

# UF Exchange Advisory Meeting

Date January 13, 2010  
Time 2:00 PM to 3:30 PM  
Location 507 CSE  
Attending Dwight Jesseman, Mike Conlon, Jan van der Aa, Erik Deumens, Trace Choulat, Dan Cromer, Margaret Fields, Larry Oshins

## Notes

1. Exchange 2010 – Dwight reviewed the new features available in Exchange 2010. Please see the handout. We also reviewed the architectural consequences for operating Exchange 2010 in dual site configuration with one site being in the CNS machine room and the second site being in the Communicore of the Health Science Center. With new architecture in Exchange 2010, it is possible to operate the system in a full fail over mode with no backup capability. Backup is a deprecated concept for large scale systems. The time it takes to create backups and then restore system from backup is now no longer acceptable. Enterprise systems are expected to run continuously and in the event of a site failure, other sites should be able to take over the load. We will do some considerable architectural work with the Health Science Center Exchange operation on joint architecture for Exchange 2010. Some of this architectural work may involve policy reconciliation between the two implementations.
2. Dan Cromer reported that eCals will be funded by the sustainability initiative as a result of presentations made by Dan Cromer and Fedro Zazueta to the President and the Sustainability Office. The case was made that Office Communicator and other videoconferencing technology could substantially reduce the carbon footprint of the University by eliminating the need for particular kinds of business travel. The President asked for the proposal to be expanded to include students, and in particular student advising via videoconference.
3. Dr. Conlon reviewed the current mailflow at the University and some proposed changes to that mailflow. (See the handout.) At present, approximately 80% of the email delivered to the University of Florida goes through the UF email border and smtp.ufl.edu from which it goes into ProofPoint. This provides a coherent control point for mailflow and for the application of policy at the border. Currently mailflow is going to independent mail servers that operate their own spam appliances and have their own smtp delivery mechanisms. This creates the loss of security control point and also it means that we get incoherent mail service with significant support problems in tracking down mail routes and mail delivery scenarios, and in explaining to customers why various mail is delivered at some locations and not at others. The proposal is to eliminate the mail systems that do not send and receive through smtp.ufl.edu and ProofPoint. This will provide a coherent mail environment and simplify support issues and improve University security. Following discussion, the group was in general agreement.

The point was made that the first step will be to change the current practice regarding approving new smtp servers at the University. We currently require registration of all smtp servers before delivery can be made through the border but we do not have a policy and approval mechanism in place to deny requests for new smtp servers. We will want to review that practice and limit

the number of new smtp servers as a precursor to eliminating direct mail routing to independent smtp delivery mechanisms.

4. Dr. Conlon reviewed the current practice regarding white listing the Barracuda. We have received requests from a wide variety of different sources to white list various email addresses and delivery mechanisms at the Barracuda. This generates staff effort and is done in an ad hoc way without policy guidance. After review, the recommendation is to greatly curtail this practice and to have requests for white listing go directly to Dr. Conlon. Many requestors believe that white listing will ensure delivery; this is not the case. It is important that departments requesting white listing understand that internet based email does not have guaranteed delivery characteristics.
5. We expect to change the current practice of automatically detecting and filing mail in the junk mail folder in Exchange. User groups and HelpDesk representatives come forward, explaining that the current practice of deflecting mail twice, once into the Barracuda quarantine, and a second time into the junk mail folder, is confusing for many users. Users currently have to look in two places to see if mail has been deflected on their behalf. The Barracuda is under full control of the end user. If they do not wish to have mail deflected by the Barracuda, they can set the appropriate Barracuda parameters. The current junk mail settings cannot be overwritten by end users. We will change this practice. The default will be for no processing of email to the junk mail folder. We will make this change January 26<sup>th</sup>. End users will be notified. End users can restore the service back to what we currently provide by implementing their own junk mail folder rules. Technical support people have already been told of the coming change and lists of their high mail volume users have been provided. High mail volume users are particularly at risk of receiving additional unwanted mail in their in-box following this change. It is recommended that high mail volume users continue to use the junk mail folder for deflecting additional unwanted email.