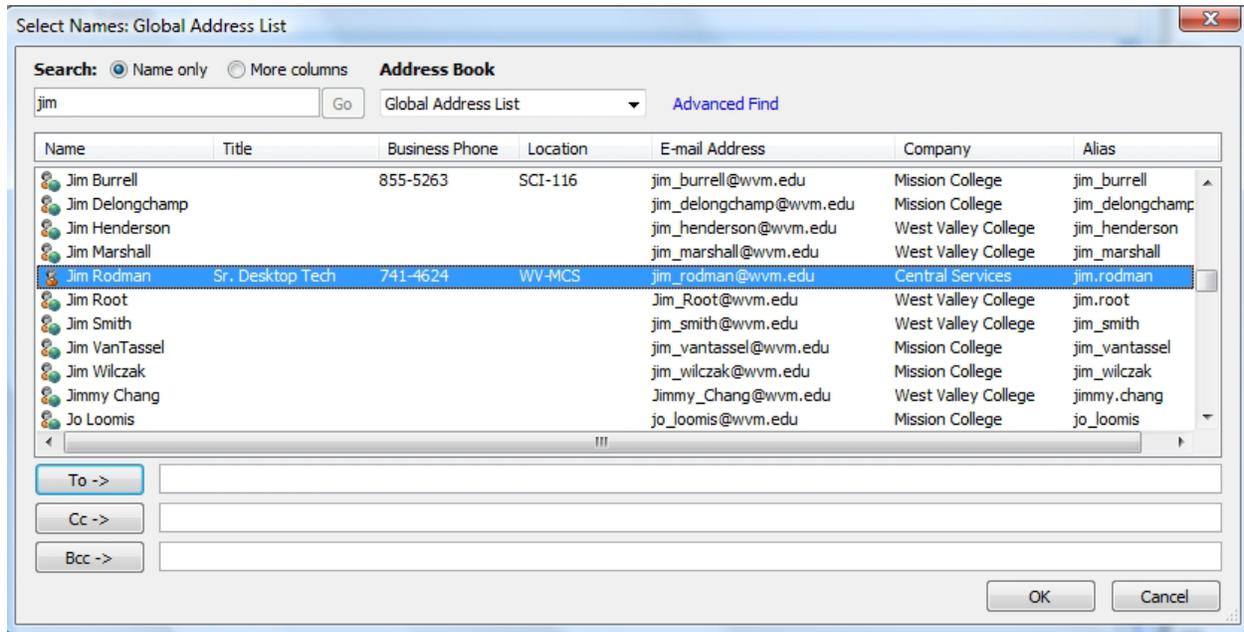


## First Look: Sending Messages

### How to find email addresses in the GAL

If one launches Outlook or Entourage and wants to find an address, the most accurate method to find someone is to look in the Global Address List or GAL for short. After clicking ‘To’



Notice that the Address Book is set to Global Address List and all of the ‘Jims’ are showing. This is similar to the old LDAP lookup in Qmail. Not all of the specific data for each person has been filled out. This is a function of where the data resides in Active Directory. Eventually this data will be updated.

The Icon in front of each name is either a picture of a person or a person with a small globe in the right hand corner. This indicates is the person has a mailbox on Exchange (like Jim Rodman) or is setup as a contact (everyone else).

As a person gets migrated from Qmail to Exchange, the change from being a ‘contact’ to becoming a ‘mailbox’ and the icon will reflect that.

The GAL will always be the most accurate place to find a current WVM address. As more mailboxes are migrated from Qmail to Exchange, any other reference to that person’s actual email address can become invalid. This issue can account for many bounced emails to addresses that the sender knows should be active.

## **Where else do email addresses reside?**

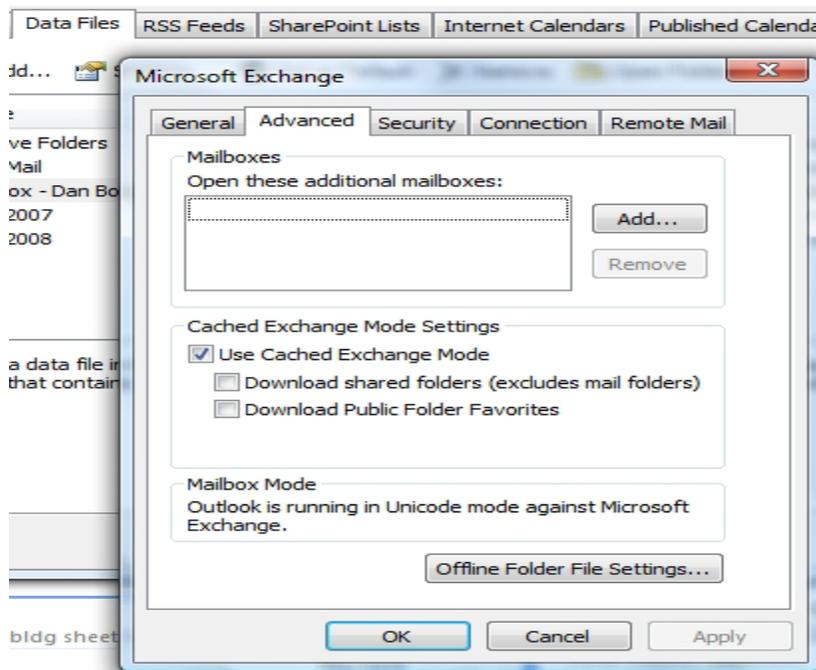
What other references are we talking about? There are 3 other places that an email address may reside: in the Contacts folder on an Outlook client, in an Offline Folder for machines that are configured in 'Cache' mode (specifically Laptops) and in the Auto-Complete local cache from previously sent to addresses.

