KB

Title: YF - O365 - eMail - Chinese - Outlook如何启用联机归档
Description:

这篇文章介绍如何使用联机归档：

在Office 365中，将邮件归档使用户减少更多邮件存储空间，从而让用户的邮箱保持"健康"。 因此Retention policy策略能够更好地帮助用户保留大量往年冗余的邮件， 以备不时之需。延 锋的邮箱用户可以选择以下几种策略：

1. 用户超过1年的邮件归档（拥有超过1年的邮件自动转入存档邮箱）

2. 用户超过2年的邮件归档（拥有超过2年的邮件转入存档邮箱）

3. 用户超过5年的邮件归档（拥有超过5年的邮件转入存档邮箱）

4. 不存入归档（ 电子邮件不进入归档）

如何在Outlook客户端配置retention policy (归档策略)

1. 选择您想要分配保留策略的文件夹。在顶部，单击folder，然后单击policy。

2. 在弹出的表格中，找到在线档案部分，点击下拉箭头，你会发现可用的保留策略。 如何在OWA (Outlook Web Access) 页面配置Retention policy (归档策略)

1. 登录365版本mailbox：portal.office.com

2. 选择您想要分配保留策略的文件夹，右键单击，您将在屏幕下方看到并选择保留策略并右 键。

Title: Auto Reply E-Mail Issue

Description:

今天下午，很多用户收到了自动回复消息，这些消息是由于O365团队进行维护而意外发送 的。如果用户收到了这样的自动回复，请忽略。邮件内容如下：

Dear Sender,
This is an automatic reply. The recipient has left the company. This

mailbox is no longer available.

如果用户受到影响，可能会收到一封包含以下步骤的邮件， 以确保未来的外出办公室消息准确 无误。我们的歉意给所有受影响的用户。

Title: YF - 信息系统整合项目 Information System Integration
Description:
YF信息系统整合项目将于6月18日正式启动，届时YF总部（YFHQ）、YF科技（YFT）、 YF智能安全（YFSS）及YF木桥（YFW）所有用户邮箱后缀将统一调整为@YF.com 。YF汽车内饰（YFAI）信息系统服务将整合至新平台，用户邮箱后缀暂时保 持不变。YF安道拓（YFAS）及YF安道拓机械部件（ Keiper）预计将在今年10月完成迁移，其用户的邮箱后缀也将调整为@YF.com 。其他YF直属公司的邮箱及信息系统服 务，暂时不变。
整合后Email规范标准及实施：
- 邮件地址：名.姓[序列号]@YF.com
- 邮件显示名： 中国用户：姓, 名 (所属公司, 个人辨识符, 城市, 国家) 邮箱变更将按照以下3个步骤实施：
1. 步骤1（2019/6/18-2019/6/30）：将您的邮件地址变更为@YF.com ，并在邮件显示名 处增加业务单元信息。
2. 步骤2（2019/7/1-2019/9/25）：Office 365登录名变更为@YF.com ，并分批次对用户 生效。
3. 步骤3（2019/9/26）：停止原邮件地址的使用 。

Title: YF - 信息系统整合项目之Email变更 - O365登陆名变更后用 户手册
Description:
根据YF信息系统基础架构整合项目的第二阶段（2019/07/01 – 2019/09/25）需要，公司 员工将统一将Office 365登录名变更为@YF.com 。 IT部门将对用户的o365登陆名信息进 行相应变更。为保证O365账号在调整中与调整后正常使用 ，请仔细阅读以下手册， 以了解和 配合此调整。
具体指导步骤:
1. 重新登录您的Outlook邮箱。 IT会要求您在预定的时间重新登录您的Outlook邮箱。
2. 重新登录Outlook邮箱的操作指导：

- 在 "控制面板"里打开" 邮件"。
- "新建" 并命名配置文件（ Profile）。
- 输入新邮件地址和密码，点击"继续"完成新邮件账号配置。
- 完成配置后，把默认打开outlook使用的Profile改为新建的配置文件，并应用 。 注意事项:

1. Outlook客户端中的邮箱显示名将会发生变化：firstname.lastname@YF.com
2. 新邮件地址将作为SharePoint/Webmail 、Skype 、Teams 、OneDrive的登录名。
3. 原邮件地址仍然可以接收邮件。

Title: YF - 信息系统整合项目之Email变更 - 邮件地址后缀变更后 用户手册
Description:
根据YF信息系统基础架构整合项目的第一阶段（Jun 18 – 30 Jun, 2019）需要，公司员 工将统一规范使用@YF.com作为邮件地址。 IT部门将对用户的邮箱进行相应变更。为保 证在调整中与调整后正常使用邮箱，请仔细阅读以下手册， 以了解和配合邮箱的调整。
用户采取的行动及注意事项:

1. 请将新邮件地址告知联系人 。推荐您使用邮件签名将邮件地址变更告知您的 联系人。

2. 邮件地址将变更为 @YF.com ， 即发出的所有邮件将使用@YF.com。

3. 邮件显示名将新增业务单元信息。例如：原显示名为Zhang, San (Sherwin,Shanghai,CN) 的用户，在变 更后成为Zhang, San (YFHQ, Sherwin, Shanghai,CN)。

4. 您原先的邮件地址仍然可以接收邮件（2019/9/26停止接收邮件）。

5. 请继续使用你的原邮箱地址作为SharePoint/Webmail 、Skype 、Teams 、OneDrive的登陆 名。

Title: YF - 信息系统整合项目之Email变更 - 原邮箱停用后用户手 册
Description:
根据YF信息系统基础架构整合项目的第三阶段（2019/09/26）需要，公司员工的原邮箱 地址将被停用 。发件人发邮件到原邮件地址将收到退信提示" 收件人不存在"。

Title: YF - AADsync Server - How to Use Script to Remove License

Description:
本文提供通过运行脚本移除许可证的逐步说明。

1. 使用管理员账户登录AADSync服务器 (172.28.16.56)。

2. 创建一个名为 'currentdate.csv' 的新CSV文件（如 'DimissionUser20160713.csv'），放置 在 C:\mails。

3. 运行脚本。编辑脚本 with PowerShell SEC:\Mail\removelicense.ps1。

4. 确认结果。

Title: YF - AD - How to Covert Email Address

Description:
本文描述了将电子邮件地址更改为 YFAI.com 的步骤。

1. 打开Active Directory用户和计算机，并更改James的电子邮件为 james.daugherty@YFai.com。

2. 确认UPN和Global ID是否为新格式。如果不是，请根据YFAI命名规则分配唯一Global ID 和UPN。

3. 登录AAD-sync服务器 (172.28.16.56)，执行命令：

```
Import-module msonline Connect-MsolService
Set-MsolUserPrincipalName -UserPrincipalName "james.daugherty@YF-
usa.com" -NewUserPrincipalName "james.daughty@YFai.com"
```

Title: YF - AD - Manage SSL Certificate Request

Description:
SSL（Secure Sockets Layer）是建立Web服务器和浏览器之间加密链接的标准安全技术。要 获取证书，必须在服务器上创建证书签名请求（CSR）。该过程会在服务器上创建私钥和公
钥。CSR数据文件包含公共密钥。CA（证书颁发机构）使用CSR数据文件创建与您的私钥匹 配的数据结构，而不泄露密钥本身。安装SSL证书后，您还需要安装中间证书以验证SSL证书 的可信度。
申请内部SSL证书的步骤：

1. 应用程序所有者和站点IT填写相关服务器或域的完全限定域名（ FQDN）等必要信息。

2. 全球服务台应确认是否有BAM和AD核心团队的批准，并将事件工单分配给 it.directory- service-lv2.gl。

Knowledge Base

Title: YF - AD - Owner of Distribution List Cannot Send Email Using DL

Description:
This article provides the troubleshooting steps when a distribution list owner cannot send email using DL.

Error Message:
A mailbox is moved from the on-premises to the Exchange Online organization. Troubleshooting:
1. First thing to check when above error code occurs is the permission on Distribution List.

