



audriga
DIGITAL MOVERS

User's Guide

audriga Groupware Migration

from Microsoft Exchange
to Zimbra

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Contact support@audriga.com

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audriga Migration Service for email and groupware

audriga's Migration Service helps you **migrate** mailbox **content** from your current hosting provider to a new one in a simple, fast, and secure way.

You can set up your migration on our **self-service website** using any common browser such as Chrome, Firefox, Safari, or Edge – no software installation is required.

The service connects to your email account in a similar way as an email client does and securely **copies** emails, attachments, and folder structures. Depending on the systems involved, contacts, calendars, and tasks are migrated as well. Your source data remains unchanged at all times. The self-service set-up process is guided and can be completed in just a few steps. Once the migration has started, you can monitor progress at any time.

For larger or more complex projects, additional planning and support may be helpful. We are happy to offer additional consultancy services or a managed migration alongside our self-service options. Please contact us 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

The following points help you understand how the migration service handles provider specific features and differences and which limitations you should be aware of.

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
- Some item properties may not be transferred (e.g., if not supported by the destination)
- Some folder permissions may not be transferable

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

Preparation

Before you start setting up the migration order, ensure that you have new (or already provisioned) destination mailboxes available. You will need

- access credentials (login names and passwords) for both the source and destination accounts.
- Ideally temporary passwords for the migration process

If you want to migrate multiple mailboxes, it's best to start with a single one first. This helps you validate the set-up and the result before migrating the remaining mailboxes.

Prepare access to source and destination

To perform the migration, audriga Migration Service needs access to both source and destination. For this guide's scenario the service supports the following authentication options:

- Exchange:
 1. username and password
 2. use of an **admin account** with access rights to all mailboxes
- Zimbra:
 1. username and password
 2. use of an **admin account** with access rights to all mailboxes

For authentication methods that do not use username + password, you will have to take preparatory steps in the provider environment before configuring the migration job in the audriga UI. Read here how to do this.

Access to Exchange using admin credentials

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. Please make sure to prepare these steps prior to the start of your migration:

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

If you choose to use authentication via an admin account you will need to prepare some steps in the provider's/platform's environment prior to the migration set-up in the audriga UI.

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.

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 to select your current and your new provider.

Choose

- Your **Exchange** provider as source provider
- Your **Zimbra** provider as destination provider.

Start to type in the provider's name in case you don't see it in the drop-down menu!



Provide a valid email address for your notification emails under “Additional information”.

Own server

Should you miss your provider or do have an own server, please contact our support team for a customized migration link: support@audriga.com

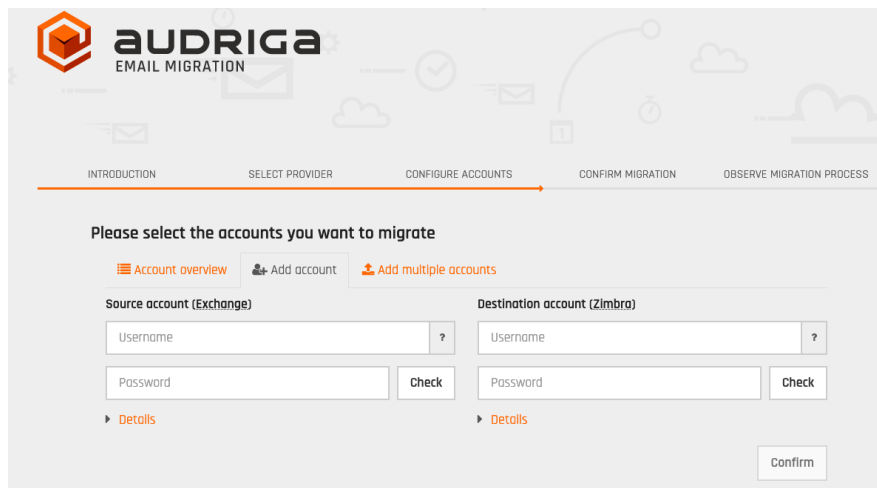
Add accounts for migration

Audriga Migration Service supports two options of adding accounts.

