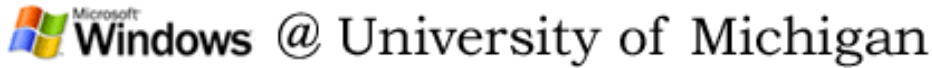




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## **Exchange Frequently Asked Questions**

### **How do I login to Exchange?**

You must specify the Windows domain holding your account. If you are using the ITCS Exchange service, that domain is UMROOT. Therefore, your login will look like **umroot\username**.

### **What is my Exchange password? How do I reset it?**

Exchange uses your Windows Active Directory password in the central campus forest. You can reset the password for your username account on

the *Windows Active Directory* tab of the [password change web page](#). You can change that password or that of departmental mailbox accounts by logging into Outlook Web Access <https://exchange.umich.edu>. Near the bottom of the Options page, there is a **Change Password** button.

### **How can I change the way my name appears in the Exchange address book?**

This is called your Display Name in Active Directory. The Exchange Address Book (a.k.a. Global Address List or GAL) pulls your name from the Active Directory Display Name. The Display Name is added to Active Directory as your account is created there through an automated process. This process takes your name from UMOD. Since UMOD has several (sometimes many) representations of your name, the automatic process needs to pick one. Most time the process does a good job; sometimes not.

There is no way for you to change the Display Name directly. However, you do have a few alternatives.

- **Change your name at the data source.** Since UMOD is fed from official data sources, if your name is incorrect there, Exchange will use that incorrect name. If you are a student, correct your name with the Registrar's Office. If you are faculty or staff, contact Personnel (your department's administrative staff can probably help).
- **Change your name via your department.** If your department is using Exchange in a Self Serve manner, your departmental System Administrator can change the name for you. They must also request that the name is not updated by the automated process. This must be done for the whole department. That means that the responsibility for maintaining the correct Display Name lies with the departmental Sys Admin since any changes made in UMOD will be ignored by the automated process. This option is not available for Full Serve departments.

There are other technical solutions to this problem. To express interest in having a more elegant solution developed, please send email to [w2ksupport@umich.edu](mailto:w2ksupport@umich.edu) to give us an idea of the importance of this problem to you in use of the Exchange service.

### **How does Exchange compare with UMCE imap and Meetingmaker?**

Exchange provides both email and calendaring functionality in one package. By using an integrated client, you can access both from the same place. You will use your Exchange account as a replacement for both imap and Meetingmaker. Exchange also has access to a Global Address List, a list of all people at the University of Michigan, to whom email and calendar invitations can be addressed.

### **How do I schedule meetings with Meetingmaker users?**

You can invite anyone to a meeting, including Meetingmaker users. They will receive the meeting invitation via a standard email message. The difference you will notice is that you will not be able to determine if a Meetingmaker user is free or know if they accept. The same is true for

Exchange users on another system, such as Business and Finance/MAIS.

### **What is the difference between an Exchange email group and a UMOD group?**

Exchange email groups are contained within the Exchange system and are generally only used within the Exchange system. UMOD groups are independent of any mail system. They merely identify where to send mail and may continue to be used with Exchange to address mail. UMOD groups can contain Exchange email groups.

### **What is my mailbox quota?**

A basic mailbox is 500MB. Larger quotas are also available.

### **How can I check how much space I'm using?**

In Outlook, right click your mailbox name (Lastname, Firstname). Select Properties for "Lastname, Firstname"... On the **General** tab, click the **Folder Size...** button. If you are using cache mode, you will see two tabs, choose the **Server Data** tab.

### **What happens when I reach quota?**

When your mailbox fills to within 50MB of your quota, you will receive a warning message. When you reach quota, you will not be able to send mail until you get under quota. You will continue to receive mail, however.

### **What can I do to control my mailbox size?**

Three easy tricks can do wonders to control mailbox size.

1. Empty your Junk E-mail and Deleted Items folders
2. With Outlook 2003, use the "Large Mail" Search Folder to identify really big saved messages. Delete those you don't need any longer, or copy them off onto your desktop machine.
3. Sort your Sent Items by size and remove large unneeded messages

#### **Extra tips:**

- To remove an attachment, but leave the original message in your mailbox, open the message in Outlook, right click the attachment, and select Remove. Then save the message when prompted. Note that there will be no indication that there ever was an attachment.
- You can move data to your Personal folder to remove it from the server and place it on your local hard drive.
- You can automatically move your data to local storage. Use the online help and search for "auto archive" for information on how to do this.