2. User Type: -> Owner or Member

3. Send as: Add the user

4. If all are checked including OWA and an Outlook profile is rebuilt, but problem remains with the same error, then check following:
o   legacyExchangeDN o   proxyAddresses

5. Remove what you see in proxyAddresses "Exchange Administrative Group" then copy   and paste the "legacyExchangeDN" then add "X500" before "/o" inside proxyAddresses, wait for or force directory synchronization to occur by running AD sync.

Title: YF - change Email Address

Description:
This article outlineshow to change email address in China region.

Details:
If a user wants to change his email address, gather the user's old and new email addresses, and dispatch a ticket to the L2 O365 team.

Title: YF - EUC - PC - Enable Screen Saver Change

Description:
Screen saver is a useful function to protect your PC from unauthorized access when you

leave it. Normally we set the auto-lock screen within 5 minutes, but in production environments, they may request preventing auto lock screen.
Troubleshooting Steps:
1. Search and run gpedit.msc .
2. Navigate to "Prevent changing screen saver," which should now be showing "Enable."
3. Check "Not Configured" and click "OK."
4. Log off and log in again to enable modifying the screen saver.

Title: YF - EUC - PC - Solution of Windows 'Switch user ' Grey Out Issue

Description:
The "Switch user" button is greyed out at the Start button on YF factory image 2.0 - Windows 7.

Resolution:

1. Run "APPwiz.cpl".
2. If the user has installed the 'Cisco Anyconnect Start Before Login Module,' uninstall it and restart the computer.

Title: YF - EUC - PC - Windows and Office Activation Manual Step with KMS

Description:
Windows 7/10 and Office 2013 traditional (Not Office365 subscription) within YF domain can be automatically activated via KMS.

Steps:

1. Manually specify the KMS server for activation:

cscript c:\windows\system32\slmgr.vbs -skms
de0012vm0111.YFco.YFco.com

2. Send activation request:

```
cscript c:\windows\system32\slmgr.vbs -ato
```

Title: YF - EUC - Windows upgrade project Homepage: Windows 7 to Windows 10 & Office to Office 365 2016 (POC)
Description:
This page summarizes all the information of the project for Windows 10 and Office365 upgrade background, timeline, and objective tasks goals at each phase.

Title: YF - Exchange Online - Cannot See the Detailed Information of Meeting Room in Scheduling Assistant

Description:
This article provides instructions on how to solve the problem when you cannot see the detailed information of the meeting room in the scheduling assistant.

Steps:

1. Check calendar's permission by running the following command:

Get-MailboxFolderPermission roommailboxupn:\calendar

2. Change the access right for default users to "LimitedDetails."

Title: YF - Lync/Skype for business cannot log on

Description:
This article outlineshow to resolve the issue when Lync/Skype for Business cannot sign in for the China region.

Steps:

1. Check network connectivity.
2. Open Internet Explorer and check IE proxy settings.
3. Guide the user credentials by logging into https://outlook.office365.com/.
4. Change the input method to EN US keyboard.
5. Click "Delete my sign-in info" link on the sign-in window.

Title: YF - Microsoft Teams - Microsoft Teams Meeting Add- in Is Missing From Outlook Calendar

Description:
This article provides steps to resolve the issue when the Microsoft Teams Meeting Add-in is missing from the Outlook Calendar.

Steps:

1. Install the Teams app from the Microsoft Teams site or Software Center.
2. Run Outlook in normal user mode.
3. Download, install, and sign into Teams and then restart Teams and Outlook.

Title: YF - MS Excel - File Cannot be Opened

Description:
Some Excel files are not openable with the following error. Excel opens in read-only mode, and editing functions are disabled.

Steps:

1. Turn off Protected View.
2. Turn Macros On.

Title: YF - O365 - Add Shared Mailbox as an Additional Account in Outlook 2016

Description:
Steps to add a shared mailbox as an additional account in Outlook 2016. Steps:
1. Click the File menu in Outlook 2016, then hit Add Account.
2. Enter the shared mailbox address and hit Connect.
3. Follow the prompts to authenticate.

Title: YF - O365 - Dashboard Introduction

Description:
This article represents the Office 365 Admin Center and Dashboard. Features:

- Users: Create, Update, or Delete users in the organization.
- Groups: Create and manage security groups.
- Billing: View, Purchase, or Cancel Office 365 subscriptions.
- Support: Quickly view top issues and create service requests.

Title: YF - O365 - eMail - ATP (Advance Threat Protection) Pilot

Description:
ATP (Advanced Threats Protection) has two functions: Safe Link and Safe Attachment. Users involved in the pilot:
o   Ajay Karajgi (Mississauga, CA)
o   Amarjeet Belha (Mississauga, CA)
o   Ami Patel (Mississauga, CA) Troubleshooting:
1. If users receive a message about a malicious attachment, Service Desk sends a ticket to the Security Team.
2. If users receive a message about a malicious/phishing link, Service Desk creates a ticket to whitelist the URL.

Knowledge Base

Title: YF - O365 - eMail - Attachment Block By Exchange Server As Malware

Description:
Users cannot send certain files, especially Excel files, because the Exchange Server blocks them as malware.
Steps:

1. Message trace to confirm the Malware filter blocked this email.

2. If the email status does not show "delivered" and the detail shows "Malware," contact the customer to confirm the attachment file is safe.

3. Workaround: Use WinRAR, WinZip, or 7Zip to compress the files and protect them with a password.

Title: YF - O365 - eMail - Chinese - Outlook - 在outlook中点击 link会报错
Description:
This article represents the issue when clicking a hyperlink in Outlook.

Details:
在outlook中点击link会报错。可能的原因：Office 曾覆盖安装 (in-place upgrade)。 诊断步骤：

1. 在Office Word中点击一个hyperlink是否会报同样的错误。如果是，跳转到步骤3。

2. 如果Word中没有问题，请参照这篇文章步骤https://support.microsoft.com/en- us/kb/310049，如果问题还不能解决，升级到it.o365-lv2.gl。

3. 在控制面板中将默认程序设置为Internet Explorer。

Title: YF - O365 - eMail - Deal With False Junked Email

Description:
Microsoft mail system will detect spam email automatically and move spam email to the
Junk folder by default. If there is any false positive junk email (normal email but was marked as spam) or false negative junk email (spam email but was not marked as spam), follow
below steps to whitelist or block them manually from OWA or in Outlook client.

Steps:

1. Configuration in OWA: Enter OWA (webmail) https://outlook.office365.com/owa.

2. Add sender's email address or domain into the Safe Senders and Recipients field for false positive junk email.

3. Add sender's email address or domain into the Blocked Senders list for false negative junk email.

Title: YF - O365 - eMail - Email Attachment is Replaced with Malware Alert Message

Description:
Some users may find that attachments in an email are missing or replaced with a TXT file named "Malware Alert Text.txt."
Reason:
If there is any attachment that contains malware in an email, Microsoft mail server will quarantine the attachment and replace it with a TXT file.

Support Details:
Once users find any emails in the above format, please kindly contact IT support team it.o365-lv2.YF.gl for further action.

Title: YF - O365 - eMail - Email Cannot Send to External

Description:
中国部分用户无法发送邮件到外部邮箱。 内部邮件发送无问题。
原因：
出于安全因素，技术中心经理Yang,Zhimin (Jerry,Shanghai,CN)要求部分国内用户无法发送邮 件到外部邮箱。
Instruction Steps:

1. 查看Outlook地址簿: Open Address Book in Outlook.
2. 双击打开联络卡，查看Member Of页面。
3. 如果您是邮件组Sent External Forbidden成员，可以看到这个邮件组。
4. 双击邮件组Sent External Forbidden查看邮件组Owner，联系Owner释放权限。

Title: YF - O365 - eMail - Email Encryption User Guide

Description:
This article represents the Email Encryption User Guide for all Germany site Gifhorn/Hattorf employees.

Steps:

1. Download Personal certificate and internal CA certificate.

2. Download Christian certificate from VW website:
http://certdist.volkswagen.de/pdcert/certdist/index.jsp.

3. Follow the steps to encrypt email.

Title: YF - O365 - eMail - End User Influences After ATP Enabled

Description:
This document describes what end users will see when links/attachments have threats detected.
Issue Symptoms:
1. Users feel the mail has been delayed.
2. Attachments have been deleted and replaced by "Malware Alert Text.txt."
3. When clicking links within mail, background scanning occurs.

