User's Guide

audriga Groupware Migration from GSuite to Zimbra

Table of Contents

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, 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

GSuite Limitations

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

- GSuite 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.

- GSuite 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 Gmail. You can find them by searching for "*has:nouserlabels*" in Gmail. 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 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) of the mailboxes which should be migrated for both GSuite and Zimbra. 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 GSuite

audriga Migration Service uses the OAuth 2.0 protocol to access to data in Google services like mails, contacts or calendars. You can authorize audriga API client 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 OAuth 2.0 here:

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

You can authorize audriga API client by following these steps:

1. Log-in to your GSuite Admin console(https://admin.google.com)
2. Go to Security -> Show more -> Advanced Settings -> Manage API client access
3. Enter the audriga API Client into Client Name field:
   - audriga API Client: 113540172277121928717

4. Copy and paste these scopes into API Scopes field 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 GSuite 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 GSuite 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

Using Admin credentials to access Zimbra

audriga Migration Service can use the Domain Admin-Authenticationprovided 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) in addition to the standard Zimbra SOAP API (http[s]://host:port/service/soap).

Configure a migration with audriga migration service

Selecting current and new provider

On the *Provider selection* screen, choose Google Mail / GSuite (REST) as your current provider and Zimbra as your new provider:
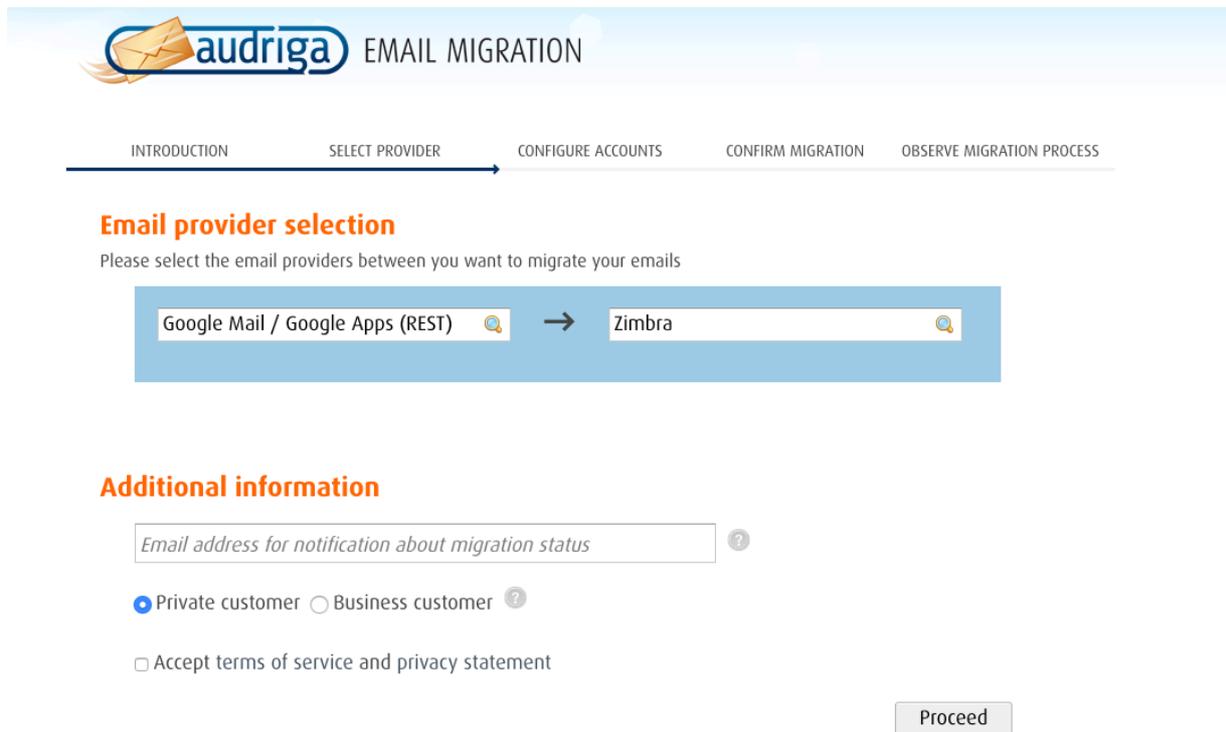
Hint: you may need to start typing **GSuite** for it to appear in the list.

Adding accounts for migration

You do not need user passwords for the **GSuite** admin and users, since we will be accessing them via our Client API, which you need to authorize (see chapter "Using Admin credentials to access GSuite").

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 those mailboxes.

Two options of adding user exist. You can either add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**. Keep reading for a detailed overview.

