

# User's Guide

## audriga Groupware Migration

from Google Workspace  
to Zimbra

Version 1.8  
Date 27.04.2026  
Contact [support@audriga.com](mailto:support@audriga.com)

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## audriga Migration Service for email and groupware

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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](mailto:support@audriga.com).

## Data migration

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

### Google Workspace specific limitations

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Google Workspace uses concepts that differ slightly from traditional groupware systems:

- Google Workspace uses **labels** instead of folders. You can use labels to organize your emails into categories, like work, family, or any other category. They work like folders, but you can assign **more than one** label to a message. audriga Migration Service will copy messages with multiple labels into **multiple folders** (corresponding to the labels) in your destination mailbox.
- 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 your destination mailbox. If you want to have them migrated into another folder, you will need to assign them a corresponding label.
- **"All mail"** serves another purpose besides holding the archived messages: it keeps a **copy of each labeled message**. audriga Migration Service will migrate each labeled message once (into the corresponding folder in your destination mailbox. It will not be transferred into the "All mail" folder as well in order to save storage).

### Zimbra specific limitations

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- Due to API restrictions, appointments with attendees might not be migrated with all information (e.g., participation status or meeting workflow).
- The service tries to resolve system internal addresses e.g. X500 addresses and replaces them with valid email addresses. If this 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
- 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

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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

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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:

- Google: authentication works via Auth Scopes
- Zimbra: you have two options for authentication:
  1. username and password
  2. use of an **admin user** with access rights to all mailboxes

The following information will guide you through the steps that you will need to prepare in the provider's/platform's UI before setting up the migration job in the audriga UI.

## Access to Google Workspace using Admin Scopes

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The migration service uses OAuth 2.0 to securely access emails, contacts, and calendars—without requiring individual user interaction. To enable this, you will need to prepare two steps in the provider's environment prior to the migration set-up in the audriga UI.

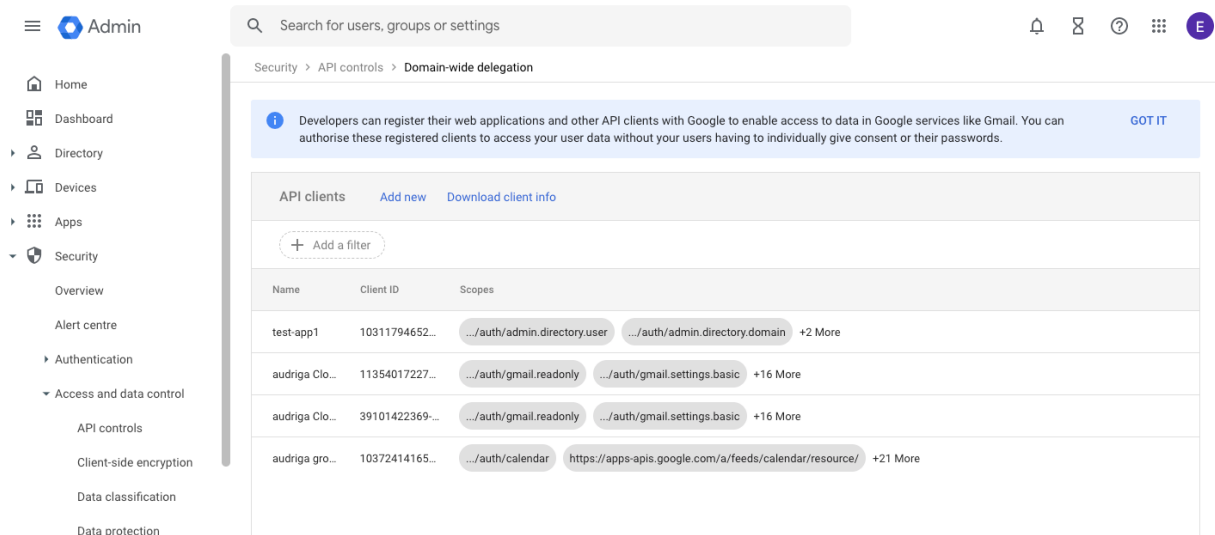
### Authorize audriga API client

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**:
  - A **name** for the group.
  - 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 Account permissions.

