



**audriga**  
DIGITAL MOVERS

# User's Guide

audriga Groupware Migration

from Microsoft Exchange  
to Zimbra

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Date 02.02.2023  
Contact <https://www.audriga.com/en/Contact>

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## audriga migration service for emails and groupware

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audriga's Migration Service migrates the **content of mailboxes** from your current hosting provider to a new hosting provider in an easy, fast, and secure way. A migration can be configured on our self-service website, which can be accessed with most common web browsers (e.g. IE, Firefox, Safari or Chrome). No software needs to be installed on your machine. The service connects to your mailbox similarly to the way as your e-mail client does. Emails, attachments, folders and depending on the involved systems also contacts, task, and calendar data are being copied to the destination account. The data in the source mailbox will not be deleted or altered in any way. To configure a migration, only three simple steps in our self-service portal have to be completed. After the migration has started, its status can be continuously monitored on the website.

It may not be possible to complete especially large or complex migrations with only this guide. If you identify issues related to I/O issues, bandwidth, timeline constraints, or anything else that makes the migration more complicated than you feel comfortable handling, you may need more than audriga's self-service level. If you find that you need a higher level of support, please contact audriga at [support@audriga.com](mailto:support@audriga.com).

## Data migration

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The migration from Exchange to Zimbra is done by using the EWS and IMAP to read data from Exchange and the Zimbra SOAP API and IMAP protocol to write items into Zimbra.

### What data can be migrated

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- Emails
- Contacts
- Calendars
- Tasks

### What data cannot be migrated

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- Public folders
- Archives
- Journals
- Notes

- Filters (Inbox Rules)
- Files
- Signatures
- User Configuration
- Distribution Lists
- Permissions

## Limitations

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### Zimbra specific limitations

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- Due to API restrictions, appointments with attendees might not be migrated with all information in some cases (e.g., participation status or meeting workflow).
- The service tries to resolve system internal addresses e.g. X500 addresses and replace them with valid email addresses. If it is not possible, the addresses will be removed.
- Depending on the used client (standard web or extended web client), Zimbra uses different timezones. While the standard client uses the selected time zone under preferences, the extended web client uses the client (browser/PC) timezone (see [https://zimbra.github.io/zm-web-client-help/8.8.3/en-US/help.html#\\_change\\_your\\_default\\_time\\_zone](https://zimbra.github.io/zm-web-client-help/8.8.3/en-US/help.html#_change_your_default_time_zone)).

### General limitations

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Certain limitations may apply due to the specific combination of the source and the destination. This includes:

- Display of certain email messages (special MIME formats) may differ on the destination side
- Mapping of item properties (e.g., if not supported by the destination)
- Mapping of folder permissions

If in doubt, we recommend migrating a few mailboxes initially to check the results.

## Preparation

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Before starting the migration you need new (or already provisioned) Zimbra mailboxes. Make sure to have the access credentials (login names and passwords) for the mailboxes. We recommend that you assign temporary passwords for the migration. When migrating multiple mailboxes, the best practice is to start with one mailbox first and migrate the remaining ones afterwards.

### Create new Zimbra mailboxes

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You can add a new mailbox to Zimbra. You may also refer to the admin guide for Zimbra:

[https://www.zimbra.com/docs/ne/4.0.5/administration\\_guide/Managing\\_Accounts.9.1.html](https://www.zimbra.com/docs/ne/4.0.5/administration_guide/Managing_Accounts.9.1.html)

### Prepare access to source and destination

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For both, source and destination you can either use the **username** and **password** of **each user** that will be migrated, or you can use an **admin user** to access all of them. Keep reading the following chapters if you wish to set up your migration using an admin.

If you choose to use credentials of each user, just skip the following information and go to "Configure a migration with audriga migration service".

### Access to Exchange using Admin credentials

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Exchange servers allow the use of an admin account to migrate mailboxes without knowing the passwords of each user. The admin account can be a standard user with **full access** rights to the mailboxes which should be migrated. A domain admin account is not required.

#### Add mailbox permissions

- a. Open the Exchange Management Shell (EMS) on the Exchange server.
- b. Use the following command to add mailbox permissions:  

```
add-mailboxpermission -Identity "mailbox" -User  
"admin" -AccessRights FullAccess
```
- c. Replace "mailbox" with the mailbox you want to migrate and "admin" with the user you want to use as an admin

## Disable Throttling Limits

If multiple mailbox migrations should be performed in parallel, it may be necessary to disable the admin user throttling limits: <https://learn.microsoft.com/en-us/exchange/client-developer/exchange-web-services/ews-throttling-in-exchange>

## Access to Zimbra using Admin credentials

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The audriga Migration Service can use the **Domain Admin-Authentication** provided by commercial Zimbra versions or **global admin access** to access data in Zimbra like mails, contacts or calendars. You can authorize the domain admin or use the global admin to access your user data without your users having to individually give consent or their passwords. The process needs to be completed before starting the migration.

