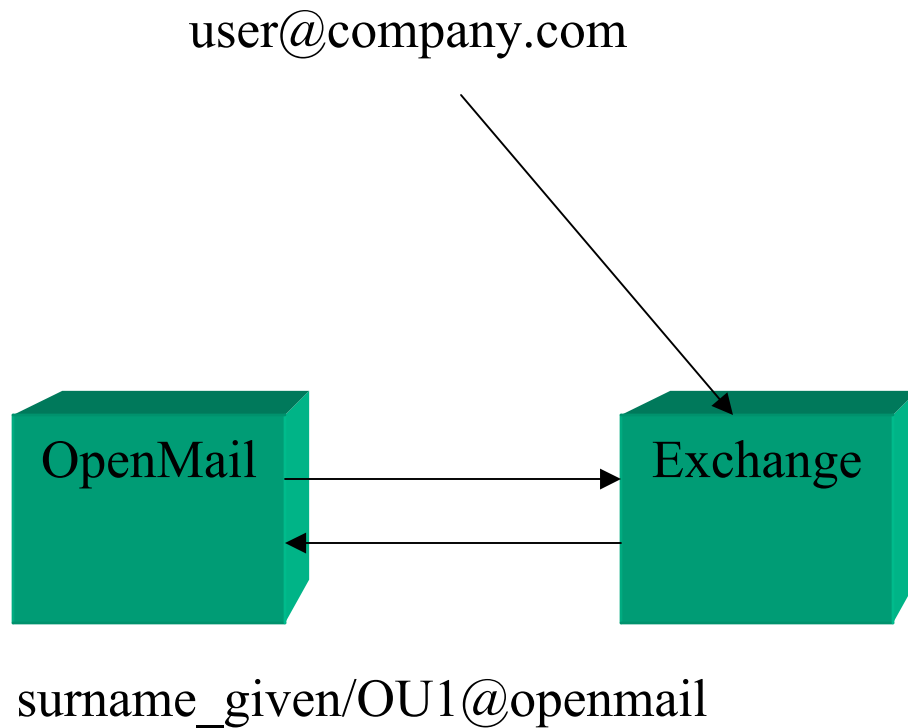 - Migrate with membership or at end

Routing – OpenMail Primary

user@company.com

- May require aliases file maintenance
- May be less efficient in widely distributed Exchange deployments

OpenMail

Exchange

user@exchange.company.com

Routing – Exchange Primary

user@company.com

•Uses contacts/mail-enabled users
•Will become more efficient throughout project
•Loads Exchange routing servers early in the project

OpenMail ⟶ Exchange

surname_given/OU1@openmail

Routing – Relay Primary

user@company.com

Relay
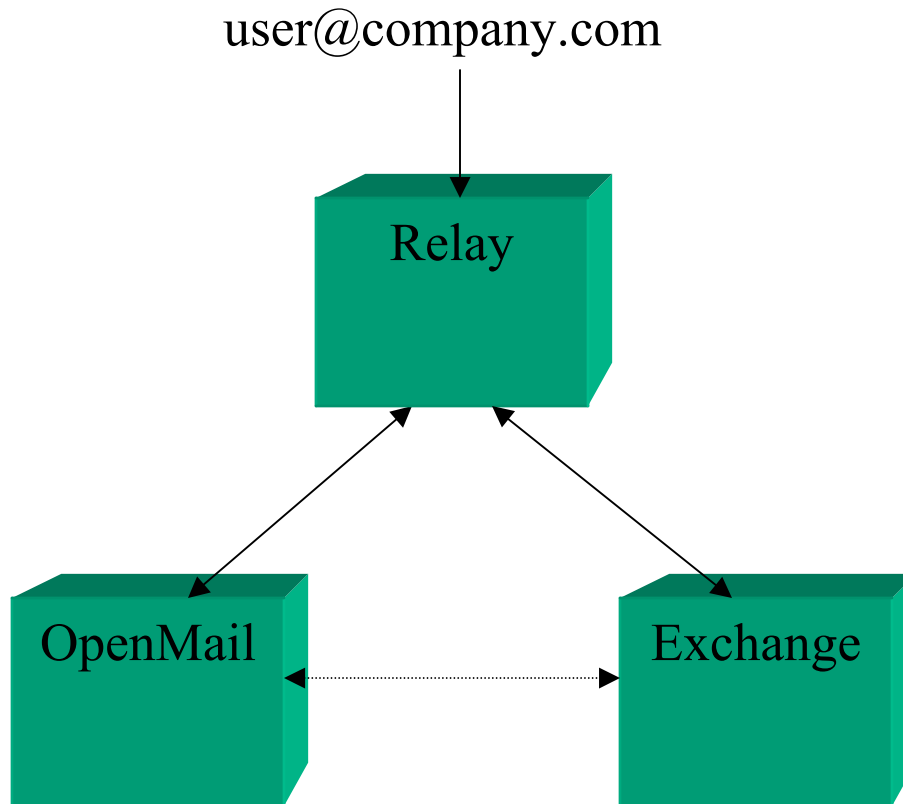
OpenMail

Exchange

•Requires relay server directory updates as part of migrations
•Optionally provide direct connection between OpenMail and Exchange bypassing relay
•Depending on relay, may be able to eliminate use of secondary proxy addresses

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Coexistence – Dir Sync

Two dir sync paradigms

1. Adds/Moves/Changes

   - HP OpenMail-Exchange connector
     (via Exchange 5.5 and ADC)

   - SimpleSync

   - MMS / LDSU / Other

2. Migration time changes

   - Best driven by migration process

   - Integration with external meta-directory

Migration – Directory data

- Object matching – which attributes?
- Update order
  1. Updates for Exchange
     a) Mail disable user/contact
     b) Mailbox enable AD object
     c) Update properties/distribution lists
  2. Updates to OpenMail
     a) Redirect mail
     b) Hide mailbox
     c) Add external entry
     d) Update distribution lists

Migration – Server Data

- Cleanup
  - omtidy
  - omscan
- Filtering
  - consider records retention policy
  - consider archival solutions
- Usability
  - fidelity of information
  - reply-ability
- Data transfer rate
  - Bottleneck is the OpenMail I/O subsystem

Migration – Client Data

- Outlook deployment / Profile modifications
  - Outlook XP deployment
  - PST & PAB files
  - Other profile changes
- Locating client side data
  - cc:Mail archives and nickname files
  - OpenMail Mobile local message store
  - Outlook data files
- Laptop users
- Retention policy
- Automation – key success factor!

Migration – Other Considerations

- Backout
  - Don't! ☺ Solve problems, move forward
  - Holding queue
  - Directory changes

  Don't over-invest in contingency planning!

- OpenTime

Migration – Length

- Bottlenecks
  - OpenMail I/O
  - Client software deployment
  - Support capacity

Summary / Key Points

- Planning
  - User communication/expectation management
- Coexistence
  - Directory Synchronization
- Migration
  - Automation

Questions

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