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AGENCY CONTACT MEMORANDUM #2012-1001

To: Agency CIOs, Technical Contacts
From: Steve Rucker, Commissioner
Commonwealth Office of Technology
Date: Oct. 3, 2012
Subject: Exchange 2010 OWA upgrade

As part of the Exchange 2010 upgrade, COT will be installing new Exchange 2010 Outlook Web App (OWA) servers.

Starting on October 5th, the Outlook Web App servers will have a new logon screen as shown below. Although the logon screen will change, users will still be utilizing the Exchange 2003 OWA servers until their mailboxes are migrated to Exchange 2010. The web address of OWA will remain the same. We expect that mailbox migrations will start in late October.

Once a user's mailbox has been migrated to Exchange 2010, they will begin using the new Outlook Web App which will give users a rich client experience including access to shared mailboxes, ability to recover deleted items, conversation view and compatibility with most major web browsers.

Due to the enhanced security features of Exchange 2010, users with mobile devices that utilize Active Sync to connect will be required to do so via a secure connection.

If your agency maintains its own DNS Servers or has a firewall that could restrict access to the new Exchange 2010 servers, please contact the Commonwealth Service Desk (commonwealthservicedesk@ky.gov) or by phone at (502) 564-7576 to get a list of the new Exchange 2010 IP addresses.

Please share this information with your end users so they will be aware of this change. Anyone with questions or concerns should contact the Commonwealth Service Desk (commonwealthservicedesk@ky.gov) or by phone at (502) 564-7576 or Kim Green Thomas at (Kim.Thomas@ky.gov) or by phone at (502) 564-1608.

Microsoft®
Outlook® Web App

Security ([show explanation](#))

- This is a public or shared computer
- This is a private computer

- Use the light version of Outlook Web App

Domain\user name:

Password:

[Sign in](#)

Connected to Microsoft Exchange
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