

# User's Guide

audriga Groupware Migration

from Microsoft 365 / Exchange Online  
to OX

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## audriga migration service for emails and groupware

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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](mailto:support@audriga.com).

## Data migration

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### What data can be migrated

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Migration of user mailboxes include:

- Emails
- Contacts
- Appointments
- Tasks

### What data cannot be migrated

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

- Distribution Lists
- Permissions
- Notes

## Limitations

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### OX Limitations

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- The owner of the mailbox may 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 deleted recurring event items in the future. Thus, these modifications are not migrated if the event contains attendees
- OX does not allow to create the same event with the same UID multiple times in the same context. Audriga therefore migrates events only for the internal organizer and not for internal 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

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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
- 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

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### Prepare access to source and destination

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For your **Microsoft 365** accounts you have to use **modern authentication** with a service account with Impersonation role.

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

### Access to Microsoft 365 with Modern Authentication

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In order to be able to use the audriga migration service in combination with Microsoft 365, the following points must be followed prior to the start of your migration.

Microsoft 365 only allows the usage of modern authentication.

You have to pick one account to serve as a service account, an app has to be installed and a secret email group has to be created.

#### 1. Prepare one account to serve as a service account

Please note that the account that shall serve as the service account requires an **Microsoft 365/Exchange online license (mailbox)**.

Hint: If you want to designate your Admin account as service account you have to provide the Admin with a license.

Microsoft 365 uses role-based access control (RBAC) to grant permissions to accounts. As an Exchange Server administrator, the service account must be granted the **ApplicationImpersonation** role.

- Using the Admin Account: Sign into Microsoft 365 and go to **Microsoft 365 Admin Center**
- From the left panel: Go to **Admin centers** and select **Exchange** to get to the Exchange Admin Center
- From the left panel: under **roles** click **admin roles**
- Basics: Click on **Add role group** and add a **new Admin role group**. Select any name and leave it at the default value. Click next
- Permission: Click **ApplicationImpersonation** to grant impersonation rights. Click next
- Admins: Under **Members** select the account to whom the impersonation should apply (service account) and click next

- Review and finish: check and click *add role group*

## 2. Register the audriga app in your tenant

To register our audriga app in your tenant, log into your admin account and go to (Copy and paste the link in your browser - please remove line breaks):

[https://login.microsoftonline.com/organizations/v2.0/adminconsent?client\\_id=3cd27a72-a19e-4945-9715-fc24d940428f&redirect\\_uri=https://umzug.audriga.com/SMESwitchWebApp/oauth\\_complete.jsp&scope=https://outlook.office.com/.default](https://login.microsoftonline.com/organizations/v2.0/adminconsent?client_id=3cd27a72-a19e-4945-9715-fc24d940428f&redirect_uri=https://umzug.audriga.com/SMESwitchWebApp/oauth_complete.jsp&scope=https://outlook.office.com/.default)

- Accept the App audriga CloudMover migration
- You will be redirected to an audriga page which you can close  
Note: our application is created under the "Enterprise application" tab in AzureAD console

## 3. Create a "secret" group in the customer tenant

Create a "secret" group in the customer tenant.

- Go to <https://aad.portal.azure.com> => Azure Active Directory => Groups => *New group*
- Choose a group name and group email address that includes "audriga" or "birest" (e.g. [test-audriga@my-domain.com](mailto:test-audriga@my-domain.com)) (please note: case sensitive! Audriga won't work!)
- Choose group type *Microsoft 365*
- Appoint your service account (see 1.) as the owner of this group

