

User's Guide

audriga Groupware Migration

from Google Workspace

to OX

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

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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 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, 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
- Contacts
- Calendars
- Tasks

What data cannot be migrated

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

Limitations

Google Workspace specific limitations

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

- Google Workspace 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 OX.
- 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 OX. 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 OX but will exclude it from the **"All mail"** folder in order to save storage.

OX 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.
- OX does not allow to suppress email notifications for modified and deleted recurring event items in the future. Thus, these modifications are not migrated if the event contains attendees
- OX only allows one event uid per context. This cause problems if a user has events with the same uid. OX API does not accept them and they cannot be migrated (e.g customer has stored the same event in two different folders)

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) **OX mailboxes**. Make sure you have the access credentials (login names and passwords) of the mailboxes, which should be migrated for both Google Workspace and OX. 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.

Prepare access to source and destination

For the authentication on the Google side has to use Auth Scopes.

For OX, you will have to use **username** and **password** to add each **user**.

Access to Google Workspace using Admin Scopes

audriga Migration Service uses the OAuth 2.0 protocol to access to data in Google services like mails, contacts or calendars.

You can read more about OAuth 2.0 here:

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

You have to authorize audriga API client to access your user data without your users having to individually give consent or their passwords. In addition to that our service needs you to create a special email group.

Both steps need to be completed before starting the migration and are explained now.

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>,

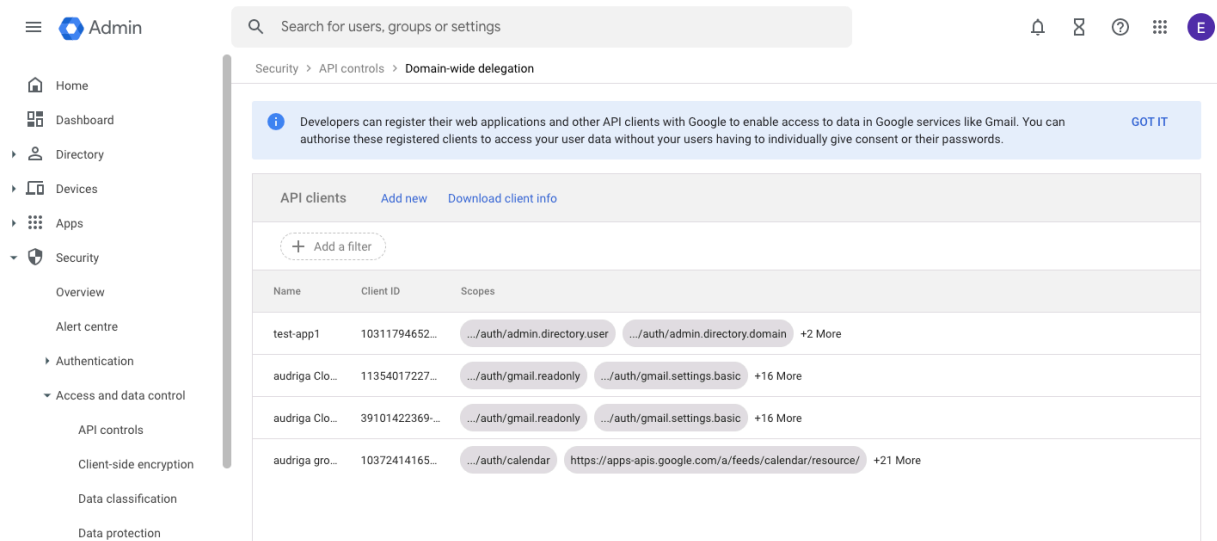
<https://www.googleapis.com/auth/apps.groups.settings>,

<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:



The screenshot shows the Google Admin console interface. On the left is a navigation menu with 'Admin' at the top and various categories like Home, Dashboard, Directory, Devices, Apps, Security, etc. The main content area is titled 'Security > API controls > Domain-wide delegation'. It features a search bar at the top and a blue information banner stating: 'Developers can register their web applications and other API clients with Google to enable access to data in Google services like Gmail. You can authorise these registered clients to access your user data without your users having to individually give consent or their passwords.' Below this is a table of API clients with columns for Name, Client ID, and Scopes. The table lists several clients, including 'test-app1', 'audriga Clo...', and 'audriga gro...', each with its respective Client ID and Scopes.