You can read more about Domain Admin-Authentication:

- [http://wiki.zimbra.com/wiki/Administration\\_Console](http://wiki.zimbra.com/wiki/Administration_Console)
- <https://wiki.zimbra.com/wiki/Zmprov>

To allow admin access, the audriga migration service needs to get **access to the Zimbra Admin SOAP API** (<https://host:7071/service/admin/soap>) in addition to the **standard Zimbra SOAP API** (<https://host/service/soap>).

## Configure a migration with audriga migration service

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### Select current and new provider

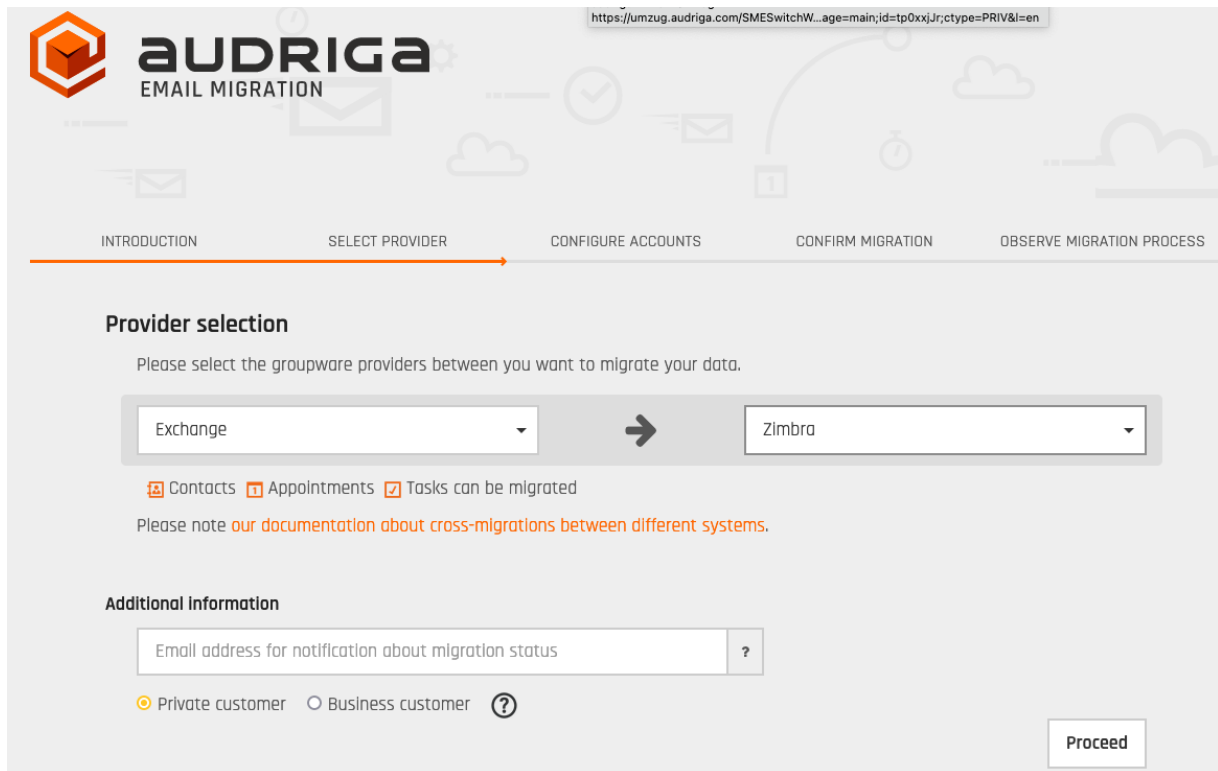
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Go to the *Provider selection* screen.

Choose *your Exchange server/provider* as your current / source provider.

*Hint:* you may need to start typing *your provider name* for it to appear in the list.

On the destination side choose *Zimbra* as your new provider.



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https://umzug.audriga.com/SMESwitchW...age=main;id=tp0xxJr;ctype=PRIV&l=en

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

### Provider selection

Please select the groupware providers between you want to migrate your data.

Exchange → Zimbra

☒ Contacts ☒ Appointments ☒ Tasks can be migrated

Please note [our documentation about cross-migrations between different systems](#).

### Additional information

Email address for notification about migration status ?

☒ Private customer ☐ Business customer ?

