Office of Digital Campus and Information Technology Services (DIGITS)

FAQs on Active Directory and Migration of Email Service

These FAQs are regarding **Active Directory** system and the **Email Migration** to a centralized campus-wide single domain system hosted on the cloud which DIGITS is currently implementing in the different departments, centres and units of the Institute. The FAQs are in two parts: **(1) Active Directory and (2) Email Migration**.

FAQs On Active Directory (AD)

1. What is Active Directory? What does it facilitate?

Active Directory (AD) is a directory service that is widely used for enabling user authentication in enterprise networks. The AD repository will facilitate a single sign-on service for campus users and will serve as a core component in authenticating a campus user for various network and web application services such as IAMS, EIMS, QMS, email, and all other future services. The centralized, campus-wide, cloud-based email service (userid@iisc.ac.in) uses the AD repository for user authentication.

AD facilitates working with interconnected, complex and different network resources in a unified manner. It provides a common interface for organizing and maintaining information related to resources connected to a single AD domain. The resources may be Windows-OS based systems, or network resources, like printers. Active Directory serves as a single data store for quick data access to all users, and controls access for users/services based on the prevailing security policy.

2. What are the immediate benefits after an AD account is created?

As soon as DIGITS gets information from any Department about all its users, DIGITS will be creating user accounts for all the users in the Department. Once an account is created, the user will get an email to the personal address and IISc email address (if available), with detailed instructions on how to access the Office 365 suite. Also, one gets a new email address userid@iisc.ac.in. The new email system is more reliable with modern features and user interface.

3. What is O365?

O365 (Office 365) is a collaboration software suite from Microsoft that includes Microsoft Office software, email system and other commonly used Microsoft tools. It is a cloud based service with licenses to install all the available software on your desktop or laptop; once installed, the

software can be used in offline mode. The O365 suite includes **Word, Excel, PowerPoint, Outlook, OneNote, Yammer, Publisher, Skype for Business, Access, Classroom, Sway, Delve, SharePoint, Microsoft Teams, Planner, OneDrive, and many more.** Each O365 user would get up to 1 TB storage on OneDrive.

4. Is it mandatory to provide the mobile number?

Providing mobile number for creation of Active Directory account is not mandatory but preferable. If an application requiring OTP (Onetime Password) is deployed in future, the mobile number will be useful. Similarly, if bulk SMS based information dissemination is deployed, the mobile number will be used.

5. Is the information provided kept confidential?

DIGITS would like to assure complete confidentiality of the information provided by the Department/Centre. The departments are requested to email the information only to tina@dese.iisc.ernet.in and nowhere else.

FAQs ON Email Migration

1. What is involved in Email migration?

Once the user accounts are created using AD, the next step will be to migrate all email accounts of all valid users to Microsoft Exchange on the Azure cloud, where each email account will get 50 GB of cloud storage space. The email migration will take two or three days for each department/centre and will be done in an expedited manner. It is expected to take more than a month's time for all departments put together. This will be a campus-wide single domain email system which will have email addresses of the form (userid@iisc.ac.in). For example, rahul@physics.iisc.ernet.in will become rahul@iisc.ac.in. Virtually all the faculty members and permanent staff members will be able to retain their original email ID, except in the small number of cases where there are conflicts. All such conflicts have now been resolved through mutual agreement. For example, hari@ece.iisc.ernet.in will become hari@iisc.ac.in while hari@csa.iisc.ernet.in will become narahari@iisc.ac.in. The new email IDs of the students and other users will be automatically generated using a program that has been specially designed for this purpose.

2. Who will support this migration process?

Comparex India, an official Microsoft partner, is supporting TINA in this migration process. They have deployed three engineers on this project. In addition, we have the back-end TINA team for coordination. However, the first point of contact is always the local system administrator.

3. Are users mandated to use only outlook email system?

The user's account is on a Microsoft Exchange server on the Azure cloud. This is the "back end" where user mailboxes are stored. However, the user can access the email account using a browser, or any one of several supported email clients. Microsoft Outlook is one such email client, but it is by no means mandatory to use Microsoft Outlook to access email.

4. Can we use email clients such as thunderbird, pine, squirrel mail, round cube?

Web browsers can be used to read and write emails. One can continue to use open source email clients, for example, Thunderbird. **SquirrelMail and RoundCube are web-based IMAP clients that <u>will not work, but these are not really needed.</u>** Standard browsers like Firefox, Chrome, Internet Explorer etc provide very reasonable user interfaces for web-based access.

5. Can I forward my emails to Gmail?

Technically, it is possible. However, we discourage it.

6. What is the amount of storage I will get on Microsoft Azure?

Each email account will get 50 GB of Microsoft Azure cloud storage space.

7. Can I keep using my old email server for some time even after migration?

No. Once the hard switch happens, the department email server will not be able to send or receive any emails. However, old emails prior to the switch will remain accessible to users on the old server. Old emails that exist in the old server will also get copied to the new O365 account.

8. How long will the old email id remain valid?

DIGITS is planning to support it for at least one year, if not more.

9. Where are the emails stored?

The emails are stored on the Microsoft Azure cloud. The data center where it is stored is in India and has automatic back up to three different locations in India with auto-failover feature. It is much more reliable and easy to access than what we have right now on campus.

