

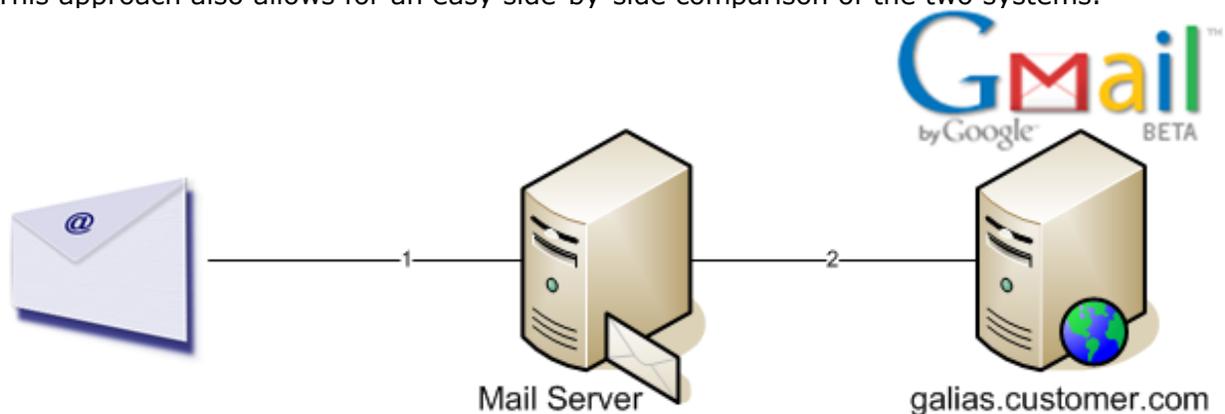
Piloting Setup Guidelines for Administrators

Choosing an appropriate pilot user set is crucial to its success. After identifying both the Administrative and User groups we can begin setting up the domain.

For piloting, we suggest a Dual-Delivery model. Dual-delivery allows mail to be delivered to both the current email infrastructure as well as Gmail. This will allow your organization to test out the Google Apps solution without having to interrupt current systems; making it a *near* risk-free pilot. This can be accomplished by having the mail server forward a copy of the mail to Gmail. We have included instructions on how to do this below in a Microsoft Exchange environment, which has been the most common scenario thus far.

Phase 1: Domain Setup and Admin Team Test

The first phase consists of setting up Google Apps to run in parallel with your existing systems. Dual-delivery mode delivers a *copy* of a user's email to Google so users can experience the product on their own time without having to switch from their current setup. This approach also allows for an easy side-by-side comparison of the two systems.



This phase can be completed in as few as two days and allows a very small team of admin and "friend-of-admin" users to verify configuration and basic features and functionality of the product. Again, these steps will not result in any interruption of existing email service.

Who's involved:

- Customer: Pilot administrators team: 1-5 initial users, including one or more administrators for the pilot
- Customer: Existing mail administrator who will configure the mail gateway
- Optional: Google or Google partner

Getting started:

1. The first step is to register the domain and have it verified by Google. We do this to make sure all requests are valid. You can go through this process by going to <http://www.google.com/a> and register your domain (e.g. customer.com -- you will *substitute your domain name*) with Google. This process can sometimes be expedited by letting your Google representative know that you've done this and what domain name you've registered.

- You'll next have setup a way for mail to be delivered to Google. You can do this by setting up the mail records (aka: 'MX Records') for the "shadow" domain to point to Google (example: galias.customer.com). Even though you are using galias.customer.com, the sender and receiver will still be recognized by the email address: user@customer.com. Here are the settings that you want to input into the domain registrant Administrator console:

HOST	Record Type	Priority Server
galias	IN MX	1 ASPMX.L.GOOGLE.COM.
galias	IN MX	5 ALT1.ASPMX.L.GOOGLE.COM.
galias	IN MX	5 ALT2.ASPMX.L.GOOGLE.COM.
galias	IN MX	10 ASPMX2.GOOGLEMAIL.COM.
galias	IN MX	10 ASPMX4.GOOGLEMAIL.COM.
galias	IN MX	10 ASPMX5.GOOGLEMAIL.COM.

Below are screenshots of the administrator console for Network Solutions, a provider where domain names are registered.