- Option 1: add **single accounts** one by one or
- Option 2: upload a **CSV-File** with **multiple accounts** to easily and efficiently manage larger migrations

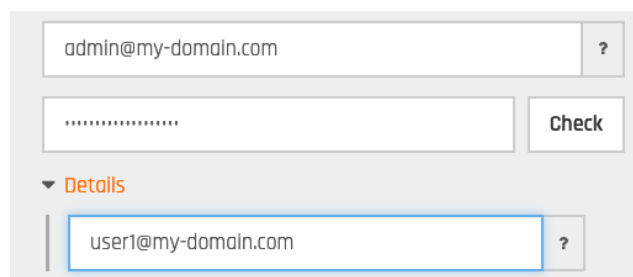
Add single accounts

tab Add account



For **both sides, Exchange and Zimbra** – using **access via admin** enter

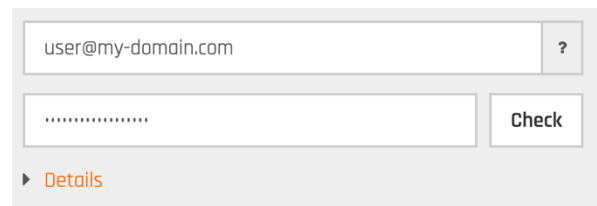
Username: username of the admin
Password: password of the admin
Details: user account you want to migrate



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 

- alternative option -
using **Username + Password**

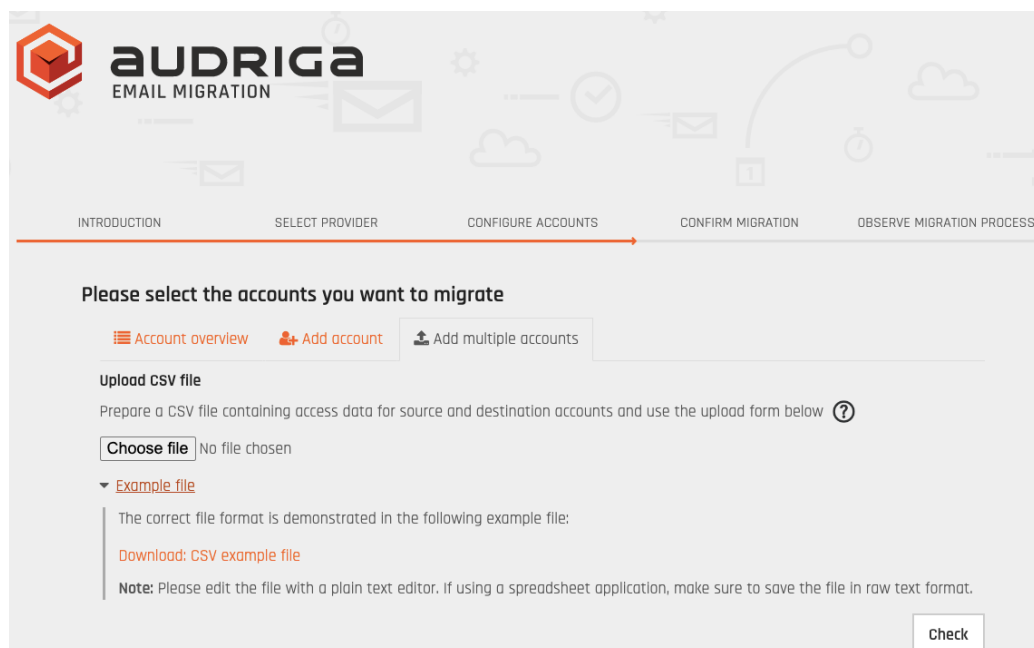
Username: username of mailbox
Password: password of mailbox
Details: no entry required



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 add the account by clicking **confirm**. You can re-click on “add account” and repeat the process to add further accounts to your migration job.

Add multiple accounts

Choose tab **add multiple accounts** if you want to add users using a CSV-File.



Add a maximum of 50 accounts per CSV-File for an optimal performance.
Prepare and upload a **text file** with all accounts' credentials. An **example file** is provided in the dialogue.