Title: YF - O365 - eMail - Error When Click On Hyperlink

Description:
When clicking a hyperlink in Outlook, the following error message pops up. Diagnostic steps:
1. Click on a hyperlink in Office Word, if appears the same error, go to step 3.

2. If this issue does not occur while clicking a link in Word, follow the steps of this article:
https://support.microsoft.com/en-us/kb/310049.

3. Go to Control Panel -> Programs -> Default program -> Set Associations and set it to Internet Explorer.

Title: YF - O365 - eMail - Grant Full Shared Mailbox Access for A User Through Powershell
Description:
For the Microsoft server's error, we cannot grant full mailbox access for a user in Office 365 admin center.
Steps:

1. Run commands to edit permissions through PowerShell.
2. Add-MailboxPermission -Identity sharedmailboxupn -User usermailboxupn AccessRights FullAccess.

Title: YF - O365 - eMail - How to Create New Profile in Outlook

Description:
This document describes the steps to create a new Outlook profile with YF Email Account on MT cloud.
Steps:

1. Open control panel.
2. Look for "Mail."
3. Click "Mail."
4. Click "Add" Profile.
5. Input the name.
6. Select "E-mail Account."

Title: YF - O365 - eMail - How To Create O365 Groups in Outlook Web Admin

Description:
This document representshow to create O365 groups in Outlook Web Admin. Steps:
1. Go to http://outlook.office365.com.
2. Login with administrator's account.
3. Click People.
4. Click Create on the left column.

Title: YF - O365 - eMail - How to Manage Group Membership by Group Owner

Description:
Group owner manages group membership. Steps:
1. In Outlook, Open Address books, select Global Address List, find the group by name.
2. Click Modify members, and perform add or remove action.

Title: YF - O365 - eMail - How to Manually Configure Outlook

Description:
This document describes the steps to manually configure the Outlook profile, suitable for Outlook 2010 and 2013.
Steps:

1. Click Control Panel.
2. Search Mail.
3. In the searched control panel result, click Mail.
4. Click "Show profile."
5. Click add -> type profile name (i.e., cloud).

Title: YF - O365 - eMail - How to Perform a Full Copy for Your Existing Email Account
Description:
This article provides the instruction on how to perform a full copy for an existing email account.
Steps:

1. Click on File -> Info -> Account Settings -> Account Settings.
2. In the Email tab, select email profile (YFAI or YF) and then click Change.
3. Adjust Mail to keep offline under Offline Settings from 12 months to All.

Title: YF - O365 - eMail - How to Search for Large File in Outlook

Description:
This article outlineshow to search for large files in Outlook. Steps:
1. Click on the Search bar and "Search Tools" will pop up.
2. In Advanced Find, select the searching area to the parent folder, ensure "Search Subfolders" is checked, and input parameters to filter mail larger > 25MB.

Title: YF - O365 - eMail - How to Send as Other Email Address

Description:
This article outlineshow to send as other email addresses. Steps:
1. Open Outlook, new an email, then click From and Other E-mail Address.
2. Type the address which the user has "send as" permission.

Title: YF - O365 - eMail - How to Setup Calendar Events from E-mail
Description:
This article representshow to setup calendar events from email for users who do not want emails to post to events.

Steps:

1. Sign in YF SharePoint: https://myYFai.sharepoint.com/en-us/Pages/YF.aspx.
2. Click Apps icon (top left-hand side corner).
3. Click Mail.

Title: YF - O365 - eMail - No From Button in A New Email Window in Outlook

Description:
When a user has more than one mailbox configured in Outlook, the user can choose sent from accordingly.

Steps:

1. Start a new email by clicking the New Email button.
2. Click OPTIONS tab and click From option.

Title: YF - O365 - eMail - Outlook 2013 and Outlook 2016 Import Outlook items from a .pst file

Description:
This article outlineshow to import Outlook items from a .pst file. Steps:
1. At the top of your Outlook 2013 or 2016 ribbon, choose File.
2. Choose Open & Export > Import/Export.

Title: YF - O365 - eMail - Outlook 2013 stops at the loading profile

Description:
This article outlineshow to resolve the issue when Outlook 2013 hangs during the Loading Profile dialog.

Resolution:

1. Temporary workaround: Add the Disable Hardware Acceleration registry sub-key.
2. Recommended long-term solution: Update video drivers to the latest version.

Title: YF - O365 - eMail - 如何在Outlook Web Admin中自行创 建O365群组
Description:
这篇文档介绍用户如何在Outlook Web Admin中自行创建O365群组。 Steps:
1. 打开http://outlook.office365.com。
2. 使用您的账号登录后，在右上角选择"People"。
3. 在左边栏点击"创建"。并填写所创建的群组的显示名以及邮箱地址。

Title: YF - O365 - How to Apply YFAI office365 account with existing GID

Description:
This article outlineshow to apply for an Office 365 account when a new employee has a GID (username).

Steps:

1. Document the user's existing YFAI GID.
2. Detailed location address: [Country/ Office or Plant Site/building/floor/seat].
3. Assign the ticket to it.o365-l2.YF.gl support group.

Title: YF - O365 - License Assignment Steps

Description:
This article representshow to checkuser's license and assign licenses. Steps:
1. In admin centre, choose "Users."
2. Click "Active users."
3. In the Search textbox, type the e-mail address of the user.

Title: YF - O365 - Mailbox Delegation Access Clarification

Description:
This article explains mailbox delegation access. Steps:
1. Send As: Allows a delegate to send email from this mailbox.
2. Send on Behalf: Allows the delegate to send email on behalf of this mailbox.
3. Full Access: Allows a delegate to open this mailbox and behave as the mailbox owner.

Title: YF - O365 - O365 License Model for Shopfloor PC

Description:
This article describes the Microsoft Office license model for shop floor computers. Steps:
1. For Windows 7 64-bit Image (v4.0/v4.1), no changes needed.
2. For Windows 7 64-bit Image (v2.0/v3.0), uninstall O365 2013 and install Office 2013 from SCCM Software Center.

Title: YF - O365 - Office - How to Active MS Office 2010 & 2013

Description:
When users encounter issues that MS Office is not activated, Service Desk can try to activate MS Office instead of reinstallation.
Steps:

1. Click Start -> type cmd in Search Programs and Files field.
2. Run command lpconfig /flushdns to clear DNS.
3. Run command nslookup -type=srv _vlmcs.

以下是按照您的要求整理的标准 KB 格式内容，保持原文不翻译：

Knowledge Base

Title: YF - O365 - Office - How to Active MS Office 2010 & 2013
Description:
When users encounter issues that MS Office is not activated, Service Desk can try to
activate MS Office instead of reinstallation by referring to the following troubleshooting steps, which should work for both MS Office 2013 & 2010.
Steps:

1. Click Start -> type cmd in Search Programs and Files field -> Click Enter key.
2. Run command lpconfig /flushdns to clear DNS.
3. Run command nslookup -type=s rv _vlmcs._tcp to get the following result: Svr hostname = YFnhqvm0056.YFco.YFco.com
port = 1688
4. Open the root folder Office15 by running the following commands:
a) Type cd C:\Program Files (x86)\Microsoft Office\Office15 and then click Enter or cd C:\Program Files\Microsoft Office\Office15
b) Continually type: cscript OSPP.vbs /dstatus
c) Continually type: cscript OSPP.vbs /act
If the problem remains, escalate a ticket to it.O365-lv2.gl team.

Title: YF - O365 - Office - Office Shows Inactivated or Failed to Activate

Description:
Microsoft Office shows inactivated after being activated for over 1 month. Trying to sign out
and sign in again still results in problems. Steps:
1. Confirm Office active script exists.
2. Confirm Office version.
3. Activate Office.

