

User's Guide

audriga Groupware Migration from Exchange 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 a 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 in a similar way as your e-mail clients do. Emails, attachments, folders and depending on the involved systems also contacts, task, notes 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.

What data can be migrated

What can be migrated

- Emails
- Contacts
- Calendars
- Tasks

What cannot be migrated

- Public folders
- Archives
- Journals
- Notes
- Filters (Inbox Rules)
- Files
- Signatures
- User Configuration
- Distribution Lists

- Permissions

Limitations

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.

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 the migration you need new (or already provisioned) Zimbra mailboxes. Make sure you 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.

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 this to be the case, please contact audriga at support@audriga.com.

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

Using an Admin user for the migration

There are two migration methods: the standard method using username and password, while the other uses an admin user with access rights to all accounts. The following section explains the admin user method.

Using Admin credentials to access Exchange server

Exchange servers allow the use of an admin account to migrate mailboxes without knowing the passwords of each user. Please notice the following advices for migrations with admin account:

1. The admin account can be a standard user with **full access** rights on the mailboxes, which should be migrated. A domain admin account is not required:
 - a. Open 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
Replace "mailbox" with the desired mailbox and admin with the desired user account.
2. If multiple mailbox migrations are run in parallel, throttling limits must be deactivated for the admin account: [Disable EWS Throttling for Exchange 2010 users](#) or [Disable EWS Throttling for Exchange 2013/2016 users](#).

Using Admin credentials to access Zimbra

Audriga Migration Service can use the Domain Admin-Authentication provided by commercial Zimbra versions or global admin access to access to 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:

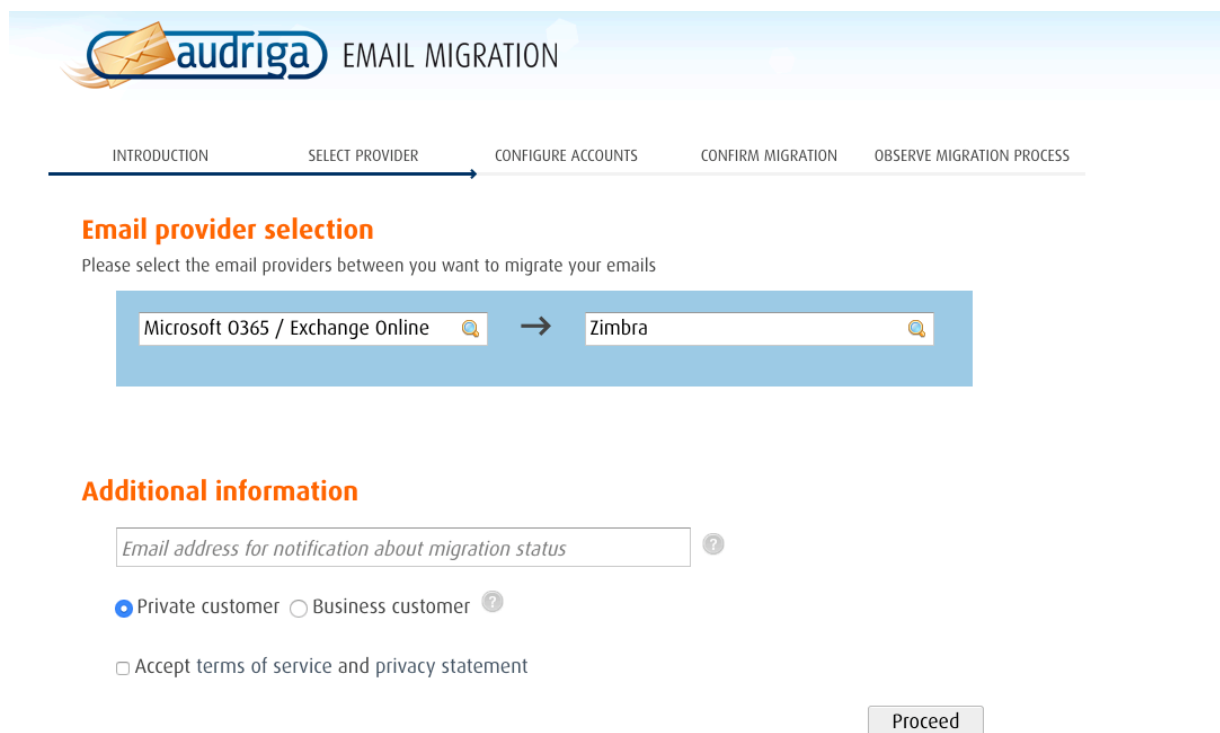
- http://wiki.zimbra.com/wiki/Administration_Console
- <https://wiki.zimbra.com/wiki/Zmprov>