## Configure a migration

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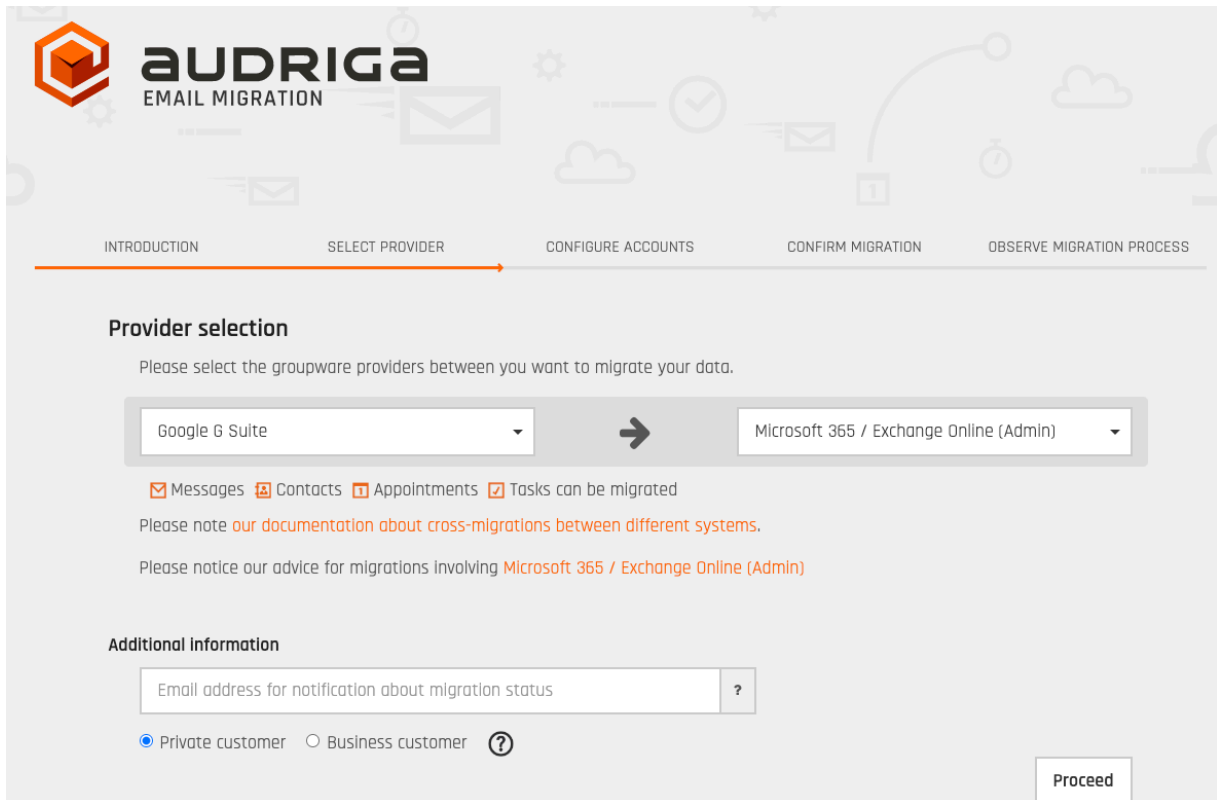
### Select current and new Provider

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Go to the *Provider selection* screen.

Choose *Microsoft 365 / Exchange Online (Admin)* as your current provider and *OX* as your destination provider.

*Hint:* you may need to start typing *Microsoft Office 365/Exchange Online* for it to appear in the list.



## Add accounts for Migration

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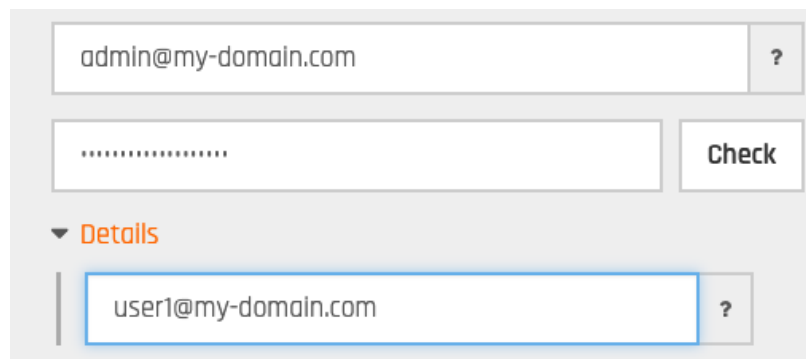
You have two possibilities of adding users. You can add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**.