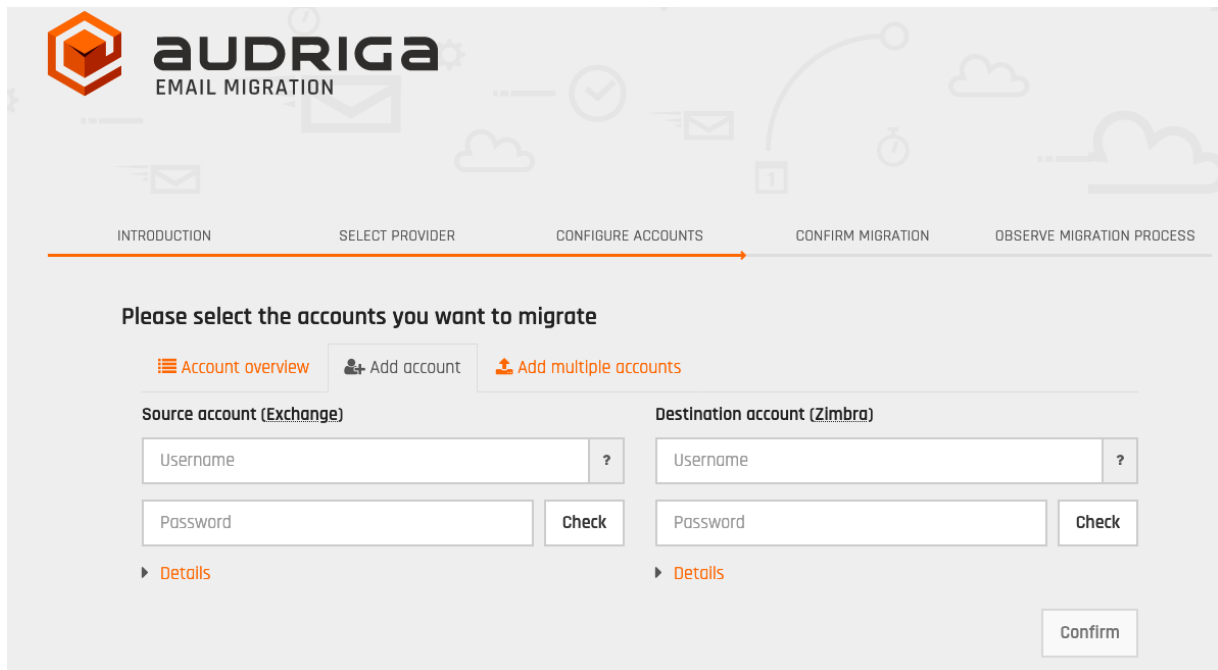
Proceed

## Add accounts for migration

Two options of adding users exist. You can either add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**.

### Add single accounts

tab *Add account*




## For both sides, Exchange and Zimbra

If using the Admin method please enter

**Username:** enter the username of the admin

**Password:** enter the password of the admin



**Details:** enter the user's mailbox you want to migrate (*user mailbox id*)



In case you prefer the standard method please just enter the *username* and *password* of the mailbox, the field *details* is not needed then.

You may also choose the standard method on one side and opt for the admin method on the other side.

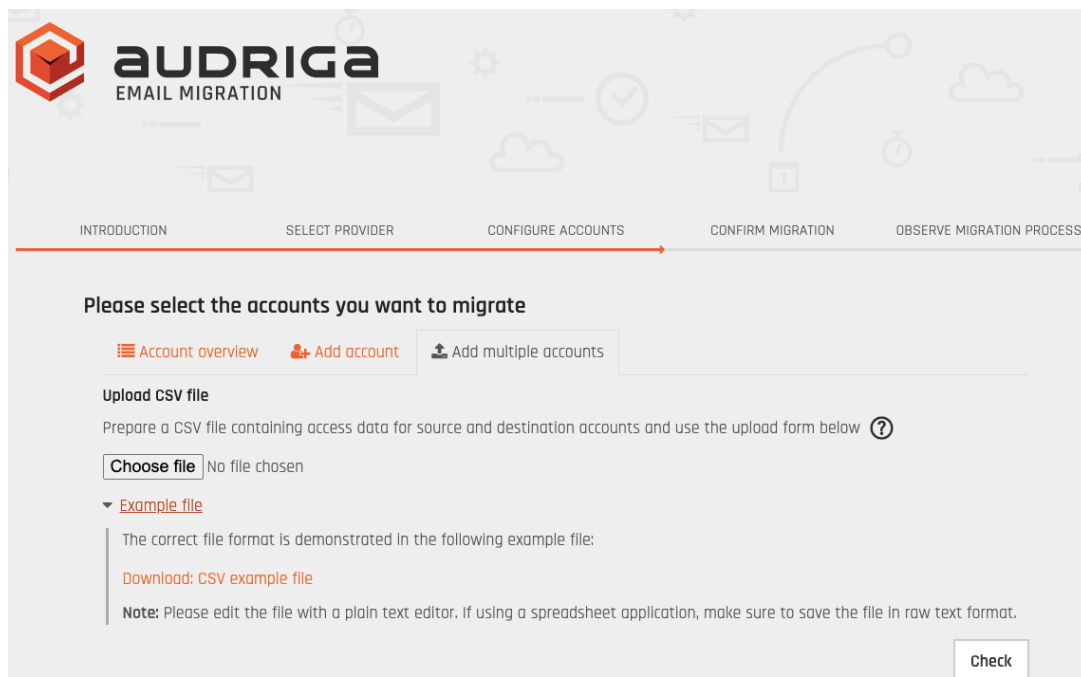


Click **check** to verify the credentials. If the data is correct, a green check will appear . If the credentials are incorrect, a red cross will be displayed . If all checks were successful choose **add** to file the migration.

