IT Briefing

September 20, 2012

Grace Crum Rollins Building

Rita Anne Rollins Room

IT Briefing Agenda

- Recover Deleted Items
- Listserv Redundancy Proj.
- Apple API / Duplicate Mail
- IT Purchasing at the SPH
- Security Update

- David Gottschalk
- David Gottschalk
- James Reed
- Tiffany Kady
- Derek Spransy

David Gottschalk

Enterprise Messaging Admin II, Infrastructure

Recover Deleted Items

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What is
Recover Deleted Items?

Microsoft® Exchange

What mail programs have this feature?

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- Outlook 2010, 2007 and 2003

- Outlook Web Access (OWA)

- Outlook 2011 for MACs <u>does not</u> have this feature.

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Where can I find a Knowledge Article about this?

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Knowledge Article: KB00781

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Should I check Recover Deleted Items prior to submitting a ticket about a missing email, contacts or calendar item?

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Recover Deleted Items

David Gottschalk

Enterprise Messaging Admin II, Infrastructure

Listserv Redundancy Project

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What is the current Listserv configuration?

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Listserv Current Configuration

Why make Listserv redundant?

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How will Listserv redundancy be implemented?

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Listserv Proposed Configuration
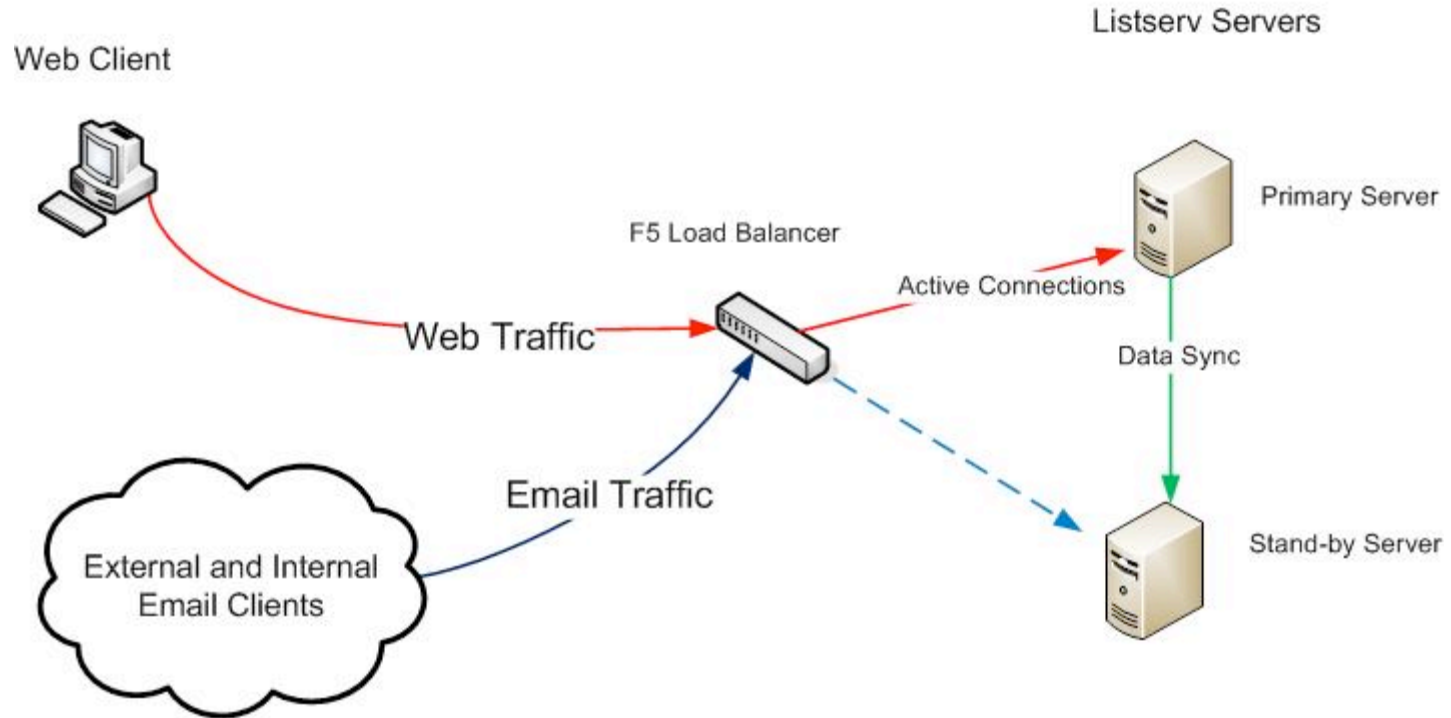
When will this be implemented?