### Add single Microsoft 365 Accounts

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As described you have to use modern Authentication here, you **cannot** use the username and password of each mailbox alternatively.

- Username:** enter the username of the service account
- 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



The screenshot shows a form with the following elements:

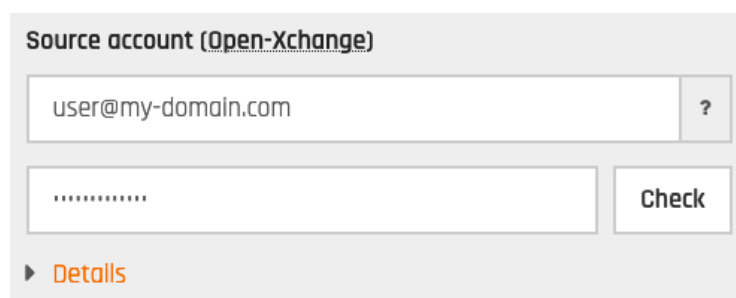
- A text input field containing "admin@my-domain.com" with a question mark icon to its right.
- A password input field with masked characters "....." and a "Check" button to its right.
- A section header "Details" with a downward-pointing triangle icon.
- A text input field containing "user1@my-domain.com" with a question mark icon to its right.

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 OX Accounts

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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.



The screenshot shows a form titled "Source account (Open-Xchange)" with the following elements:

- A text input field containing "user@my-domain.com" with a question mark icon to its right.
- A password input field with masked characters "....." and a "Check" button to its right.
- A section header "Details" with a right-pointing triangle icon.

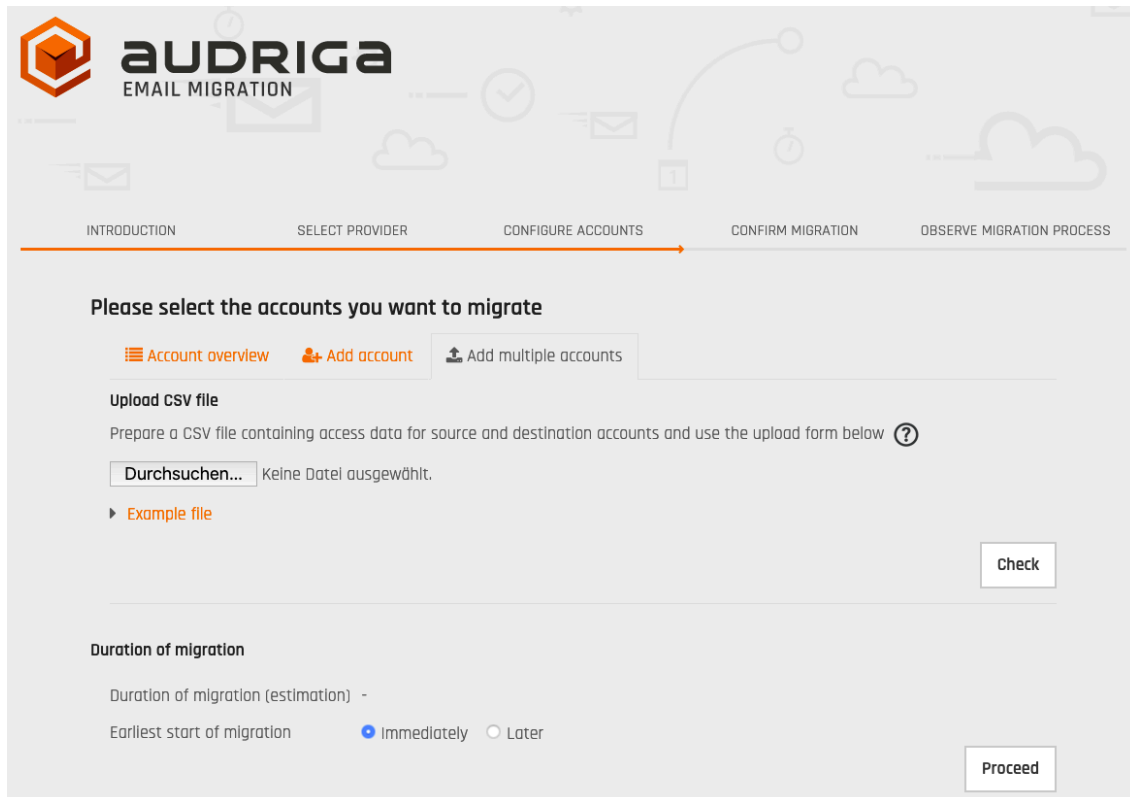
## Add multiple Accounts

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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.

