User Mailbox Transfer between UNDP Offices
### DOCUMENT CONTROL

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<td>Email Services Team</td>
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<td>Initial Version</td>
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OVERVIEW

UNDP selected Microsoft (MS) Exchange 2007 as the corporate messaging and collaboration platform in 2007, as endorsed by the ICT Board with several options: an outsourced, fully-managed implementation for HQ and an opt-in arrangement for Country Offices (Option 1), a locally-hosted but centrally-managed setup (Option 2), and a locally-installed and managed implementation for Country Offices that have sufficient resources (Option 3). The migration to the fully-managed solution was first deployed in 2008.

ICT support includes completion of the two-year program to standardize UNDP Country Offices on the MS Exchange messaging platform, ensuring cost-savings, standardized business and service agreements, dependable services, and staff proficiency, bringing the benefits of 24x7 support so that Country Offices can focus on core priorities and operations.

In order to streamline the process of moving individual mailboxes between locations, detailed procedures are hereby provided for proper mailbox transfers between different offices for each of the different email hosting options, as follows:

- **Transfer Method 1:** HQ (Hosted Exchange) to CO (Option 1)
- **Transfer Method 2:** CO (Option 1) to HQ (Hosted Exchange)
- **Transfer Method 3:** CO (Option 1) to CO (Option 1)
- **Transfer Method 4:** CO (Option 1) to CO (Option 3)
- **Transfer Method 5:** CO (Option 3) to CO (Option 1)
- **Transfer Method 6:** CO (Option 3) to CO (Option 3)
- **Transfer Method 7:** CO (Option 3) to HQ (Hosted Exchange)
- **Transfer Method 8:** HQ (Hosted Exchange) to CO (Option 3)

**Note:**

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.
TRANSFER METHOD 1: HQ (HOSTED EXCHANGE) TO CO (OPTION 1)

Required Resources: Email Services Team and ICT Manager

Impact:
- LDAP entry need to be moved from HQ to Country Office LDAP server
- Active Directory (AD) account will be deleted from HQ Active Directory child domain (hq.undpad.undp.org) and recreated on CO Active Directory child domain (co.undpad.undp.org)

Mailbox: No de-provisioning of mailbox is required

Procedure:
1. An ICT Manager must arrange with the Email Services team on a specified date and time to migrate a designated user email account.
2. The Email Services team will first change the attribute `hostedEmailStatus` in the HQ LDAP from `CREATE#USR###1` to `MOVE#USR###1`. This is to ensure the mailbox is intact before migrating the user account.
3. Upon receiving a MIIS notification (example below) that an account can be moved (approximately 40 minutes for the MIIS process to kick in), the Email Services team will remove the LDAP account from the HQ server.

   From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
   Sent: Wednesday, June 24, 2009 9:58 AM
   To: MIIS-UNDP-Notif
   Subject: MOVE IN PROGRESS : OBS MIIS - User: mathieu.ciowela - Moving OK
   Info timestamp :2009 June 24 - 09:57 AM (GMT -04)
   User display name : Mathieu Ciowela
   User : mathieu.ciowela can now be moved in your LDAP database without being deleted in MIIS.

4. Upon confirmation from the Email Services team that the HQ LDAP account is removed, the ICT Manager can then proceed to create an LDAP account in the local LDAP server and perform LDAPupdate. (Kindly ensure that mailhost is set to smtp.undp.gmessaging.net).
5. Once the LDAP account is synchronized to HQ LDAP, the Email Services team will delete the AD account from the HQ Active Directory child domain (hq.undpad.undp.org) and recreate it on the CO Active Directory child domain (co.undpad.undp.org).
6. The Email Services team will then add `objectClass: undpInetOrgPerson` and the attribute `hostedEmailStatus` back in HQ LDAP for the user entry and have the value set to `CREATE#USR###1`.
7. After the flag is set to the original value, and when the next MIIS process kicks in, a MIIS notification will be sent to inform the Email Services team that the account has been successfully joined back as below:
From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
Sent: Wednesday, June 24, 2009 10:39 AM
To: MIIS-UNDP-Notif
Subject: OBJECT JOINED SUCCESSFULLY : OBS MIIS - User: mathieu.ciowela - Join OK

Info timestamp : 2009 June 24 - 10:38 AM (GMT -04)
User display name : Mathieu Ciowela
User : mathieu.ciowela was joined back in MIIS successfully.