You can read more about Google Groups here:

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

## 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/paltform'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](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

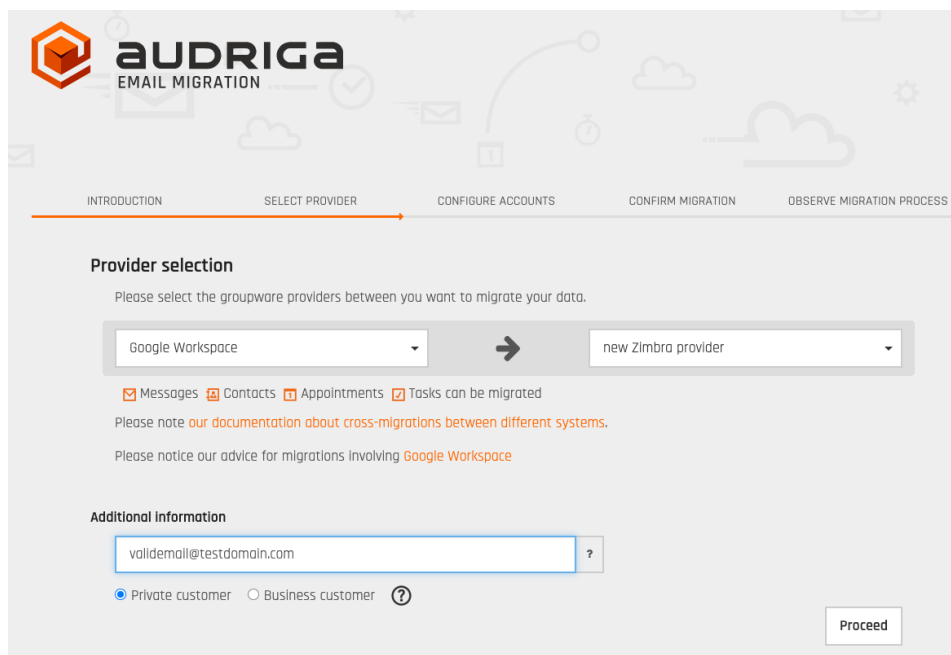
### Select current and new provider

Go to the **Provider selection** screen to select your current and your new provider.

Choose

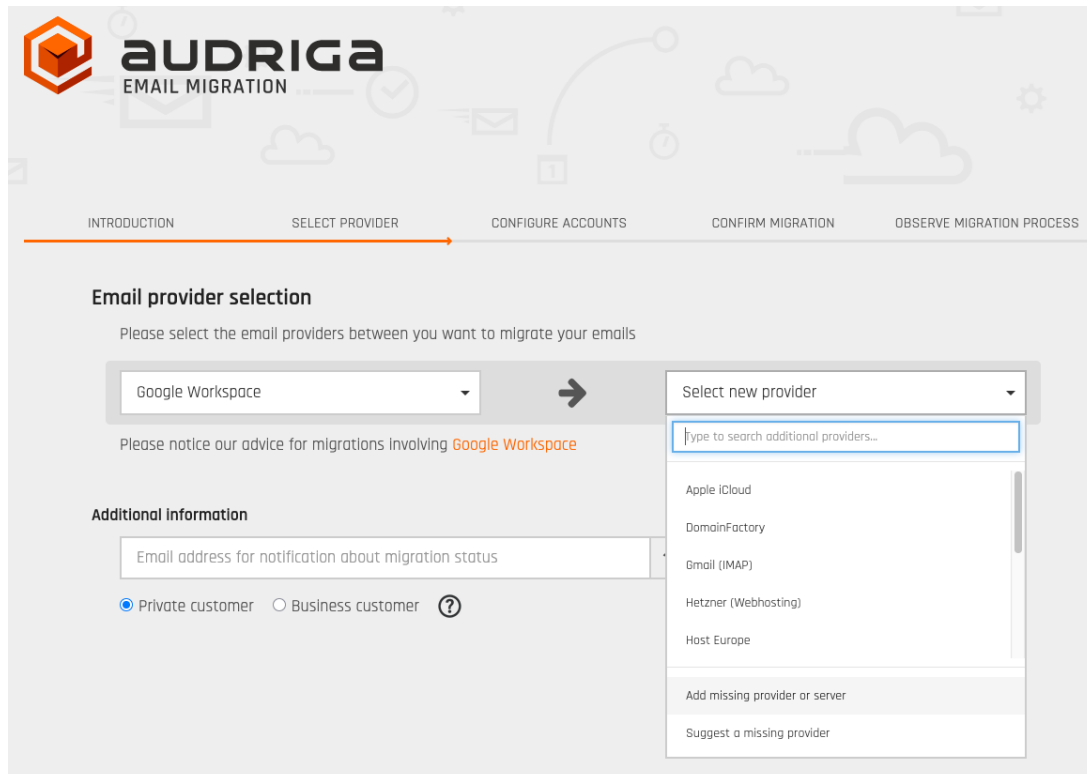
- **Google Workspace** as source provider
- Your **Zimbra** provider as destination provider.