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**:
 - o A **name** for the group.
 - o 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 Mailbox permissions.

You can read more about Google Groups here:

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

Configure a migration with audriga migration service

Select current and new provider

Go to the **Provider selection** screen.

Choose *Google GSuite* as your current / source provider.

Hint: you may need to start typing *Google* for it to appear in the list.

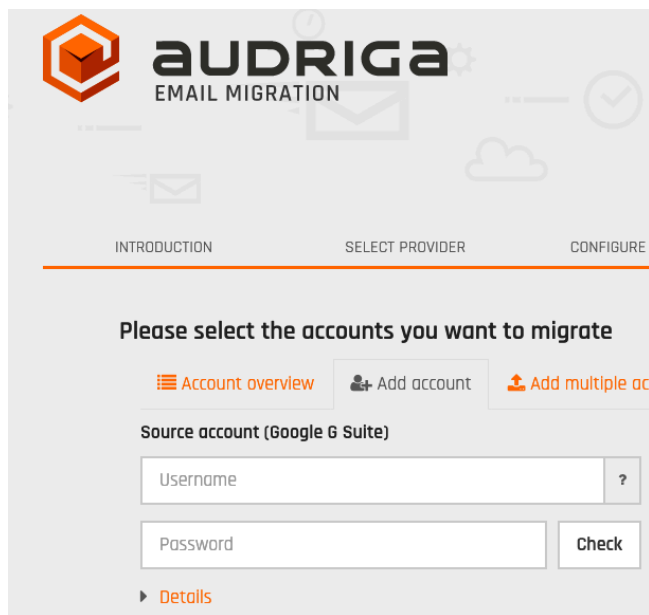


Add accounts for migration

Two options of adding users exist. You can either add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**.

Add single Google Workspace accounts

tab *Add account*

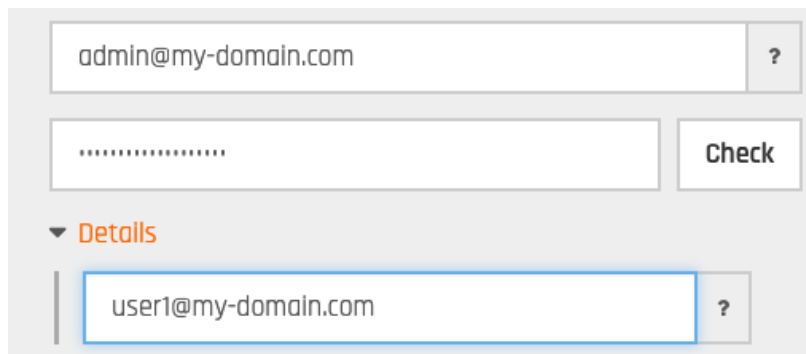



Google Workspace


Username: enter the username of the admin

Password: enter the special **group email address**
(e.g. test-audriga@my-domain.com from the example above)

Details: enter the user's mailbox 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  .

Add single OX Accounts

For your **OX** accounts you have to use the username and password of each mailbox.

Enter the **user credentials** in the corresponding fields and leave **Details** empty.