## Add multiple accounts

Choose tab **add multiple accounts** if you want to add users using a CSV-File.  
Add a maximum of 50 mailboxes per CSV-File for an optimal performance.

Prepare and upload a **text file** with all of the account credentials. An **example file** is provided in the dialog.

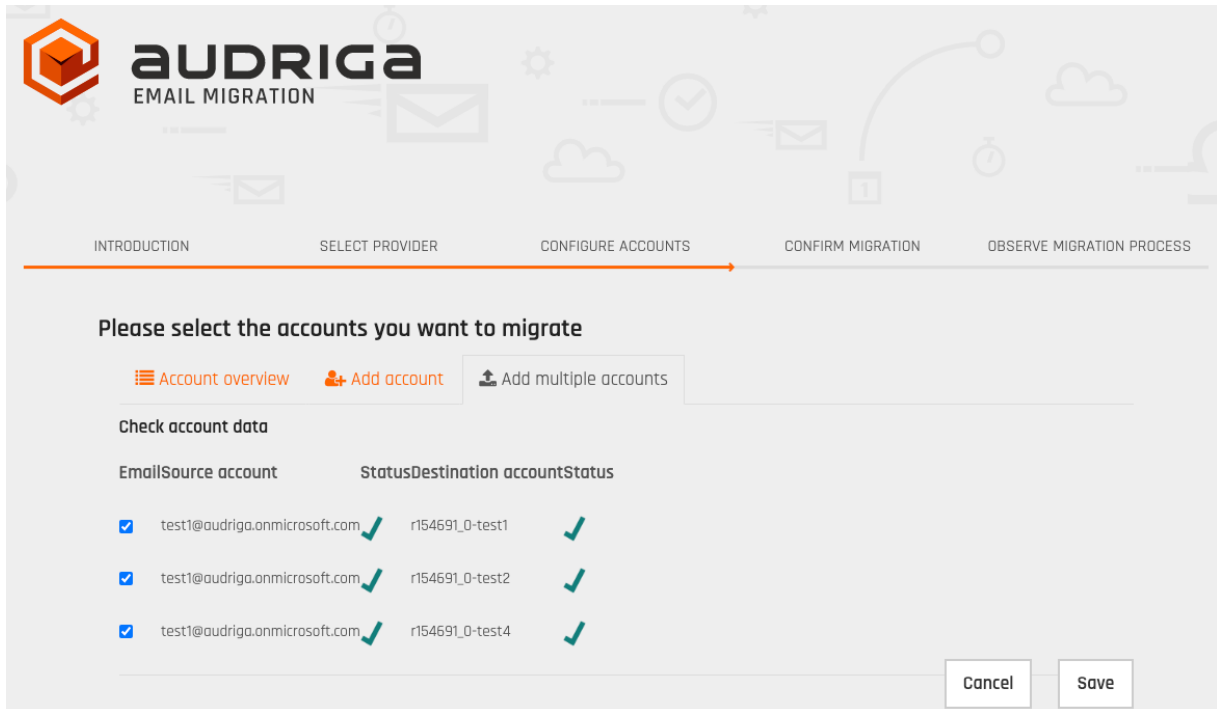


### Authentication with users credentials on Exchange and Zimbra side

```
user1@exchange,user1exchangepasswd,,user1@zimbra,user1zimbapassword,
user2@exchange,user2exchangepasswd,,user2@zimbra,user2zimbapassword,
```

### Authentication with admin credentials on Exchange and Zimbra side

```
adminexchange,adminexchangepasswd,userexch1,adminzimbra,adminzimbapassw,userzimbra1
adminexchange,adminexchangepasswd,userexch2,adminzimbra,adminzimbapassw,userzimbra2
```