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



## Configure own server

You have typed in your provider name but still miss it? You do have an own server? In these cases you can easily configure the server by using the option **Add missing provider or server**.



### Add provider or server

Please provide configuration data for the mailserver

Protocol **Zimbra**

IMAP **Zimbra**

Please enter the hostname of your mailserver

Mailserver (host name or IP address)  ?

► [Details](#)

Please have a look at our [notes for self-configured servers](#) before starting a migration.

[Cancel](#)

We need the IMAP and ZIMBRA server. See also [https://www.audriga.com/en/Handbook:Configure\\_provider\\_or\\_server](https://www.audriga.com/en/Handbook:Configure_provider_or_server)

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

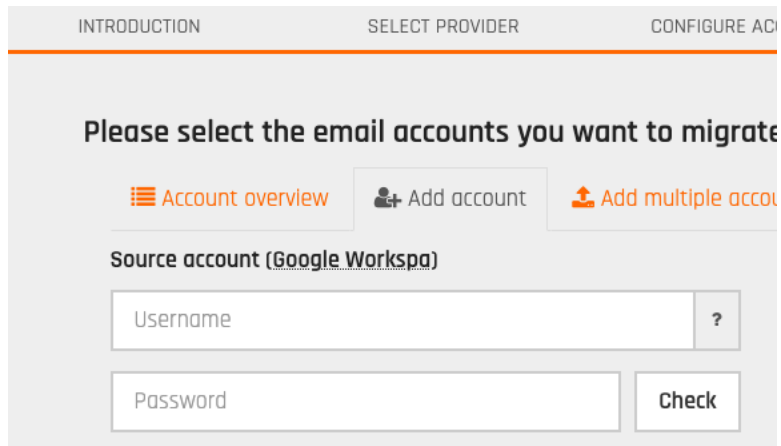
## Add accounts for migration

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**



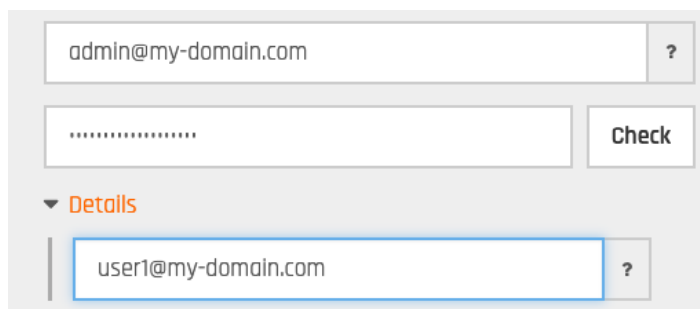
For **Google Workspace** enter

**Username:** username of the admin

**Password:** special group email address

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

**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 .

### Zimbra

Using the **Admin method** please enter

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

**Zimbra - alternative option:**

**Using Username + Password**

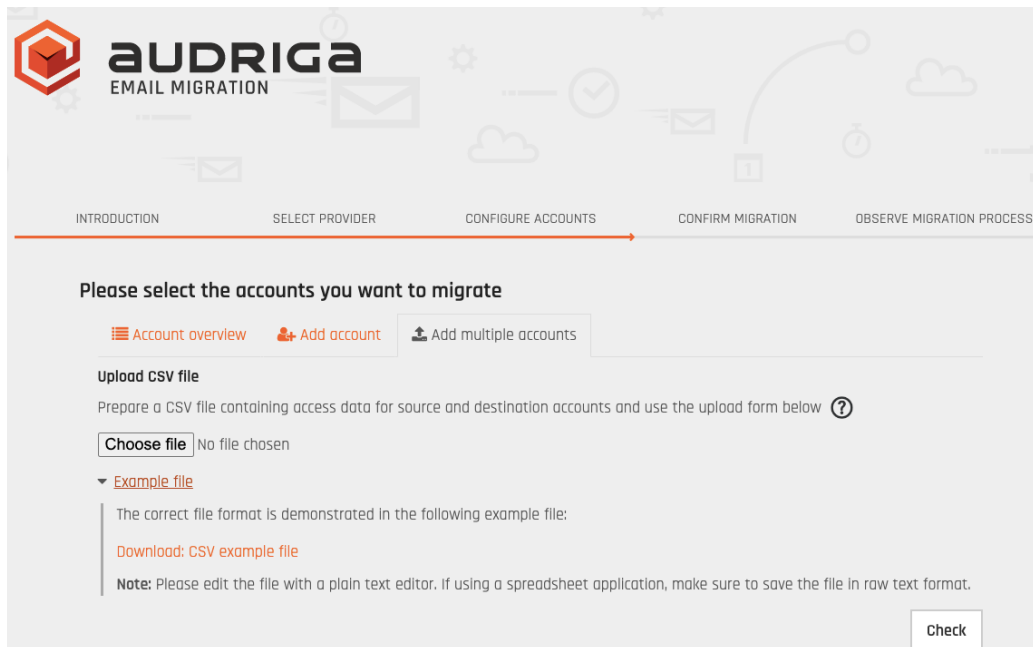