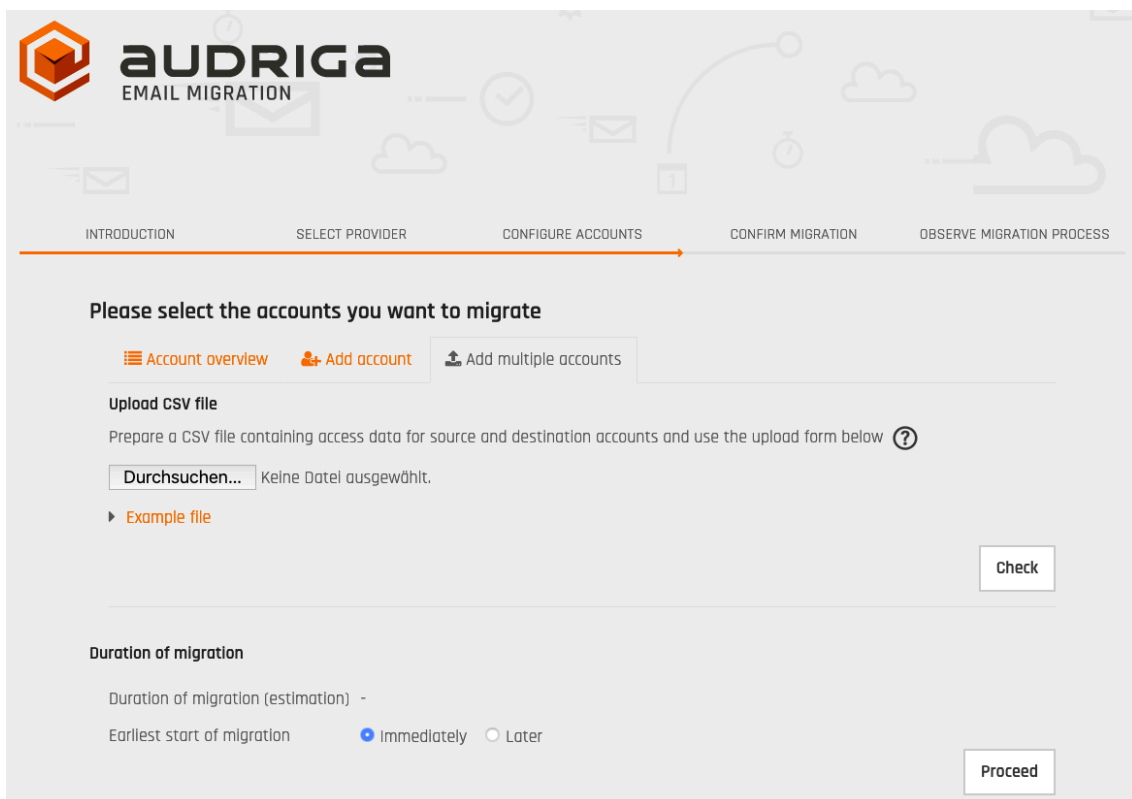
Source account (Open-Xchange)

[▶ Details](#)

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.

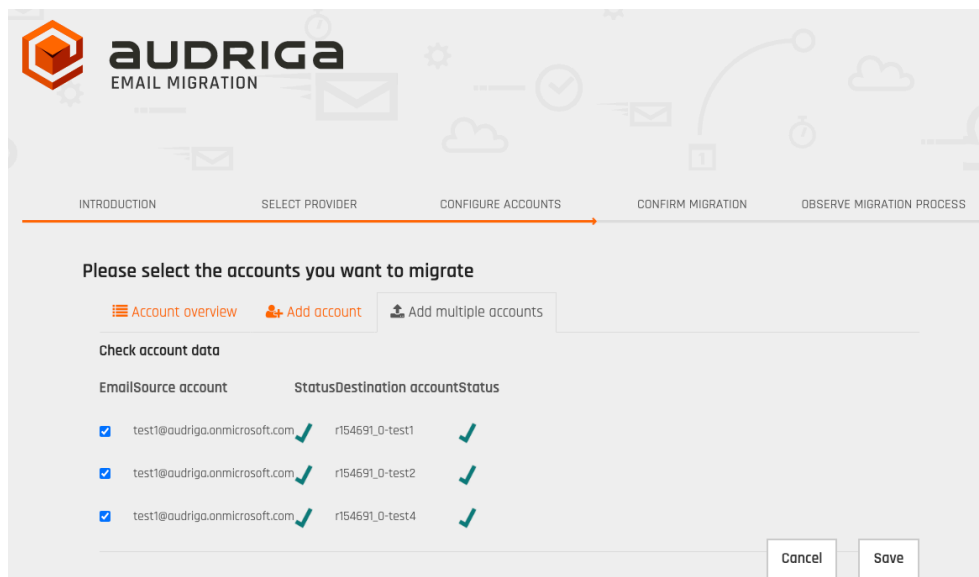
Prepare and upload a **text file** with all of the account credentials. An **example file** is provided in the dialog.