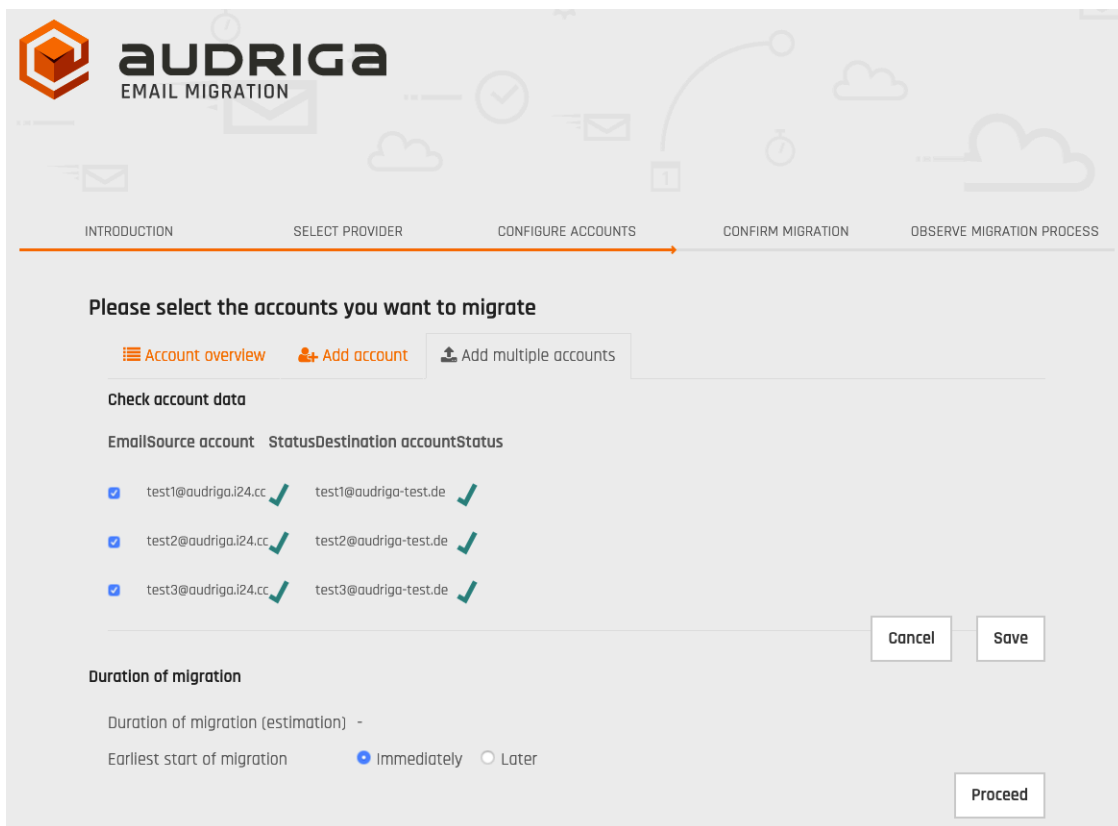


Prepare and upload a **text file** with all of the account credentials. An **example file** is provided in the dialog.



The screenshot shows the AUDRIGA EMAIL MIGRATION interface. At the top, there is a progress bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS (highlighted with an orange arrow), CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. Below the progress bar, the main heading is "Please select the accounts you want to migrate". There are three tabs: "Account overview", "Add account", and "Add multiple accounts". Under "Add account", there is a section for "Upload CSV file" with instructions: "Prepare a CSV file containing access data for source and destination accounts and use the upload form below ?". A search box contains "Durchsuchen..." and "Keine Datei ausgewählt.". Below this is a link for "Example file". A "Check" button is located at the bottom right of this section. The "Duration of migration" section has a label "Duration of migration (estimation) -" and "Earliest start of migration" with two radio buttons: "Immediately" (selected) and "Later". A "Proceed" button is at the bottom right of this section.