**Username:** username of mailbox to be migrated  
**Password:** password of mailbox to be migrated  
**Details:** no entry required

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.



The screenshot shows the AUDRIGA EMAIL MIGRATION web interface. At the top, there's a navigation bar with five tabs: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS (which is active), CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. Below the navigation bar, the main content area is titled 'Please select the accounts you want to migrate'. It features three buttons: 'Account overview', 'Add account', and 'Add multiple accounts' (which is selected). Under the 'Add multiple accounts' button, there's a section for 'Upload CSV file'. It includes a text prompt: 'Prepare a CSV file containing access data for source and destination accounts and use the upload form below'. Below this is a 'Choose file' button with the text 'No file chosen'. There's also a link for 'Example file'. A note states: 'The correct file format is demonstrated in the following example file:'. Below this is a link 'Download: CSV example file'. At the bottom of the section, there's a 'Check' button.

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 Google Scopes on source side and user credentials on destination side

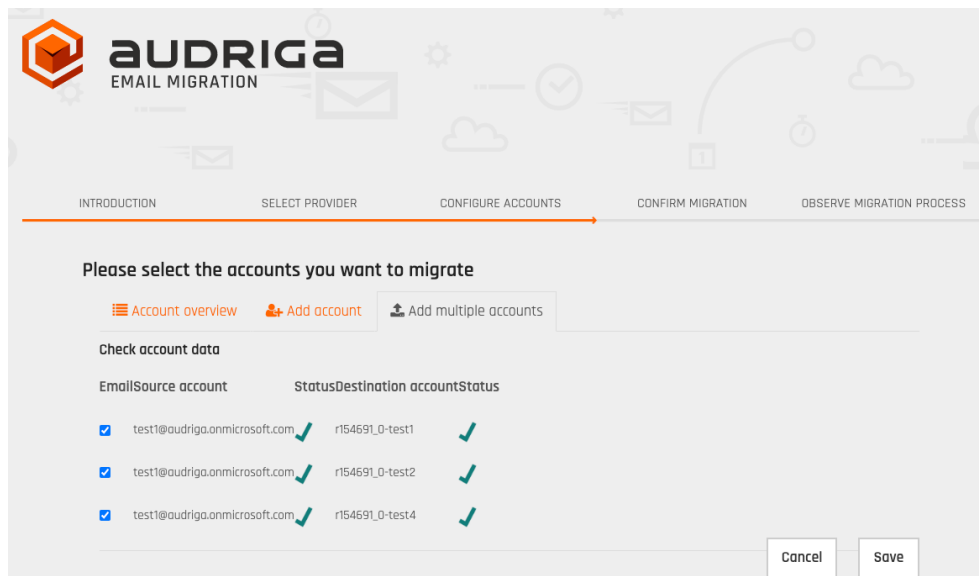
adminSRC,groupSRC,user1SRC,user1DST,user1PWDST,  
adminSRC,groupSRC,user2SRC,user2DST,user2PWDST,