CSV formats

Authentication with admin credentials on source and admin credentials on destination

adminSRC,adminPWSRC,user1SRC,adminDST,adminPWDST,user1DST

adminSRC,adminPWSRC,user2SRC,adminDST,adminPWDST,user2DST

Authentication with user credentials on source side and user credentials on destination side

user1SRC,user1PWSRC,,user1DST,user1PWDST,

user2SRC,user2PWSRC,,user2DST,user2PWDST,

Authentication with user credentials on source side and admin credentials on destination

user1SRC,user1PWSRC,,adminDST,adminPWDST,user1DST

user2SRC,user2PWSRC,,adminDST,adminPWDST,user2DST

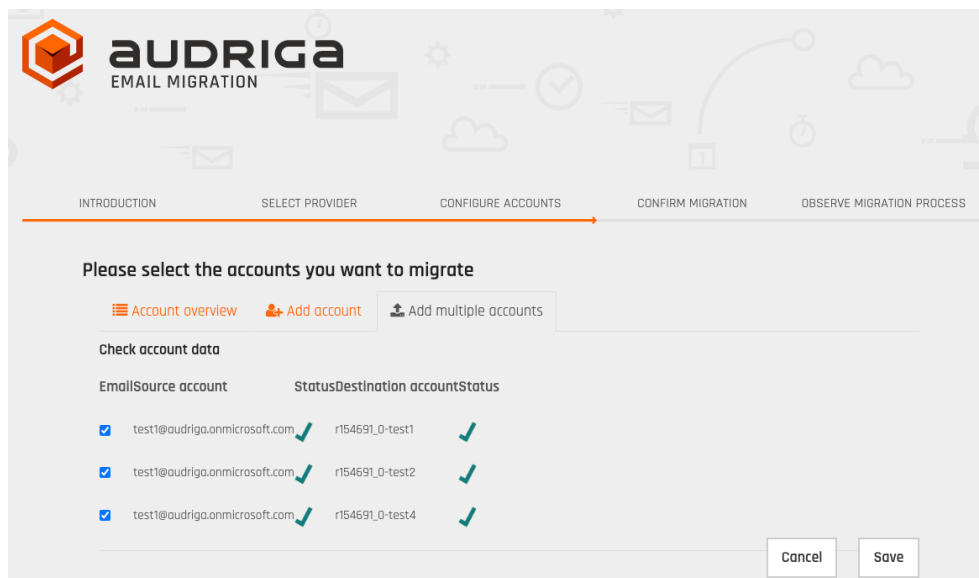
Authentication with admin credentials on source side and user credentials on destination

adminSRC,adminPWSRC,user1SRC,user1DST,user1PWDST,

adminSRC,adminPWSRC,user2SRC,user2DST,user2PWDST,

Please make sure to put the commas as indicated!

Upload your csv. All accounts entered will be listed.



AUDRIGA EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER **CONFIGURE ACCOUNTS** CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Please select the accounts you want to migrate

Account overview Add account Add multiple accounts

Check account data

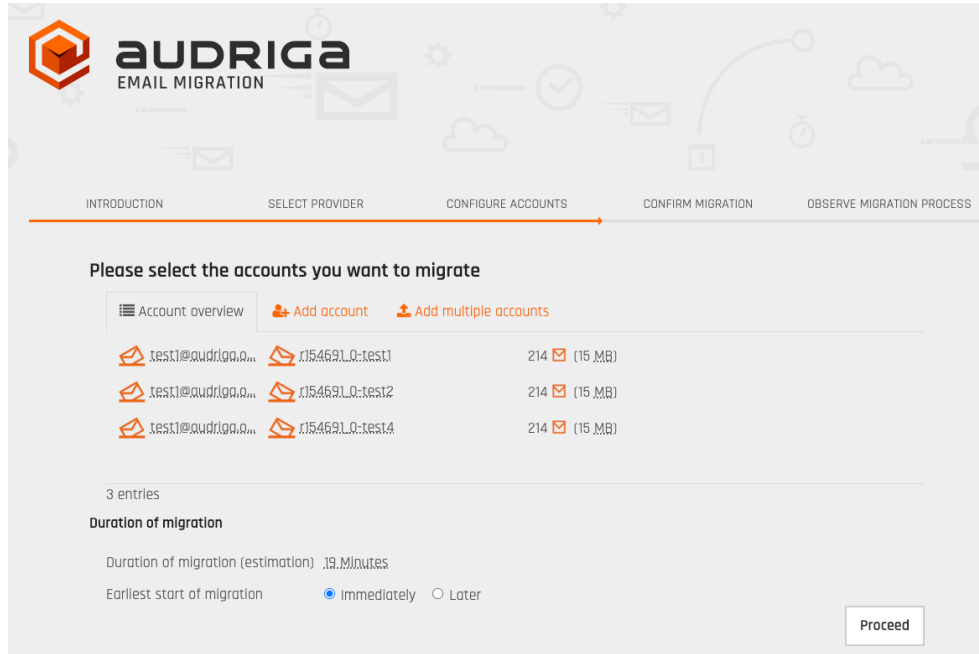
EmailSource account	Status	Destination account	Status
☒ test1@audriga.onmicrosoft.com	☒	r154691_0-test1	☒
☒ test1@audriga.onmicrosoft.com	☒	r154691_0-test2	☒
☒ test1@audriga.onmicrosoft.com	☒	r154691_0-test4	☒