DNS Manager in Network Solutions:

DNS Manager - Advanced Tools

ADD OR EDIT SUB-DOMAINS

Currently Managing Domain : customer.com

Modify the name of the associated subdomain(s). Your existing mail server records will remain active for the new subdomain name.

Mail Servers

Sub-Domain(Example: sub-domain.example.com)	Priority	Mail Server (Example: mail.example.com)
<input type="text" value="galias"/> customer.com	<input type="text" value="1"/>	<input type="text" value="aspmx.l.google.com"/>
	<input type="text" value="5"/>	<input type="text" value="alt1.aspmx.l.google.com"/>
	<input type="text" value="5"/>	<input type="text" value="alt2.aspmx.l.google.com"/>
	<input type="text" value="10"/>	<input type="text" value="aspmx2.googlemail.com"/>
	<input type="text" value="10"/>	<input type="text" value="aspmx3.googlemail.com"/>

Network Solutions (after saving):

DNS Manager - Advanced Tools

CONFIRM DNS CHANGES

Currently managing domain : customer.com

Confirm Your Request

Click continue to confirm the following changes. **Changes may take up to 24 hours to update throughout the Internet.**

Note: If you have recently moved your DNS back to Network Solutions, it may initially take 24 - 36 hours for your DNS to update throughout the internet.

List of requested changes:

Note: MX Records are listed in rank order

MX Records Requested to Add:

Host	Mail Server
galias.customer.com.	aspmx.l.google.com.
galias.customer.com.	alt1.aspmx.l.google.com.
galias.customer.com.	alt2.aspmx.l.google.com.
galias.customer.com.	aspmx2.googlemail.com.
galias.customer.com.	aspmx3.googlemail.com.

3. Once the MX Records have been inputted you have to verify the MX records are up to date, you can do this by typing the following into the browser (substitute 'customer.com' with your domain name):

<http://www.dnsstuff.com/tools/lookup.ch?name=galias.customer.com&type=MX>

(Or in Unix, run "dig mx galias.customer.com" on a command line.)

4. Once you've verified that the MX records are working, you have to make sure they are associated with your Google account. You do this by adding the "galias.customer.com" alias to the domain in the Google Apps control panel (<http://www.google.com/a/customer.com>)

** This step must be completed AFTER the MX records are added, or the alias will not be verified.*

Google Apps Control Panel:

[Dashboard](#)

Accounts

[User accounts](#)

[Create new account](#)

[Advanced tools](#)

Services

[Email addresses](#)

[Create email list](#)

[Domain web pages](#)

[Domain settings](#)

Add a domain alias

Enter a domain alias (Step 1 of 2)

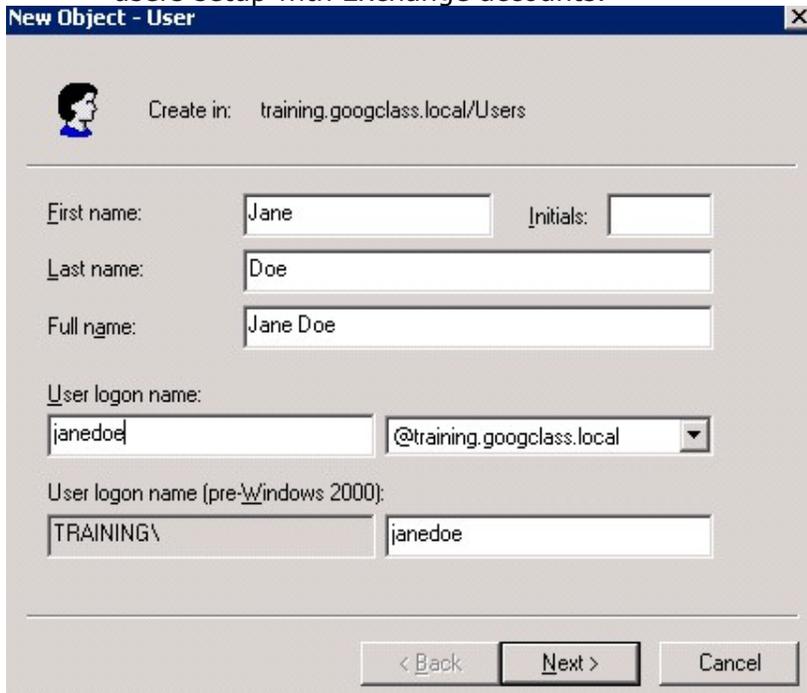
Adding a domain alias will associate the new domain name with this account. You can let yo

username@ (Examples: mydomain.org, mydomain.net)

or [Go back to domain settings](#)