### Authentication with Google Scopes on source side and admin credentials on destination side

adminSRC,groupSRC,user1SRC,adminDST,adminPWDST,user1DST  
adminSRC,groupSRC,user2SRC,adminDST,adminPWDST,user2DST

**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

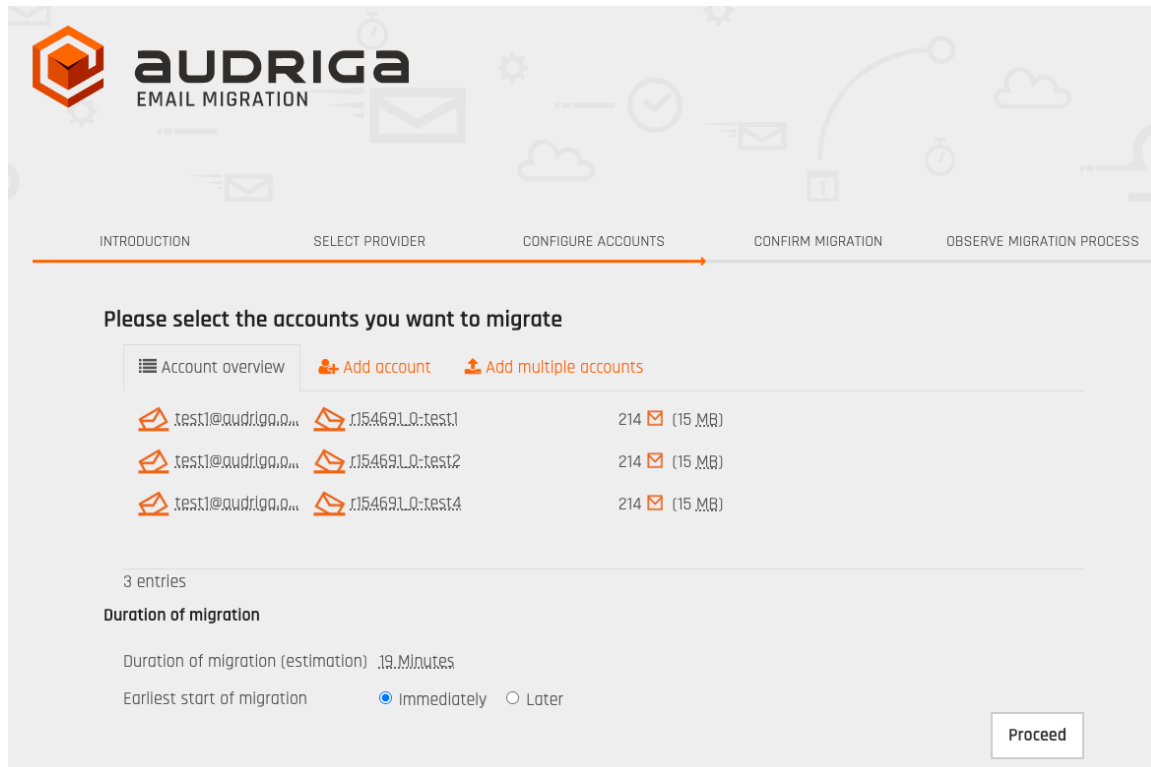
| EmailSource account                                               | Status | Destination account | Status |
|-------------------------------------------------------------------|--------|---------------------|--------|
| <input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com | ✓      | r154691_0-test1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



**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

|                   |               |             |
|-------------------|---------------|-------------|
| test1@audriga.com | 1546910-test1 | 214 (15 MB) |
| test1@audriga.com | 1546910-test2 | 214 (15 MB) |
| test1@audriga.com | 1546910-test4 | 214 (15 MB) |