### **Contacts folder**

The contacts folder is the easiest place to check because it's very easy to see. Each contact has a static address and if new email address replaces an old one (like an '\_' becomes a '.') then it must be removed or modified.

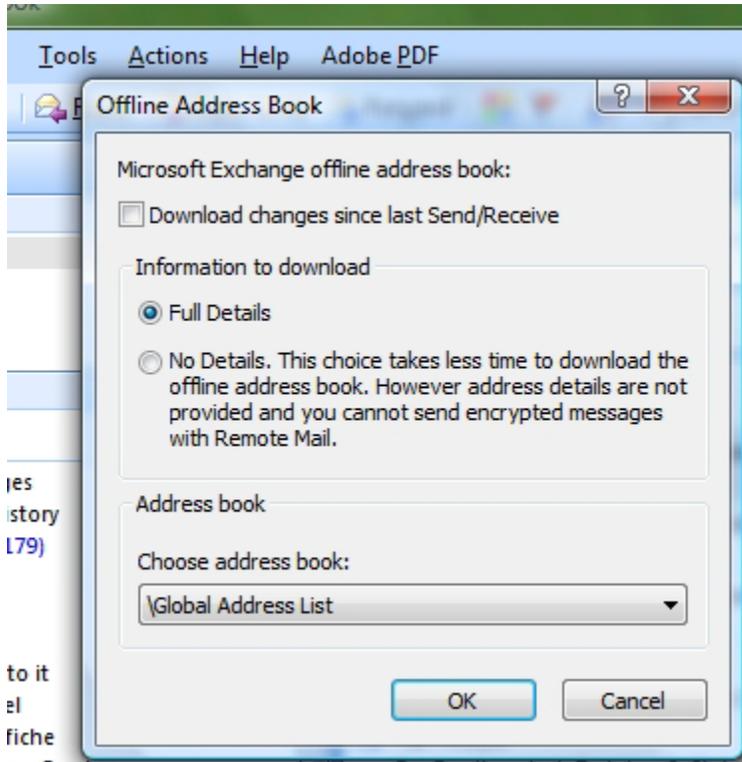
### **Offline Address Book and Cache mode**

When the migration team is moving a person over to Exchange from Qmail, that AD account is placed in an Organizational Unit (OU) to allow a Group Policy (GP) to force the client to turn Cached Exchange Mode off. The reason for this is to force the client to search for addresses in the GAL that resides on Exchange. To see if your client is configured in Cached Exchange mode, click Tools, Account Settings, Select the Exchange Mailbox and click the Data Files tab. Double click the mailbox and you should see the following:



If you are not able to check 'Use Cached Exchange Mode', then your AD account is set in the OU so you must search the GAL. There are two problems with this setting. If you are running on a Laptop and you are not connected directly to Exchange, then you will not be able to connect to your mailbox. Also if you are familiar with the function to right click a message to move or block the sender into the Junk mail

folder, this no longer functions. If your client is in Cache mode (as mentioned earlier for laptop users) you must be familiar with how to download a current copy of the GAL. To download a copy of the GAL, select Tools, Send/ Receive, Download Address Book. You should see the following:



Make sure to click off the checkbox (which is the default). Now your local client should have the most updated addresses from the GAL.

### **Auto Completed addresses**

Many Microsoft Office applications have a function where data that is entered is saved locally in a file with an NK2 file extension. This file is accessed when a person is typing addresses in the 'To' section and similar recently typed addresses will appear.

Although this short cut is sometimes handy, it can be responsible for bounced emails if an address is selected that was previously a Qmail address and it has been migrated to Exchange. Since so many people use the Auto Complete feature, it will be maintain but it does have the potential of holding invalid addresses. A script has been created to migrate Auto Completed addresses into the Contacts folder. Once the entire district has been moved to Exchange, maintenance will include running the script on all computers, removing any WVM addresses and importing any external addresses into the Contacts folder.