8. Email services team will inform ICT Manager that account has been joined back successfully. ICT Manager can then proceed to reset password in idm for the user.

9. After 5 to 10 minutes, the user will be able to access the MS Exchange account.

Note:

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.
TRANSFER METHOD 2: CO (OPTION 1) TO HQ (HOSTED EXCHANGE)

Required Resources: Email Services team, IMA and ICT Manager

Impact:

- LDAP entry will need to be moved from the Country Office LDAP server to the HQ LDAP server
- AD account is deleted from CO Active Directory child domain (co.undpad.undp.org) and recreated on the HQ Active Directory child domain (hq.undpad.undp.org)

Mailbox: No de-provisioning of mailbox is required

Procedure:

1. The ICT Manager is to arrange with the Email Services team on a specified date and time to migrate the user.

2. The Email Services team will change the attribute `hostedEmailStatus` in HQ LDAP from `CREATE#USR###1` to `MOVE#USR###1`. This is to ensure that mailbox is intact before migrating the user.

3. Upon receiving a MIIS notification (example as below) to make the move, the Email Services team will inform ICT manager to proceed to the next step.

   From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
   Sent: Wednesday, June 24, 2009 9:58 AM
   To: MIIS-UNDP-Notif
   Subject: MOVE IN PROGRESS : OBS MIIS - User: mathieu.ciowela - Moving OK
   Info timestamp :2009 June 24 - 09:57 AM (GMT -04)
   User display name : Mathieu Ciowela
   User : mathieu.ciowela can now be moved in your LDAP database without being deleted in MIIS.

4. The ICT Manager will remove the LDAP account from the LDAP server and perform LDAPupdate then proceed to inform the IMA and the Email Services team that the account is removed. Upon confirmation from the ICT Manager on the account deletion, the IMA will then proceed to submit the online request form to have the LDAP account be created in HQ LDAP server.

5. The Email Services team will delete the AD account from CO Active Directory child domain (co.undpad.undp.org) and recreate it on HQ Active Directory child domain (hq.undpad.undp.org).

6. Once the LDAP account and AD account are created and set, the Email Services team will provision the account to Exchange Server by setting the attribute `hostedEmailStatus` in HQ LDAP to `CREATE#USR###1`.

7. When the MIIS process kicks in, the Email Services team will receive the below MIIS notification (example below) that the Exchange account is ready.
8. The Email Services team will inform the IMA that the MS Exchange account is ready.

Note:

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.
TRANSFER METHOD 3: CO (OPTION 1) TO CO (OPTION 1)

---

**Required Resource:** Email Services team and ICT Managers from both Country Offices

**Impact:**
- LDAP entry will need to be moved from one Country Office LDAP server to another Country Office LDAP server
- AD account will need to be moved from one ou to another ou in the CO Active Directory child domain (co.undpad.undp.org)

**Mailbox:** No de-provisioning of mailbox is required

**Procedure:**

1. The ICT manager is to arrange with the Email Services team and other office ICT Manager where the account is to be moved to, on a specified date and time to migrate the user.

2. The Email Services team will change the attribute `hostedEmailStatus` in HQ LDAP from `CREATE#USR###1` to `MOVE#USR###1`. This is to ensure that mailbox is intact before migrating the user.

3. Upon receiving a MIIS notification (example as below) to make the move, the Email Services team will inform the ICT Manager (A) to remove the account from the LDAP server.

   From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
   Sent: Wednesday, June 24, 2009 9:58 AM
   To: MIIS-UNDP-Notif
   Subject: MOVE IN PROGRESS : OBS MIIS - User: mathieu.ciowela - Moving OK
   Info timestamp :2009 June 24 - 09:57 AM (GMT -04)
   User display name : Mathieu Ciowela
   User : mathieu.ciowela can now be moved in your LDAP database without being deleted in MIIS.

4. The LDAP account will be removed from the local LDAP server (A) and created in another local LDAP server (B) upon confirmation from the ICT Manager (A). LDAPupdate is required for deletion and creation on both LDAP servers. (Kindly ensure that mailhost is set to smtp.undp.gmessaging.net).

5. Once the LDAP account is synchronized to the HQ LDAP, the Email Services team will move the Active Directory account from one ou to another in the CO Active Directory child domain (co.undpad.undp.org). This will be reflected in the AD where the user is located.

