

# User's Guide

audriga Groupware Migration

from Microsoft 365 / Exchange Online  
to Zimbra

Version 1.3  
Date 02.02.2023  
Contact <https://www.audriga.com/en/Contact>

## Table of contents

|   |    |
|---|----|
| <b>AUDRIGA MIGRATION SERVICE FOR EMAILS AND GROUPWARE</b> .....   | 3  |
| <b>DATA MIGRATION</b> .....                                       | 3  |
| What data can be migrated .....                                   | 3  |
| What data cannot be migrated .....                                | 3  |
| <b>LIMITATIONS</b> .....  | 4  |
| Zimbra specific limitations .....                                 | 4  |
| General limitations.....  | 4  |
| <b>PREPARATION</b> .....  | 4  |
| Create new Zimbra mailboxes.....                                  | 4  |
| Prepare access to source and destination .....                    | 5  |
| Access to Microsoft 365 with Modern Authentication .....          | 5  |
| Access to Zimbra using Admin credentials .....                    | 6  |
| <b>CONFIGURE A MIGRATION WITH AUDRIGA MIGRATION SERVICE</b> ..... | 7  |
| Select current and new provider .....                             | 7  |
| Add accounts for migration .....                                  | 7  |
| Add single accounts.....  | 8  |
| Add multiple accounts .....                                       | 9  |
| <b>START THE MIGRATION</b> .....                                  | 11 |
| Free trail .....  | 11 |
| <b>MONITOR MIGRATION STATUS</b> .....                             | 12 |
| <b>DELTA MIGRATION FOR DOMAIN TRANSFER</b> .....                  | 14 |

## 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](mailto:support@audriga.com).

## Data migration

---

### What data can be migrated

---

- Emails
- Contacts
- Calendars
- Tasks

### What data cannot be migrated

---

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

## Limitations

---

### Zimbra specific 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 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

---

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 you need new (or already provisioned) Zimbra mailboxes. Make sure to have the access credentials (login names and passwords) for the mailboxes. 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.

### 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](https://www.zimbra.com/docs/ne/4.0.5/administration_guide/Managing_Accounts.9.1.html)

## Prepare access to source and destination

---

For your **Microsoft 365** accounts you have to use **modern authentication** with a service account with Impersonation role. For the **Zimbra** side you can choose whether you use the **standard method** with username and password of each user or the **admin method** with an admin that has access rights to all user accounts.

The following chapter explains requirements for your source Microsoft 365.

## Access to Microsoft 365 with Modern Authentication

---

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 CloudMavr 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

## Access to Zimbra using Admin credentials

---

### Hint:

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 the user mailboxes. This chapter describes the Admin method. If you choose the standard method you can skip the following information and go to "Configure a migration with audriga migration service".

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. 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](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