### **How can I get a quota increase?**

Quota can only be increased by an ITCS Exchange Administrator. Make your request to your departmental contact and they will submit the request to ITCS.

### **How do I get `uniquename@umich.edu` mail delivered to Exchange?**

You must have an entry in UMOD directing your email to the Exchange service. See the documentation referenced on [Support for the Common Campus Exchange Service](#) for documentation to guide you through the process for your platform.

### **Can I use both UMCE IMAP and Exchange?**

While it seems like using both would provide redundancy at no extra cost for the imap account, this will cause problems. Exchange does internal mail delivery. That means that any mail sent from one Exchange user to another Exchange user (in the campus forest) will be sent directly to the Exchange mailbox. It will never check for the other addresses listed in UMOD. Therefore, if the user checks their UMCE imap (or other external email account listed in UMOD), they will not see mail sent to them by fellow Exchange users.

### **Is virus and spam filtering done in Exchange?**

The Exchange service currently deploys McAfee's GroupShield for anti-virus. Brightmail is the anti-spam solution in place. Brightmail tags mail suspected as spam, but it is up to the user to set up files that will direct this tagged mail into a folder of their choice. See [Setting Up Exchange on a Windows Computer](#) for how to set up Outlook 2003 to do this. There is no training involved with the Brightmail spam filter.

### **Delegation allows users to view (and more) others mailboxes and calendars. Which clients will work with delegate access?**

- Outlook 97 and later fully supports delegate access
- IMAP clients don't support delegate access
- Microsoft Entourage 2004 for Mac OS X supports delegate access but does not support setting up delegation. The mailbox owner has to use Outlook for Windows to grant delegate permissions
- Outlook Web Access (OWA) doesn't support delegate access, but with OWA, users can use the direct URL for the delegated mailbox they want to access (<https://exchange.umich.edu/exchange/uniquename/calendar> or <https://exchange.umich.edu/exchange/uniquename/mail>).

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## **Outlook Frequently Asked Questions**

### **Outlook, Exchange - what's the difference?**

Outlook is the Microsoft Windows client for the Exchange service that provides the fullest functionality for Exchange. Other clients can be used, including familiar Eudora and Pine, but they provide only limited

functionality and only for email, not calendaring. (Outlook Web Access provides the email/calendaring experience via the web.)

**I just set up Outlook on a new machine and now all my mail is being deleted from my Inbox. Where is it going and what can I do about it?**

Sometimes Outlook defaults to delivering your incoming mail directly into your Personal Inbox instead of the one on the Exchange server. Your Personal Inbox exists only on the desktop machine and therefore is not visible from other instances of Outlook (or Outlook Web Access). For instructions on changing the default e-mail delivery location, see Appendix B of [Setting Up Outlook/Exchange on a Windows Computer](#).

**Is Deleted Mail automatically purged from my mailbox?**

No. In Outlook, under the Tools menu choose Options. On the Other tab, you can instruct Outlook to Empty the Deleted Items folder upon exiting. If this is not checked, the Deleted Items folder is never automatically purged.

**Can I have more control over my deleted items?**

Yes. By selecting the Deleted Items folder you have additional options available to you through the Tools menu, including Empty "Deleted Items" folder and Recover Deleted Items?

**I can recover deleted items? How is that?**

You can recover items that you have emptied from the Deleted Items folder within the past three days. After that deleted items are removed from the system.

**I moderate groups and depend on the ability to Bounce email. How do I do that in Outlook?**

Bounce is not supported by Outlook.

**Can I change from From: address in Outlook?**

You can only change your From: address in Outlook to the address of someone who has granted you delegation privileges to Send On Behalf of them.

**How do I set up my account to allow someone to Send On Behalf of me?**

You must set up the other Exchange user as a delegate.

**I set a rule to move tagged spam to my Junk folder but spam is starting to creep into my folders. Why?**

If you are using rules, you need to make sure that your X-SPAM rule stays at the top of the rule list. Since rules are processed in the order they appear, rules that appear after other rules that automatically move items into folders will not run.

**Is there a limit on the number of rules you can have?**

Yes, it's a size constraint, not a specific number constraint ? 32K. It usually works out to around 50-60 rules, depending on their complexity.

