

GW5 CONVERSION PLAN

Conversion Schedule

	Mon	Tue	Wed	Thu	Fri
Week -3			Notify Office Managers--DONE		
Week -2			Make travel arrangements--DONE		
Week -1			Notify all staff--DONE		
Week 0	9/20	9/21	9/22	9/23	9/24
	BOS (Sat-Mon)				
Week 1	9/27	9/28	9/29	9/30	10/1
	Lab		WAS		
Week 2	10/4	10/5	10/6	10/7	10/8
	POR				
Week 3	10/11	10/12	10/13	10/14	10/15
	ROC		MAN		
		CLE			
Week 4	10/18	10/19	10/20	10/21	10/22
	HAR		DEN		
		NEW			
Week 5	10/25	10/26	10/27	10/28	10/29
	LOS		SDG		

SYSTEM PREPARATION

1. Get WebAccess settled
 - Get a permanent home for web component and install it
 - Get WebAccess running (this will be a temporary version in the BOS domain)
 - Get links pointing to the WebAccess login page from both the Intranet and haleyaldrich.com
 - What about secure sockets?

2. Resolve macro situation
 - Finish the ones that are going to be finished
 - Summary of Telephone Call?
 - MAPI issues
 - Lab database
 - FTF

3. Make WinInstalls
 - Client unattended installation
 - Resolve settings issues (gw55.reg)
 - Include removal of GW4
 - Remote
 - VB tool installations (Print Address Book, Conference Room Busy Search, Route Faxes)
 - Access Runtime
 - Lab database
 - FTF

4. Finalize schedule and perform notifications
 - Notify office managers
 - Get agreement to schedule
 - Book necessary flights
 - Publish schedule to all staff at the same time, specifically addressing:
 - Conversion schedule and process
 - There will be a presentation
 - Laptops must be in the office to get the new client
 - GW Remote
 - Office-less users
 - What will be migrated; what will be lost
 - Cleanup

5. Finish handouts and other materials
 - Quick Reference
 - PowerPoint presentation
 - Do the presentation for IT and revise accordingly

6. Get a GW Remote installation process ready
 - Get a process onto CD (probably can't do a winst because of Windows Messaging installation)
 - Test it
 - Prepare supporting materials:
 - Setup Questionnaire
 - Setup Worksheet
 - Setup Instructions
 - Quick Reference
 - Press CDs

7. Delete existing GroupWise 5 system (LAST THING)
 - Just before converting Boston, have to delete existing system because it's using the System Name I want to use for the real system. (The only alternative is to merge the 4.x system with the 5.x system, which is a royal pain.) It looks like deleting it is accomplished by deleting the primary domain after deleting all subordinate objects.
 - Do screen prints of the configuration of various objects before deleting the whole system.
 - Either archive Help's mail or start over (also ITDev)
 - Want to move Help to Boston.Main anyway (have to notify staff that Help has moved)

INDIVIDUAL OFFICE CONVERSION PROCESS

PREPARE

1. Preparation steps
 - D-5: Verify that sufficient disk space exists
 - D-5: Remind OM of schedule
 - D-5: Schedule presentation with OM and AA, and arrange for conference room and overhead projector
 - D-4: Send office-specific conversion notification to staff
 - What will convert, what won't
 - Laptops
 - GW Remote users (especially on home computers)
 - Check custom views!
 - D-4: Send handouts

- D-4: Verify UNC's for domain and post office(s)
- D-4: Audit users, groups, resources, and gateways for obsolete and removable items
- D-4: Get the passwords of a couple of users (so we can test logging in as them for autoinstalls)
- D-3: Send installation materials to remote-only users
 - Their mailboxes will get converted during their post office conversion
 - May have to send them an NTWS CD if we set up their laptop
- D-3: Schedule backup
- D-3: Check traveling staff member
 - Verify that all necessary travel arrangements have been made
 - Verify list of things to bring and that all items are assembled
- D-2: Push WinInstalls, not live
- D-1: Final reminder to staff
 - Problems they should be aware of in advance (e.g. MUST let both reboots happen)
- D-1: Print list of existing groups, description, visibility, and members
- D-1: Modify office's pcAnywhere not to log the user out upon disconnection
- D-1: Modify the GWMS account to have the Log On Locally right.
- D-0: Delete obsolete gateways
- D-0: Run ofchecks: expire/reduce, orphan cleanup, regular ofcheck twice

EARLY MIGRATION STEPS

1. On-site person must:
 - During the day: Verify that ALL computers have IE4 installed already. If any computers do not have it installed, WinInstall it.
 - Just before the presentation:
 - Get everyone out of GroupWise AND Notify. This is best accomplished by getting people to shut down completely. (Also, if they have shut down, they will be more likely to go home after the presentation rather than continuing to work.)
 - Shut down the Message Server (or Post Office Server) and Async Gateway clunkers.

