

# **Entourage 2008 Migration FAQs**

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The WVU Health Sciences Center is moving from GroupWise to Microsoft Exchange for our e-mail service and software. Please make sure that your computer has updated virus protection software.

Information Technology Services (ITS) will migrate much of your information to the Exchange server. The following information will be migrated: Mail, Calendars, Cabinets, Tasks Lists, Address books, and Sharing/Proxy rights. Your current e-mail address will not be changed by this migration.

Your signature and GroupWise archive will not be migrated, however, this document provides information on creating new signatures and transferring your personal archive.

### **Entourage/Exchange for Mac Users**

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Mac users will use Entourage or Outlook Web Access to access the Exchange server for e-mail. Training videos for Entourage, as well as a FAQ, are available from the Learning Center website.

The Entourage 2008 license is \$10 per license, and can be purchased from Forecast InfoTech Corp at **[www.forecastinfotech.com](http://www.forecastinfotech.com)**. Our contact is Paul Quinn, his phone number is 877-564-8720 and his e-mail is **[pquinn@forecastinfotech.com](mailto:pquinn@forecastinfotech.com)**.

For more information on setting up and configuring Entourage, please see the **Configuring Entourage Document**.

**[http://www.hsc.wvu.edu/its/LC/Documents/HowTo/Outlook/Configuring\\_Entourage.pdf](http://www.hsc.wvu.edu/its/LC/Documents/HowTo/Outlook/Configuring_Entourage.pdf)**

### **Signature**

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Signatures are not imported from GroupWise to Entourage. You will need to recreate your signature in Entourage.

For more information on creating and using signatures, please see the **Getting started with Entourage** documentation.

**[http://www.hsc.wvu.edu/its/LC/Documents/HowTo/Outlook/Getting\\_Started\\_Entourage.pdf](http://www.hsc.wvu.edu/its/LC/Documents/HowTo/Outlook/Getting_Started_Entourage.pdf)**

### **Known Issues with Entourage**

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There are several known issues using Entourage on an Exchange server.

- Mailing lists can be created and modified, but only appear in the local address book, not the HSC Exchange address book.
- Permissions do not work properly or consistently.
- Shared resources such as calendars, folders, contacts, and mailboxes are not available in Entourage.
- Delegate access does not work.
- Messages on the Exchange system cannot be resent or retracted.

### **GroupWise Archive**

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GroupWise archives cannot be migrated to Entourage. If you have questions regarding your GroupWise archive, please contact the Help Desk at 293-6128.

## Entourage Archive

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Entourage does not come with native archiving. ITS recommends using Entourage Email Accounts Optimizer, available for purchase here: <http://www.softthing.com/eeao.html>

## Trash

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Like the GroupWise system, trash will automatically be deleted from the Deleted Items folder after seven (7) days.

To reduce the strain on server resources, all messages are deleted from the server after 120 days. ITS is researching an archiving solution for Entourage at this time; we will update our documentation once a solution has been found.

## Outlook Web Access

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You will be unable to access the Entourage client when you are off the HSC campus. When you are away from your office you will need to use the Outlook Web access to view your mail and calendar items .

To access your mail and calendar from Outlook Web Access, go to: <https://exweb.hsc.wvu.edu>.

Please note that you cannot view shared mail and calendars through Outlook Web Access. If you need to view shared mail and calendar access, or can only view the Light version of Outlook Web Access, you can access the full Outlook program through Citrix. To log into Citrix, go to <http://masterapps.wvu.edu>.

To use Citrix, you must fill out the Remote Access form and have that form approved by your dean before you can access the Citrix server. The Remote Access form is located on the ITS website at <http://www.hsc.wvu.edu/its/Forms>.

For more information on using Citrix, please see the **HSC Remote Access via Citrix** documentation.

For more information on accessing Outlook web access, please see the **Outlook Web Access** documentation. For more information on using Citrix, please see the **HSC Remote Access via Citrix** documentation.

If you would like more information about other Learning Center workshops, please visit our website at <http://www.hsc.wvu.edu/its/LC> or call the Learning Center at 293-3631 ext 5.