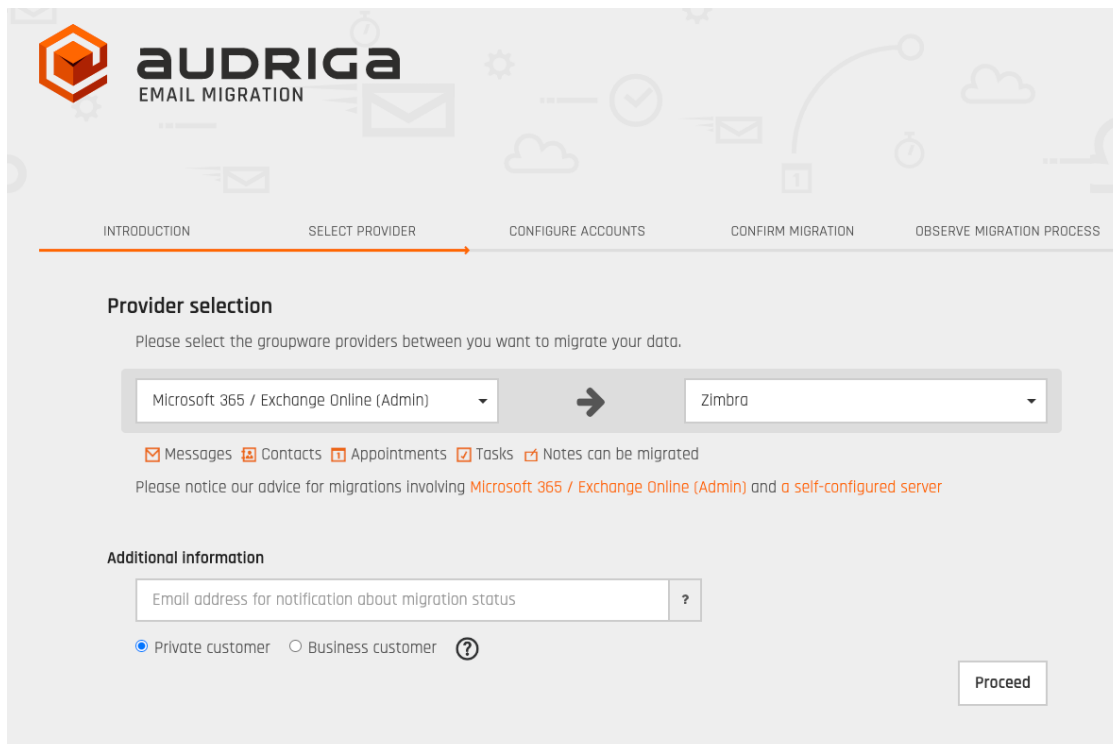
---

Go to the *Provider selection* screen.

Choose *Microsoft 365 / Exchange Online (Admin)* as your current / source provider.

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

On the destination side choose *Zimbra* as your new provider.



### Add accounts for migration

---

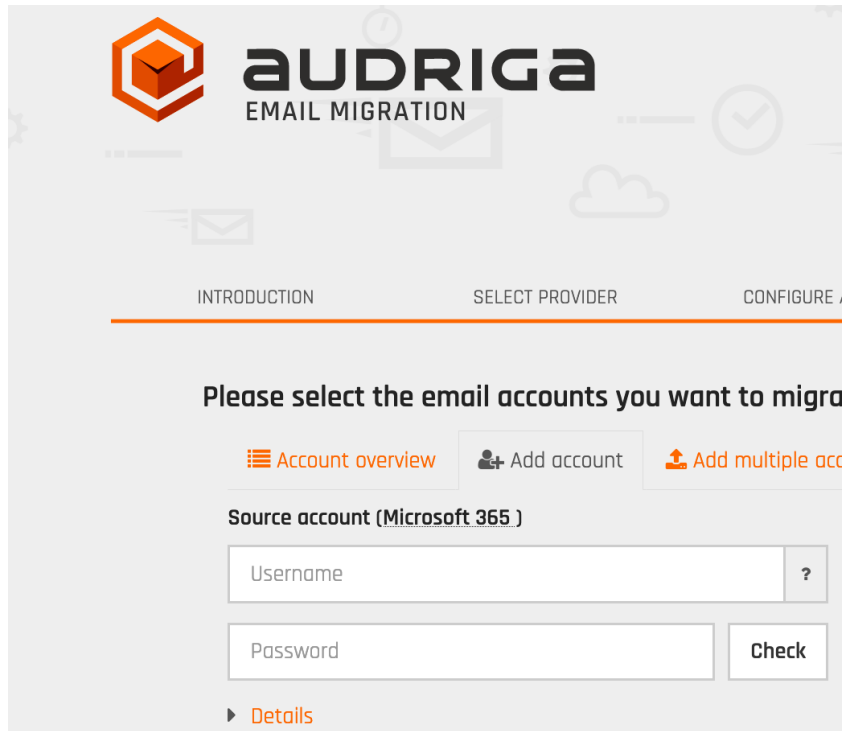
You have two possibilities of adding users. You can add **single accounts** one by one or you

can add **multiple accounts** using a **CSV-File**.

## Add single accounts

---

tab *Add account*



The screenshot shows the AUDRIGA EMAIL MIGRATION interface. At the top, there is a navigation bar with three tabs: 'INTRODUCTION', 'SELECT PROVIDER', and 'CONFIGURE A'. The 'SELECT PROVIDER' tab is active. Below the navigation bar, there is a heading 'Please select the email accounts you want to migrate'. Underneath, there are three buttons: 'Account overview', 'Add account', and 'Add multiple accounts'. The 'Add account' button is selected. Below the buttons, there is a section titled 'Source account (Microsoft 365)'. This section contains two input fields: 'Username' and 'Password'. The 'Username' field has a question mark icon to its right. Below the 'Password' field is a 'Check' button. At the bottom of the section, there is a 'Details' link with a right-pointing arrow.