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Listserv Redundancy Project

James Reed

OS Dev Lead, Enterprise Messaging, Infrastructure

Quotas & Apple API / Duplicate Mail Items

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- **Quotas are 10 GB**
  - Warning at 9.5 GB; Stop send at 10 GB
  - Average mailbox is 600 MB for 45,000 mailboxes
  - We can increase quota some, but users need to clean up mailbox

- **Why are users hitting the quota?**
  - Lack of cleaning up
  - Lack of archiving (would help; will not fix for all)
  - Apple API, Outlook 2011 for Mac, & AV issues

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- **Top methods of reducing mailbox size**
  - Check for duplicate items problem
  - If not the problem
    - Use Local PST (not desirable)
    - Delete unnecessary messages
      - » Sort by Sender and scroll through messages
      - » Sort by Subject and scroll through messages
    - Sort large folders by size
      - Right click on attachments
      - » Save Attachment
      - » Delete attachment
  - Contact us for advisement and folder size info

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- **Office 2011 for Mac and issues with Antivirus**
  - McAfee (over 1,500 reporting) / Symantec
  - Other software (add-ins, etc.)
  - Gmail IMAP connections
  - Message count per folder
  - Check both Home / Work installations

- **Problems**
  - Duplicates (any folder, prevalent in Inbox/Sent Items)
  - Over Quota (increase of quota will <u>not</u> help)
  - Causes subsequent issues with
    - iOS devices
    - Delegates

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• **Workarounds**

- Manual exclusions

  - /Users/<*username*>/Documents/Microsoft User Data/Office 2011 Identities

  - /Users/<*username*>/Library/Caches/TemporaryItems/Outlook Temp

- Update AV (Emory McAfee MSM 0.9.2 installer has exclusions)

- Microsoft released 14.2.4 update 9/19; KB2742588

  - Potential other updates coming soon

- Apple API to update in 10.6.9 / 10.7.5 / 10.8.2 updates

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- **Clean up process**
  - Immediately remove ALL Outlook 2011 Exchange profiles
  - Contact us so that we are aware
  - Correct AV exclusions
  - Remove corporate account from all iOS devices
  - Validate no new duplicates; begin duplicate removal
  - Create new Outlook 2011 profiles, and configure devices
  - If delegation:
    - Check to make sure assistants are not caching shared folders

- Emory Knowledge Article is being published

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- **Reference links**
  - Outlook for Mac 2011 may generate duplicate email messages when McAfee antivirus software is installed http://support.microsoft.com/kb/2740145

  - Microsoft Outlook 2011 email duplication when VirusScan for Mac is installed   https://kc.mcafee.com/corporate/index?page=content&id=KB75781&actp=LIST

- **Duplicate removal**
  - http://www.office.mvps.org/faq_topic/duplicates.html
  - http://www.vaita.com/ODIR.asp
  - http://www.sperrysoftware.com/outlook/duplicate-email-eliminator.asp