**Authentication with users credentials on OX and Microsoft 365 side**  
serviceaccount,groupemailaddresss,mailbox1,user1@ox,user1oxpassw,  
serviceaccount,groupemailaddresss,mailbox2,user2@ox,user2oxpassw,



**Please select the accounts you want to migrate**

Account overview | Add account | Add multiple accounts

**Check account data**

EmailSource account	Status	Destination account	Status
test1@audriga.i24.cc	✓	test1@audriga-test.de	✓
test2@audriga.i24.cc	✓	test2@audriga-test.de	✓
test3@audriga.i24.cc	✓	test3@audriga-test.de	✓

Duration of migration

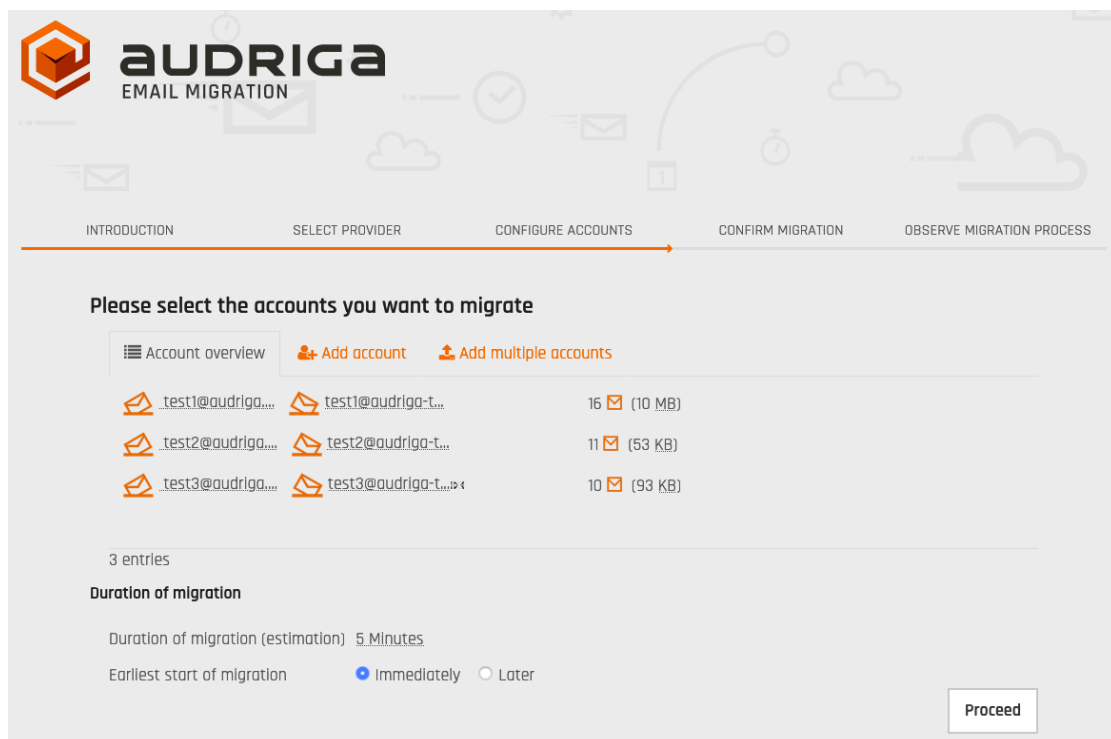
Duration of migration (estimation) -

Earliest start of migration  Immediately  Later

Cancel Save Proceed

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.