Cancel Save

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

Start the migration

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



The screenshot shows the AUDRIGA EMAIL MIGRATION interface. At the top, there's a progress bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS (current step), CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. Below the progress bar, the heading is "Please select the accounts you want to migrate". There are three tabs: "Account overview" (selected), "Add account", and "Add multiple accounts". Below the tabs, there's a table with three rows of account information. Each row shows an email address, a unique ID, and a summary of data (214 items, 15 MB). At the bottom, there's a section for "Duration of migration" with a duration of 19 minutes and options for "Earliest start of migration" (Immediately selected, Later). A "Proceed" button is at the bottom right.

Email Address	Account ID	Data Summary
test1@audriga.com	r1546910:test1	214 ☑ (15 MB)
test1@audriga.com	r1546910:test2	214 ☑ (15 MB)
test1@audriga.com	r1546910:test4	214 ☑ (15 MB)

3 entries

Duration of migration

Duration of migration (estimation) 19 Minutes

Earliest start of migration ☒ Immediately ☐ Later

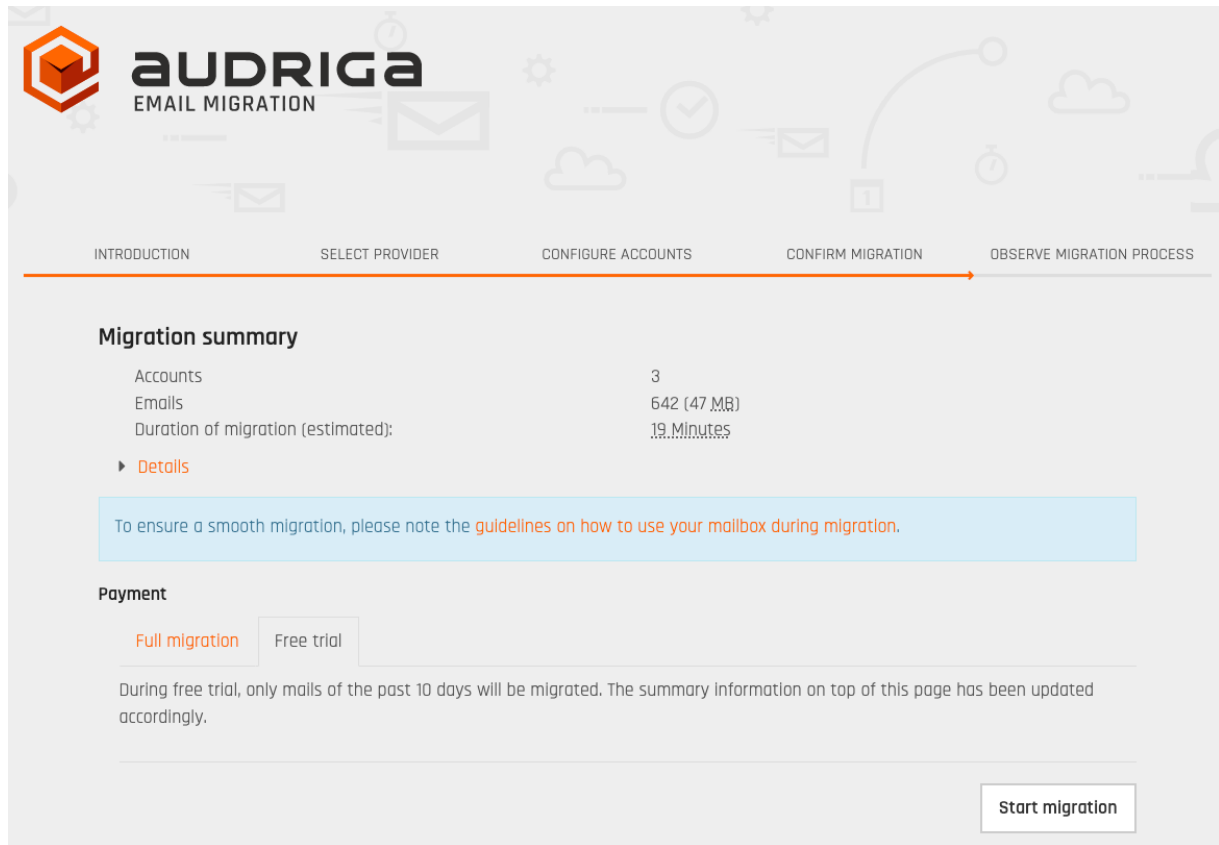
Proceed

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.

Click **Start Migration** to create your migration job.

Free trail

The user interface provides the option to set up a free trail migration. This transfers the email and groupware data from the **last 10 days**. It allows you to familiarise with the set-up process and to check how your data will be mapped into the destination account. To start a trial migration, please click on **Free trail**.



The screenshot shows the Audriga Email Migration web interface. At the top, there's a navigation 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. Below the navigation bar, the 'Migration summary' section displays the following information:

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

Below the summary, there is a link to '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'. A text block 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.

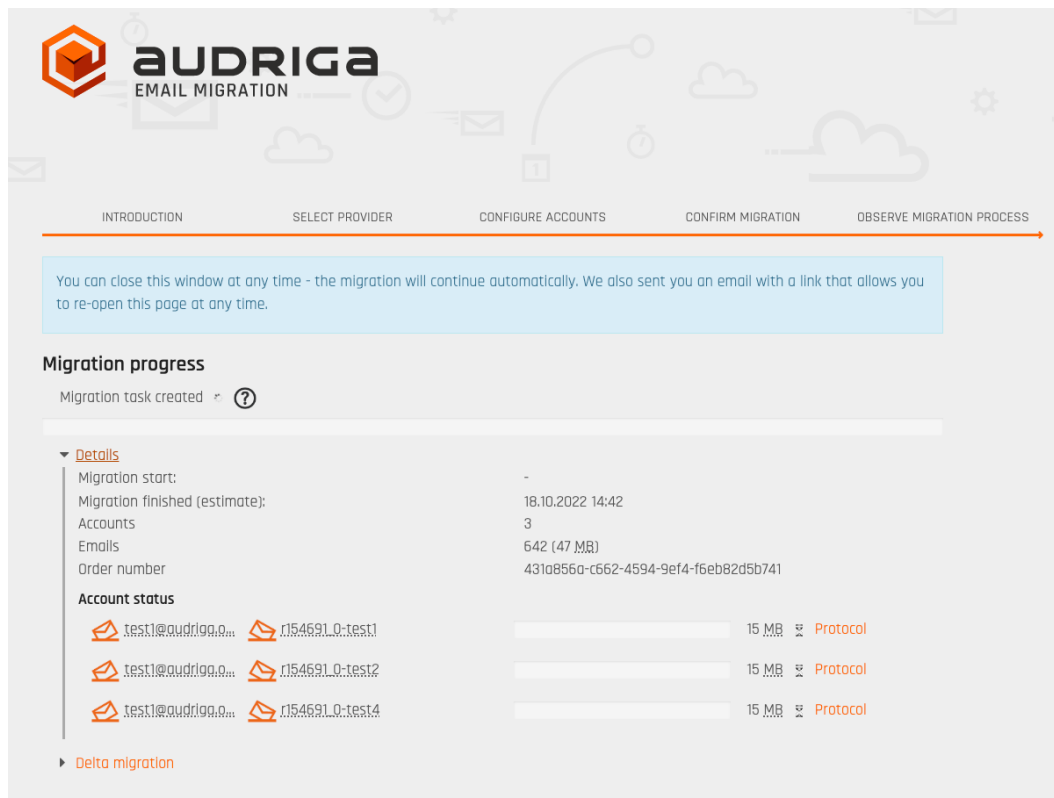
The migration summary will be adjusted. To start the trial migration, click on **Start migration**.