Detailed Steps:

1. Openoffice install path, check if file OSPP.VBS exists:
- If Office version is 32-bit,the source pathis C:\Program Files (x86)\Microsoft Office\Office16 .
- If Office version is 64-bit,the source pathis C:\Program Files\Microsoft Office\Office16 .
- For Office 2013, the folder name is Office15 . 2. Confirm the Office version:
- Open any Office App, go to File > Account.
- If Office version shows Office 365 ProPlus , never use OSPP.VBS /act to activate Office 365 version.
3. Detailed Troubleshooting Steps:
- Open an Office application, go to File > Account, then sign out your account first. - Close all Office
apps, including OneDrive for Business and Skype for Business.
- Find out the OSPP.VBS script location. 。 Run cmd as an admin.
- Navigate to OSPP.VBS script location: CD C:\Program Files (x86)\Microsoft Office\Office16\ .
- Display the Current License(s): cscript ospp.vbs /dstatus . - Remove the product key: cscript ospp.vbs
/unpkey:C7HTD .
- Remove Credential cache: Go to Control Panel > Credential Manager. Under Generic Credentials,
locate all items for MicrosoftOffice16 or
MicrosoftOffice15_... , expand each line item, then click remove.
- Open an Office app, then sign in the account to activate it.

Title: YF - O365 - Office - Uninstall Office 2010 and Install Office 2016

Description:
Since Office 2010 is an old version of Office software and Microsoft has already terminated support on it, for YF users who are still using Office 2010, they may upgrade it to
Office 2016.

Steps:

1. Uninstall Office 2010:
- From Control Panel: Click Start > Control Panel > Programs > Programs and Features.
- Right-click the Office application you want to remove, and then click Uninstall.
- Follow the instructions on the screen to uninstall Office 2010. 2. If above steps cannot remove all MS Office components:
- Uninstall Office 2010 completely by using Microsoft easy fix tool.
- Download the easy fix tool via: https://support.office.com/en-ie/article/Uninstall-   Office-from-a-PC-9dd49b83-264a-477a-8fcc-2fdf5dbf61d8#OfficeVersion=2010.
3. Install Office 2016:
- Navigate to Software Center: Please click Start, and then navigate to Software Center.
- Find the Microsoft Office O365 ProPlus. • Click Install to install Office 2016.

Title: YF - O365 - OneDrive - ONEDRIVE 1TB ONLINE SPACE TO BACKUP YOUR IMPORTANT DATA

Description:
This document provides information about OneDrive's 1TB online space to back up important data.

Title: YF - O365 - OneDrive - OneDrive File Name Limitations

Description:
This document outlines OneDrive file name limitations. Steps:

1. Upgrade OneDrive for Business to Office365 2016 Client, the latest version can support full path file name not exceeding 400 characters.

- [Folder full path + Filename] should not exceed 400 characters.

2. File name should not include ＜ , ＞ , ： , " , ｜ , ？ , * , ／ , ＼ , and other special characters.

Title: YF - O365 - SharePoint - Chinese - 信息权限管理　RMS/IRM (Information Rights Management) 用户手册(中文版)

Description:

信息权限管理 (IRM) 用于帮助控制和保护从SharePoint文档库中下载的文件。 IRM可以：

1. 限制用户可以对SharePoint文档库中下载的文件执行的操作；

2. 加密下载的文件；

3. 限制允许对这些文件进行解密的用户和程序集；

4. 限制有权限读取文件的用户执行打印、复制文件等类似操作。

Steps:

1. 打开需要配置IRM的SharePoint文档库或其网站。

2. 单击右上角设置图标（齿轮图标），展开"设置"。

3. 点击搜索结果" 网站内容"，找到要设置IRM的文档库。

4. 移动鼠标至要设置的文档库，点击弹出"设置"。

5. 在"设置"界面点击"信息权限管理"。

6. 开始配置权限设置。

7. 在"信息权限管理设置"页 上，选中"下载时限制此库的权限"复选框。

8. 创建权限策略标题框，键入一个描述性名称。

9. 添加一个权限策略说明框，键入将向使用此列表或库的人员显示的说明。

Title: YF - O365 - Skype - Add self in Skype meeting through outlook calendar

Description:
This article outlineshow to add oneself in a Skype meeting through the Outlook calendar. Steps:
1. Open Outlook, ensure that Skype is in login state, click on the calendar icon, select double-click to open the meeting in your calendar.
2. Click Join Skype Meeting to participate in the Skype session.

Title: YF - O365 - Skype - Cannot Sign In to Skype for Business

Description:
This article provides troubleshooting steps when users cannot sign in to Skype for Business. Steps:
1. Check network connectivity and user credentials by logging into https://outlook.office365.com/.

2. If the user can log in successfully, proceed. If not, raise a ticket to L2 team.

3. Closed all Office applications like Excel, Outlook, and Skype.

4. Remove users SIP profile from:
C:\Users\%username%\AppData\Local\Microsoft\Office\15.0\Lync .

5. In Credential Manager, delete all credentials started with MicrosoftOffice15_data by clicking "Remove from vault" under each item.

6. Start Skype and Outlook, enter YFAI credentials again and check "Remember credentials".

Title: YF - O365 - Skype - How to Configure Skype Federation

Description:
This article provides steps to configure Skype federation. Steps:
1. Let the user fill out the YFAI_Skype Federation Request Form.
2. Go to Admin Centers / Skype for Business.
3. Click Organization > External Communications > Click "+".
4. Add domain name under Add a domain and click the add button.

Title: YF - O365 - Skype - How to Log in Skype with New YFAI password

Description:
This article outlineshow to log in to Skype with a new YF password. Steps:

1. Click "Still not working? See if you can fix it."
2. Go to File and click 'Sign out' or 'Exit' .
3. Reopen Skype and click 'Delete my sign-in info' and then sign in with the new password.

Title: YF - O365 - Skype - How to Record Conference During Skype Meeting

Description:
This article outlineshow to record a conference during a Skype meeting. Steps:
1. Enter the Skype session, click on the bottom of the dialog box and press the click to Start Recording.

2. Same location as Stop Recording to stop recording.

3. Manage recording to view recorded content.

Title: YF - O365 - Skype - How to Schedule Skype Meeting

Description:
This article outlineshow to schedule a Skype meeting. Steps:
1. Open Outlook and go to your calendar.

2. On the Home tab ribbon, in the Skype Meeting section, click New Skype Meeting.

3. Set up the meeting as usual:
- In the To box, type the email address of each person you're inviting, separated by semicolons.
- In the Subject box, type a name for the meeting. • Select a start time and end time.

4. In the meeting area, type an agenda. Be careful not to change any of the Skype meeting information.

Title: YF - O365 - Skype - How to Search Meeting Room in Skype Business Through Outlook

Description:
This article outlineshow to search for a meeting room in Skype Business through Outlook. Steps:
1. Open Outlook, ensure that Skype is in login state, click on the new items, and select the appropriate type of meeting.
2. Use the Room Finder to the right of selection meeting room. If no Room Finder on the right side, choose the Room Finder at the top of the meeting options.

Title: YF - O365 - Skype - How to Sync and Receive Skype Meeting Reminder Using Mobile

Description:
This article outlineshow to sync and receive Skype meeting reminders using mobile devices.
Steps for iOS:

1. Settings > mail, contacts, calendars > add > Exchange.
2. Enter your email address and password, and follow the prompts. Steps for Android:
1. Open phone settings-synchronization-add account, select the company (or Exchange).
2. Fill in the email address and password, then click Next. Steps for Windows Phone:
1. First interface right at the beginning, and locate and select "settings," click on "email + account" >>> "add account."
2. Select "Outlook."

Title: YF - O365 - Skype - How to Troubleshoot Sign-in Issue in Skype for Business Online

Description:
This article provides troubleshooting steps for sign-in issues in Skype for Business Online. Steps:

1. When receiving GSD ITSP tickets about sign-in issues, the first thing to check is the license. After that, make sure the user can loginto portal.office.com.
2. Check in AD (all Lv2 knowshow to get to the attribute) and follow what you see in the below image.
3. Edit the SIP domain from "jci.com" to "YFai.com," refresh the AD, and run AD sync.

Title: YF - O365 - Skype - Set meeting presenter as "Only Me" for Skype Business

Description:
This article outlineshow to set the meeting presenter as "Only Me" for Skype Business. Steps:
1. Open Outlook, ensure that Skype is in login state, click on the new items, and select a Skype meeting.
2. Click on the toolbar at the top of Meeting Options, select only me as the presenter.

