

User's Guide

audriga Groupware Migration

from Microsoft Exchange
to Microsoft Exchange

Version: 1.0

Date: 26.07.2023

Contact: <https://www.audriga.com/en/Contact>

Table of contents

Table of contents	2
audriga Migration Service.....	3
Data migration	3
What data can be migrated	3
What data cannot be migrated	3
Limitations.....	4
EWS Limitations.....	4
General limitations	4
Preparation.....	4
Prepare access to source and destination.....	4
Access to Exchange using Admin credentials	5
Configure a migration with audriga migration service.....	5
Select current and new provider	5
Add accounts for migration.....	6
Add single accounts	6
Add multiple accounts	7
Start the migration.....	9
Free trail	9
Monitor migration status.....	10
Delta Migration for Domain Transfer	12

audriga Migration Service

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 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.

Data migration

What data can be migrated

- Emails (including folder structure, read/unread status, etc)
- Contacts
- Calendars
- Tasks
- Notes
- Filter (INBOX rules)
- Signatures
- Folder permissions if email addresses stay the same

What data cannot be migrated

- Public folders
- Archives
- Journals
- User specific settings

- Distribution lists
- Mailbox permissions
- Appointed participation status

Limitations

EWS Limitations

- The owner of the mailbox will become the organizer for each of his appointments
- Meeting participant status (accepted or declined) will not be migrated
- 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.
The service also filters invalid entries like non-valid URLs in Website fields which are not accepted by the destination platform.

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, please create mailboxes on the destination side.

Prepare access to source and destination

Exchange servers allow the use an admin account to migrate mailboxes without knowing the passwords of each user. If you want to make use of this option please read the following information. If however, you want to use "username + password" for each account that shall be migrated you can directly go to chapter Configure a migration with audriga migration

service.

Access to Exchange using Admin credentials

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.

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>.

Configure a migration with audriga migration service

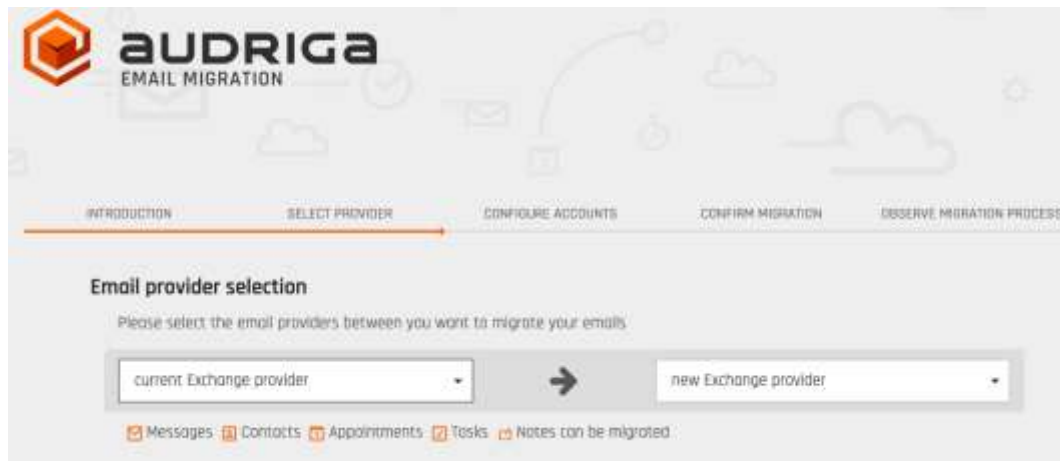
Select current and new provider

Go to the Provider selection screen.

Choose your Exchange server/provider as your current / source provider. Choose your Exchange server/provider as your destination provider.

Hint: you may need to start typing your provider name for it to appear in the list.

If you have an own server you can also configure the server yourself by using "add missing server/provider" from the drop down menu. Further information can be found here https://www.audriga.com/en/Handbook:Configure_provider_or_server.



Add accounts for migration

You have two possibilities of adding users. You can add single accounts one by one or you can add multiple accounts using a CSV-File.