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Quotas & Apple API

Tiffany Kady

Assoc. Director, Client Services, School of Public Health

IT Purchasing at the SPH

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The Problem

How can we make a feasible way of purchasing IT equipment and software from the SPH IT department?
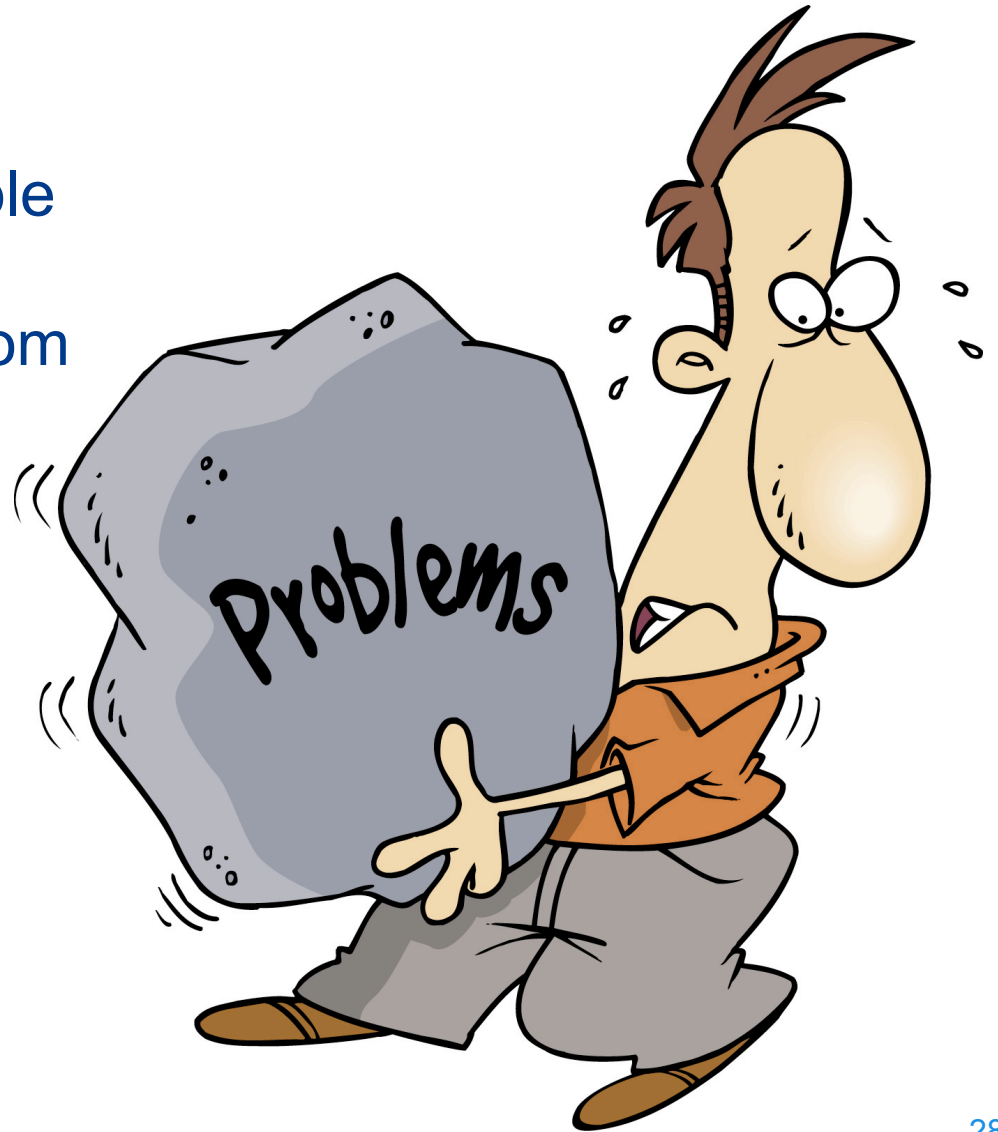
The Solution

- Design an intranet website where clients can view and submit purchase request for SPH standardize IT hardware and academic licensed software

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The Solution Benefits

- Centralized location for clients to view and submit requests for IT hardware and software

- Manageable way to update the information

- Method for capturing required information needed for purchasing items requested

- Easy way to store the requests in the Emory IT service management tool

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Demo

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IT Purchasing at the SPH

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Derek Spransy

Information Security Specialist, OIT Information Security

Security Update

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Antivirus Consolidation

- Symantec will be decommissioned on Oct. 31
- Around 11,907 Windows and 1,579 Mac clients have been migrated - keep it up!
- 10,600 systems have reported into the SEP server in the last week
- Send any questions to:ENT-APP-ANTIVIRUS@LISTSERV.CC.EMORY.EDU

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Data Destruction Day

- **October 2**, 7 a.m. – 12 p.m.: West side of the Woodruff PE Center (the side that faces the Peavine parking deck)

- **October 2**, 1 p.m. – 5 p.m.: Briarcliff Campus (Building A Lobby)

- **October 4**, 8 a.m. – 12 p.m.: Behind the Oxford College Gymnasium

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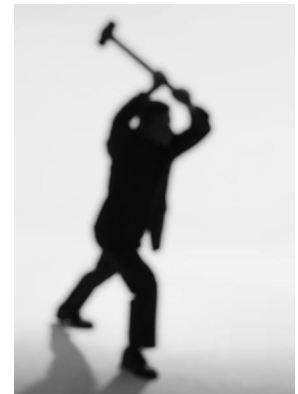
Data Destruction Day

Accepted Media:

- Hard Drives (not the entire computer)
- Backup tapes
- Mixed Media (CDs, DVDs, tape, VHS, film, fiche)
- Flash drives
- Paper

Make sure that you follow retention requirements!

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Security Awareness

September:

- Data Destruction – Discuss the best ways of disposing of old data, on both electronic and paper media

October:

- Restricting access to sensitive data – Reminder not to collect sensitive data when it isn't needed and to only allow those with a specific need to access it

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Security Update

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Thank you for coming!

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