Title: YF - O365 - Skype - Set mute to all Attendees in Skype meeting through Outlook

Description:
This article outlineshow to set mute for all attendees in a Skype meeting through Outlook. Steps:
1. Open Outlook, ensure that Skype is in login state, click on the new items, and select a Skype meeting.
2. Click on the toolbar at the top of Meeting Options, select mute all attendees.

Title: YF - O365 - Skype - Set video block attendees in Skype meeting through Outlook

Description:
This article outlineshow to block video for all attendees in a Skype meeting through Outlook. Steps:

1. Open Outlook, ensure that Skype is in login state, click on the new items, and select a Skype meeting.
2. Click on the toolbar at the top of Meeting Options, select block attendees'video.

Title: YF - O365 - Skype - Skype Conferences, How to Create a Meeting Notes

Description:
This article outlineshow to create meeting notes in Skype conferences. Steps:
1. Enter the Skype session, click the screen button at the bottom of the dialog box, and click my notes.

Knowledge Base

Title: YF - O365 - Skype - Skype Meeting Option Missing in Calendar Ribbon

Description:
Skype meeting option is missing from the Outlook Calendar ribbon. Steps:
1. Close Outlook and start Outlook via YFAI Elevated (enter reason when asked), Run as administrator, or Run as different user (enter credential when asked).
2. After opening Outlook, click File -> Options.
3. In the Outlook Options window, click Add-Ins. Then at the bottom, select COM Add-ins for Manage, click Go... button.
4. In the COM Add-Ins dialog box, check the box in front of Skype Meeting Add-in for Microsoft Office 2013. Click OK.
5. Restart Outlook to see if Skype Meeting option is available in Calendar ribbon.
6. If Skype Meeting option is still not available and the box in COM Add-ins becomes unchecked, try following steps: Close Outlook. And open Outlook by right clicking Outlook icon and choosing YFAI Elevated (or Run as different user or Run as
administrator) in drop-down menu; repeat steps above.
Additional Information:
If receive a message while clicking Remove button though YFAI Elevated, Run as

administrator, or Run as different user was used to open Outlook, assign a ticket to site IT asking them to help complete this removal and follow steps below to add the add-in back.

Title: YF - Office 365 - Power BI & E5 License Request

Description:
This document describes the process for requesting a Power BI function/E5 license. Steps:
1. Power BI Desktop becomes available for installation to everyone in SCCM. When installing Power BI desktop from Software Center, there will be a pop-up message about how to get the license. Start the download process.
2. A popup notification will appear when starting the installation indicating that the application is already installed.
NOTE: From Nov 13rd, 2020, the mailbox of bi.help@YFai.com will be closed, so SD should help the user submit a ticket to it.o365-lv2.YF.gl for license request.

Title: YF - SharePoint - SharePoint Webpage Co-Editing

Description:
This document outlineshow to use SharePoint webpage co-editing. Steps:
1. User A adds a collaborative editing member (User B) after creating a site.
2. User A creates an edit page, clicks Save and close to save the draft page.
3. Member User B can view the draft page and edit it to save as a draft or publish it directly.
4. If User B edits the page while User A is just editing it at that time, it will prompt "User A is editing this page. Please try again later."

Suggestion:
Page owner is responsible for final publishing, and other members just edit and save as drafts. When editing is finished, the members notify the owner to publish the final page.

Title: YF - SSL - How to Apply External SSL Certificate

Description:
This document provides instructions on how to apply for an external SSL certificate.

Steps:

1. Create a Certificate Signing Request (CSR) file to apply for an external certificate from trusted certification authorities such as GoDaddy, GlobalSign, and GeoTrust.
2. Go to their official website to submit SSL certificate requests.
3. External SSL certificates should be utilized for vendor-managed servers, like cloud- based application servers with managed service from vendors.
Additional Information:
If the requester wants to apply for an external SSL certificate, they should purchase it in its first year.

Title: YF - Teams - Teams Quick Start / 快速入门

Description:
This document is designed to help users quickly understand the main functions of Teams and the differences compared to Skype.

Steps:

1. Initiate a new chat in Teams:
- With added contacts, click the contact and start chatting.
- If the user is not added as a contact, click New Chat, input the contact's name, write the chat content, and click Send.
- To chat with external users, go to the command box at the top of Teams and input the external user's email address, then click "External Search" to initiate the chat.
2. Create a Teams team:
- Click Teams on the left side of the application, then click Join or Create Team at the bottom of the team list.
- Choose Create New Team and select whether to build it from scratch (Private or Public).
3. Collaborative Editing:
- Use the "Online Edit" feature in Teams > Channels to collaboratively edit common office files like Word, Excel, and PowerPoint without version conflicts.
Additional Information:
To add external users as "YF Teams Guests," go to the team name, click More Options -> Add Members, input the guest's email address, and click Add.

Title: YF - Exchange Online - Guide for White Listing Domains

Description:
This article provides instructions on how to whitelist domains in Exchange Online. Steps:
1. Log into your Office 365 tenant.
2. Click Admin and then Exchange.
3. Click mail flow in the navigation panel, Rules are displayed by default. Click on the down arrow next to + and then click Bypass spam filtering.
4. Give the rule a descriptive name like "Domain White List".
5. Click the dropdown on "Apply this rule if..." and select The Sender and domain is.
6. Enter the domain you want to whitelist in the domain list box and click + to add it and click Ok.

Title: YF - Exchange Online - How to Prevent Contractors From Sending Mails

Description:
This article provides instructions on how to prevent contractors from sending emails. Steps:
1. Create a distribution group first. Add these users into it.
2. Make a rule in the EOP. Provide a name to the rule and add conditions under "Apply this rule if...".
- The sender is the member of ... "group name".
- The recipient is located ... "Outside the organization".
3. Add exceptions: Reject this mail with the explanation example: according to the TC security policy ....
Notify the recipient with a message ... Enter text.
4. Save the rule by clicking Save button.

Title: YFAI - End User Validation Process for Call Support

Description:
This document describes the validation process for end users when a call is received. Steps:

1. Ask for Global ID (GID) (preferred) or First or/and Last name.
2. After getting GID, First or/and Last name: try to use following methods to complete end- user validation:
- Method 1: Validation via ITSP. Input user's gid or name in "Enduser" field, validate with user about his/her name, phone number, and report location to complete
validation process.
- Method 2: Validation via AD. If user cannot be found in ITSP, search user's information in AD, if there is, conduct the validation process as Method 1.

Additional Information:
For users from Shanghai Chuansha or YFSS or YFSafety company, GSD team provides the same support.

Title: YFAI - AADsync Server - How to Get Last Logon Time of All Mailboxes

Description:
This article provides step-by-step instructions on how to get the last logon time of all mailboxes.
Steps:

1. Log into AADSync (172.28.16.56) with the admin account. Delete LastLogonData.csv (C:\O365\logonstat:\ LastLogonData.csv).
2. Run script. Edit the script with PowerShell SE. C:\O365\logonstat:\ get-2.ps1.
3. It will take about ten hours for PowerShell to complete this mission. A new LastLogonData.csv file will be created.

Title: YFAI - Concur Travel and Expense - Gates Replacement

Description:
This document outlines the troubleshooting steps for accessing Concur Travel and Expense. Steps:
1. Does the user have an Email Address and Employee ID?
- If Yes, User ID to log in is user's email, and initial password is Welcome1. - If No, user has to request an Email address from Human Resources.
2. If the user still cannot login, escalate to It.concur.YFai.gl with the following details: - User full name

- Email Address • Employee ID

Knowledge Base

Title: YFAI - End User Validation Process for Call Support

Description:
This process describeshow the validation with the end user should be done when a call is received.
Steps:

1. Ask for Global ID (GID) (preferred) or First or/and Last name.
2. After getting GID, First or/and Last name: try to use following methods to complete end- user validation:
- Method 1: Validation via ITSP. Input user's gid or name in "Enduser" field, if there is a result, validate with the user about his/her name, phone number, and report
location to complete the validation process.
- Method 2: Validation via AD. If the user cannot be found in ITSP, then search the user's information in AD, if there is, conduct the validation process as Method 1.
Additional Information:

- If the user's Location information is incorrect or blank, SD checks if the user's AD records have no correct location either and notices the user that we will help route a ticket to the   AD team for updating the location.
- If the AD location code is correct but not in ITSP, SD opens a ticket to it.itsm-lv2.YF.gl to check the sync issue.
- If the AD location code is incorrect in both AD & ITSP, SD collects the correct user
GID/Email Address and Location Code and escalates the ticket to it.directory-service- lv2.YF.gl for correction.