The screenshot shows the 'AUDRIGA EMAIL MIGRATION' interface. A progress bar at the top indicates the current step is 'CONFIGURE ACCOUNTS'. Below the progress bar, there are three tabs: 'Account overview', 'Add account', and 'Add multiple accounts'. The 'Add multiple accounts' tab is selected. Under this tab, there is a section for 'Upload CSV file' with a text input field containing 'Durchsuchen...' and the text 'Keine Datei ausgewählt.' Below this is a link for 'Example file'. At the bottom of the form, there is a 'Duration of migration' section with radio buttons for 'Immediately' (selected) and 'Later'. A 'Check' button is located at the bottom right of the form area, and a 'Proceed' button is at the very bottom right.

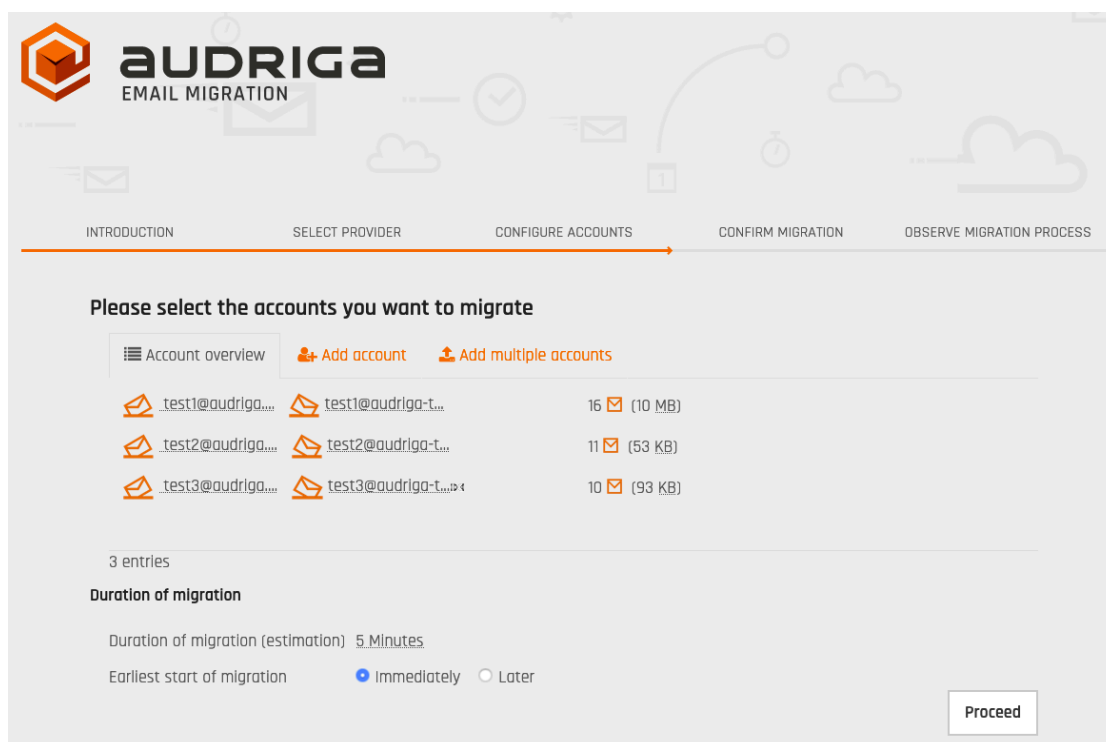
Authentication with users credentials on Google Workspace and OX side

admin@googlemail.com,group@googlemail.com,user1@googlemail.com,user1@ox,user1oxpassw,
 admin@googlemail.com,group@googlemail.com,user1@googlemail.com,user2@ox,user1oxpassw,



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.