To allow admin access, audriga migration service needs to get access to the Zimbra Admin SOAP API ([http\[s\]://host:port/service/admin/soap](http[s]://host:port/service/admin/soap)) in addition to the standard Zimbra SOAP API ([http\[s\]://host:port/service/soap](http[s]://host:port/service/soap)).

Configure a migration

Selecting current and new provider

On the *Provider selection* screen, choose Exchange as your current provider and Zimbra as your new provider:





Hint: You may need to start typing the first letters for it to appear in the list. If you want to configure your own server, please see: <https://www.groupware-migration.com/en/knowledge-base/configure-your-custom-server.html>.

Adding accounts for migration

You can either add the accounts using their actual **username** and **password** or you can use an **admin** user, which has access to those mailboxes.

Either way there exist two possibilities of adding users. You can add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**.

Adding single accounts

Enter the username and password of the mailbox. In case you choose to use an **admin account**, enter the **admin credentials** in the corresponding fields and a **user mailbox id** (under *details*). 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 . Proceed similarly with the Zimbra mailbox credentials. If the Exchange and the Zimbra check are successful, choose **add** to file the migration.

INTRODUCTION

SELECT PROVIDER

Please select the email accounts

Account overview Add account Add multiple

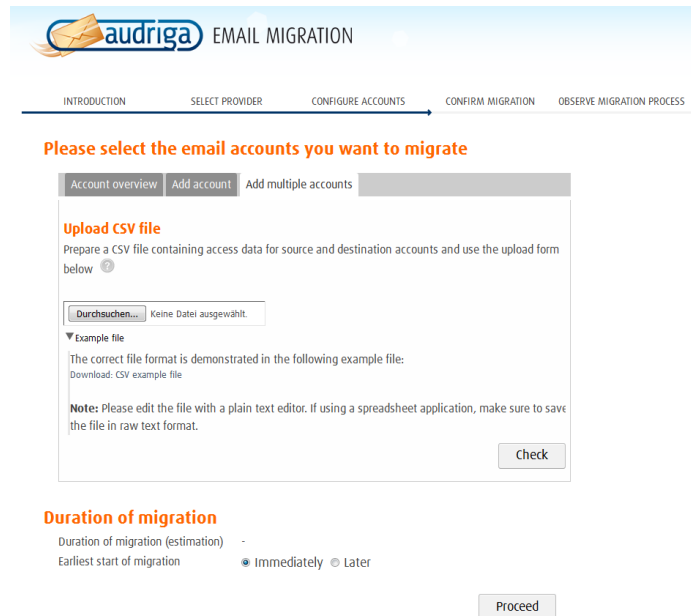
Source account (Microsoft 0365...)

?

► Details

Adding multiple accounts

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



audriga EMAIL MIGRATION

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

Please select the email accounts you want to migrate

Account overview Add account **Add multiple accounts**

Upload CSV file
Prepare a CSV file containing access data for source and destination accounts and use the upload form below

Durchsuchen... Keine Datei ausgewählt.

▼ Example file
The correct file format is demonstrated in the following example file:
Download: CSV example file

Note: Please edit the file with a plain text editor. If using a spreadsheet application, make sure to save the file in raw text format.