**Please select the accounts you want to migrate**

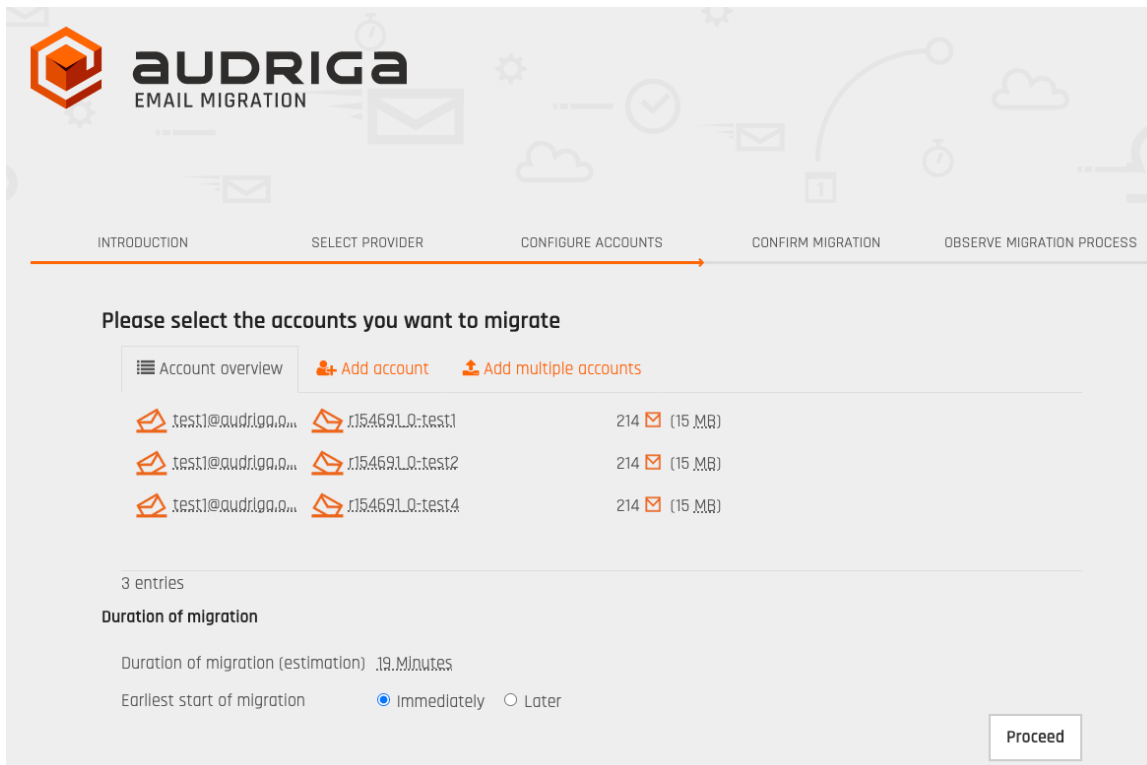
[Account overview](#)
[Add account](#)
[Add multiple accounts](#)

Check account data

EmailSource account	StatusDestination account	Status
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com	r154691_0-test1	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com	r154691_0-test2	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com	r154691_0-test4	<input checked="" type="checkbox"/>

All accounts entered will be listed.

The migration service will try to check the capacity in the Zimbra destination accounts. This check may take a while for larger mailboxes. If you do not want to wait, you can proceed.



**Please select the accounts you want to migrate**

[Account overview](#)
[Add account](#)
[Add multiple accounts](#)

test1@audriga.onmicrosoft.com	r154691_0-test1	214 <input checked="" type="checkbox"/> (15 MB)
test1@audriga.onmicrosoft.com	r154691_0-test2	214 <input checked="" type="checkbox"/> (15 MB)
test1@audriga.onmicrosoft.com	r154691_0-test4	214 <input checked="" type="checkbox"/> (15 MB)

