



SmartCloud Migration to Outlook FAQ

Frequently Asked Questions

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What should I do after my migration completes?

When you first login to Outlook on the Web check the following things:

- Make sure all of your email folders and email messages migrated from SmartCloud. If you feel you are missing anything, contact your helpdesk.
- Make sure you are receiving new email since your migration date/time
- Check your Junk Email folder to verify that legitimate email is not in that folder.
- Ensure your Outlook calendar events match your SmartCloud calendar for all future dates.
- Check for missing contacts or contact groups. Some contacts or even contact groups may need to be recreated if the SmartCloud group included objects that could not be read by the migration software.
- Check for missing tasks/to-dos
- If you used a signature, this needs to be recreated in Outlook
- If you used mailbox rules, these need to be recreated in Outlook as “Inbox rules”
- If you used stationary, these need to be recreated in Outlook as “Templates”

What email folders will be migrated to Outlook?

All email folders, calendar, contacts, and tasks will be migrated.

There are certain mailbox items in those folders that may not migrate. Those situations are listed below:

- Corrupted email item data. Occasionally the email item is corrupted and cannot be completely read when scanned. This causes the item to be skipped. This is a rare occurrence.
- Encrypted email items. If the email was individually encrypted, we will not be able to migrate that item. If these items are needed, they can be forwarded from your SmartCloud mailbox to your Outlook mailbox.
- Email items (including the attachments) that are over 150 MB in size will not be migrated due to the email item size restrictions in Outlook. These emails and attachments can be downloaded from SmartCloud or printed out pre-migration or post-migration.

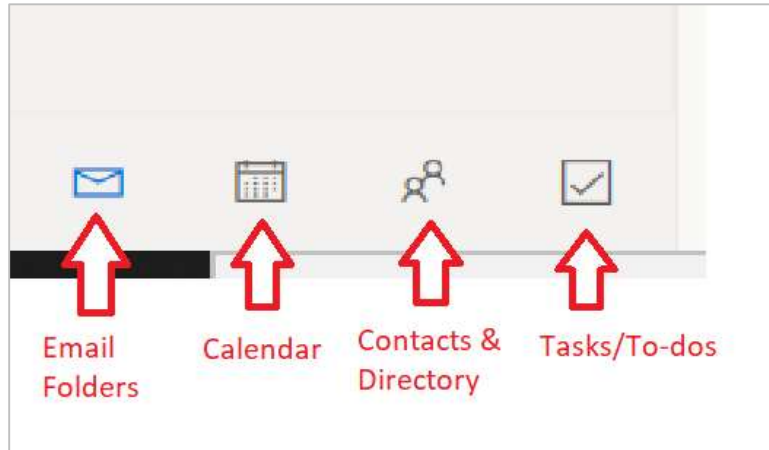
Migration may not complete overnight

Although most mailbox migrations will complete overnight and all data successfully migrated to Outlook, there may be situations where this does not occur. The following section describes these situations.

Typically, mailbox migration will complete overnight, however It is possible that your migration may continue to the next day. If this occurs, your data will continue to slowly populate in Outlook until the migration is complete. This will not affect Outlook from sending or receiving email. It also will not affect functionality or prevent you from using features in Outlook.

Your SmartCloud mailbox will still be available to review your calendar and other data. The Calendar, Contacts, and ToDos/Tasks are migrated after the email folders are complete.

Below is where you can find your mail, calendar, contacts, and to-dos/tasks in Outlook on the web. On the bottom of the Outlook app you will find navigation buttons that will lead you to these folders.



What do I do if I'm missing new emails after the migration?

It is possible that some of your new email is going to the Junk Email folder in Outlook. It is important to check folder regularly after your migration to verify that legitimate email is not being routed to that folder. Should you find legitimate email in the Junk Email folder, you can mark the email as "Not Junk" and move it to your Inbox. If you do not find the missing emails in your Junk Email folder, please contact the Help Desk.

*Refer to "Outlook on the Web FAQ" for information.

Will all of my meetings and events be migrated?

