Infrassist — Managing I.T.

Case Study

Installation of New Microsoft Exchange 2016 Server

The Customer:
Quantal Pipes*

Industry:
Manufacturing

Location:
Johannesburg, South Africa

Quantal Pipes* is a leading provider of plumbing solutions in sub-Saharan Africa.

They provide superior quality pipes and fittings along with manufacturing and distribution. For the past 5 decades they have established a standard to both the plumbing and building industries in respect to legislative compliance, product support, quality assurance and customer service.

Overview

Quantal Pipes* were leveraging Microsoft Exchange for having a business-class email service that increases user productivity while keeping data secure. They were running on Exchange Server 2010 and wanted to upgrade/migrate to Microsoft Exchange Server 2019. Microsoft does not support direct migration from Exchange 2010 server to Exchange 2019 server, that is where team Infrassist extended the arm of help with a solution.

(*As we are white-labelled service providers, we cannot disclose the actual names or locations of our customers. Hence all customer names that we use in our case studies are hypothetical- unless they give us the permission to use their names)

Technical Challenges

The team at Quantal Pipes* wanted to migrate from Exchange Server 2010 to 2019 but found difficulties in running it on direct server. Also, Microsoft does not support direct migration from Exchange 2010 Server to Exchange 2019 Server.

Clients' requirement: Data should not leave the physical boundary of their datacenter hence instead of opting for an online cloud service, they wanted to upgrade their old Exchange 2010 server to a new one.

Solution and Steps

Since an Exchange Server 2010 and 2019 use different Active Directory forests, it is not possible to have a giant leap without bypassing the intermediate versions. Hence the migration process was divided into two phases:

Phase-1 Migration from Exchange Server 2010 to Exchange Server 2016
Phase-2 Migration from Exchange Server 2016 to Exchange Server 2019

Firstly, our team installed new Microsoft Exchange Server 2016 into the domain environment of Quantal Pipes. Secondly, we migrated all users' mailboxes to the new server. Once that was done, a graceful decommissioning of the existing Server took place. This step also included ensuring all exchange configuration is replicated to the new Exchange server 2016.

While all of this took place, we also switched off the mail flow to new inbox without causing interruptions to end users & minimal reconfigurations.

Below are the key steps followed for resolving the Exchange issue:

Installation of Exchange 2016 on new Server and validate role installation & review Exchange Setup Logs

Configuration of Exchange 2016 included-

- Provisioning of different mailbox databases

- Adding one test user mailbox on new exchange server

- Configuring Internal & External URLs for all exchange services

- Setting up Certificates, Outlook Anywhere & Service Connection Point

- Migrating arbitration mailboxes

- Updating DNS records

- Validating working of Exchange 2016 co-existence with 2010

Lastly, Installation of Exchange 2016 on new Server, validating role installation & reviewing Exchange Setup Logs

Configuration of Exchange 2016

- Migration of Users mailboxes and public folders

- Updating Network Devices to use the new Exchange Server

- Getting license for the new Exchange Server 2016

- Decommissioning the old Exchange Server 2010

Technologies used

Microsoft®
Exchange Server 2010

E **Exchange Server 2016**

E
Exchange Server 2019

Accomplishment

After successful completion of the project, Quantal Pipes' * domain environment is now facilitated with:

- A new Microsoft Exchange Server 2016

- A decommissioned Exchange Server 2010

- Migration of all users' mailboxes to the new server

- Replication of all exchange configuration to the new server

Exchange Server 2010 reached end-of-support in October 2020 so the reason for the migration was that if their on-prem server ever needs support, they'll get it from Microsoft now.
With Microsoft's support, users get security updates, regular bugs are fixed, problems are solved etc. Also, a prompt, timely support also guarantees more stability, security leading to an enhanced performance.

About Infrassist

Empowering MSPs by leveraging technology and human talent to help them transform and scale their business. We act as a catalyst and provide next-generation services and processes with reliable, cost-effective, agile and scalable IT solutions. Assisting MSPs with solutions that are designed to meet the demands of today's always-connected, digital world.

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