3 entries

**Duration of migration**

Duration of migration (estimation) 19 Minutes

Earliest start of migration ☒ Immediately ☐ Later

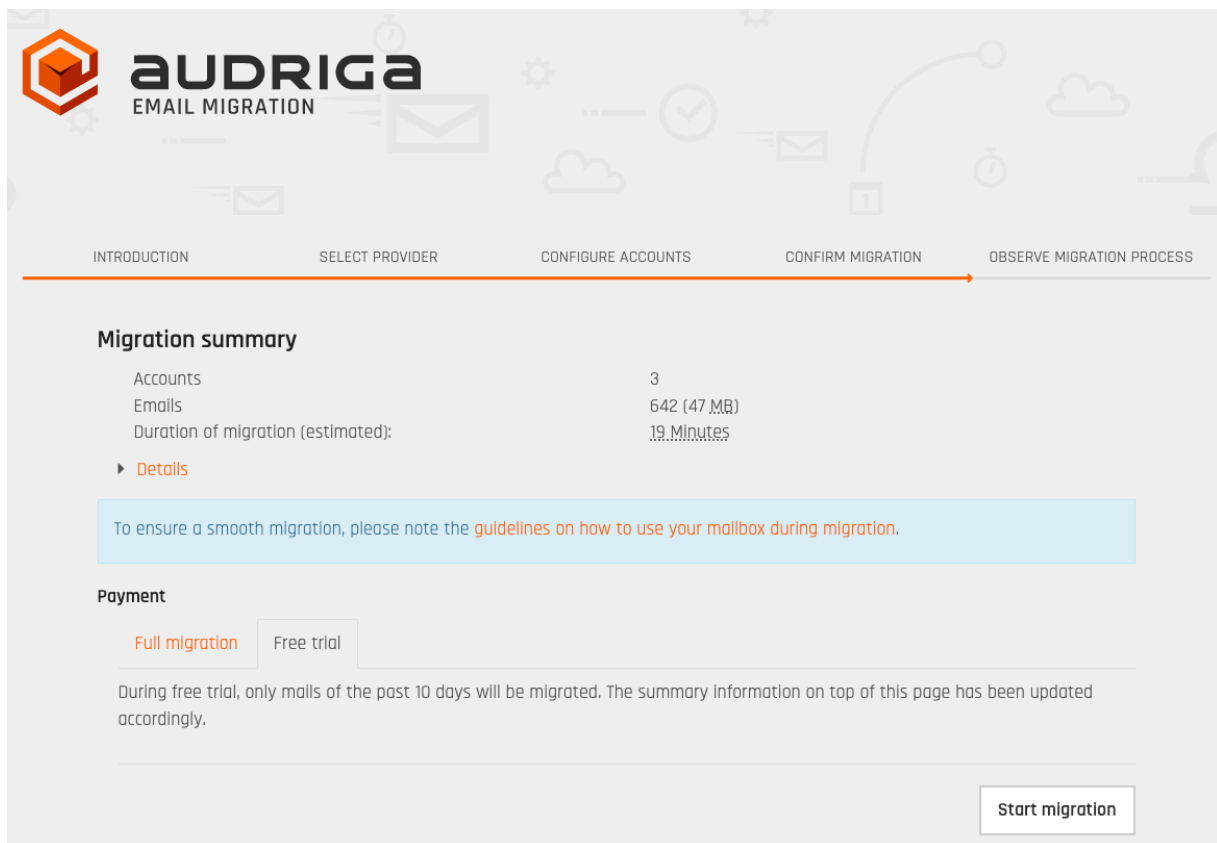
## Start the migration

You will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the Exchange account is not yet completed you can proceed. In order to **start the migration**, you will need to provide a **valid migration voucher code** if this voucher was not part of the URL you called to start this website.

Press ***Start Migration*** to proceed.

## Free trail

The UI provides the option to set up a free trail migration. This transfers the email and groupware data from the **last 10 days**. To start a trial migration, please click on ***Free trail***.



The screenshot displays the Audriga Email Migration web interface. At the top, the Audriga logo and 'EMAIL MIGRATION' text are visible. Below this is a progress bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS, CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. The 'OBSERVE MIGRATION PROCESS' step is currently active, indicated by an orange arrow pointing to it. The main content area shows a 'Migration summary' table with the following data:

Accounts	3
Emails	642 (47 MB)
Duration of migration (estimated):	19 Minutes

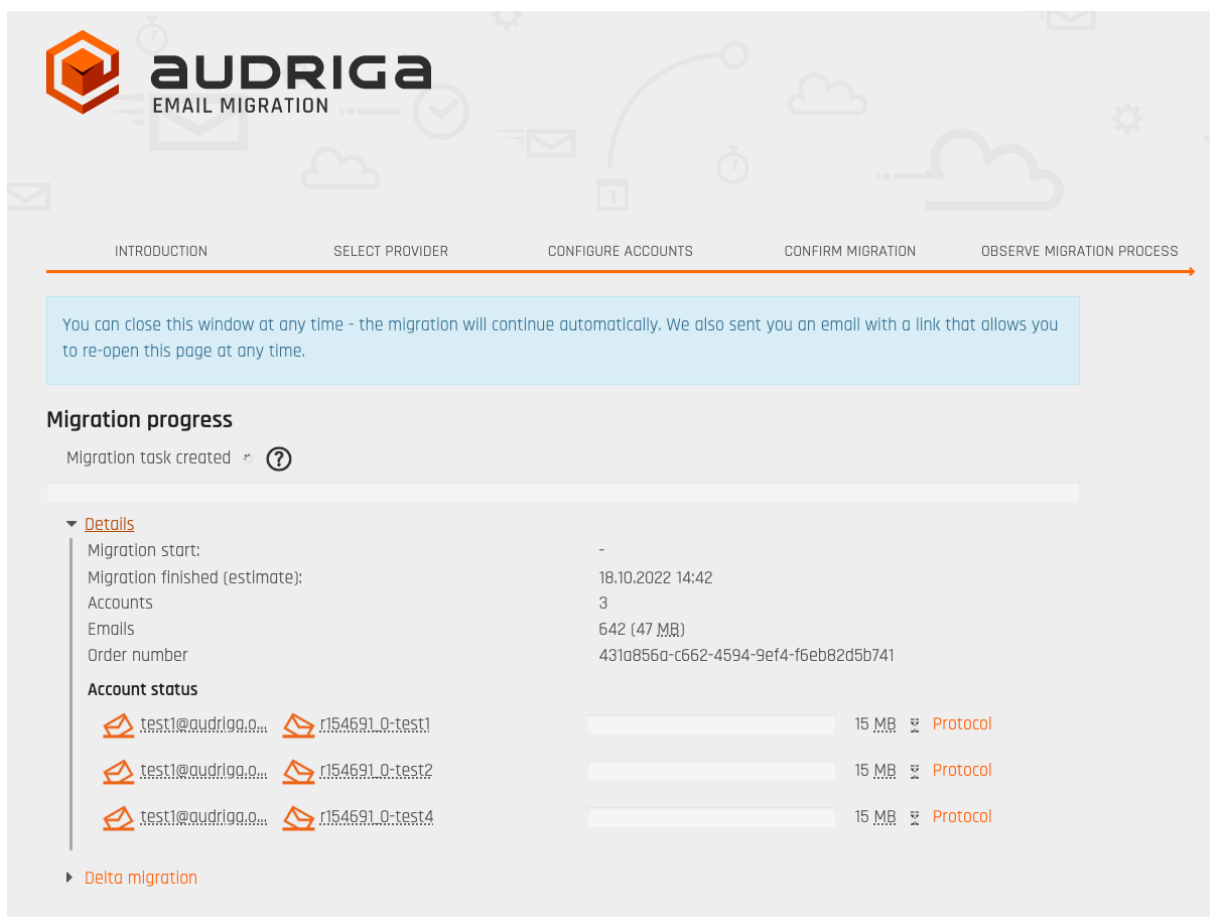
Below the table is a link for 'Details'. A light blue box contains a note: 'To ensure a smooth migration, please note the [guidelines on how to use your mailbox during migration](#).' Under the 'Payment' section, there are two buttons: 'Full migration' (highlighted in orange) and 'Free trial' (selected). A note below states: 'During free trial, only mails of the past 10 days will be migrated. The summary information on top of this page has been updated accordingly.' At the bottom right, there is a 'Start migration' button.

The migration summary will be adjusted. To start the trial migration, click on ***Start migration***.

## Monitor migration status

It may take some time until the migration process starts. A migration may take a couple of hours for large amounts of data.

We are going to send you **status emails** for your migration job **submission**, the migration job's **start**, and the migration job's **end**. For this, we use the email address you have entered during the configuration. Those mails include a **link to the status website**, so that you can easily keep track and monitor your migration. Once the migration has been started, you can safely close the status website and shut down your computer – the migration will continue to run. You can open the status website anytime by clicking on the link.



The screenshot shows the Audriga Email Migration status website. At the top, there's a navigation bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS, CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. The current step is OBSERVE MIGRATION PROCESS. Below the navigation bar, there's a light blue box with a message: "You can close this window at any time - the migration will continue automatically. We also sent you an email with a link that allows you to re-open this page at any time." Below this, the "Migration progress" section shows "Migration task created" with a question mark icon. A "Details" section is expanded, showing migration start, finish (estimate), accounts, emails, and order number. Below this, the "Account status" section lists three accounts with their respective email addresses, migration progress bars, and protocols. A "Delta migration" section is also visible at the bottom.

Account	Email	Progress	Protocol
test1@audriga.com	r154691.0:test1	15 MB	Protocol
test1@audriga.com	r154691.0:test2	15 MB	Protocol
test1@audriga.com	r154691.0:test4	15 MB	Protocol

Click on **Details** to get further information about the migration.

For each account, you can access a detailed log. Click **Protocol** on the right hand side. Detected duplicates or encountered errors (e.g., if e-mails cannot be transferred due to size limitations of your provider) are listed here.

## Protocol

Log summary

Progress (EMail)

Job:	test1@audriga.onmicrosoft → undefined ⓘ
Status	Migrating
Migration start:	19/10/2022 08:54
Migration finished (estimate):	19/10/2022 09:01
Data:	15 MB
Emails migrated:	0
General errors:	0 ⓘ