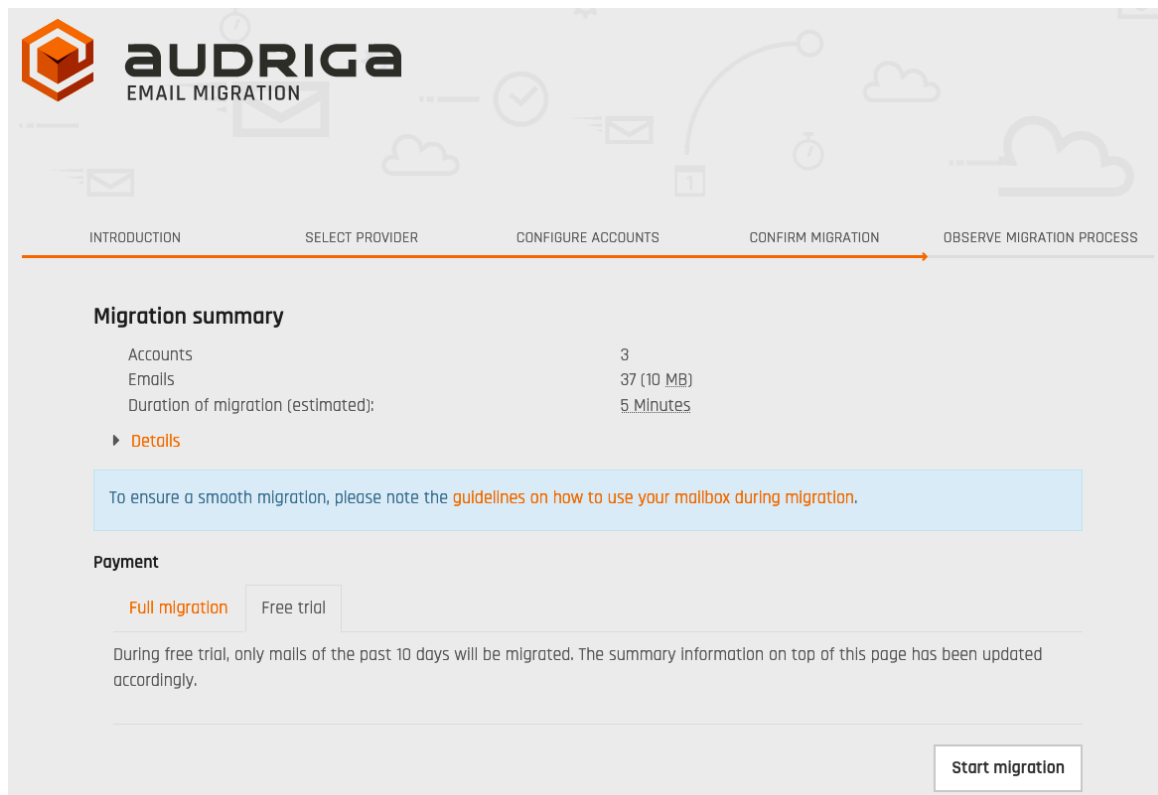
Start the Migration

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 Trial

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*.



The screenshot shows the Audriga Email Migration interface. At the top, the Audriga logo and 'EMAIL MIGRATION' text are visible. Below the logo is a progress bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS, CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. The 'CONFIRM MIGRATION' step is currently active, indicated by an orange arrow pointing to it.

Migration summary

Accounts	3
Emails	37 (10 MB)
Duration of migration (estimated):	5 Minutes

▶ [Details](#)