### Microsoft 365

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





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

If using the Admin method please enter

**Username:** enter the username of the admin

**Password:** enter the password of the admin

**Details:** enter the user's mailbox you want to migrate (*user mailbox id*)

In case you prefer the standard method please just enter the **username** and **password** of the mailbox, the field **details** is not needed then.

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 choose **add** to file the migration.

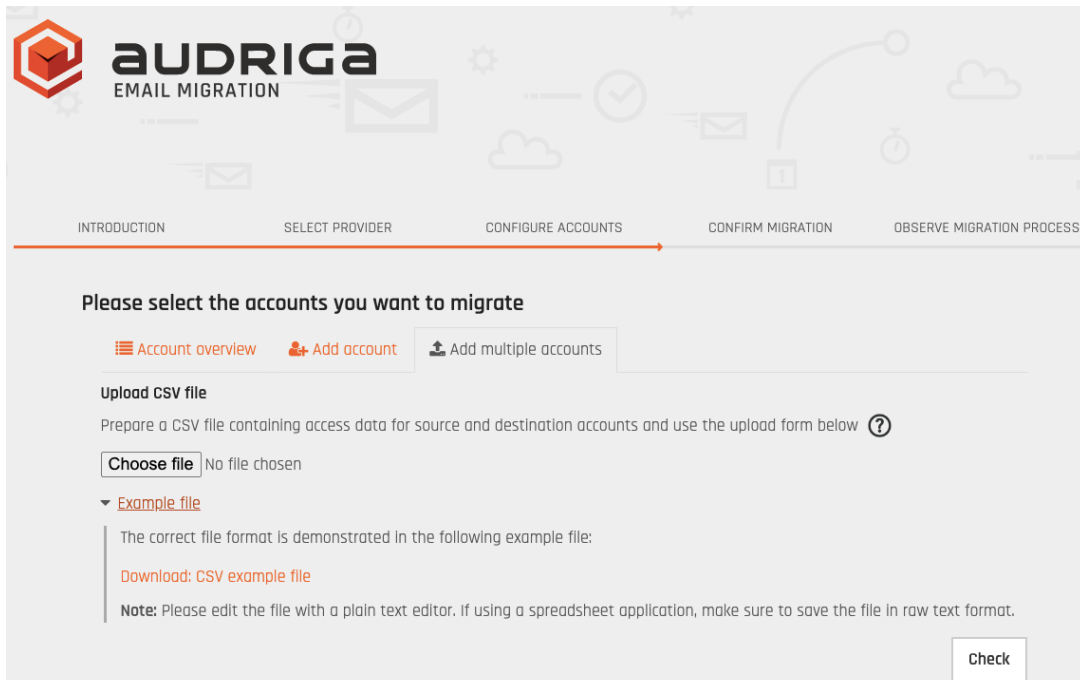
### Add multiple accounts

---

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.