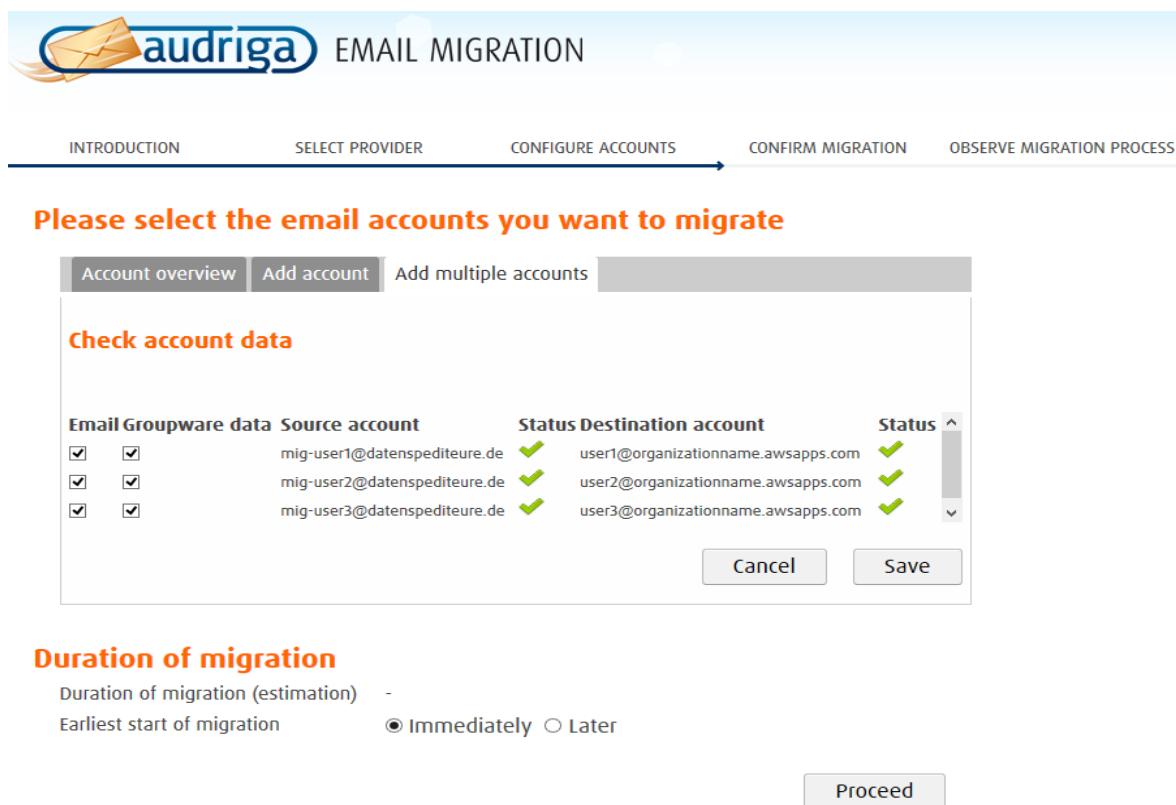
Check

Duration of migration
Duration of migration (estimation) -
Earliest start of migration Immediately Later

Proceed

50 mailboxes per CSV-File for an optimal performance.

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



audriga EMAIL MIGRATION

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

Please select the email accounts you want to migrate

Account overview Add account Add multiple accounts **Check account data**

Email Groupware data	Source account	Status	Destination account	Status
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	mig-user1@datenspediteure.de	✓	user1@organizationname.awsapps.com	✓
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	mig-user2@datenspediteure.de	✓	user2@organizationname.awsapps.com	✓
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	mig-user3@datenspediteure.de	✓	user3@organizationname.awsapps.com	✓

Cancel Save






Duration of migration
Duration of migration (estimation) -
Earliest start of migration Immediately Later

Proceed

All accounts entered will be listed in **account overview**. The migration service will try to check whether there is sufficient free space in the Zimbra account.



Please select the email accounts you want to migrate

Account overview	Add account	Add multiple accounts
 mig-use...	 user1@0...	10 (163 KB)
 mig-use...	 user2@0...	10 (163 KB)
 mig-use...	 user3@0...	10 (163 KB)

3 entries

Duration of migration

Duration of migration (estimation) 7 Minutes

Earliest start of migration Immediately Later

Proceed

Note: this check may take a while for larger mailboxes. If you do not want to wait, you can proceed with the configuring of the migration.

Start the migration

On the next screen, 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 and start the migration. In order to start the migration, you will need to provide a valid migration voucher code if this voucher was not a part of the URL you called to start this website.

Press **Start Migration** to proceed.

Free trail

A free trail migration transfers the email and groupware from the last 10 days. To start a trial migration, please click on **Free trail**:

[INTRODUCTION](#)[SELECT PROVIDER](#)[CONFIGURE ACCOUNTS](#)[CONFIRM MIGRATION](#)[OBSERVE MIGRATION PROCESS](#)

Migration summary

Accounts	2
Emails	3 (5 KB)
Groupware data	...
Duration of migration (estimated):	5 Minutes (from <i>immediately</i> until <i>18.07.2013 16:07</i>)
▶ Details	

To ensure a smooth migration, please note the [guidelines on how to use your mailbox during migration](#).

