User's Guide

audriga Groupware Migration

from   Google Workspace (formerly G Suite)

to   Zimbra

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audriga migration service for emails and groupware

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.

Data migration

What data can be migrated

- Emails
- Contacts
- Calendars
- Tasks

What data cannot be migrated

- Public folders
- Archives
- Journals
- Notes
- Filters (Inbox Rules)
- Files
- Signatures

- User Configuration
- Distribution Lists
- Permissions

Limitations

Google Workspace specific limitations

Google Workspace uses some concepts, which differ from other traditional email and groupware solutions and you need to take them into account, when configuring a migration:

- Google Workspace uses **labels** instead of folders. You can use labels to organize your email into categories, like work, family, or any other category. They work like folders, but you can add **more than one** to a message. audriga Migration Service is going to copy the messages with multiple labels into **multiple folders** (corresponding to the labels) in Zimbra.

- Google Workspace allows for approximately 2.5 GB mail traffic per day. Beyond this limit, an account may be blocked for 24 hours. While our service respects this limit (which results in a slower migration) we cannot completely rule out problems. You should not extensively access your account with other devices during the migration process (e.g., mobile phone synchronization or other email clients).

- Messages without labels are being **archived** into the "**All mail**" tab in Google Workspace. You can find them by searching for "*has:nouserlabels*". audriga Migration Service **will migrate** these messages into a folder called "**All mail**" in Zimbra. If you want to have them migrated into another folder, you will need to assign them the corresponding labels.

- "**All mail**" serves another purpose besides holding the archived messages and that is keeping a **copy** of **each labeled message**. audriga Migration Service will migrate each labeled message into the corresponding to the label folder in Zimbra but will exclude it from the "All mail" folder in order to save storage.

Zimbra specific limitations

- 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).

General limitations

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

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

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

Prepare access to source and destination

While the authentication on the Google side has to use Auth Scopes, there are two options for authentification on the Zimbra side: the **standard method** using username and password, while the other uses an **admin user** with access rights to all accounts.

The following section explains required preparation on the Google side.

Access to Google Workspace using Admin Scopes

audriga Migration Service uses the OAuth 2.0 protocol to access to data in Google services like mails, contacts or calendars.

You can read more about OAuth 2.0 here:

https://developers.google.com/identity/protocols/OAuth2

You have to authorize audriga API client to access your user data without your users having to individually give consent or their passwords. In addition to that our service needs you to create a special email group.

Both steps need to be completed before starting the migration and are explained now.

Authorize audriga API client

1. Log-in to your Google Workspace Admin console (https://admin.google.com)

2. Go to Security -> API controls -> Manage domain-wide delegation -> *Add new*

3. Click the button *add new*. Into the client ID enter: 113540172277121928717

4. Copy and paste these scopes into the field OAuth scopes (separating them with a comma):

https://www.googleapis.com/auth/gmail.readonly,
https://www.googleapis.com/auth/gmail.settings.basic,
https://www.googleapis.com/auth/gmail.settings.sharing,
https://apps-apis.google.com/a/feeds/emailsettings/2.0/,
https://www.google.com/m8/feeds,
https://www.googleapis.com/auth/contacts.readonly,
https://www.googleapis.com/auth/calendar.readonly,
https://www.googleapis.com/auth/tasks.readonly,
https://www.googleapis.com/auth/drive.readonly,
https://www.googleapis.com/auth/admin.directory.user.readonly,
https://www.googleapis.com/auth/admin.directory.userschema.readonly,
https://www.googleapis.com/auth/admin.directory.group.readonly,
https://www.googleapis.com/auth/admin.directory.orgunit.readonly,
https://www.googleapis.com/auth/admin.directory.domain.readonly,
https://www.googleapis.com/auth/admin.directory.resource.calendar.readonly,
https://www.googleapis.com/auth/apps.groups.settings,
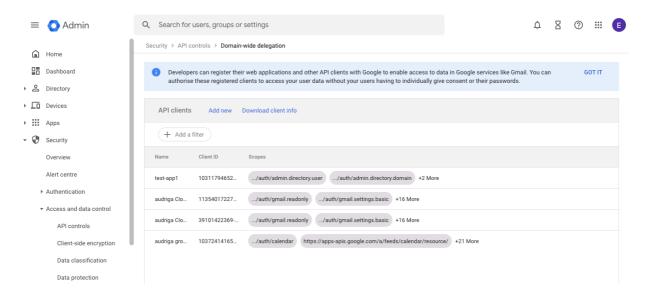https://www.googleapis.com/auth/userinfo.email,

https://www.googleapis.com/auth/userinfo.profile

5. Click on *Authorize* to complete the process.

You should now see something like this:

Create special email group

For security reasons an email group must be created containing "j3dwmd" or "audriga" plus any secret. This group email address is used as the password in the audriga Migration Service.