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

Payment

Full migration Free trial

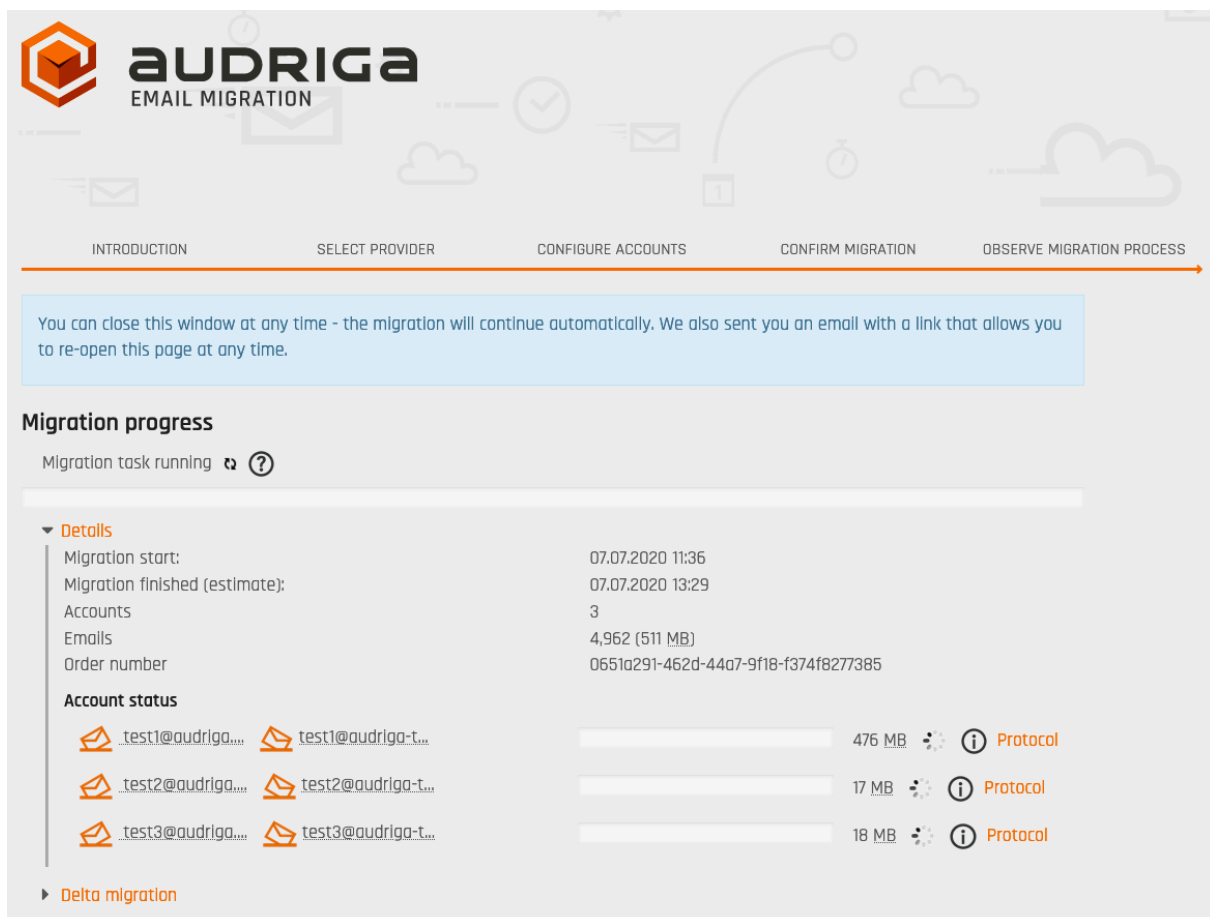
During free trial, only mails of the past 10 days will be migrated. The summary information on top of this page has been updated accordingly.

[Start migration](#)

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.



The screenshot shows the Audriga Email Migration status page. At the top, there is a navigation bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS, CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. The current step, OBSERVE MIGRATION PROCESS, is highlighted with an orange arrow. Below the navigation bar, a blue box contains the text: "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." The main section is titled "Migration progress" and shows "Migration task running" with a refresh and help icon. A "Details" section is expanded, showing migration start and finish times, the number of accounts (3), total emails (4,962), and the order number. Below this, the "Account status" section lists three accounts with their respective migration progress bars, sizes (476 MB, 17 MB, 18 MB), and a "Protocol" link for each. A "Delta migration" link is also visible at the bottom.