Data processing

In most countries, companies are obliged to conclude an agreement about commissioned data processing when they source the processing of personal data out. If you want to process personal data with our service, please send us the signed regarding [commissioned data processing form](#) before starting the migration.

Payment

Full migration Free trial

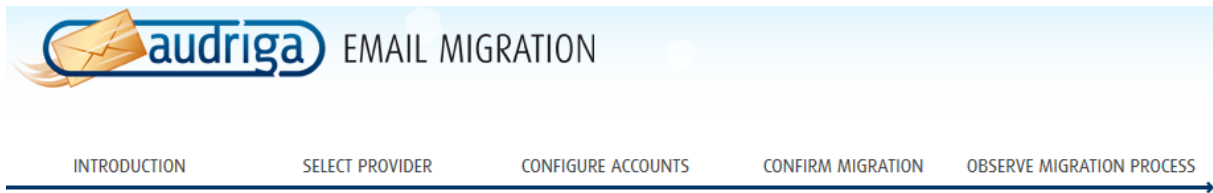
During free trial, only mails of the past 10 days will be migrated. The summary information on top of this page has been updated accordingly.

[Start migration](#)

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

Monitor migration status



We are going to send you status emails for migration job submission, migration start and end to the email address you have entered during the configuration, so that you can easily keep track and monitor your migration. Once the migration has been started, you do not need to leave the status page open, since you can always re-open it with the link you will receive at the migration's start.

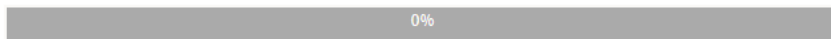


INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

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):	22.04.2016 14:32	
Accounts	3	
Emails	30 (491 KB)	
Groupware data		
Order number	ced7663c-06d9-4d8d-8e8c-d5d3540e189a	

Account status

 mig-use...  user1@o...	163 KB	0%			Log
 mig-use...  user2@o...	163 KB	0%			Log
 mig-use...  user3@o...	163 KB	0%			Log

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

It may take some time until the migration progress. A migration may take a couple of hours for large amounts of data. You can safely close the status website and shut down your computer - the migration will continue automatically. You will also receive status emails when the migration starts and finishes which include a link to the status website. You can open the status website anytime by clicking on this link.

For each account, you can access a detailed log. It lists detected duplicates or encountered errors (e.g., if e-mails cannot be transferred due to size limitations of your provider).

Log

Log summary | **Progress** | Data incidents

Job:	mig-user1@datenspediteur... → user1@organizationname.a... ⓘ
Status:	Migrating ✖
Migration start:	4/22/16, 2:28 PM
Migration finished (estimate):	4/22/16, 2:30 PM
Data:	163 KB
Emails migrated:	7
General errors:	0 ⓘ

Refresh Close

Delta Migration and Domain Transfer


When transferring a domain to your new provider or updating the MX record to point to your new provider for some time emails may still be routed to the old provider due to DNS caching issues. In order to transfer these mails into your new account after the domain transfer/DNS change is effective, we offer a delta migration feature. To start a delta migration, click **start delta migration** after the initial migration has finished, plus additional time for the DNS cache propagation (recommended time: 24 h - 48 h). All emails which arrived in the old account after the initial migration finished will now be copied. You will again receive notification emails about the status of your delta migration.

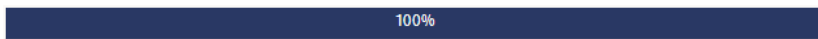
You will again receive notification emails about the status of your delta migration.



INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Migration progress

Migration task finished 




▼ Details

Migration start: 22.04.2016 14:28
 Migration finished: 22.04.2016 14:32
 Accounts 3
 Emails 30 (491 KB)
 Groupware data
 Order number ced7663c-06d9-4d8d-8e8c-d5d3540e189a
 Migration report Download

Account status

 mig-use...  user1@o...	163 KB	100%		Log
 mig-use...  user2@o...	163 KB	100%		Log
 mig-use...  user3@o...	163 KB	100%		Log

▼ 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](#)

Note: A delta migration is only possible if the migration service can still access 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.