6. The Email Services team will then add objectClass: `undpInetOrgPerson` and the attribute `hostedEmailStatus` for the user in HQ LDAP and have the value set to `CREATE#USR###1`.

7. After the flag is reset back to original, a MIIS notification will be generated and sent to the Email Services team (once the process kicks in) that the account has joined back successfully.
8. Email services team will inform ICT Manager that account has been joined back successfully. ICT Manager can then proceed to reset password in idm for the user.

9. The user will be able to access the Exchange account in 5 - 10 minutes time.

Note:

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.
TRANSFER METHOD 4: CO (OPTION 1) TO CO (OPTION 3)

Required Resource: Email Services team and ICT Managers from both Country Offices

Impact:

- LDAP entry will need to be moved from one Country Office LDAP server to another Country Office LDAP server
- AD account will need to be deleted from the CO Active Directory child domain (co.undpad.undp.org)

Mailbox: De-provisioning of mailbox is required

Procedure:

1. The ICT Manager is to make an arrangement with the Email Services team on a specified date and time to migrate the user.

2. The Email Services team will change the attribute `hostedEmailStatus` in HQ LDAP from `CREATE#USR###1` to `DELETE` for the account to be moved. This is to de-provision the exchange mailbox from Option 1 arrangement.

3. A MIIS notification (example as below) will indicate that the Exchange account has been de-provisioned.

```
-----Original Message-----
From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
Sent: Tuesday, July 07, 2009 11:55 AM
To: MIIS-UNDP-Notif
Subject: SUCCESS: OBS MIIS - User: galina.chus- Deletion OK
Info timestamp :(provi10ioninA.D. acAion) : (GMT -04)
User : galina.chus deleted with provisioning action = delete.
```

4. Upon receiving the MIIS notification, the Email Services team will notify the Option 1 ICT Manager to delete the LDAP entry from the local server and perform LDAP update.

5. The Email Services/Windows team will delete the AD account in CO Active Directory child domain (co.undpad.undp.org).

6. Once this is done, the ICT Manager from the Option 1 office will inform the Option 3 ICT Manager that the LDAP account has been removed.

7. The Option 3 ICT Manager will then proceed to create the LDAP entry and exchange account for the user, making sure that the LDAP update is complete. A new AD account is created in the local Country Office AD.
Note:

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.
TRANSFER METHOD 5: CO (OPTION 3) TO CO (OPTION 1)

Required Resource: Email Services team and ICT Managers from both Country Offices

Impact:
- LDAP entry will need to be moved from one Country Office LDAP to another Country Office LDAP
- AD account will be created in the CO Active Directory child domain (co.undp.undp.org)

Procedure:
1. The Option 3 ICT Manager is to make arrangements with the Email Services team and the Option 1 ICT Manager on a specified date and time to migrate the user.
2. The Option 3 ICT Manager will delete the user mailbox and the LDAP account from the local LDAP server and perform the LDAP update.
3. Upon confirmation from the Option 3 ICT Manager that the account is removed, the Option 1 ICT Manager can then proceed to create the account in local LDAP, perform the LDAP update to ensure that the LDAP account is synchronized to the HQ LDAP server, and inform the Email Services team once the LDAP account is created. (Kindly ensure that mailhost is set to smtp.undp.gmessaging.net).
4. The Email Services team will create an AD account in the CO Active Directory child domain (co.undp.undp.org) and provision the account to the Exchange Server.
5. Upon receiving a MIIS notification (example as below) that the account has been provisioned, the Email Services team will inform the Option 1 ICT Manager that the Exchange account is ready for configuring. ICT Manager can proceed to reset password in idm for the user.

-----Original Message-----
From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
Sent: Tuesday, July 07, 2009 1:25 PM
To: MIIS-UNDP-Notif
Subject: SUCCESS: OBS MIIS - User: muriel.obon- Provisioning OK
Info timestamp :2009 July 07 - 01:25 PM (GMT -04)
User display name : Muriel Obon
User principal mail address : muriel.obon@undg.org
Proxy Addresses : Muriel.Obon@EQ1UND.Local

Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.
TRANSFER METHOD 6: CO (OPTION 3) TO CO (OPTION 3)

Required Resource: ICT Managers from both Country Offices

Impact:
- LDAP entry will need to be moved from one Country Office LDAP to another Country Office LDAP

Procedure:
1. ICT Manager (A) is to make arrangement with ICT Manager (B) on a specified date and time to migrate the user
2. ICT Manager (A) will delete the user mailbox and the LDAP account from the local LDAP server and perform the LDAP update.
3. Upon confirmation from ICT Manager (A) that the account is removed, ICT Manager (B) can then proceed to create the mailbox and account in local LDAP and perform the LDAP update to ensure that the LDAP account is synchronized to the HQ LDAP server.