Yes, but due to some limitations, migrated meetings will not keep fidelity (i.e. changes to the meeting by the Organizer which notify the Attendees of the change). This means the meetings will be migrated to your calendar but will need additional effort if changes are made to the meeting. Please read below for more details:

Terminology:

Meeting: A calendar instance with multiple participants – at least one Organizer (meeting creator) and one Attendee

Event: A calendar instance with no participants beyond the Organizer (event creator)

Organizer: The creator of a meeting, with rights to edit a meeting

Attendee: A participant of a meeting created by the Organizer, without edit rights

Due to some service limitations, it is not possible to migrate calendar meetings in a way that both preserves full workflow fidelity and prevents unwanted repercussions. Organizers and Attendees do not maintain their normal workflow fidelity within calendar meetings, and in some cases do not maintain their proper Attendee status.

While all participants of a meeting *can* have an instance of the meeting in their target calendar upon migration, the API limitation renders the linkage between the Organizer's instance and Attendee's instance to be mostly broken, removing the ability for normal workflow fidelity.





Additionally, the participant status (Organizer v Attendee) can also get muddled, potentially allowing an Attendee to be falsely set as an Organizer with the ability to edit meetings they normally shouldn't have rights to edit. Below are what to expect from meetings in which you are the Organizer or when you are the Recipient:

Organizer:


- The Organizer of each meeting would have the meeting migrated to their Outlook calendar, and their status is correctly set as Organizer.
- The Organizer's calendar would not include Attendees in the email header but would instead list them in the body of the event, with a notice that describes the situation, and what action is required to re-add Attendees.
- Should the Organizer desire to edit the meeting, they would need to manually copy Attendees from the body of meeting to the header and re-send out invitations. Once accepted, Attendees would be properly added to the meeting, with full workflow fidelity, and any changes made to the meeting by the Organizer would propagate to all Attendees as expected.


Example of Organizer's meeting:

Calendar

 Edit  Busy  Categorize  Delete ...

● **Test Meeting1**

 Sat 2/22/2020 8:30 PM - 9:30 PM

 Remind me: Never

----- Notice -----

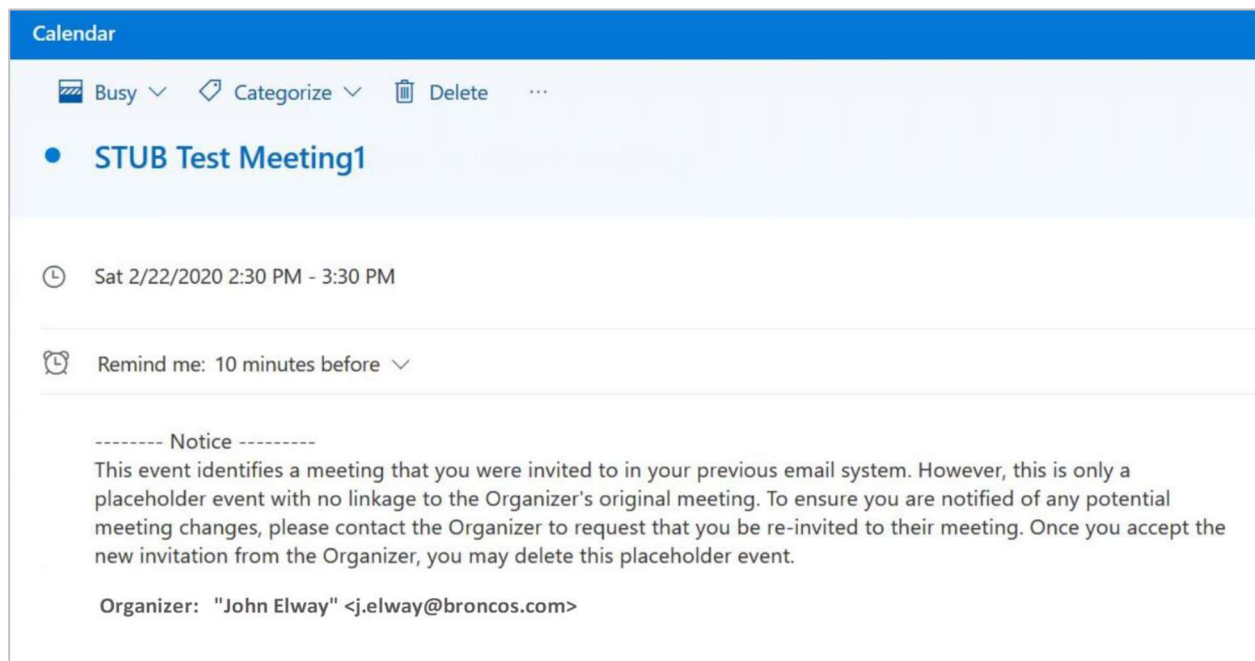
The following attendees were invited to this meeting in your previous email system but need to be re-added in order to receive notice of any potential changes to this meeting. They have a stub event in their calendar that includes meeting details, but it contains no linkage to this meeting, so they won't be notified of any changes that may occur. Please re-invite them, if desired.