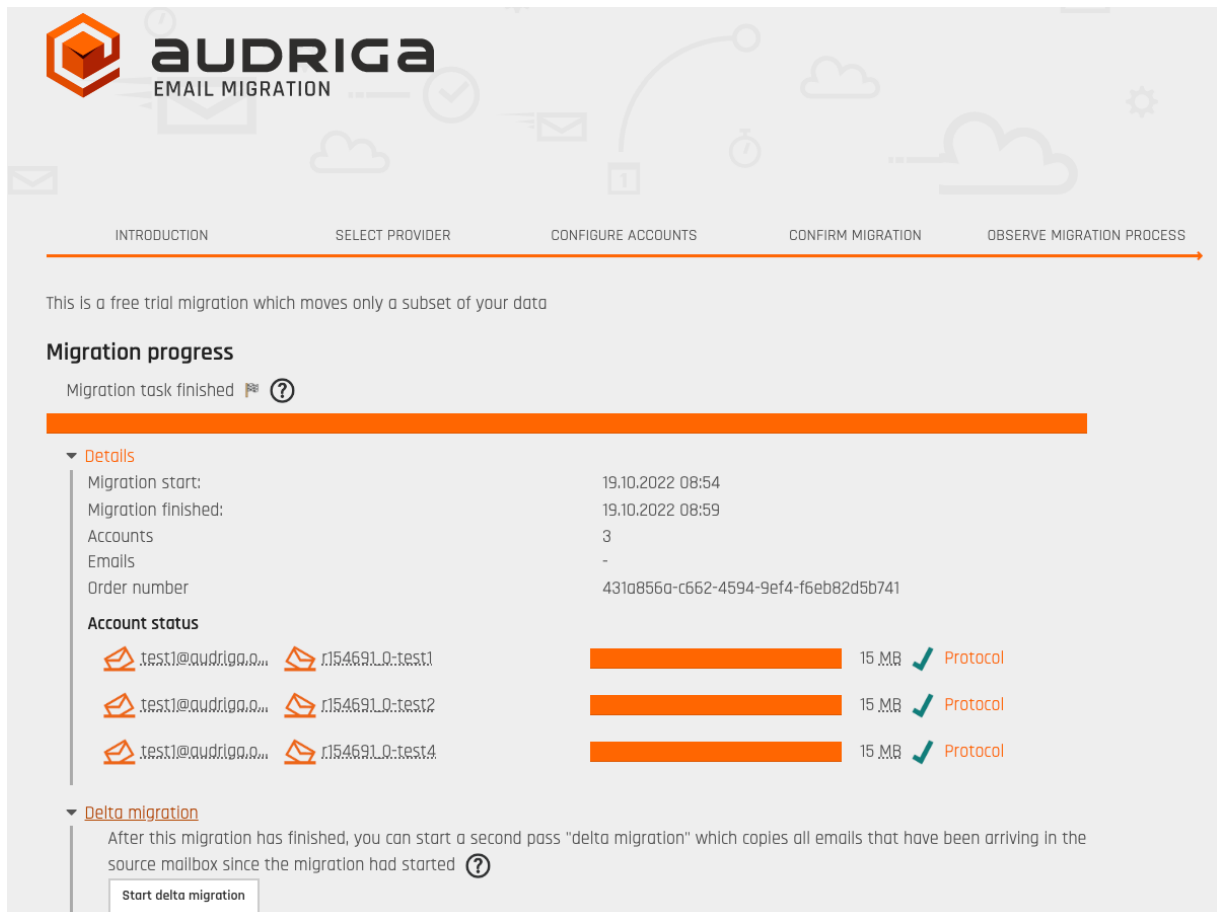
Refresh

Close

## Delta Migration for Domain Transfer

When you transfer a domain to your new provider or update the MX record to point to your new provider, emails may still be routed to the old provider for some time, this is most probably due to DNS caching issues. In order to transfer these mails into your new account we offer a **delta migration feature** which can be used **after** the initial migration has finished **and after** the domain transfer/DNS change is effective.

Allow some time for the DNS cache propagation (recommended: 24 h - 48 h). To start a delta migration, click then **start delta migration**. All emails which arrived in the old account after the initial migration finished will now be copied. Again, you will receive notification emails about the status of your delta migration.





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INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

This is a free trial migration which moves only a subset of your data










### Migration progress

Migration task finished  


**Details**

Migration start:	19.10.2022 08:54
Migration finished:	19.10.2022 08:59
Accounts	3
Emails	-
Order number	431a856a-c662-4594-9ef4-f6eb82d5b741

**Account status**

 test1@audriga.com	 154691.0:test1	<div></div> 15 MB  Protocol
 test1@audriga.com	 154691.0:test2	<div></div> 15 MB  Protocol
 test1@audriga.com	 154691.0:test4	<div></div> 15 MB  Protocol

**Delta migration**

After this migration has finished, you can start a second pass "delta migration" which copies all emails that have been arriving in the source mailbox since the migration had started 

### Note:

In order to allow running a delta migration the migration service still needs access to the mailboxes at your Exchange provider after the domain is transferred. This is not possible with all providers. Please check with your provider for further details.

Please note that a delta migration is neither intended nor capable of correcting any errors that may have occurred in the main job.