2. Migrate the domain
 - Get a perfect backup of entire domain and post office (and verify it).
 - Create temporary working directory, if desired
 - Create necessary NDS structure for this office's GroupWise objects.
 - For primary domain only: Connect to 4.x system (Tools | System Operations | System Connection)
 - Run the migration process
 - Tools | GroupWise Utilities | GroupWise 4.1 Migration, Migrate Domain
 - Select domain to migrate
 - Verify UNC to domain, POs
 - For domains with gateways: Select gateways (Async, GWIA, API)
 - Verify that message server, administration server, and gateways are all shut down at this point.
 - Convert domain database
 - Time zones
 - Software distribution: Use Boston's directory
 - Install and start new MTA
 - For NT agent, on-site person must install by running \agents\install.exe from the Agent CD. (Install agents to \<domain>\agents, or \<po>\agents if there's no domain here.)
 - Install both MTA and POA now (by specifying both the domain and PO)
 - DO NOT allow agents to load at the end (must not load POA yet)
 - But do run the MTA manually

3. Graft objects
 - Run next step of migration wizard
 - Graft domains, post offices, and gateways and choose context for them
 - Graft users, resources and groups and choose contexts for each
 - Match existing users in NDS with mailboxes or create external entities
 - Verify that all users arrived in NDS

MIGRATE POST OFFICE

1. On-site person must:
 - Shut down post office server (make sure everyone is still out; rights still removed)
2. Boston person must:
 - Create temporary working directory
 - Connect to domain being converted
 - Run next step of migration; convert the post office
3. On-site person must then:
 - Start post office agent with /convert switch

CLEANUP AND CONFIGURATION

1. Finish post office
 - Reopen post office when conversion finishes
2. On-site person:
 - Reload POA without the /convert switch
 - Decommission all clunkers
 - Unplug boxes and put in a closet or something
 - Bring the modem back?
 - Notify SDK that the line is available and put a label on it for what its phone number was (or at least what its purpose was if number is unknown)
3. Install WebAccess gateway
 - On-site person: Create WebAccess gateway by running \internet\webaccess\setup.exe from the Agents CD.
 - (Install to \<domain>\webacc or to \<po>\webacc if no domain here.)
 - Name WebAccess gateway directory (under domain) XxxWeb (where Xxx is cost center)
 - Configure WebAccess gateway (especially server configuration)
4. Immediate configuration
 - Grant rights as follows:
 - User "GWMS": Full Control to the entire post office and domain and subdirectories.
 - Group "Administrators": Full Control to the entire post office and domain and subdirectories.
 - Group "WAN Users" (or "Domain Users" if no "WAN Users"): No rights to the domain are needed. Grant rights to the post office directories as follows:

<u>Directory</u>	<u>NT</u>	<u>NetWare</u>
Wppo	Change	RWF
Gwdms	Change	RWF

Directory	NT	NetWare
Offiles	Full Control	RF
FD0-FD7F	(let it trickle)	RWCEMF
Ofmsg	Full Control	RWCEMF
Ofuser	Full Control	RWC MF
Index	Change	RW F
Ofviews	Read	RF
Ofwork	Read	RF
Ofdirect	Full Control	RWCEMF
Wpcsin	Full Control	RWCEMF
0-7	(let it trickle)	WC M
Except 1		RWCEMF
Wpcout	Read	
Ofs	Full Control	RWCEMF
0-7	(let it trickle)	RWC MF
Except 1		RWCEMF
Ads	Read	
Problem	Change	WCM

- Configure post office access mode to direct only
- Unremark login script changes (delete references to Notify and GroupWise; register post office location)
- Unremark AutoInstalls

5. On-site person:

- Deploy client on a few systems to test the AutoInstall process
- Test that post office rights seem sufficient (attachments, etc.)

6. Additional configuration

- Domain Address Book tab: Include only Last Name, First Name, Object ID, and Department fields
- Enable addressing rules on domain
- Delete ADA NDS object
- Configure MTA IP address (port 7100).
- Configure POA IP address, and set message transfer port to 1678
- Change logging options on all agents and gateways (14 days, 10,240 KB size limit, verbose, verify logs are being created)
- Update links to all other domains and post offices
- Update links from all other domains and post offices
- Verify that observation of DST is turned off for this time zone and restart all agents for it to take effect if changes were necessary
- Check whether groups have the no-name problem; if so, delete and recreate them
- Run a GWCheck on all users (structure and contents both; users only, NOT message databases)
- Delete any custom views from post office ofviews directory
- Configure Undelete not to protect the working directories in the domain (wpcsin, wpcout, mslocal) and post office (wpcsin, wpcout)
- Create and test automatic startup process for MTA and POA, and any gateways
- Update MailWatcher hold queue directory for domain

7. Cleanup

- Remove any GW4-related WinInstalls and AutoInstalls from lists
- Get rid of Collabra (WinInstall, application directory, and forums directories)

- Delete 4.x-related domain/post office items

8. Notifications

- Notify staff that upgrade is complete
- Notify IT of any expected issues
- Notify other offices that this office is done (if it matters?)

PUBLIC RELATIONS (Following Day)

1. Help users

- Help with client installation issues
- Give out handouts, if not already provided
- Give users individual help understanding and customizing new client
- Retarget archive directories
- Demonstrate WebAccess until blue in the face
- Help GW Remote users
 - Set up new client on laptops as necessary
 - Help user decide whether GW Remote or WebAccess is more appropriate for them (must know offhand the situations where each is more appropriate)
 - Provide GW Remote CDs (and worksheets?) for users to bring home
- Search computers for extra shortcuts for old GW and Notify (including batch files)
- For laptop users, fix STARTUP.CMD files

2. Do a lunchtime brown bag, if it was not done the day before

3. Handle issues

ON-SITE PERSON SHOULD BRING:

1. For the presentation:

- A transparency copy of the presentation, and a hard copy of speaker notes OR
- A laptop, with PowerPoint and the presentation, the projector, and a hard copy of speaker notes

2. For GW Remote:

- Copies of the CD
- Copies of the questionnaire, worksheet, installation instructions, handout, and removal instructions

3. List of staff with laptops (and unassigned laptops)

4. Handouts (master or sufficient copies):

- Quick Reference
- Key Differences

5. pcAnywhere install CD if the office doesn't already have it

6. SP4 (or 5) CD (West Coast only)

7. A key to the office!

8. Spare HDs? Ghost? FPNW? Adduser disk?

9. Agents CD

10. Backup tape