----- Attendee List -----

"Ed McCaffrey" <e.mac@broncos.com> (No response)
"Terrell Davis" <t.davis@broncos.com> (Accepted)

Attendee:

- Upon migration, each Attendee would have a stub event of the meeting instance in their calendar, but they would be listed as the Organizer and other participants (including the true meeting Organizer) would not be included in the event's header.
- In the body of the event would be a notice that this is a stub event, and to be added to the true Organizer's meeting they would need to contact the Organizer to be added. Once the Organizer sends them an invite and they accept it, they then are true Attendees to the meeting, with full workflow fidelity.
- Upon accepting the new invitation from the Organizer, **the Attendee would then have duplicate events**, one of them the true meeting sent by the Organizer, and the other the stub event that was migrated. They would then delete the stub event (the stub event is distinguishable from the real meeting by the word "STUB" that is appended to the meeting subject).

Example of Attendee's calendar event:

Will I be able to schedule meetings or receive invitations with SmartCloud users after I migrate?

Yes. Most meeting invites will work between Office 365 and SmartCloud users.

****Outlook does not support some recurrence patterns that SmartCloud supports. If Outlook users are sent these scheduled patterns, they will receive an unsupported meeting file and will not be able to**

respond to the SmartCloud organizer. Below are recurrence patterns that Outlook doesn't support, and also an example of what Outlook users will receive as an error.

- Monthly by Date: Every month on the **nth** day and the **nth** day. Outlook only supports one **nth** day of the month.
- Monthly by Day: Every month on the **nth** day of the week and the **nth** day of the week. Outlook only supports one **nth** day of the week in any month.
- Custom recurrence: Outlook does not support custom recurrence patterns that are available in SmartCloud.

Example:

SmartCloud recurrence with custom days in a given month:

Set Repeat

When the event repeats

Monthly (Dates) ▼ Every month on the ▼

* You can select more than one date.

16th 17th 18th 19th

☐ Count from the end of the month

How long the event repeats

Starting: Mon 03/16/2020 to continuing for 1 Month(s) ▼

This entry repeats monthly (dates) every month on the 16th 19th 23rd 27th continuing for 1 month(s)

Specify Exceptions

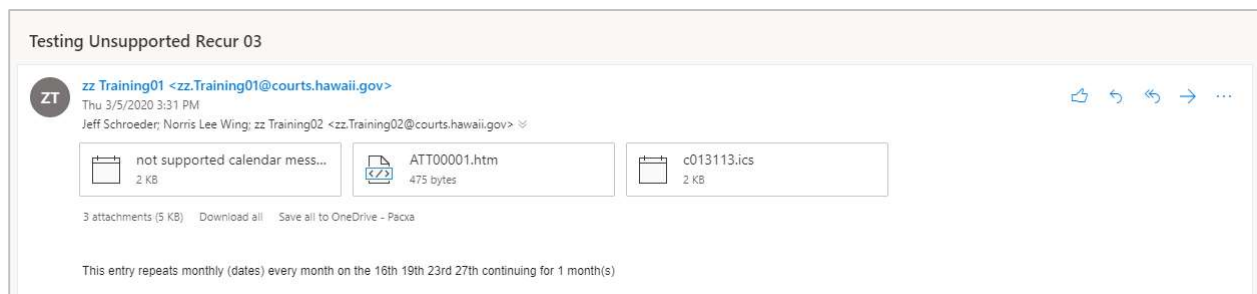
If an event date occurs on a weekend: Don't move ▼