Group email address must contain "j3dwmd" or "audriga"

1. Log-in to your Google Workspace Admin console (https://admin.google.com)
2. From the dashboard, click *Groups* (If not available, click on MORE WIDGET)
3. Click at the bottom of the page
4. Enter the following details in the *Create new group box*.
   o A **name** for the group.
   o An **email address** for your new group. If your organization's Google Workspace account has multiple domains, select the appropriate domain from the drop-down list. Group email address must contain "j3dwmd" or "audriga" + any additional secret e.g. audriga-test@my-domain.com
5. Click *Create*. You'll be taken to the group's page in the Admin console.
6. Click on *Save* to complete the process. The user will now be listed under Mailbox permissions.

You can read more about Google Groups here:

https://support.google.com/a/answer/33343?hl=en

Access to Zimbra using Admin credentials

Hint:

On **Zimbra side** you can either add the accounts using their actual **username** and **password** or you can use an **admin** user, which has access to the user mailboxes. This chapter describes the Admin method. If you choose the standard method username/password you can skip the following information and go to "Configure a migration with audriga migration service".

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
- 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

Select current and new provider

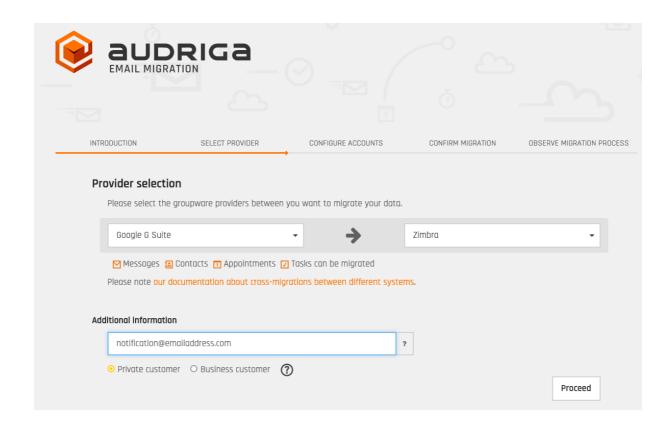Go to the *Provider selection* screen.

Choose *Google GSuite* as your current / source provider.
Hint: you may need to start typing *Google* for it to appear in the list.

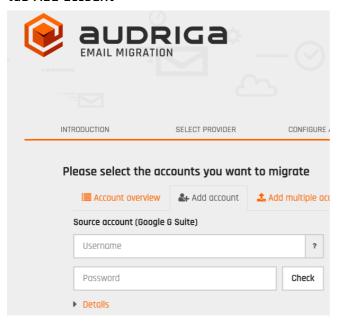On the destination side choose *Zimbra* as your new provider.

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
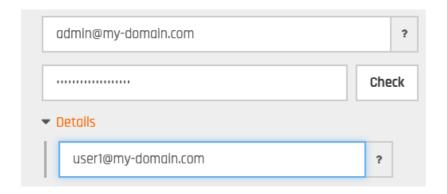
tab *Add account*

Google Workspace

Username: enter the username of the admin

Password: enter the special **group email address**

(e.g. test-audriga@my-domain.com from the example above)

Details: enter the user's mailbox you want to migrate

Click on **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 ✖

Zimbra

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.

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 ✖.
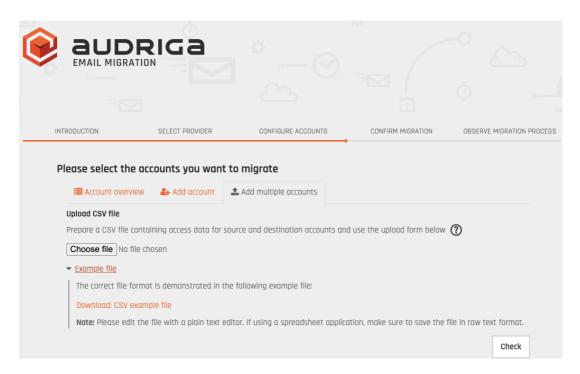
If all checks were successful choose *add* to file the migration.

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.

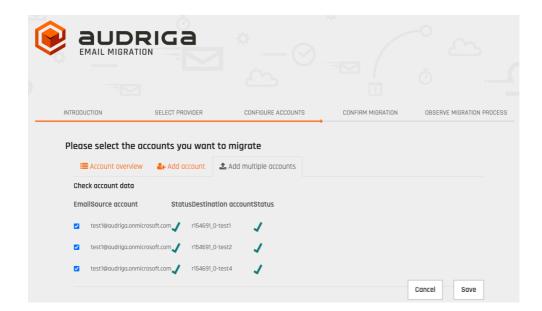### Authentication with Zimbra users credentials

admin@googledomain,group@googledomain,user1@googledomain,user1@zimbradomain,user1passw,
admin@googledomain,group@googledomain,user2@googledomain,user2@zimbradomain,user2passw,
admin@googledomain,group@googledomain,user3@googledomain,user3@zimbradomain,user3passw