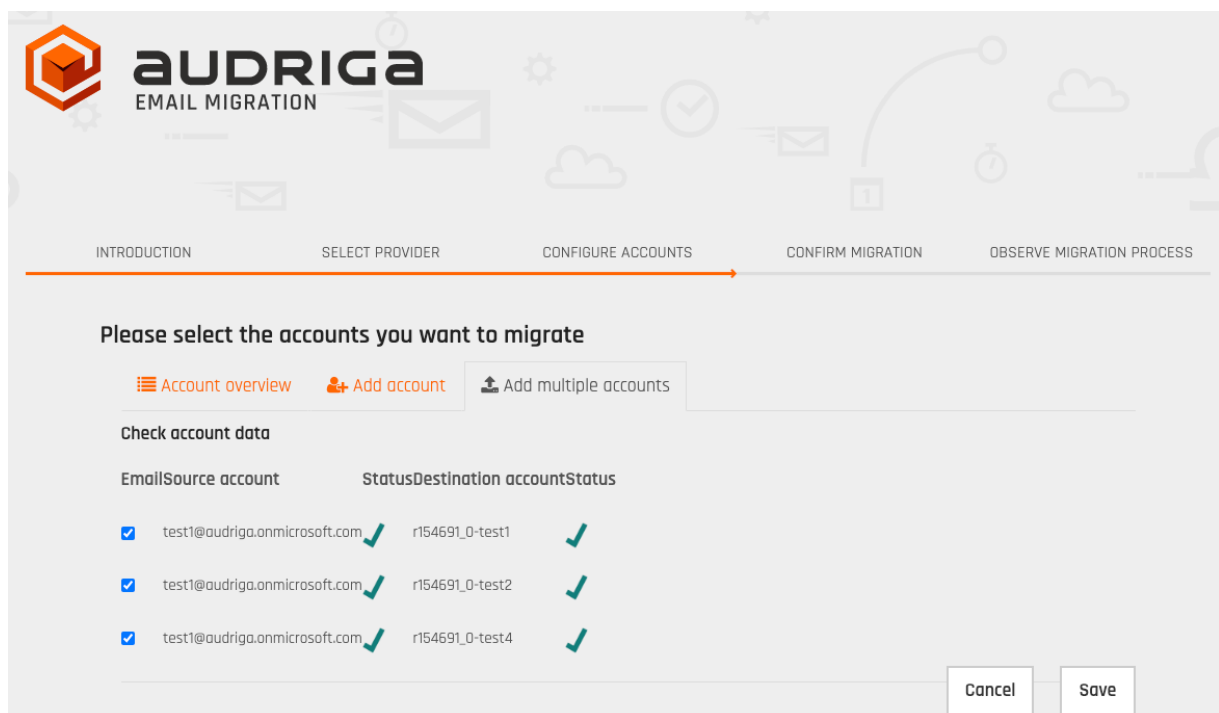


### Authentication with Zimbra users credentials

serviceaccount,groupemailaddresss,mailbox1,user1@zimbradomain,user1passw,  
 serviceaccount,groupemailaddresss,mailbox2,user2@zimbradomain,user2passw,

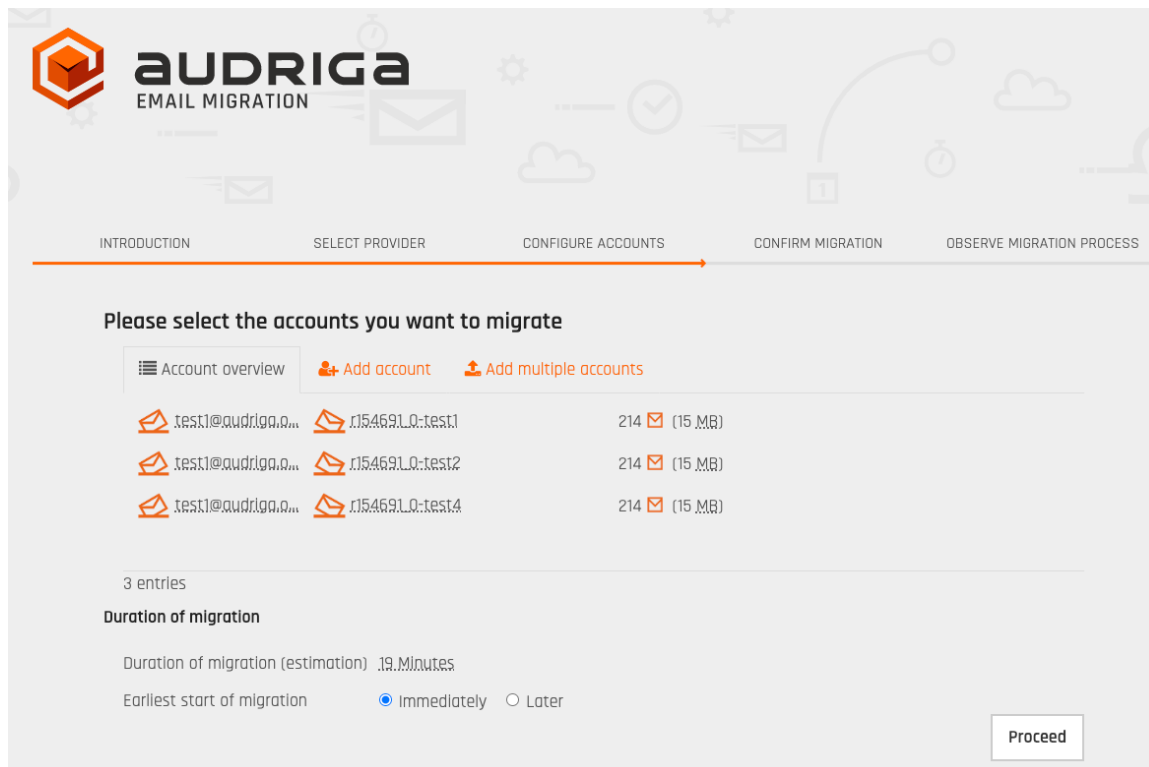
### Authentication with Zimbra admin credentials

serviceaccount,groupemailaddresss,mailbox1,admin@zimbradomain,adminpass,user1@zimbradomain  
 serviceaccount,groupemailaddresss,mailbox2,admin@zimbradomain,adminpass,user2@zimbradomain



All accounts entered will be listed.