Add single accounts

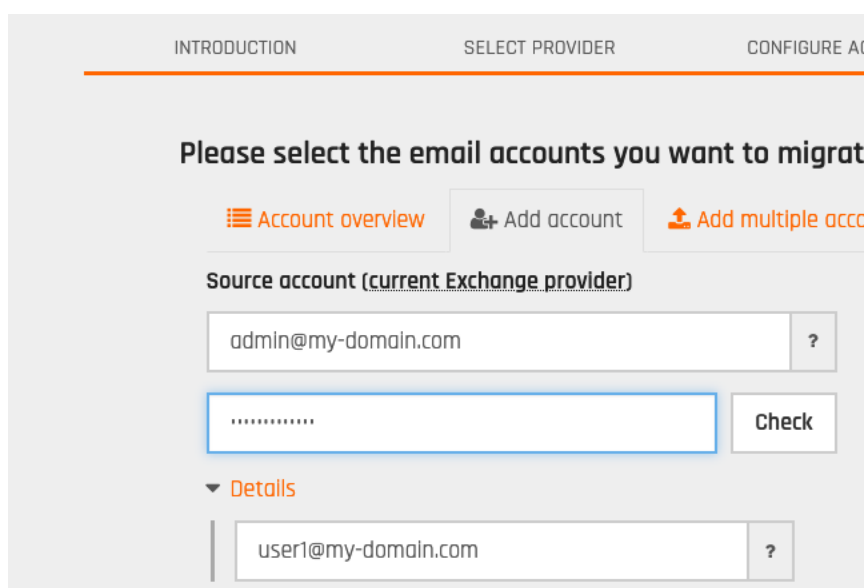
tab Add account



Using Admin Authentication

Username: adminusername

Password: adminpassword

Details: enter the user's mailbox you want to migrate (SMTP address)



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 that is to be migrated

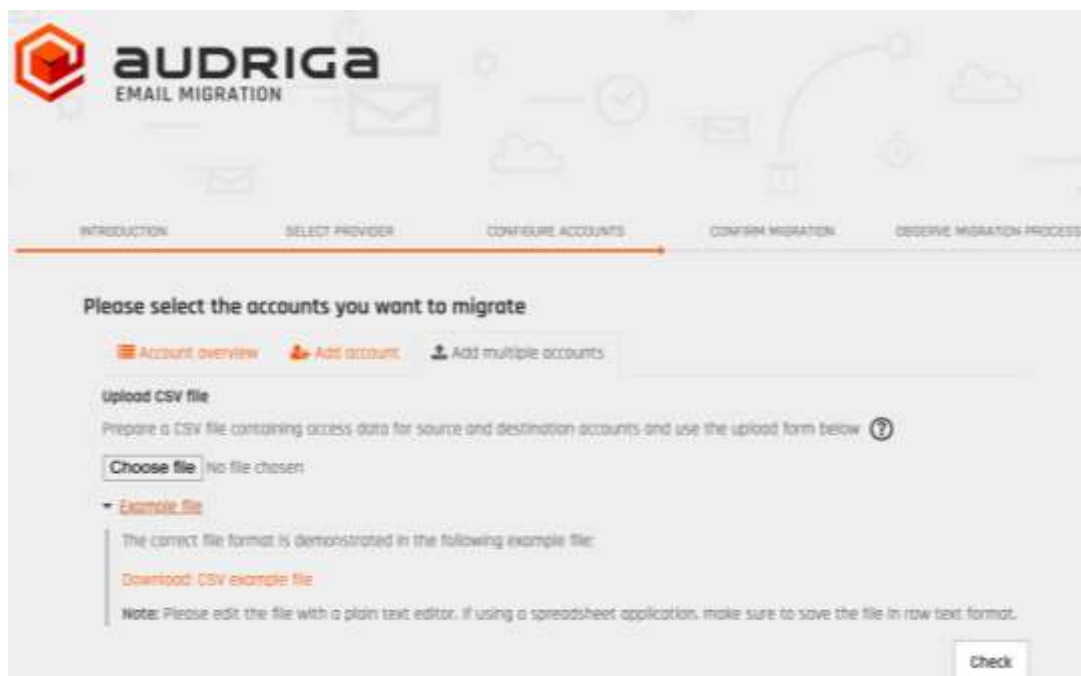
Password: password of mailbox that is to be migrated

Details: no entry required

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 .

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 accounts' credentials. An example file is provided in the dialog.