Note:
1. If ICT Manager (B) is not able to create the user in local LDAP, kindly locate the user name in the LDAP server and have it removed, then re-create the account under ou=XX. (XX is your country code).
2. Please note that ICT Manager must ensure that all user emails are downloaded and backed up into a PST file before any migration.
TRANSFER METHOD 7: CO (OPTION 3) TO HQ (HOSTED EXCHANGE)

Required Resources: Email Services team, IMA and ICT Manager

Impact:

- LDAP entry will need to be moved from Country Office LDAP server to HQ LDAP server
- AD account will be created in the HQ Active Directory child domain (hq.undpad.undp.org)

Procedure:

1. The ICT Manager is to arrange with the Email Services team and the IMA on a specified date and time to migrate the user.
2. Before the migration, the IMA is to ensure that user emails are all downloaded and backed up to a PST file.
3. On an agreeable date and time, the ICT Manager will remove the mailbox and the LDAP account from the local server, perform the LDAP update and send an email confirmation on the deletion to the IMA and the Email Services team.
4. Upon receiving an email from the ICT Manager, the IMA is to submit an online request form for the user to be created in HQ LDAP and also to ensure that the AD account is created in the HQ Active Directory child domain (hq.undpad.undp.org).
5. The Email Services team will approve the LDAP account to be created and have it provisioned to the Exchange server.
6. Upon receiving a MIIS notification (example as below), the Email Services team will inform the IMA that the account is ready for configuration.

-----Original Message-----
From: ifp-ex2k7admin@undp.org [mailto:ifp-ex2k7admin@undp.org]
Sent: Tuesday, July 07, 2009 1:25 PM
To: MIIS-UNDP-Notif
Subject: SUCCESS: OBS MIIS - User: muriel.obon- Provisioning OK
Info timestamp :2009 July 07 - 01:25 PM (GMT -04)
User display name : Muriel Obon
User principal mail address : muriel.obon@undg.org
Proxy Addresses : Muriel.Obon@EQ1UND.Local

Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.
TRANSFER METHOD 8: HQ (HOSTED EXCHANGE) TO CO (OPTION 3)

Required Resources: Email services team and ICT Manager

Impact:
- LDAP entry will need to be moved from HQ to Country Office LDAP server
- AD account will need to be deleted from the HQ Active Directory child domain (hq.undp.org)

Mailbox: De-provisioning of Mailbox is Required

Procedure:

1. The ICT Manager is to arrange with the Email Services team on a specified date and time to migrate the user email account.

2. The ICT Manager is to ensure that all user emails are downloaded and backed up into a PST file.

3. The Email Services team will change the attribute `hostedEmailStatus` in HQ LDAP from `CREATE#USR###1` to `DELETE` for the account to be moved. This is to de-provision the Exchange mailbox from the Option 1 arrangement.

4. The below MIIS notification (example as below) would indicate that the exchange account has been de-provisioned.

```
-----Original Message-----
From: iifp-ex2k7admin@undp.org [mailto:iifp-ex2k7admin@undp.org]
Sent: Tuesday, July 07, 2009 11:55 AM
To: MIIS-UNDP-Notif
Subject: SUCCESS: OBS MIIS - User: galina.chus- Deletion OK
Info timestamp :(provisioninA.D. acAion) : (GMT -04)
User : galina.chus deleted with provisioning action = delete.
```

5. Once the above is performed, the Email Services team will inform the ICT Manager that the LDAP account has been removed.

6. The Option 3 ICT Manager will then proceed to create the LDAP entry and exchange account for the user, making sure that the LDAPupdate is complete.
Note:

1. Please note that ICT Managers must ensure that all user emails are downloaded and backed up into a PST file before any migration.

2. For any hosted MS Exchange account (HQ and Option 1 users), an LDAP account CANNOT be removed without coordination with the Email Services team. Failure to do so will result in a disconnection of the Exchange mailbox or loss of email.