Title: YFAI - EUC - DXC - Software Installation Request Handling Process (Non-China Only)
Description:
YFAI makes use of Microsoft Configuration Manager as the client to manage
Software/Application installation at the client end and SCCM server at the Server end, so

that end users can download software from Software Center (hereinafter called: SC) as long as the software is available in the SCCM server.
Steps:

1. Available in Report of Application Packaging Status Report:
- If the user needs software marked as "In Production" ("Status" column in the report) and is in SC, provide the user with how to install software from Software Center to   have it installed.
- NOTE: Google Chrome installation: Before installing "Google Chrome Enterprise 67.0.3396.62 EN" from Software Center, all other versions of Chrome should be uninstalled first, otherwise, the installation will fail.
2. If the user needs licensed software marked as "License Application" in column   "Application Type" in the report:
- SD should ask the user to submit the offering "PC Licensed Software Request" or SD raises it for the user if the user cannot.
- Add the user account and computer name into the AD group after the offering is approved.
3. If the software user needs is an UAT software which is marked as "In UAT" in   column "Application Type" in the report:
- Ask the user if he/she agrees to be a UAT tester:
- If yes, assign a ticket to it.euc-sevice-owner.gl to get approval, and then it.dxc.sccm.gl team will deploy the software to SC in the user's PC.
- If no, the user has to wait until the software is onboarded or In Production in SC.
4. Not Available in Report of Application Packaging Status:
- If there is a software package, SD guides the user to run the execute file (.exe, msi, *vbscript, etc.) with YFAI Run Elevated option (in right-dick-drop-down menu) which can be enabled when "BeyondTrust PowerBroker 7.0.3.35 EN" is installed.
- If there is no software package, SD can escalate a ticket to Site IT team with detail justification to see if they can help with the installation.
- If Site IT also doesn't have the software package and wants this one to be available in SC, SD suggests Site IT submit the offering: Application Installation - Non-
Standard App.

Particular Software Installation Process:
- Kiester 3D -> refer to KB#13474 • Math Cad -> it.ple.cad.YFai.gl
- Optitex -> it.ple.cae.YFai.gl
- Vis Pro -> it.ple.plm.YFai.gl
- Daimler NX or NX 11 -> Should be available in Software Center; it.ple-cad.YFai.gl Minitab 18.1.0.0 EN:

- 64bit (no 32bit) for Windows 7/10 is available in SC and can be installed there. The licensed server is included in the package so no additional server info is required when launched.
- Background Info: During the migration from old version Minitab 17 to Minitab 18, the installation was mandatory by pushing the Minitab 18 to all PCs with Minitab version older than v18. If auto-installation is not successful, manually uninstall earlier version Minitab and try again.

o   Adient TeamCenter (TeamCenter 9 or 11):
- Installation request can be fulfilled by submitting a request in ITARAS. ● YFAI TeamCenter PLM v10:
- Suggest the user go to here and follow the instruction. Any installation issues should be raised to engsys.cad-app-support.na.
- YFAS user's GM TeamCenter installation package: ● Can be downloaded from \us2205vfs001.YFco.YFco.com\appl\win_install\Common\OEM-Launch\oem- launch.exeGM.
- And 'Siemens Application Pre-Requisites MUI' in Software Center is requisite for GM TeamCenter. If YFAS user needs assistance for GM Teamcenter/NX installation,escalate to it.ple-oem.YFai.gl.

o   MS Project Pro 2013 / 2016 and MS Visio Pro 2013 / 2016:
- Can be installed from Software Center. The license can be granted by adding the user global ID and computer (in YFCO) to the following two AD groups:
- asia.vendor.hpeservicedesk.authorizeduser_Project & asia.vendor.hpeservicedesk.Computers_shopped_Project
- asia.vendor.hpeservicedesk.authorizeduser_Visio & asia.vendor.hpeservicedesk.Computers_shopped_Visio
- NOTE: 32bit MS Project & Visio 2013 is compatible with 32bit Win7 OS and 32bit MS Office.
- 64bit MS Project & Visio 2013 is compatible with 64bit Win7 OS and 64bit MS Office.
- For computers (in China) without SCCM, please assign to it.o365-lv2.gl team to install traditional Visio/Project 2013 and activate by using KMS.
- MS Power BI:
- Power BI is a product consisting of "Power BI service" as the online service with "Power BI Desktop" as the client-side program which is available in Software Center to everyone. If the user is licensed with Pro version, he/she can use the Pro-level functions once signed in to Power BI Desktop. For licensing application, escalate a ticket to it.bi-lv2.YFai.gl or refer to Document#12753. ● Oracle Smartview add-in:
- Smart View Add-in is only supported for Desktop version Office which are locally installed on Win 7 and Win 10.

- 32-bit Smart View is compatible only with 32-bit Office, and 64-bit is with 64-bit Office; otherwise, it won't work.
- The latest Smart View package (11.1.2.5.720) can be downloaded from http://phoenixhfm.YFai.com:19000/workspace/index.jsp (need to have HFM access) and Software Center requires YFai network connected.
- AutoCAD:
- Forwarded to Site IT. For AutoCAD or AutoCAD LT license, copy the user the related message from ... For AutoCAD or AutoCAD LT, please communicate the following: .... in article 13474.
- For AutoCAD request in China, please refer to the instruction under the section of "For AutoCAD request in China" in KB13474 YFAI - PL&E Application - AME & Tooling.
- Issue with software installation from Software Center:
- If the software is not in SC as it is supposed to be, SD should conduct troubleshooting for distribution issue investigation and escalate to the support team according to the instruction.
- "If there won't be a solution shortly and the user needs the software urgently, SD can refer to Software Manual Installation Procedure to help install the software."

Title: YF - Exchange Online - Guide for White Listing Domains
Description:
This article provides instructions on how to whitelist domains in Exchange Online. Steps:
1. Log into your Office 365 tenant.
2. Click Admin and then Exchange.
3. Click mail flow in the navigation panel, Rules are displayed by default. Click on the down arrow next to + and then click Bypass spam filtering.
4. Give the rule a descriptive name like "Domain White List".
5. Click the dropdown on "Apply this rule if..." and select The Sender and domain is.

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Description:
This article provides instructions on how to prevent contractors from sending emails.

Steps:

1. Create a distribution group first. Add these users into it.
2. Make a rule in the EOP. Provide a name to the rule and add conditions under "Apply this rule if...".
- The sender is the member of ... "group name".
- The recipient is located ... "Outside the organization".
3. Add exceptions: Reject this mail with the explanation example: according to the TC security policy ....
Notify the recipient with a message ... Enter text. Save the rule by clicking Save button.

Title: YFAI - AADsync Server - How to Get Last Logon Time of All Mailboxes

Description:
This article provides step-by-step instructions on how to get the last logon time of all mailboxes.
Steps:

1. Log into AADSync (172.28.16.56) with the admin account. Delete LastLogonData.csv
(C:\O365\logonstat:\ LastLogonData.csv).
2. Run script. Edit the script with PowerShell SE. C:\O365\logonstat:\ get-2.ps1.
3. It will take about ten hours for PowerShell to complete this mission. A new LastLogonData.csv file will
be created.

Title: YF - Teams - Teams Quick Start / 快速入门
Description:
This document outlineshow to quickly understand the main functions of Teams and the differences
compared to Skype.

Steps:

1. Initiate a new chat in Teams:
- With added contacts, click the contact and start chatting.
- If the user is not added as a contact, click New Chat, input the contact's name, write the chat content,
and click Send.
- To chat with external users, go to the command box at the top of Teams and input the external user's
email address, then click "External Search" to initiate the chat.

2. Create a Teams team:
- Click Teams on the left side of the application, then click Join or Create Team at the bottom of the team list.
- Choose Create New Team and select whether to build it from scratch (Private or Public).