**Please select the accounts you want to migrate**

Account overview | Add account | Add multiple accounts

test1@audriga-t...	test1@audriga-t...	16 MB	10 MB
test2@audriga-t...	test2@audriga-t...	11 MB	53 KB
test3@audriga-t...	test3@audriga-t...	10 MB	93 KB

3 entries

**Duration of migration**

Duration of migration (estimation) 5 Minutes

Earliest start of migration  Immediately  Later

Proceed

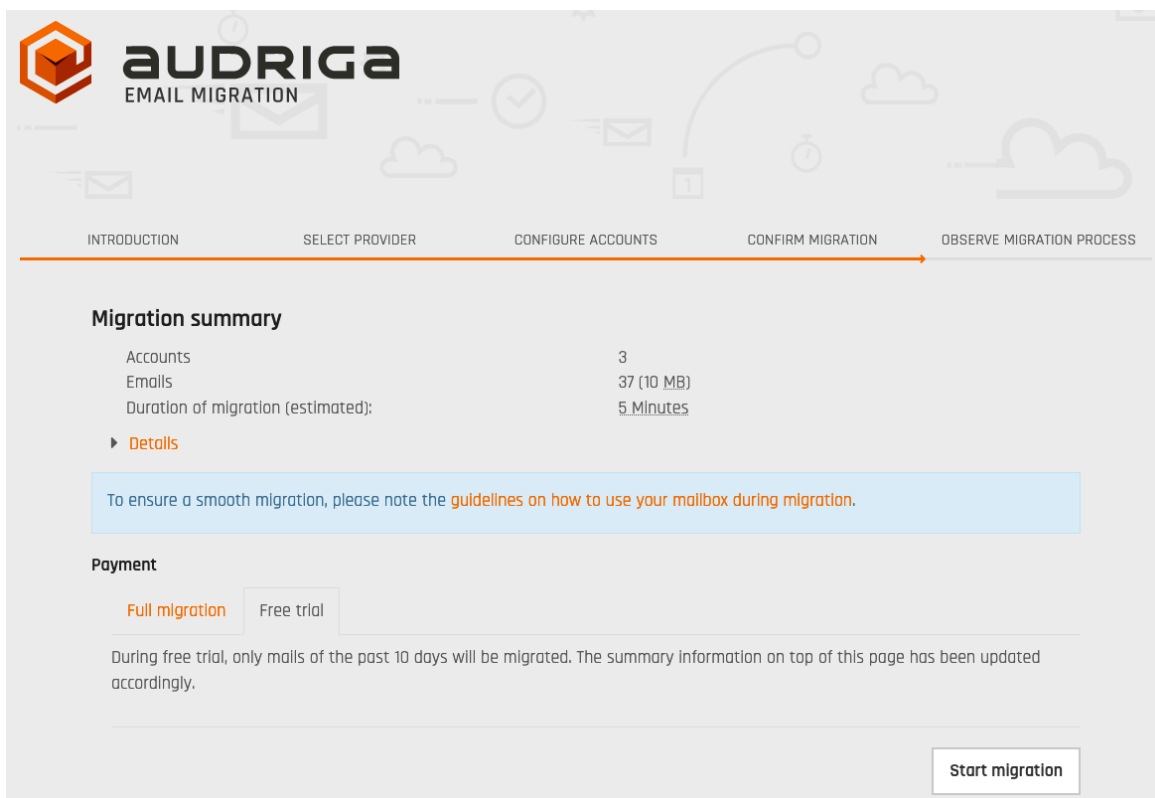
## Start the Migration

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 displays 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](#)