Authentication with Zimbra admin credentials

admin@Googledomain,group@Googledomain,user1@Googledomain,admin@zimbradomain,adminpass,user1@zimbradomain,
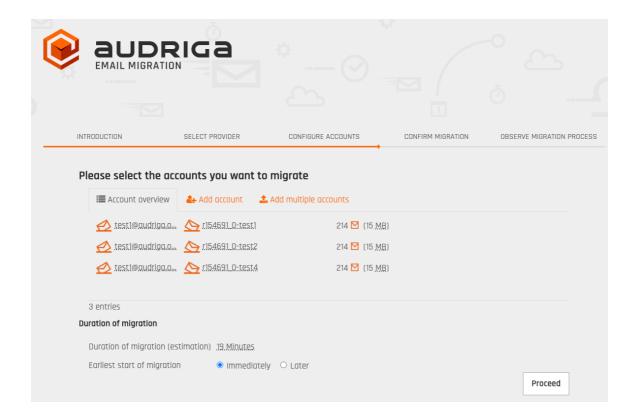admin@Googledomain,group@Googledomain,user2@Googledomain,admin@zimbradomain,adminpass,user2@zimbradomain

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.

Start the migration

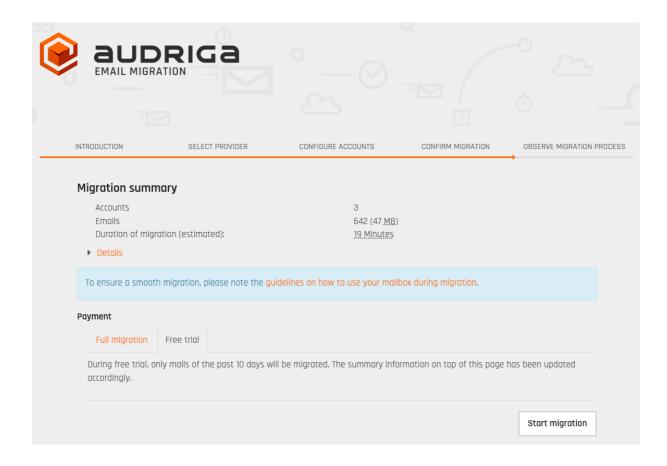You will see a summary of the migration, including the number of accounts and the amount

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 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.
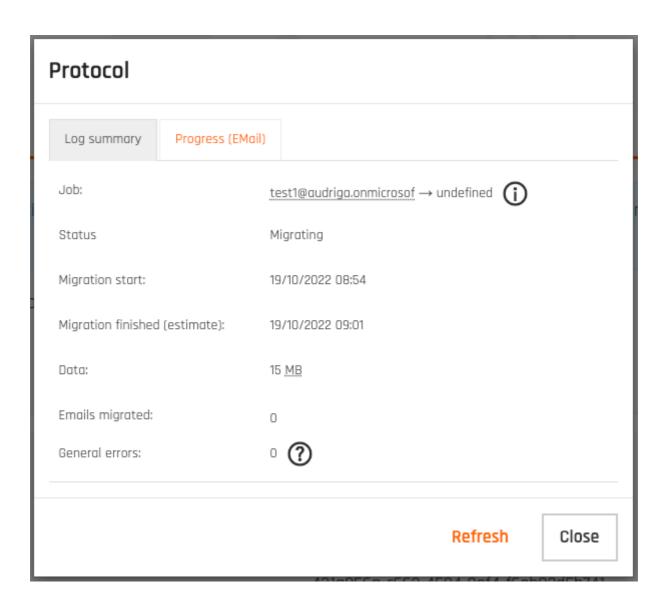

Click on *Details* to get further information about the migration.

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.
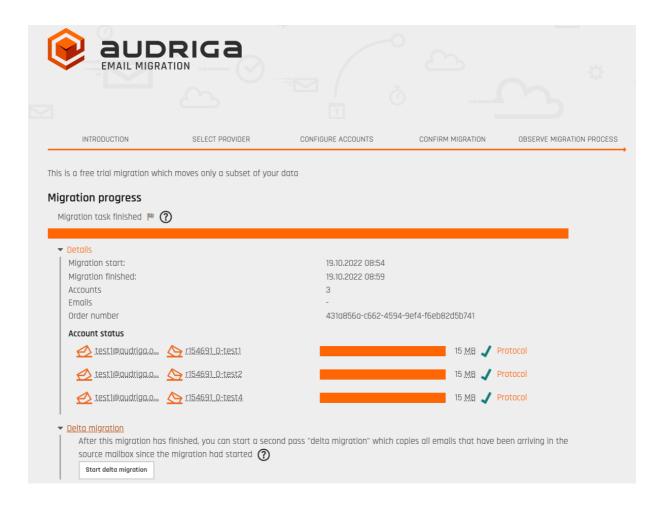
Delta Migration for Domain Transfer

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.

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.