CSV format: Examples

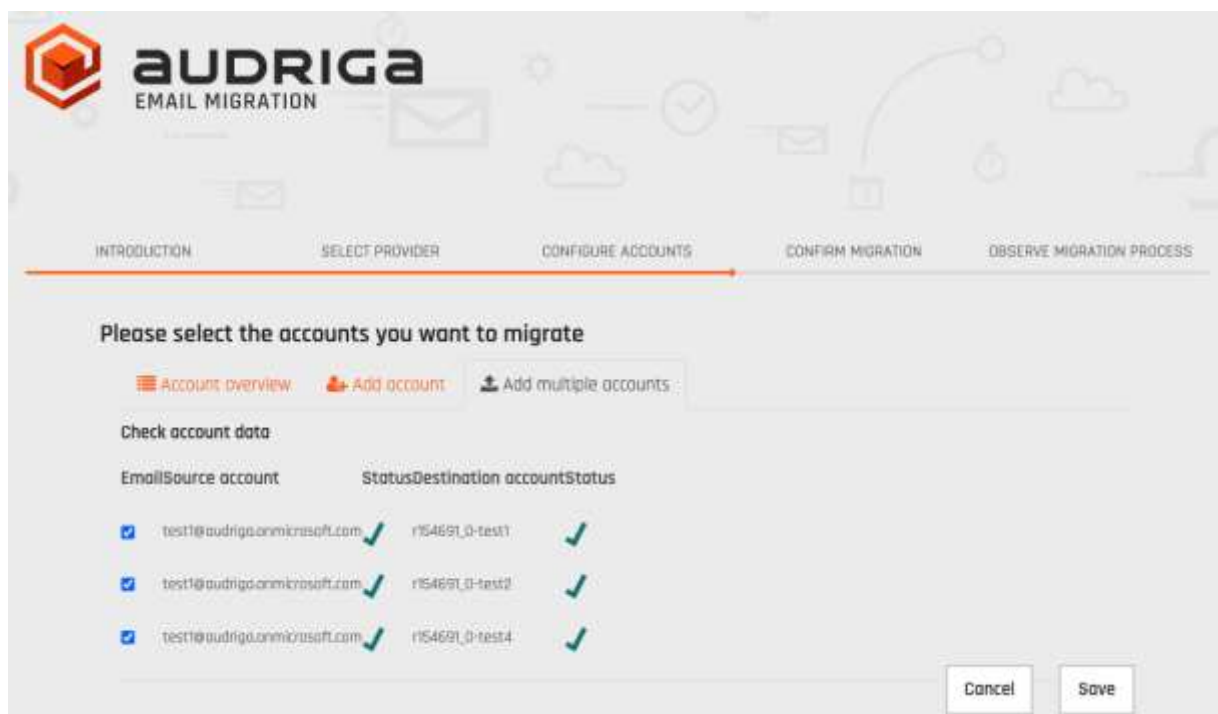
(A)

Authentication with admin credentials on Exchange source and Exchange destination side
sourceadminuser,sourceadminpass,sourceuser1,destadminuser,destadminpass,destuser1
sourceadminuser,sourceadminpass,sourceuser2,destadminuser,destadminpass,destuser2

(B)

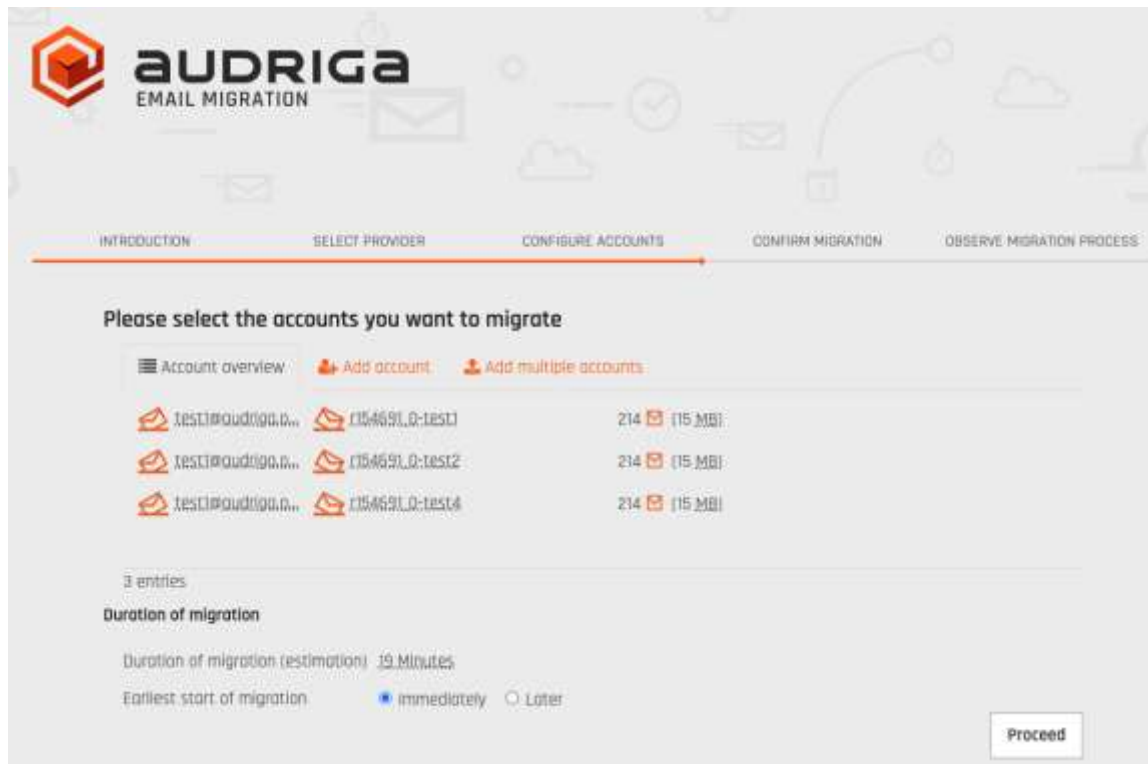
Authentication with users credentials on Exchange source and Exchange destination side
sourceuser1,sourcepass1,,destuser1,destpass1,
sourceuser2,sourcepass2,,destuser2destpass2,

Please make sure to put the commas as indicated!