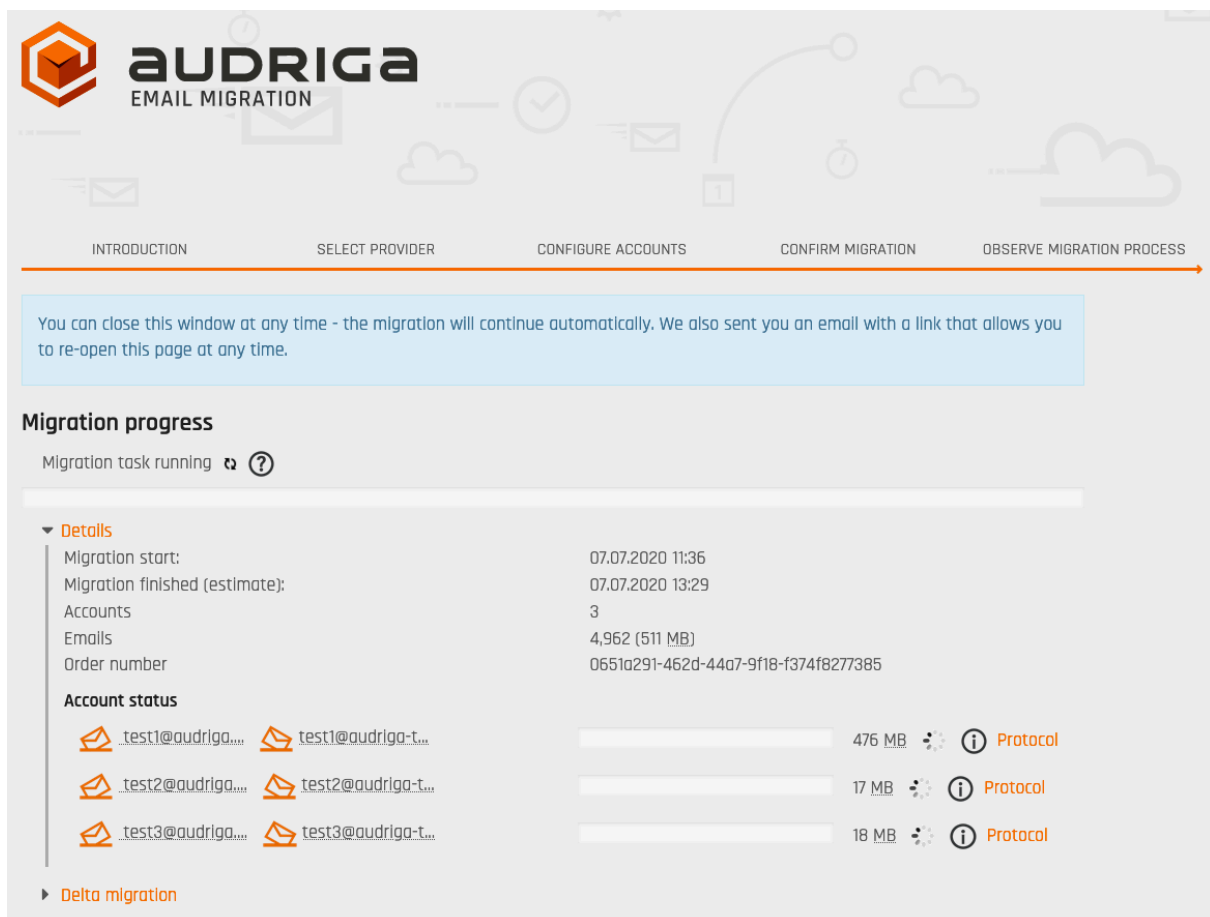
During free trial, only mails of the past 10 days will be migrated. The summary information on top of this page has been updated accordingly.

[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 website. 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, there is a blue information box stating: "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 content area is titled "Migration progress" and shows "Migration task running" with a refresh and help icon. Below this, there is a "Details" section with the following information:

Migration start:	07.07.2020 11:36
Migration finished (estimate):	07.07.2020 13:29
Accounts	3
Emails	4,962 (511 MB)
Order number	0651a291-462d-44a7-9f18-f374f8277385

Below the details, there is an "Account status" section with three rows of account information:

.test1@audriga...	test1@audriga-t...	<input type="text"/>	476 MB		Protocol
.test2@audriga...	test2@audriga-t...	<input type="text"/>	17 MB		Protocol
.test3@audriga...	test3@audriga-t...	<input type="text"/>	18 MB		Protocol

At the bottom, there is a "Delta migration" section with a right-pointing arrow.