Additional Information:
Collaborative Editing: Use the "Online Edit" feature in Teams > Channels to collaboratively edit common office files like Word, Excel, and PowerPoint without version conflicts.

Title: YF - SSL - How to Apply External SSL Certificate

Description:
This document provides instructions on how to apply for an external SSL certificate. Steps:
1. Create a Certificate Signing Request (CSR) file to apply for an external certificate from trusted certification authorities such as GoDaddy, GlobalSign, and GeoTrust.
2. Go to their official website to submit SSL certificate requests.
3. External SSL certificates should be utilized for vendor-managed servers, like cloud- based application servers with managed service from vendors.

Title: YF - O365 - Skype - Skype Meeting Option Missing in Calendar Ribbon

Description:
Skype meeting option is missing from the Outlook Calendar ribbon. Steps:
1. Close Outlook and start Outlook via YFAI Elevated (enter reason when asked), Run as administrator, or Run as different user (enter credential when asked).
2. After opening Outlook, click File -> Options.
3. In the Outlook Options window, click Add-Ins. Then at the bottom, select COM Add-ins for Manage, click Go... button.
4. In the COM Add-Ins dialog box, check the box in front of Skype Meeting Add-in for Microsoft Office 2013. Click OK.
5. Restart Outlook to see if the Skype Meeting option is available in the Calendar ribbon.

6. If the Skype Meeting option is still not available and the box in COM Add-ins becomes unchecked, try the following steps: Close Outlook. And open Outlook by right-clicking the Outlook icon and choosing YFAI Elevated (or Run as different user or Run as administrator) in the drop-down menu; repeat steps above.

Title: YF - Concur Travel and Expense - Gates Replacement

Description:
This document describes the process for replacing gates in Concur Travel and Expense. Steps:
1. Does the user have an Email Address and Employee ID?
• If Yes, User ID to log in is the user's email, and the initial password is Welcome1. • If No, the user has to request an Email address from Human Resources.
2. If the user still cannot login, escalate to It.concur.YFai.gl with the following details: • The service recipient,
• Whose data cannot be validated in ITSP together with user's first/last name, Email address, Phone number & GID.

Revision History:

Ver.	Date	Document Author	Document Reviewer/Approver	Document Coordinator	Summary of Change(s)
1.0	20-May- 17	Jin.li2@hpe.com	Jin.li2@hpe.com	Jin.li2@hpe.com	Document creation
1.1	2-Feb- 18	Jin.li2@hpe.com	Jin.li2@hpe.com	Jin.li2@hpe.com	Document Modification
1.2	Apr- 10-2018	Jin.li2@dxc.com	Jin.li2@dxc.com	Jin.li2@dxc.com	Document Modification

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Knowledge Base

Title: YFAI - Exchange 2007-2010 - SMTP Relay

Description:
This article provides the troubleshooting when emails from application systems are not received.
Steps:

1. When an application system wants to send mails to the user, its server IP needs adding to the SMTP Relay.
2. Login 172.28.17.231 with your 6611hq admin account. Open Exchange Management Console and add IP address to "Allow SMTP Relay" (In YFNHQ0231,YFNHQ0232, and YFNHQ0233).
3. Login YFco exchange 2010 (172.28.16.17) and add the same address as last step.
4. Restart transport service in these servers.
5. Test whether the SMTP server is working by Telnet tool which is required to do this test. ● 5.1 Open a Command Prompt window, type telnet IP address of SMTP address
25 (Port) and then press Enter.
● 5.2 Type EHLO full name of SMTP server, and then press Enter.
● 5.3 Type MAIL FROM:chris@contoso.com and then press Enter. Type RCPT TO:kate@fabrikam.com and then press Enter.
● 5.4 Type "This is a test mail", and then press Enter. Press Enter, type a period
(punctuation mark) and then press Enter.

There is a response that looks like: 250 2.6.0 Queued mail for delivery .
If this message log can be found in the EOP, the SMTP server is working. If not, please troubleshoot it with another KB.

Title: YFAI - HR Applications - Support Process

Description:
This team supports all HR applications. Steps:
1. If calling about below, assign to this team it.hr-hcmcloud.YFai.gl :
● Payroll Integration, Fidelity, ADP, Alight, Manulife, Process Map, CWM, Concur, Kayang, GIMS, Kronos US/CA, Kronos MX, META4, Navex, New Hire Integration, Reports (Learning Reports, Talent Management, Talent Acquisition, Performance   Management).

NOTE:

- If it is a normal GIMS, KAYANG, KRONOS, or CONCUR issue, the ticket should go to the corresponding support team.
- But if the user mentions an issue INTEGRATION with GIMS, with Kronos, or with Concur, the ticket should go to IT.HR-HCMCLOUD.GL as they support the INTEGRATION for these tools.

Title: YFAI - O365 - Adding a Device to the EPTM (EPS) Console

Description:
This document describes the process of adding a device to the EPTM (EPS) console. Steps:
1. YFAI is responsible for adding the Server/Workstation into the network. All   communications from the network to the console need to be up and running.
2. YFAI opens a case through the Global Service Desk (GSD), which will be assigned to the DXC EndPoint Security team (it.EndPointSecurity.gl) informing a
Server/Workstation has been added to the console.
3. Around 30 minutes of replication time is needed for the console to detect the new Server/Workstation.
4. Within the first 24 hours, the EndPoint Security Team will check in the EPTM console that the workstation has been added. The information will be updated in the ticket
previously opened.
5. The EndPoint Security confirms to YFAI that the Server/Workstation has been added to the console and proceeds to close the ticket.

Title: YFAI - O365 - Issues Reported by the EPTM Console

Description:
The EndPoint Security Team will report on a weekly basis to the ASO the following scenarios or cases:
1. Old Virus Definitions
2. Offline Devices
3. Devices with Low Disk Space
4. Devices with SEP issues

Steps:

1. For each case, the GSD team needs the following information:

- Old Virus Definitions (case 1): Device Name, Device Type (Workstation/Shop Floor/Server), Device Location, Definition Date, Last Time Status Changed, Device Status (Offline/Online).
- Offline Devices (case 2): Device Name, Device Type (Workstation/Shop Floor/Server), Device Location, Last Time Status Changed.
- Devices with Low Disk Space (case 3): Device Name, Device Type (Workstation/Shop Floor/Server), Device Location, Last Time Status Changed, Device Status (Offline/Online).
- Devices with SEP issues (case 4): Device Name, Device Type (Workstation/Shop Floor/Server), Device Location, Last Time Status Changed, Device Status (Offline/Online).

2. The ticket needs to be assigned to the local YFAI IT Team based on location by country and site. This information will be provided by the EndPoint Security Team.

3. An email with the ticket number will be sent by the GSD Team to the following PDL address endpointsecurity@hpe.com informing the case was assigned to the local YFAI IT Team based on location by country and site.

4. The local YFAI IT Team based on location by country and site will work on the ticket until closed.
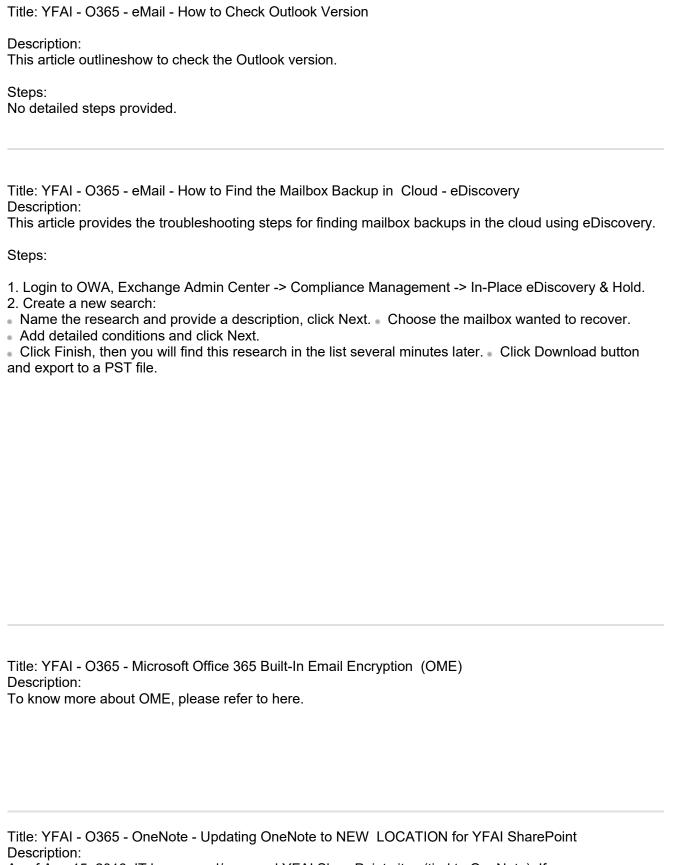

Title: YFAI - O365 - eMail - Creating Two Types of Resource Mailboxes

Description:
This article provides the troubleshooting steps for creating two types of resource mailboxes: Room mailboxes and Equipment mailboxes.

