IDAHO
CONSOLIDATED SERVICES

Known Agency Migration Issues

Pre-migration

Desktops and Laptop related

- Workstations need to have their power savings settings turned off
- Workstations Server Service must be running
- Workstations File and Print Services must be enabled
- Vista machines must have the "Remote Registry" Service set to "Automatic" status and verified to be running.
- Disable Personal Firewall such as the Checkpoint client
- Workstations Group Policy Preference Extensions must be set to "Always On" Power Scheme
- Workstations Offline File Synchronization must be turned off
- Workstations - Windows 2000 that has been upgraded to XP must update secure pipe registry key to allow Local Service account "Read Access"
- Workstations - change to MAPI as RPC over HTTP causes problems with Outlook Profile migrating
- Workstations with static IP addresses must have their network settings, including domain search order, DNS settings, etc. set manually.
- Windows 2000 machines when upgraded to Windows XP sometimes go from a FAT file system to an NTFS file system with the effect that the EVERYONE group is given Full Control of the entire file system. For security and practical migration reasons, this is not a good idea and will cause a migration of such a workstation to fail.

Exchange related

- If the agency's email server has the name of "Mail" it will cause the migration tool to not function, will need to rename the agency's server.
- OWA - Security check to ensure user inherits parent permissions for normal OWA operation.
- Exchange 2003 resources (such as: meeting rooms, autos) do not migrate they must be recreated in Exchange 2007. These should be created prior to agency migration and proper permissions configured. (See also 12 below under Migration Tool section.)
- If the user has layered contact lists and calendars the lower level layers may not migrate.
- Public Folders are difficult to migrate there are 2 options:
  a. If the public folders are limited with little data create them new in ICS and import the data
  b. If public folders are extensive then they should be migrated

Active Directory related

- Login scripts should be eliminated and replaced with Group Policies settings.

- If disabled computer and user accounts are located within an agency's various OUs the OU will not migrate. Disabled accounts must be eliminated. If accounts with underscores in their name exist within an agency's various OUs the OU will not migrate. Accounts with underscores must be renamed.
- Default (built-in) Active Directory accounts and groups do not migrate. Prior to migration the agency must create new accounts and groups. (NOTE: it is imperative NOT to change or modify the built-in groups in any way)
- Service accounts do not migrate these should be built in the agency's ICS OU and assigned the appropriate permissions prior to agency migration. (Also see #12 below in section "Migration Tool related")

Migration Tool related

- The synchronization process does not recognize any changes to the agencies structure once the syncing process begins. No changes to the agency's structure should be made during syncing. If changes are required the ICS environment must be updated manually to match the agency's environment.
- Permissions related issues: There have been a few instances that caused permissions related issues. Below are examples and their root cause:
  a. An agency had assigned permissions to the AD built-In groups which were not migrated. The agency failed to create new groups as instructed.
  b. An agency's Public Folder Permissions were lost - it is felt this was associated to starting and stopping the migration process.
  c. The agency modified their AD organizational infrastructure after the synchronization process began. Any changes made to the organizational infrastructure (including permissions) are not synchronized to ICS.
- Checkpoint Firewalls including version 7 cause migration issues and also causes the Outlook client to not connect or lose its connectivity. Prior to migration a MAPI RPC connection test should be completed.
- Disable Windows firewall.
- A reasonable attempt should be made to verify the pre-migration tasks related to permissions have been completed successfully. The extent of this will involve sampling file server permissions in ICS to the agency's as well as connectivity, including Outlook/MAPI.
- Verify the agency has been consistent in their object naming conventions and the fields containing data, if inconsistencies are discovered have agency verify and clean-up if needed prior to migration.
- During pre-migration activities agency technical staff should obtain and install the Exchange 2007 management console as it is needed to complete the administrative functions within the Exchange environment.
- Shared user accounts and Generic email accounts are not migrated. The agency should "pre-create" these accounts in their ICS agency OU during pre-migration or very soon in post-migration.)

Applications related

- Application especially custom applications have been known to break have our application developers understand and be able to answer the question of how a domain name change will affect their applications.

Post-migration

Exchange related

- On rare occasions some users will appear in the Global Address Book and not in their agency specific Address Book and vice-a-versa.
    a. *Following migration the agency should do a comparison and alert ICS technicians to any issues found.*

Other issues discovered

- Track-it Software may lose logins and passwords for technical staff. Also may need to redefine the technicians and the users.

Informational Only

- The QMM account is used for agency migrations and will continue to have Exchange Organization Administrator access to mailboxes until all agency migrations are complete in the future. This account can be and is only used by the Enterprise Administration Team during migrations only.