10. Still, how can I keep a backup of my emails?

The system provides standard secure email interfaces, for example IMAPS, POPS, end users can use them for taking backup. DIGITS does not have any plans to keep system level backup on premise, i.e., on campus.
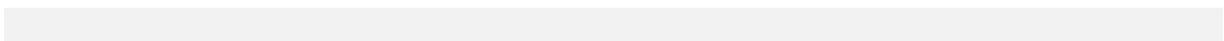
11. Do we end up becoming captives of Microsoft technologies?

No. On your desktops and laptops, you can continue to use the operating system that you love most, for example, Linux. However, the utilities offered by Office 365 are quite versatile and user friendly and you may like to try. For Windows users, the O365 suite will provide a more powerful and more comprehensive set of tools. As already stated, you do not have to use Outlook; you are free to use a variety of email clients.

12. Does Microsoft have access to our emails?

For the vast majority of people, the email system is based on third-party software, whether it is Microsoft, Google, Apple or whoever else you decide to trust. Our data is stored on their servers, transported by their applications, and they hold the keys to any encryption that protects it. The arrangement works because they are providing important services, paying our server bills, and for the most part, we trust them. Email providers are in a position to read your inbox, but the assumption is that they would not. Normally, audit trails log the activities on the server. Even a large company like Microsoft is likely to sustain lasting damage, simply because there are so many options for free web-based email utilities.

Please take a look at the company privacy policy, in the link below wherein it's mentioned "We may access or disclose information about you, including the content of your communications, in order to ... protect the rights or property of Microsoft."

https://privacy.microsoft.com/en-us/fullnotice.mspx

13. How does one rectify the "product deactivated" messages when the user tries to use Office 365 ProPlus applications?

The computer has to connect to the Internet at least once every 30 days for Office 365 ProPlus to remain activated. If Office 365 ProPlus isn't activated, Office goes into reduced functionality mode. In this mode, most commands are unavailable and users see "product deactivated" messages when they try to use Office 365 ProPlus applications:
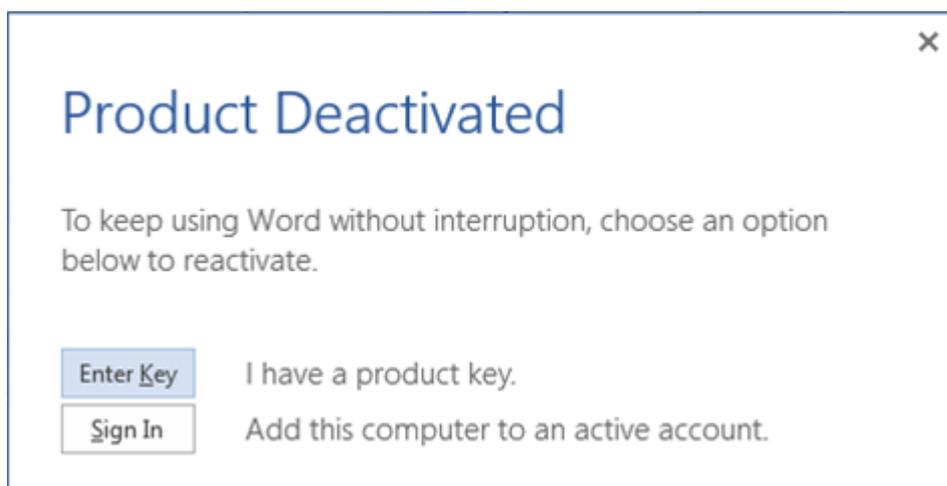
- The user should choose **Sign In** to activate Office 365 ProPlus.
- A message bar under the ribbon says the product is deactivated:
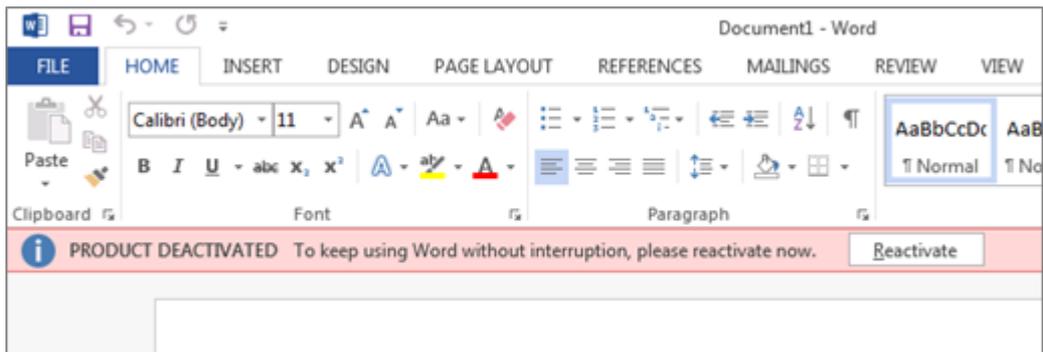
The user should choose **Reactivate** to activate Office 365 ProPlus.

For details, this link will be useful:

https://support.office.com/en-us/article/Overview-of-licensing-and-activation-in-Office-365-ProPlus-1096c33e-a6f2-44c8-9821-3cba07ec5750

https://technet.microsoft.com/en-in/library/gg702620.aspx

14. Once in a while, I get an email that my quota is getting over and I should "Click On" the link to increase?

Please do not fall for "Phishing Emails". "The Click" installs malicious software on your computer and steals the credentials. It can result in to enormous damage to you personally and IISc at large.