Number of scheduled event days: 4

03/16/2020 08:00PM
03/19/2020 08:00PM
03/23/2020 08:00PM
03/27/2020 08:00PM

OK Cancel

Following, is the message that the Outlook user receives. Since this is an unsupported recurrence in Outlook, there will be an attachment that has a name of "not supported calendar message". **If this happens, the Outlook user must contact the SmartCloud organizer to either recreate individual meetings for each day or acquire the schedule and enter the events manually.**



****You will not be able to view the calendar availability of users in SmartCloud after migrating to Office 365, unless you log back into SmartCloud to view availability. If you log into SmartCloud after your migration date, it's very important to not send anything from your SmartCloud mailbox after migration. That sent item will not be captured in your new Office 365 mailbox.**

Will I be able to access other mailboxes and calendars that I have access to after migration?

Unless the mailbox that you have access to is migrated to Office 365, you will not be able to access shared mailboxes and calendars from Outlook. Once the mailbox is migrated you can be provisioned access to the shared mailbox again and view it from Outlook. If you still need access to the shared mailbox you can view it from your SmartCloud mailbox.

Can I create recurring meeting in Outlook like I could in SmartCloud?

Outlook does not support all recurring meeting patterns that SmartCloud did. Below is a screenshot of options that are supported with Outlook.

Appointment Recurrence

Appointment time

Start: 3:30 PM

End: 4:00 PM

Duration: 30 minutes

Recurrence pattern

☐ Daily

Recur every 1 week(s) on:

☒ Weekly

☐ Sunday

☐ Monday

☐ Tuesday

☒ Wednesday

☐ Monthly

☐ Thursday

☐ Friday

☐ Saturday

☐ Yearly

Range of recurrence

Start: Wed 2/19/2020

☒ End by: Wed 8/5/2020

☐ End after: 25 occurrences

☐ No end date

OK

Cancel

Remove Recurrence

Will my rules be migrated?

No. Mailbox rules will need to be recreated as “Inbox Rules” in Outlook.

*Refer to “Outlook on the Web FAQ”

Will my signature be migrated?

No. Email signatures will need to be recreated.

*Refer to “Outlook on the Web FAQ”

Will my stationery be migrated?

No. Stationery will not be migrated as it cannot be translated to Outlook. Outlook email templates can be created to replace stationery.

*Refer to “Outlook on the Web FAQ”

Will my contacts groups be migrated?

Yes, but there are cases when personal contact groups contain members that do not support migration to Outlook. If the contact group members were not migrated, they will need to be added back to the contact group or in some cases the group may need to be recreated.

*Refer to “Outlook on the Web FAQ”

Will my notebook be migrated?

No. Notebook will not be migrated. Following are the options for how to retain the information stored in notebook:

- Printing the notebook page(s)
- Copying and pasting the content on the notebook page(s) into a Word document
- Copying and pasting the content of the notebook page(s) into an Outlook task*
- Forward the notebook page(s) from SmartCloud to Outlook.

*Refer to “Outlook on the Web FAQ”

How do I get support?

Outlook Support Information

Support is available to you post migration. Please see the following scenarios to determine who to contact if you encounter an issue:

- Trouble logging in to Outlook – Please call the Help Desk (808) 538-5812 or your local tech.
- You are able to log into Outlook but are encountering issues in Outlook – Please email helpdesk.requests@courts.hawaii.gov

Additional Information

Additional Migration Information

- When a Lotus SmartCloud user sends a “Private” email to an Outlook user, the functionality of the “Private” email will not work in Outlook.