Steps:

1. Exchange 2013 puts resource mailboxes under their own section of the Exchange Administration Center. Both room and equipment mailboxes are managed in this same section.

2. One of the immediate improvements is that booking policy or assign delegates can be set during the creation of the resource mailbox, rather than a secondary task after the mailbox is created.

3. After the mailbox has been created, there are a few additional properties that can be customized. The booking options can be further tuned with regards to recurring meetings, booking horizon, and custom replies.

4. You can also easily configure a MailTip for the resource mailbox. The text placed in the MailTip will appear automatically when adding the room or resource mailbox to a meeting request in Outlook.

Title: YFAI - O365 - eMail - How to Check Outlook Version

Description:
This article outlineshow to check the Outlook version.

Steps:
No detailed steps provided.

Title: YFAI - O365 - eMail - How to Find the Mailbox Backup in Cloud - eDiscovery
Description:
This article provides the troubleshooting steps for finding mailbox backups in the cloud using eDiscovery.

Steps:

1. Login to OWA, Exchange Admin Center -> Compliance Management -> In-Place eDiscovery & Hold.
2. Create a new search:
- Name the research and provide a description, click Next. - Choose the mailbox wanted to recover.
- Add detailed conditions and click Next.
- Click Finish, then you will find this research in the list several minutes later. - Click Download button and export to a PST file.

Title: YFAI - O365 - Microsoft Office 365 Built-In Email Encryption (OME)
Description:
To know more about OME, please refer to here.

Title: YFAI - O365 - OneNote - Updating OneNote to NEW LOCATION for YFAI SharePoint
Description:
As of Aug 15, 2016, IT has moved/renamed YFAI SharePoint sites (tied to OneNote). If you

have made any changes within OneNote after Aug 15, 2016,first see "Warning" at the bottom of the past before completing steps 1 & 2 below.

Steps:

1. Remove links to OLD Notebooks/OLD SharePoint site: • Go into OneNote.
• Right mouse click on the OLD Notebooks.
• Select "Close This Notebook." Continue until all OLD Notebooks have been removed.
2. Add NEW location/Notebooks:
• Project Tracking - T&E (Web view):
(onenote:https://myYFai.sharepoint.com/sites/global-tooling-and-capital-equipment-procurement/Shared Documents/One Note Notebooks/ProjectTracking - T&&E/)

Warning:
If you have made any changes or additions to files within OneNote after Aug 12, 2016 5:00 pm EST, please FIRST go into your current (old) YFAI OneNote and save a copy of
whatever files you had changed/added. These files might NOT have synced to the old
location. After you complete Steps 1 & 2 above, please open the NEW files to verify your previous changes sync properly. If not, save your updated files to the NEW location of the NEW OneNote site.

Title: YFAI - O365 - Skype - Failed to Create Online Meeting on Lync 2010 and 2013
Description:
Failed to create an online meeting ("error when Lync add-in is managed by Group Policy"). Steps:
1. To resolve this problem, add the ProgID (Microsoft.VBAAddinForOutlook.1) for the   Microsoft VBA for Outlook add-in to the enabled add-in list of managed add-ins through the Group Policy Editor.
2. Update an existing policy configured to manage add-ins for Outlook: • Start the Group Policy Editor.
• Under User Configuration, expand Administrative Templates to locate the policy node for the template.
• When using the Outlk15.admx template, this node is named Microsoft Outlook 2013. • Under Miscellaneous, double-click List of managed add-ins.
• Under Options, check Enable.

- Click on Show.
- In the Show Contents dialog box, add Microsoft.VBAAddinForOutlook.1 (without quotes).
- Then enter in value No#1.
- Click OK for the rest of the dialog boxes.

Title: YFAI - Office - How to Resolve New Office Template Not Updated

Description:
YFAI starts Global office template deployment, and this change will be made globally on 2018/05/30 4:30 PM (UTC +8).

Steps:

1. Check whether user Word and PowerPoint templates are displayed as follows: ● New Word sheet should look like:
- New PowerPoint, the default template should display as follow:
- And in the PowerPoint Personal templates, user can find other new templates.
2. Check the following folders whether the new templates are successfully loaded:
- %APPDATA%\Microsoft\Templates
- %userprofile%\Documents\Custom Office Templates
3. If user's Office template is not updated or cannot find template files in step 2, please run the following CMD to force group policy update.
- Open command prompt, run as administrator. ● Run the following cmdlet: GPupdate /force . ● Wait for the cmdlet to complete running.
- Restart the computer and check again 10 minutes later.

Title: YFAI - SAW - How to Search Workgroup Contact Details in SAW

Description:
This article representshow to search work-group contact details in SAW. Steps:
1. First Method:
- In global search input support team's name (i.e., it.O365).

- Filter view to groups.
- Highlight the team you are looking for (on the left-hand side list).
- Result will be on the right-hand side. 2. Alternative Method:
- Log a ticket as usual.
- Fill in "Expert group" column.
- Hover over "Expert group" to see work-group name to see details.

Title: YFAI - Security - Microsoft Office 365 Built-In Email Encryption

Description:
This article representshow to use Microsoft Office 365 Built-In Email Encryption (OME). Steps:
1. When composing your email message, just add one of the following options to the beginning of the subject line:
o   Encrypted Message o   Secure Message
- [secure message]
2. Complete the email body as usual and click Send.

Title: YFAI - SteelCase RoomWizard - How to Configure SteelCase RoomWizard
Description:
This article provides the configuration steps for the SteelCase RoomWizard. Steps:
1. Enter via browser and select RoomWizard Setup.
2. Input the following settings:
- Base URL of the server page: http://10.198.65.28:8081/api • Username: roomwizard3@YFai.com
- Password: Request to it.o365-lv2.gl

Title: YFAI - VPN - How to Request and Open Remote Access VPN for Contractors (Non-China only)

Description:
YFAI Remote Access VPN service provides access to the corporate network when users are out of the office.
Steps:

1. Confirm if the external user(s) has/have a valid YFAI Global ID. If no, refer requester to   use the VENDOR ACCOUNT REQUEST SUPPORT OFFERING for applying an external user a YFAI Global ID.
2. Once manager approval is completed, the ticket should be auto-routed to corresponding Lv1 GSD groups for requirement verification.
3. If the account does not exist inActive Directory, advise the requester to follow the appropriate Active Directory account creation process.
4. Communication Template in the ticket log:
- When GSD agents verified and confirmed that all necessary information is present, manually assign the ticket to it.network-lv2.gl group for further processing.

Title: YFAI - Exchange 2010 - YFAI Application eMail Flow

Description:
This article provides the troubleshooting steps for emails from application systems not being received or unable to receive mails from some application systems.

Steps:

1. Application Email flow:
- Application server => webmail.YF.sh.cn (virtual IP: 172.28.12.230) => Barracuda 172.31.3.8 => YF-relay.corpemail.net => O365 EOP => user mailbox server.
2. When you receive the application alert not received by YFai.com user, please check message trace on exchange servers (YFNHQ0231,YFNHQ0232, andYFNHQ0233) and then checking the email forwarding logs on the Barracuda.
- If you found email goes out from Barracuda, but no message trace log found on O365 EOP, please contact the relay vendor: service@corp-email.com .