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)**

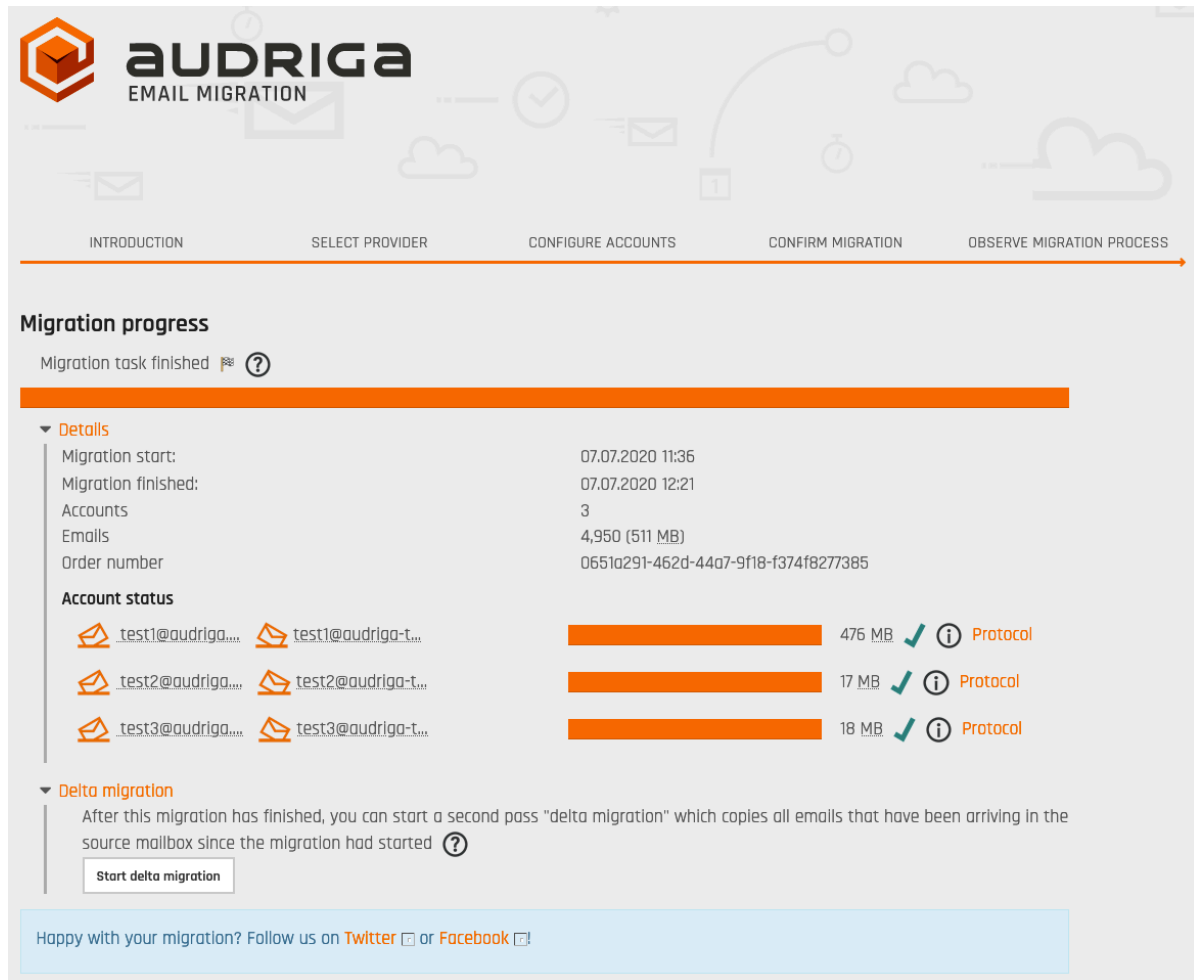
Job:	test1@audriga.i24.cc → test1@audriga-test.de ⓘ
Status	Migration job done
Migration start:	7/7/20, 11:36 AM
Migration finished:	7/7/20, 11:45 AM
Data:	476 MB
Emails migrated:	1575 (2,477 duplicates) ⓘ
General errors:	0 ⓘ

[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







Migration progress

Migration task finished ⓘ ?

Details

Migration start:	07.07.2020 11:36
Migration finished:	07.07.2020 12:21
Accounts	3
Emails	4,950 (511 MB)
Order number	0651a291-462d-44a7-9f18-f374f8277385

Account status

 test1@audriga....	 test1@audriga-t...	<div style="width: 100%; height: 10px; background-color: orange;"></div>	476 MB	✓ ⓘ	Protocol
 test2@audriga....	 test2@audriga-t...	<div style="width: 100%; height: 10px; background-color: orange;"></div>	17 MB	✓ ⓘ	Protocol
 test3@audriga....	 test3@audriga-t...	<div style="width: 100%; height: 10px; background-color: orange;"></div>	18 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 ⓘ

Happy with your migration? Follow us on [Twitter](#) or [Facebook](#)

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.