3 entries

Duration of migration

Duration of migration (estimation) 19 Minutes

Earliest start of migration ☒ Immediately ☐ Later

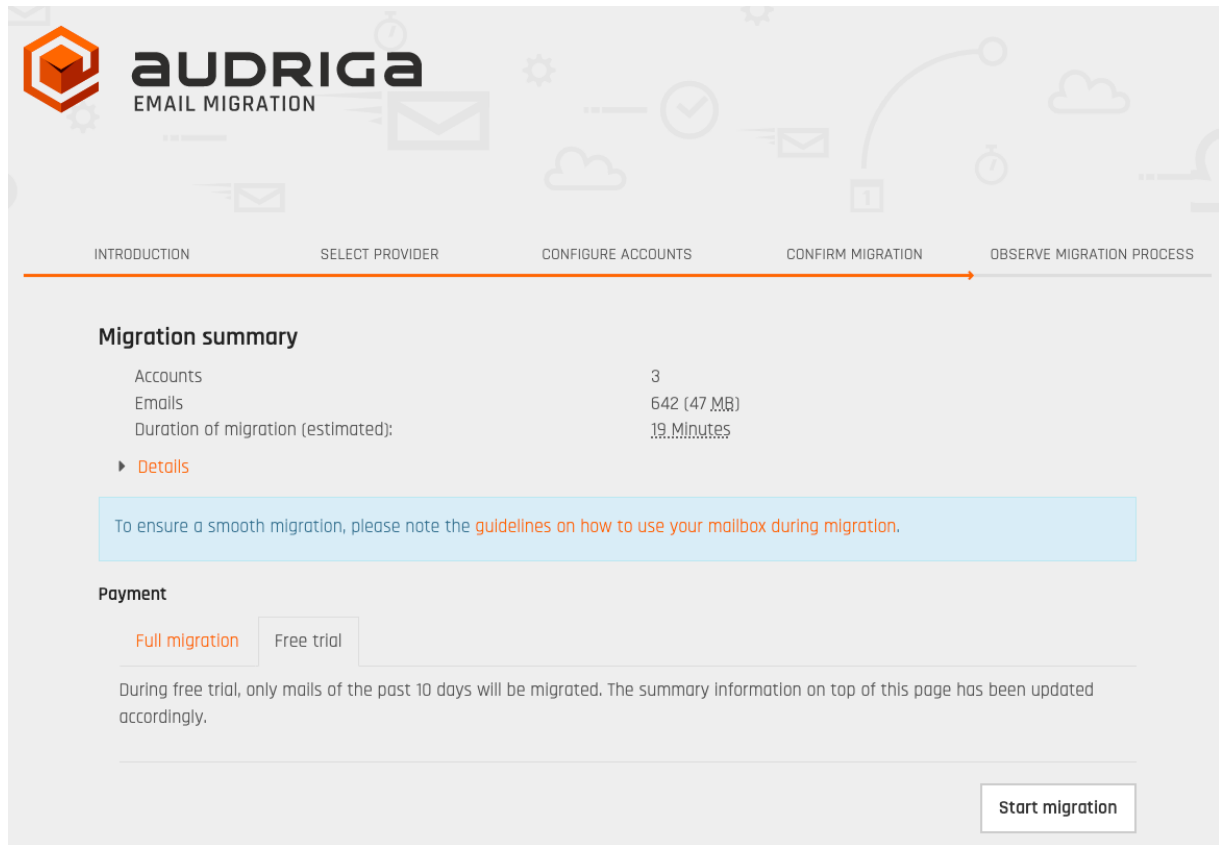
Proceed

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:

| Migration summary                  |             |
|------------------------------------|-------------|
| 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 the buttons 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.