Adding single GSuite Accounts

Enter the username of the admin in the **username** field and user's username under **Details**. Enter the special **group email address** as **password** e.g. audriga-test@my-domain.com from the example above
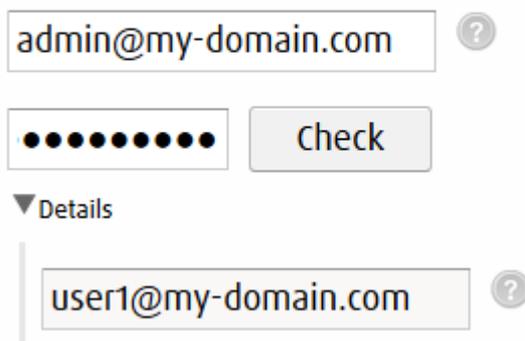
Click on **check** to verify the credentials. If the data is correct, a green check will appear ✔ . If the credentials are incorrect, a red cross will be displayed ✖

Adding single Zimbra 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 and the Zimbra check are successful, choose **add** to file

the migration.

Adding multiple accounts

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

For the **GSuite** accounts use the Group in the password field:

```
admin@gsuitedomain.com,group@gsuitedomain.com,user1@gsuitedomain.com,user1@zimbradomain.com,user1password,

admin@gsuitedomain.com,group@gsuitedomain.com,user2@gsuitedomain.com,admin@zimbradomain.com,adminpassword,user2@zimbradomain.com
```

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.

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.
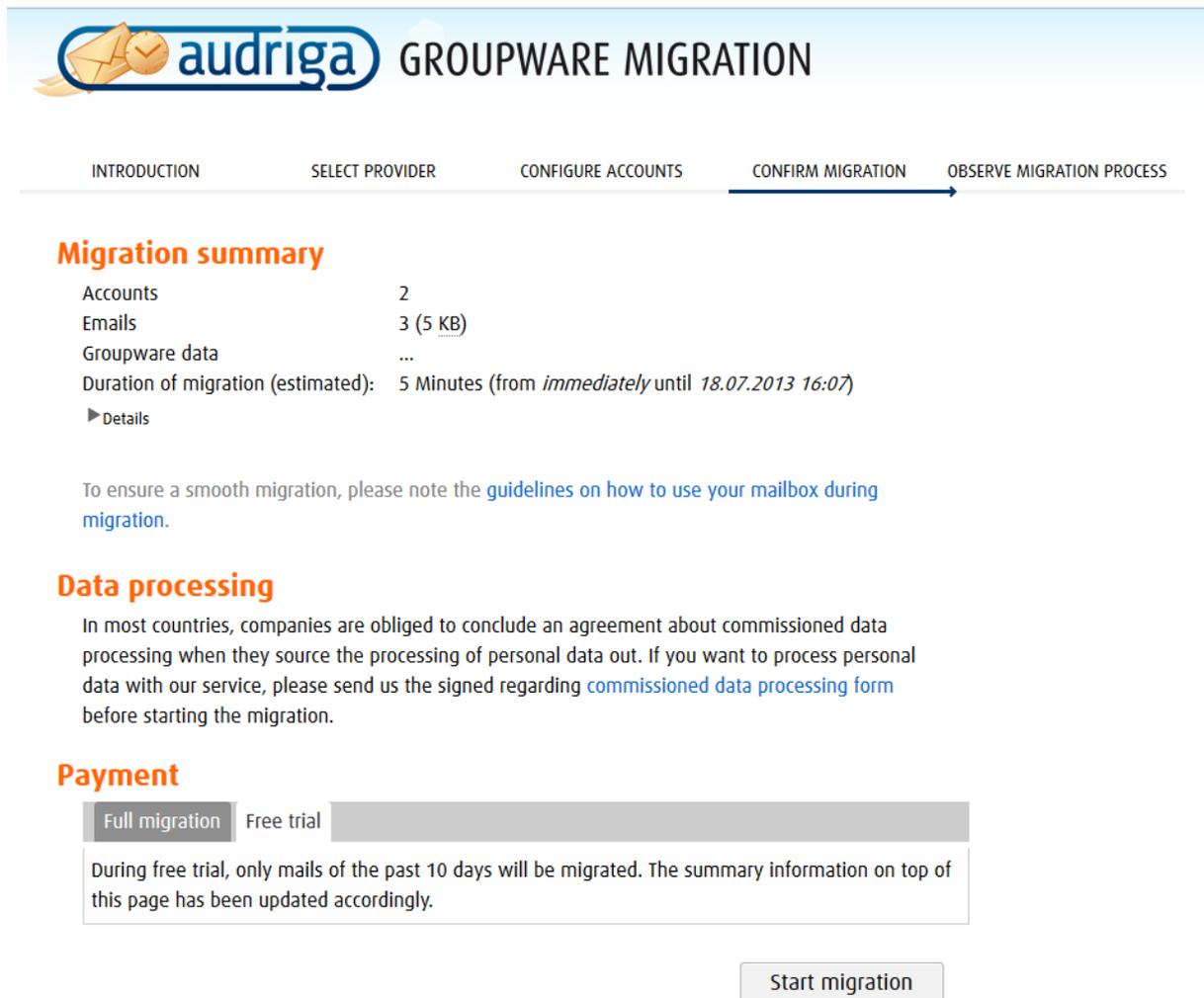
Start the migration

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**:

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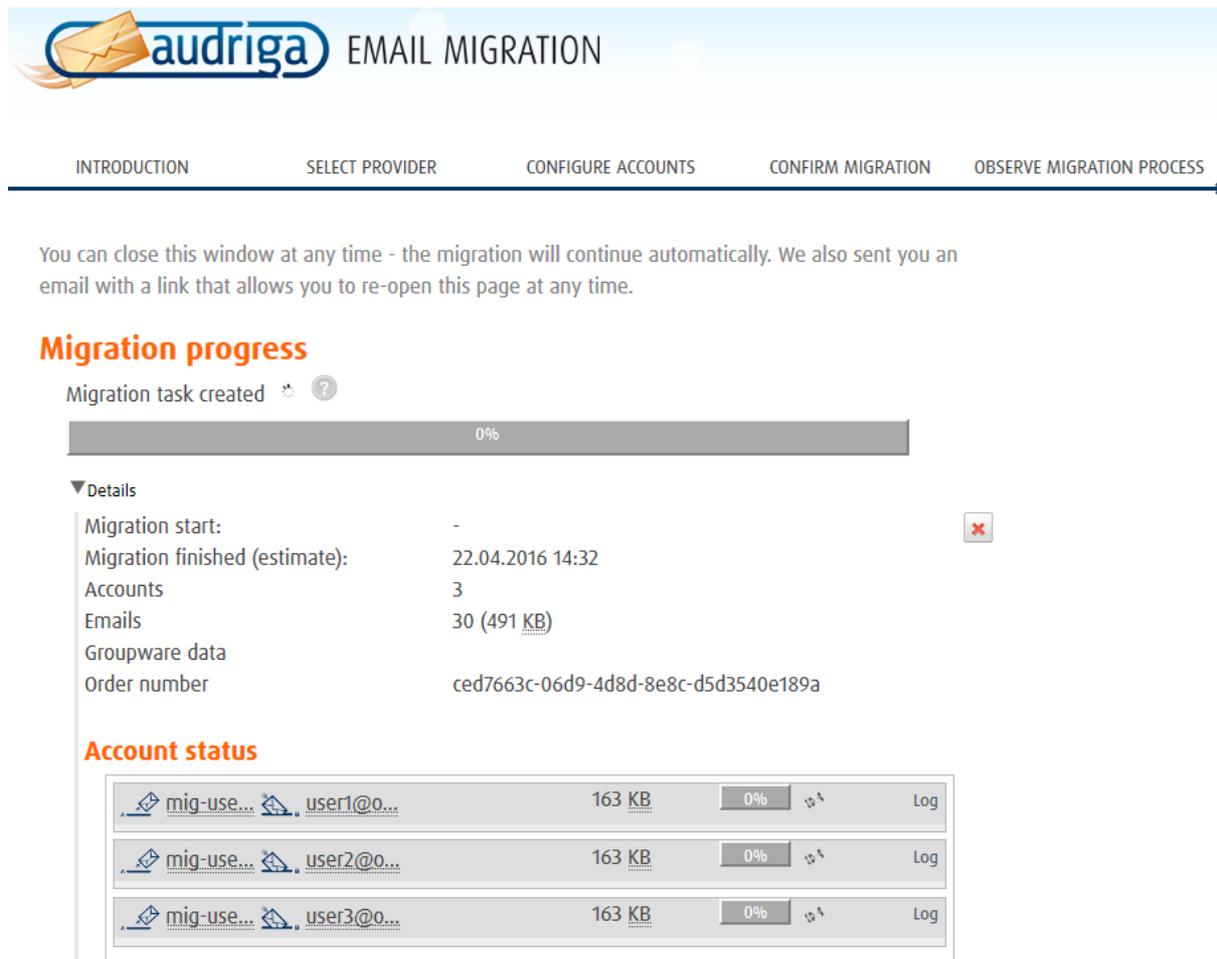
Click on **Details** to get further information about the migration.

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).
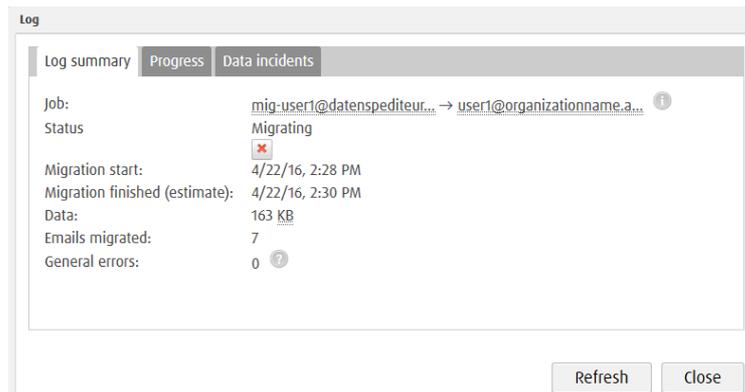
Delta Migration and Domain Transfer

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.

Migration progress

Migration task finished 🏁 ❓

100%

▼ 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.