Monitor migration status

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

We are going to send you **status emails** that include a **link to the status website (this is also your job order link)**. This way you can easily keep track and monitor your migration. You will receive a mail for your migration job's **submission**, the migration job's **start**, and the migration job's **end**. For this, the service uses the email address you have entered during the configuration. 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.



AUDRIGA
EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

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.

Migration progress

Migration task created ?

Details

Migration start: -
Migration finished (estimate): 18.10.2022 14:42
Accounts: 3
Emails: 642 (47 MB)
Order number: 431a856a-c662-4594-9ef4-f6eb82d5b741

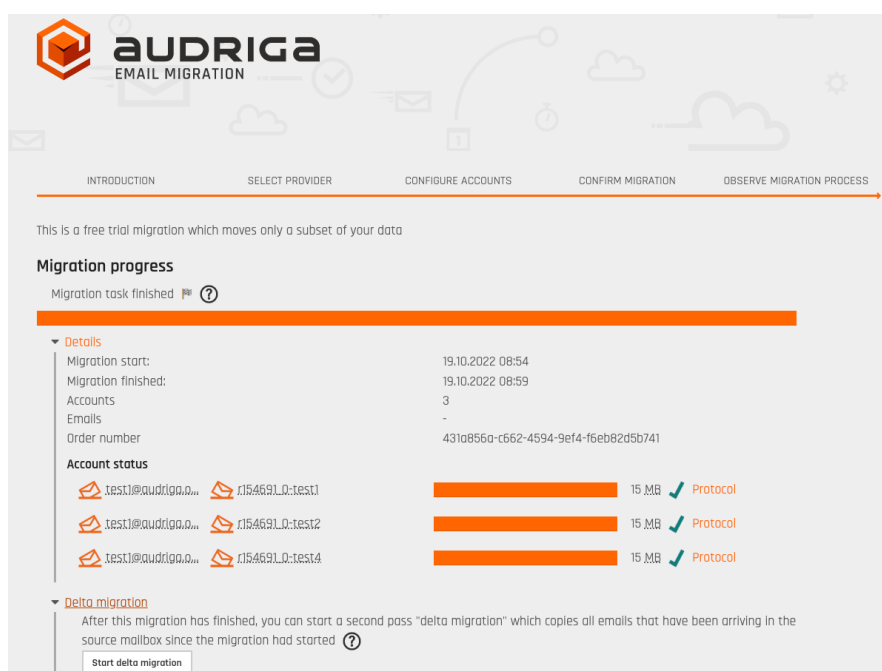
Account status

Account	Size	Protocol
test1@audriga.com	15 MB	Protocol
test1@audriga.com	15 MB	Protocol
test1@audriga.com	15 MB	Protocol

Delta migration

After the migration

After the end of the migration **your migration job and the status link remain available for 14 days**. Please make sure to check the migration results. You can access a detailed log for each account. Click **Protocol** on the right.



AUDRIGA
EMAIL MIGRATION

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

Account	Size	Protocol
test1@audriga.com	15 MB	Protocol
test1@audriga.com	15 MB	Protocol
test1@audriga.com	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 ?

Start delta migration

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 (E-Mail)

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.

After the domain transfer allow some time for the DNS cache propagation (recommended: 24 h - 48 h). To start a delta migration, click **Start delta migration**.

▼ 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 ⓘ

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.

Notes on the delta migration feature:

- This delta feature is **available up to 14 days** after the main migration was completed.

It can be **run once**.

- Please note that a delta migration is neither intended nor capable of correcting any errors that may have occurred in the main job. So, make sure that the initial migration was ok before running the delta.
- In order to allow running a delta migration the migration service still needs access to the accounts after the domain has been transferred. This is not possible with all providers. Please check with your provider for further details.