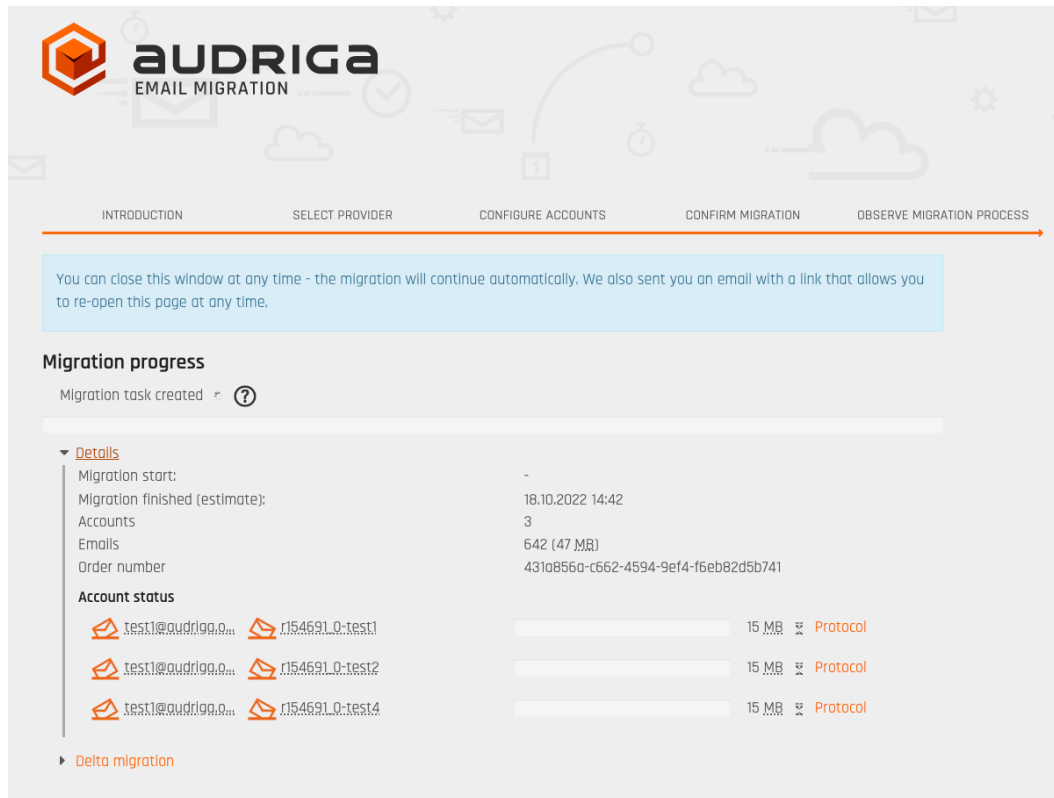
The migration summary will be adjusted. To start the trial migration, click on **Start migration**.

## 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

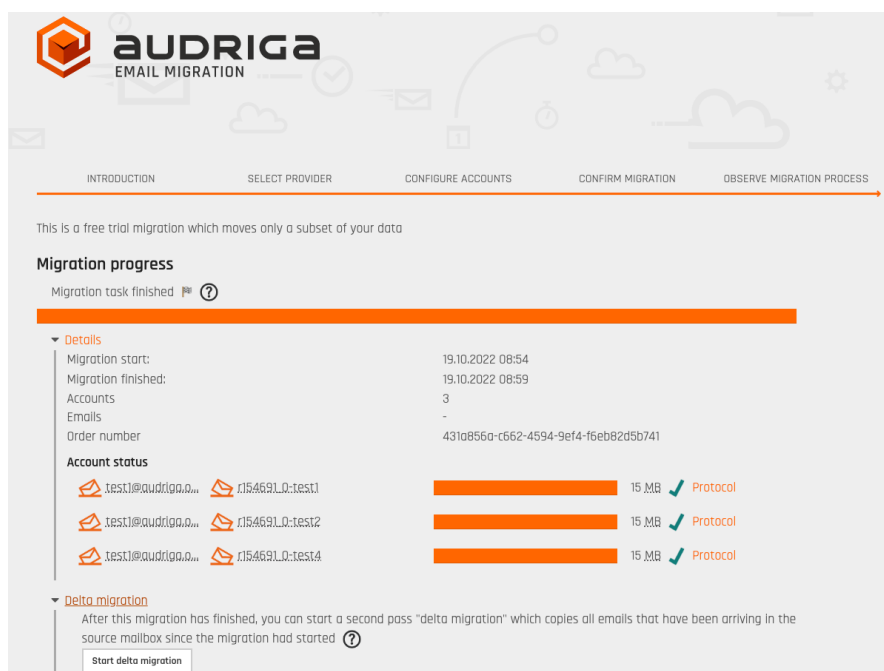
**Account status**

|                   |                 |       |          |
|-------------------|-----------------|-------|----------|
| 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 |

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**

|                   |                 |       |            |
|-------------------|-----------------|-------|------------|
| 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 |

**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.