All accounts entered will be listed.

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



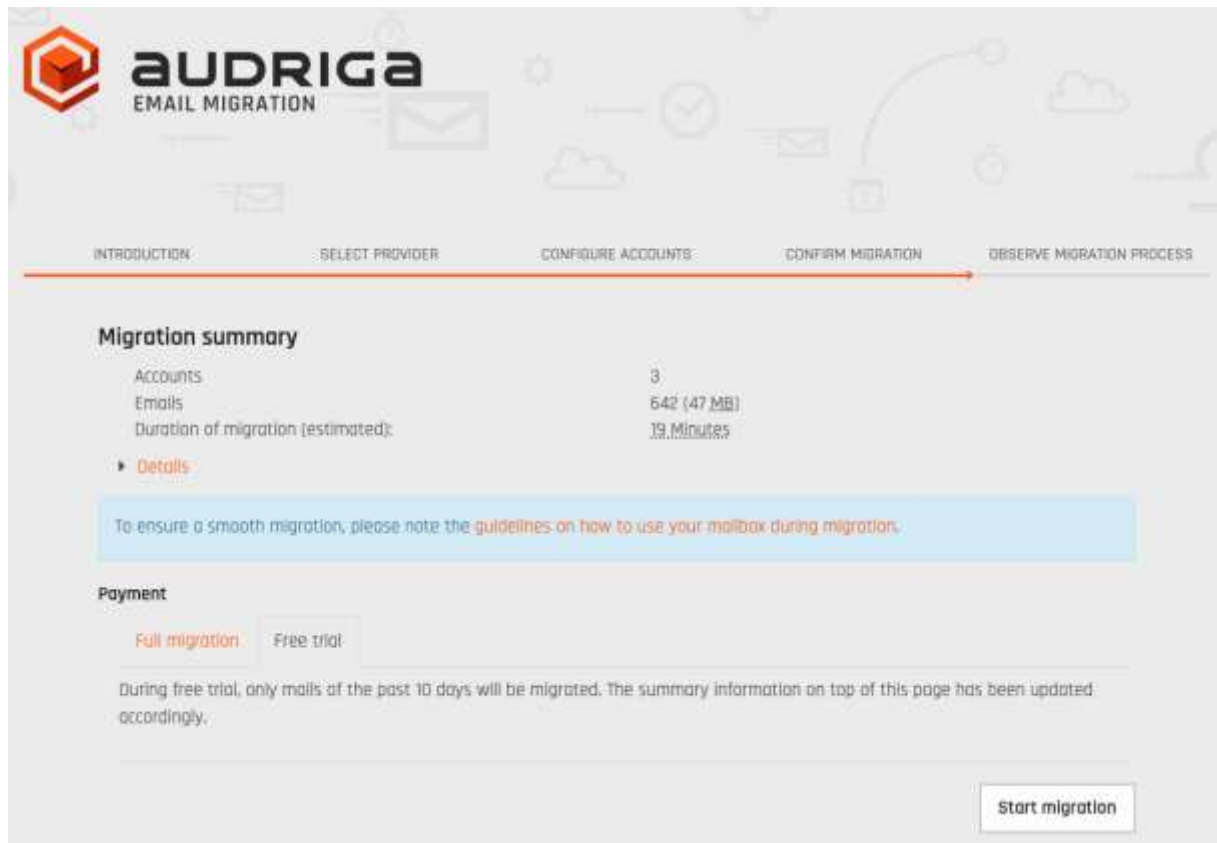
Start the migration

You will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the source 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:



aUDRIGA
EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Migration summary

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

► [Details](#)

To ensure a smooth migration, please note the [guidelines on how to use your mailbox during 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

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.



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	431a856e-c662-4594-9ef4-f5eb82d5b741

Account status

 test1@audriga.a...	 1154691.0-test1	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	15 MB	Protocol
 test1@audriga.a...	 1154691.0-test2	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	15 MB	Protocol
 test1@audriga.a...	 1154691.0-test4	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	15 MB	Protocol

[Delta migration](#)

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.

Protocol

Log summary **Progress (EMail)**


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.


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.



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	4310856a-c562-4694-9ef4-f5eb82d5b741

Account status

 test1@audriga.a...	 154691_0-test1		15 MB		Protocol
 test1@audriga.a...	 154691_0-test2		15 MB		Protocol
 test1@audriga.a...	 154691_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 

Note:

In order to allow running a delta migration the migration service still needs access to the mailboxes 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.