Known Issues

Lync 2010 Client May Require the Installation of the Microsoft Online Services Sign-in Assistant
The Lync 2010 client predates Office365 and requires the assistance of the Microsoft Online Services Sign-in Assistant in order to authenticate to your mailbox in Office365. *(See the detailed instructions with screen shots for this in the document Lync 2010 Client Connection Post Mailbox Migration)*

Can’t See Some Contact Photos with Lync 2010 Client
Since the Lync 2010 client predates Office365, anyone who sets their photo in Office365 will not be reflected in a Lync 2010 client. If you update to Office 2013 or Office 2016, which include the respective Lync clients, photo changes in Office365 will be reflected in Lync. Any contact photos that were added directly via the Lync 2010 client will be seen in all Lync client versions.

Users no longer have the ability to edit groups or distribution lists in OWA or Outlook
Because Active Directory objects are authored and synchronized to Azure, users cannot "write back" changes to our on-premises Active Directory. *We are currently working with Microsoft to identify a solution to this issue.*

Users no longer have the ability to view Public folders in OWA
Users must use Microsoft Outlook 2010 with latest service packs or newer to view Public Folders.

Outlook for Mac can no longer see public folders after your mailbox is moved to Office 365
After your mailbox is moved to Office 365, you no longer have the ability to view public folders when using the Outlook for Mac client. Viewing public folders is only supported by using Microsoft Outlook for Windows.

Users no longer sign in with domain\linkblue for their userID
Office 365 requires using your Active Directory linkblue login ID appended with @uky.edu (linkblue@uky.edu) in order to login. Note this is NOT your email address or University Email Address (UEA).

Pre Outlook 2010 clients are not supported
Although pre-Outlook 2010 clients are supported in on-premises organizations configured for hybrid deployment, pre-Outlook 2010 clients are not fully supported by the Office 365 service and must be upgraded to the minimum requirement of Outlook 2010 with latest service packs.

Outlook 2010 unable to send from client after mailbox move
Users may receive a permission denied error when trying to send. Removing the email profile and re-adding resolves the issue. If you have a managed desktop this may require the assistance of your desktop support personnel.
Users may be prompted several times after a mailbox move that the administrator has made a change and to close and reopen Outlook. Removing the email profile and re-adding resolves the issue. (This may require the assistance of your departmental IT support personnel)

Activesync clients (mobile devices) may not receive email or are continually prompted for credentials after the mailbox move.
Users must delete the email configuration on the mobile device and recreate it. Please see our Setup Guides for the type of mobile device you have.

It can take up to 24 hours before the Office365 Outlook Web Mail client becomes visible in your Office365 account
There is a period of time after your mailbox has been migrated to Office365 before the mail tile will show up in your account that allows you to connect to mail via a browser interface.

Exchange.uky.edu/OWA redirects to Office365
Once your mailbox has been migrated to Office365 you will no longer be able to access Outlook Web Access via exchange.uky.edu/owa as in the past. Login attempts will be greeted with the following:

Which will take you to our main Office365 login page. In the future to access your mail via the web, simply login to our Office365 portal at Office365.uky.edu and click the mail tile.
Mailbox and Calendar delegation breaks across premises
Users will not be able to send on behalf or send as if the delegate and the delegated mailbox does not reside on the same platform (O365 vs on-premises). Across premises permissions are not supported by Microsoft. Mailboxes (user, room, shared, equipment) and their delegates must be on the same platform. Calendar's will display Free/Busy information across premises only unless the calendar is published to the internet. Calendar based permissions will no longer work for across premises delegates.

Users that an Office365 mailbox and a mail delivery address to a remote mail system will need to check both services for their emails
If you do not plan to check your Office365 account regularly, you should redirect email from your University Email Address back to your other preferred personal account.

My Lync Instant Messaging Conversations from the Office365 web client are not showing up in my mailbox Conversation History folder.
This functionality is unfortunately not available from the web based instant messaging client.

Auto reply still sends notifications even though setting is disabled after mailbox moved to Office365
If the Out of Office message is enabled before a mailbox is migrated to Office365, the automatic reply will remain active even though the setting is disabled. To correct this, login to Outlook Web App (OWA - https://exchange.uky.edu) and save a new Out of Office message. Next, disable this feature. How to configure Automatic Replies using OWA
When configuring Outlook 2016, the client hangs on "Searching for your mail server settings..."

To correct this issue, you must add the following registry key and then restart the email account configuration wizard. UKAT strongly recommends that your departmental desktop support team make this update to the Registry. Incorrectly modifying the Registry could cause complete failure of the Operating System.

HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\AutoDiscover\n
DWORD: ExcludeHttpsRootDomain

Value: 1