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)**

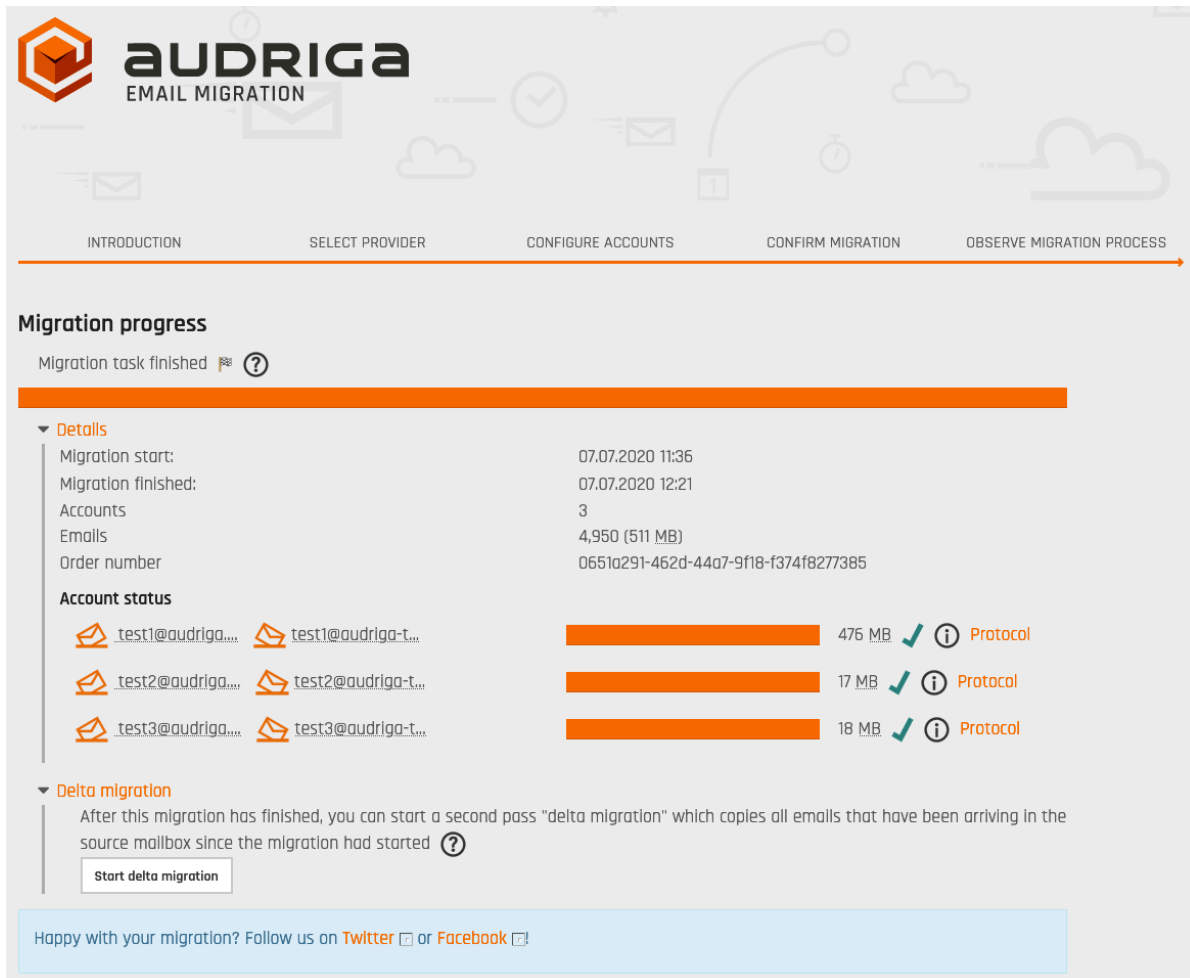
Job:	test1@audriga.i24.cc → test1@audriga-test.de ⓘ
Status	Migration job done
Migration start:	7/7/20, 11:36 AM
Migration finished:	7/7/20, 11:45 AM
Data:	476 MB
Emails migrated:	1575 (2,477 duplicates) ⓘ
General errors:	0 ⓘ

[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 ⓘ ?

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**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.