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



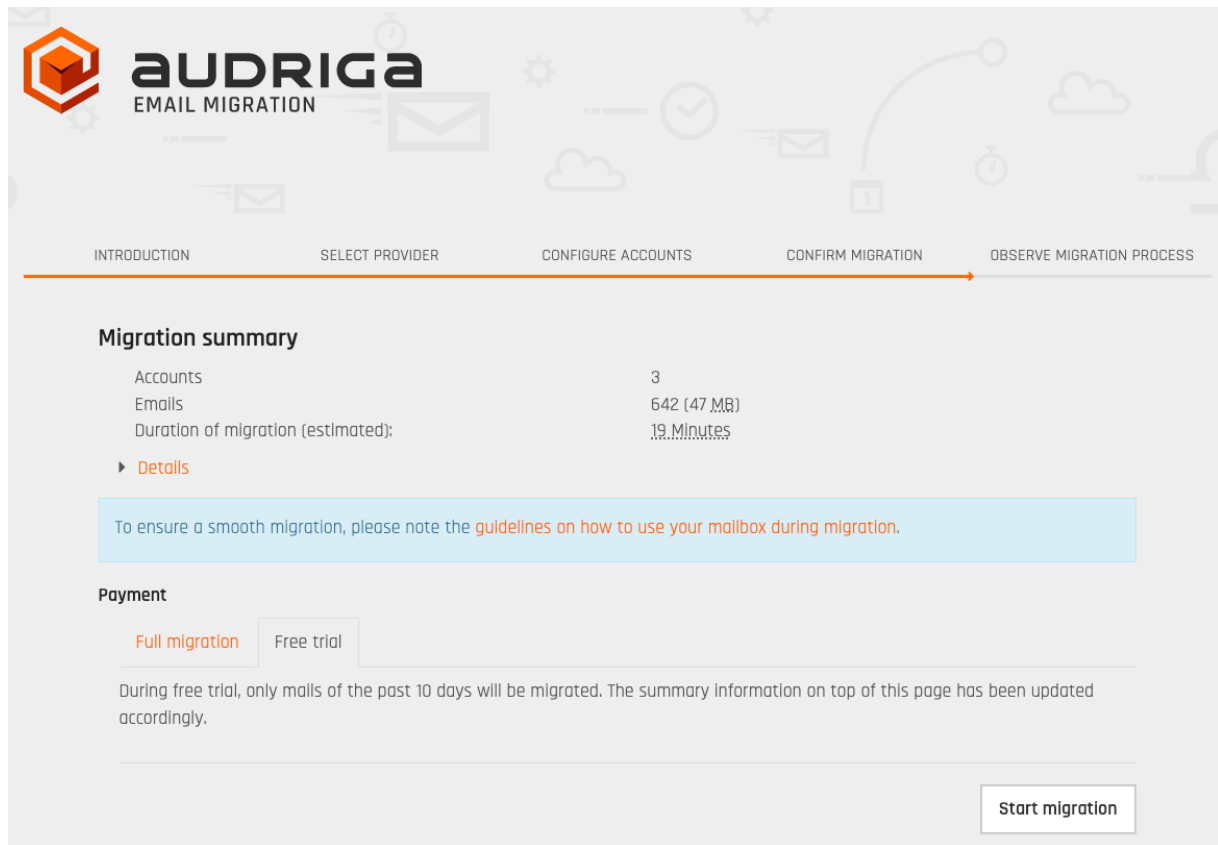
## Start the migration

You will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the Microsoft 365 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**.