5. Now we have to configure the MTA (Mail Transfer Agent) to deliver mail for pilot users to both internal system AND user@galias.customer.com. In this scenario, the MTA is your mail gateway (you can use your current email server as the gateway/MTA). In Microsoft Exchange Server, the administrator must setup a separate Active Directory user object that 'ghosts' or 'shadows' the account. The reason for this is that any given user object can only have one email address assigned to it. The primary account user@customer.com will have an Exchange mailbox, all mail to this account then gets forwarded to the shadow user account which has an external email address (user@galias.customer.com), which is the Gmail account. Here are the steps for Microsoft Exchange:

- a. First Create the Primary Email Account (if it doesn't already exist) E.g; user@customer.com on your Exchange Server. Skip this step if you already have users setup with Exchange accounts.



New Object - User

Create in: training.googclass.local/Users

First name: Jane Initials:

Last name: Doe

Full name: Jane Doe

User logon name: janedoe @training.googclass.local

User logon name (pre-Windows 2000): TRAINING\janedoe

< Back Next > Cancel

- b. Then create a second user (that will be the external address). This account is necessary since Exchange will not forward to another user object outside of its Active Directory domain. Do this by creating a user as normal, but at the last step, UNCHECK the option to create an Exchange mailbox. We suggest creating a naming convention so you don't get confused: e.g.: 'John Doe' being the primary and 'John Doe_Shadow' being its respective shadow account.

New Object - User

Create in: training.googclass.local/Users

First name: Jane Initials: []

Last name: Doe

Full name: Jane Doe Shadow

User logon name: janedoeshadow @training.googclass.local

User logon name (pre-Windows 2000): TRAINING\janedoeshadow

< Back Next > Cancel

** Note the unique user id (log-on name)*

New Object - User

Create in: training.googclass.local/Users

Create an Exchange mailbox

Alias: janedoeshadow

Server: Training/First Administrative Group/ENTEDU02

Mailbox Store: First Storage Group/Mailbox Store (ENTEDU02)

< Back Next > Cancel

** Do NOT select "Create an Exchange mailbox"*

c. Now select the user you just created (shadow) and choose properties. In the email field, type in the user sub-domain alias email (e.g.: customer@galias.customer.com). By assigning this email address to the shadow account, the mail is forwarded to Gmail.

Jane DoeShadow Properties [?] [X]

Member Of	Dial-in	Environment	Sessions
Remote control	Terminal Services Profile		COM+
General	Address	Account	Profile
	Telephones	Organization	

 Jane DoeShadow

First name: Initials:

Last name:

Display name:

Description:

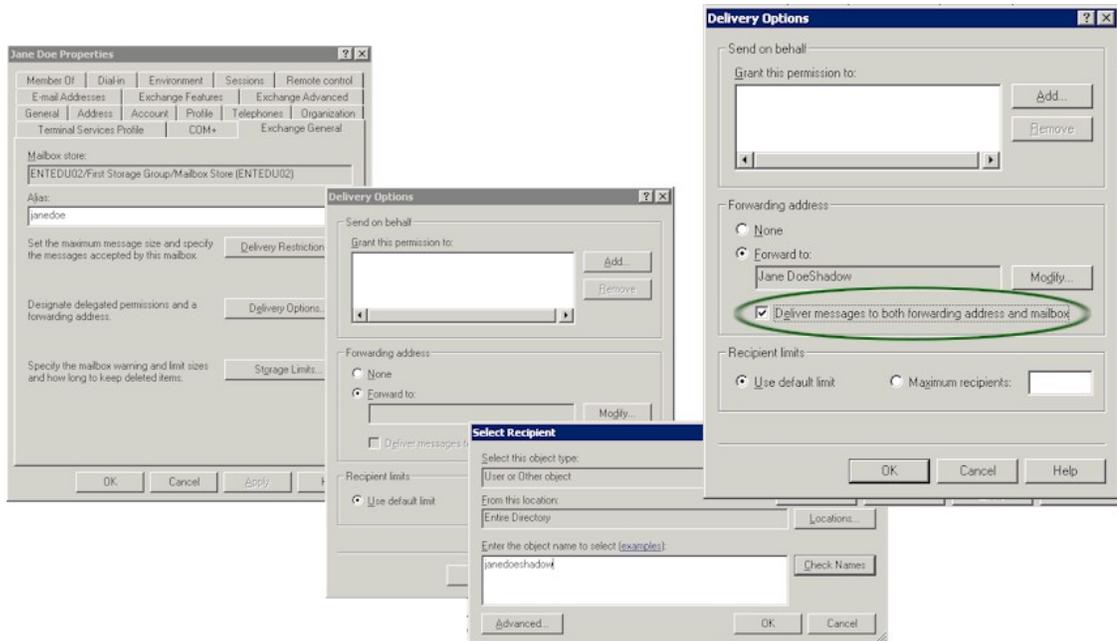
Office:

Telephone number:

E-mail:

Web page:

d. Now, go back to the properties on the original user account (user@customer.com) and select the Exchange General tab. Go into the Delivery Options menu and select another user to forward to. Select the user (user@galias.customer.com) you created that has the external email address.



** Be sure to select the checkbox "Deliver messages to both forwarding and mailbox"*

Your Exchange settings are now complete for piloting Dual-Delivery!

6. If you would like to also capture outgoing mail through your gateway, you will need to specify the SMTP server in the Google Apps dashboard. The administrative accounts have access to this. You can do this by logging in as administrator, then select the "Service Settings" tab then "Email." You can then specify the SMTP server in the field by "Email gateway."

Email gateway Route outgoing emails to the following SMTP server:

 If you configured the SPF record in your DNS settings you must remove or change it for email gateway to work. [Learn more](#)

7. In the Google Apps for Enterprise admin console, create one user account for each pilot participant. To allow for true parallel email usage and to avoid confusion, the user alias should be exactly as the primary account: "user" in "user@customer.com"

8. Test the setup by sending email to someuser@customer.com. The email should be delivered normally and a copy should also be delivered to the user's Gmail inbox.

Here's some helpful information:

- Administration and IT tips:
 - A high-level product overview can be found here: <http://www.google.com/a/help/intl/en/admins/tour.html>
 - Registration documentation: <http://www.google.com/support/a/>
 - Mail gateway configuration information: <http://www.google.com/support/a/bin/answer.py?answer=48237>
- End user tips
 - Have your end users complete the online Gmail Tutorial training: <http://www.google.com/mail/help/tour/start.html>

Support tip:

- Piloting administrators can get quick email support by emailing enterprise-apps@google.com

Estimated timing for this phase:

- Setup time: 2 hours
- Typical duration of setup: 1 week

Helpful Tip: *For continuity of service setup concurrent users before migrating.*

Phase 2: Dual-delivery Roll out to Pilot Group

The second phase expands the administrator group test to include the full pilot group. Google Apps continues to run in parallel with your existing systems. This phase allows a larger group (25-200) to gain experience working with the product on a day to day basis, and is also an opportunity to integrate with existing systems such as single sign on.

How to do it:

1. Create one user account for each phase 1 participant using the Google Apps Premier Edition admin console
 - You may want to create users by doing a bulk upload using a CSV file. Detailed instructions are found in the Google Apps administrative console.
2. Optional: explore mobile access options, integrate with existing SSO, integrate with existing user directories, Reporting/Provisioning API, archiving, etc.

Who's involved (suggested):

- Existing admin group (1-5)
- Pilot group (25-200)
- Optional: Google and/or one or more Google partner(s)

Training and documentation:

- Administration and IT
 - Optional: API documentation at <http://code.google.com/apis/apps-for-your-domain/>
- End User
 - End user Gmail online training at <http://www.google.com/mail/help/tour/start.html>

Support:

- Phase 2 setup: enterprise-apps@google.com
- Phase 2 ongoing: Standard Apps support channel