### **Sometimes my mail doesn't seem to be getting to me even though I can still look at messages in my mailbox. What's going on?**

You are probably running in cache mode. Cache mode downloads a copy of your email to your Outlook client so that it is available to you even if you are off-line. To know if you are connected or off-line, look at the icon in the bottom right of your Outlook window. "Connected" indicates that you are communicating with the Exchange server. "Disconnected" and "Offline" mean you are not. You will know that you are in cache mode if Outlook displays "folders up to date" or "last updated" information on the bottom right, just to the left of the connection information.

### **What should I do if I see a message that I've been disconnected from the Exchange server?**

Usually you will be reconnected automatically. If you are not, Ctrl-click Outlook icon in system tray, select Connection Status? If that shows you are not connected, you can:

1. Click Outlook icon in system tray, select Cancel Server Request
2. From Connection Status screen, click Reconnect button
3. From bottom right of Outlook, click Connected, then Work Offline. Once offline, click Connected, then Work Offline again to toggle back online.

### **Suddenly, my Unread Mail folder shows all of my deleted mail and junk mail. How do I fix it?**

Right-click your Unread Mail folder and choose "Customize this Search Folder..." Without making any changes, click OK. This will cause the Unread Mail folder to be recreated and will usually fix the problem. Sometimes it is necessary to do this more than once.

### **If I get an email from someone outside of Exchange with a meeting proposal, how do I make that email into a calendar item?**

In Outlook, click on the email message and drag it onto the Calendar icon on the bottom left. When you let go, a new appointment will open with the email message in the notes area. You'll need to adjust the start and end dates/times as these will not be automatically set correctly.

### **Meeting invitations from Exchange users in other systems go directly into my calendar when I accept. What's up with that?**

Because Exchange meeting invitations are in the standard .isc format, invitations from other systems using that format can be recognized and automatically accepted by Outlook. Likewise, meeting invitations sent from Exchange can be accepted by users of other .isc-compliant calendar systems, like iCal on the Macintosh. Just remember that meeting information from different systems becomes unlinked from the system that originated it and looks just like an activity you set up yourself.

### **Can I look at multiple calendars in a composite view?**

No, but you can look at them side by side by selecting multiple calendars at once.

### **When I set an event in my calendar to be an All Day event, others still think I'm available. Why?**

This is the default behavior. It can be changed globally or by individual event. In its default mode it provides the same functionality as meetingmaker banners with a bit more functionality (can easily use for birthdays, etc.).

### **Can I move appointments from my personal calendar to my Exchange calendar?**

You sure can. First display both calendars side-by-side. Then simply select and drag appointments from one calendar into the other. Appointments on your Exchange calendar will be stored on the server and accessible anywhere you access Exchange.

If you want to move the entire contents of one calendar to another, choose the "By Category" view of the source calendar, select the first item, scroll to the bottom of the list and Shift-select the last item. Then drag this entire block onto the target calendar.

**NOTE:** these procedures will MOVE your appointments. If you wish to simply copy them, hold down the Ctrl key while you drag the appointments.

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## **Outlook Web Access (OWA) Frequently Asked Questions**

### **How do I access Outlook Web Access?**

By typing [exchange.umich.edu](http://exchange.umich.edu) in your web browser.

### **What do I put in the "Domain\user name" field?**

For the Common Campus Exchange Service, Domain is always 'umroot' and user name is always your unique name. Therefore, Babs Jensen would put umroot\bjensen in that field. If your mail is provided via a departmental Exchange system, check with your department's IT staff for the Domain to use.

### **What's the difference between the "Basic" and "Premium" Client options?**

Premium gives you the best web experience. You must access OWA from a recent version of Internet Explorer (IE) on Windows. Basic is less feature-rich. It is better for slow connections and is your what you get from non-IE browsers, browsers on non-Windows platforms and older versions of IE

### **What's the difference between the "Public or shared computer" and "Private computer" Security options?**

The "Public or shared computer" setting has a much shorter timeout (30 minutes) than the "Private computer" setting (24 hours). If there has been no activity between the web client and the server for the duration of the timeout setting (i.e. no mail passing to or from the server), you will be presented with an authentication screen. Once you re-authenticate, you will be able to continue where you were. If you are using OWA from a

public computer, you should choose "Public or shared computer". If you are using it from your own secure computer, the "Private computer" setting is more convenient.

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