The screenshot shows the Audriga Email Migration interface. At the top, there 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. Below the progress bar, the 'Migration summary' section displays the following information:

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

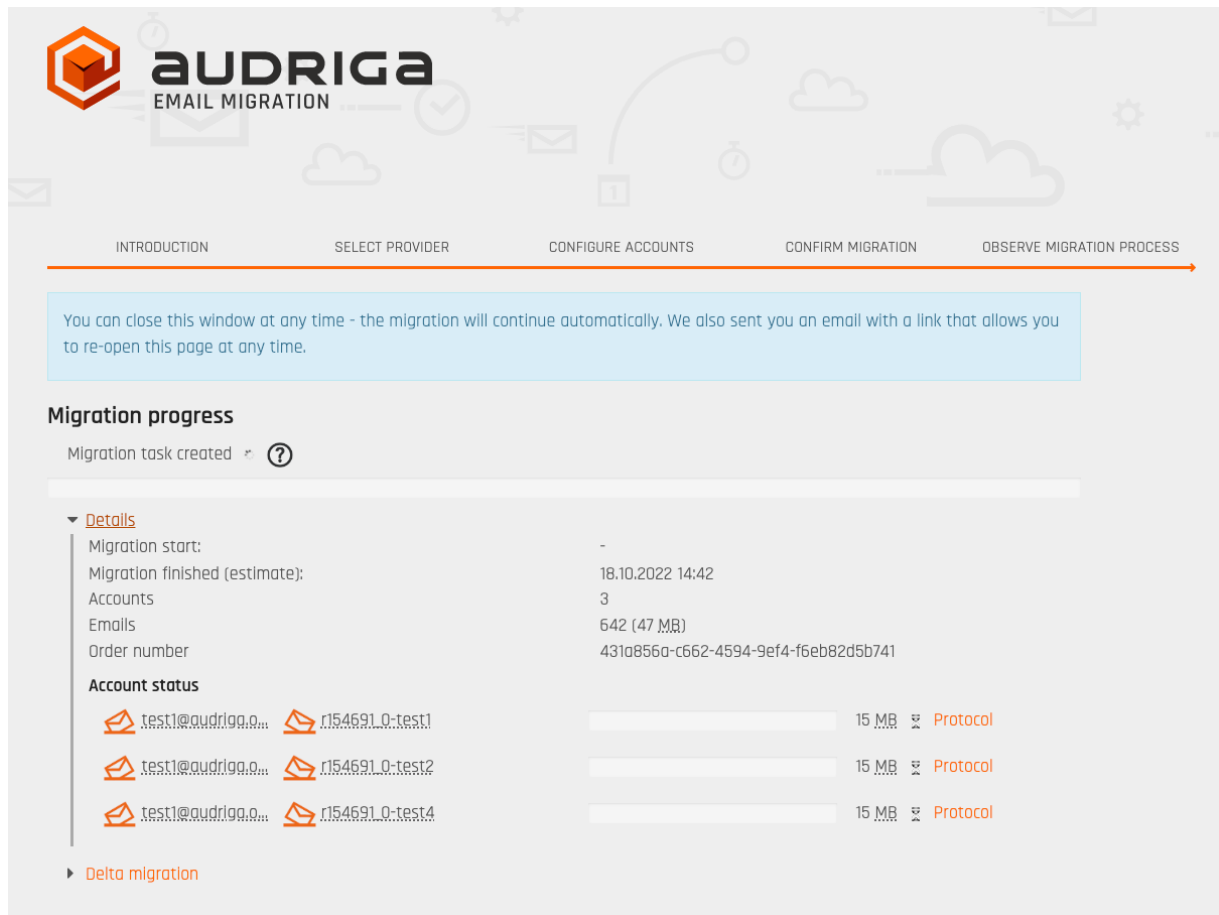
Below the summary, there is a 'Details' link. A light blue box contains the text: 'To ensure a smooth migration, please note the [guidelines on how to use your mailbox during migration](#).' Underneath, the 'Payment' section has two options: 'Full migration' (selected) and 'Free trial'. A note states: '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. 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                   | 431a856a-c662-4594-9ef4-f6eb82d5b741 |

**Account status**

|   |  |  |       |   |          |
|---|--|--|-------|---|----------|
|  test1@audriga.o...  |  r154691_0-test1  | <div style="width: 100%; height: 10px; background-color: #ccc;"></div> | 15 MB |  | Protocol |
|  test1@audriga.o...  |  r154691_0-test2  | <div style="width: 100%; height: 10px; background-color: #ccc;"></div> | 15 MB |  | Protocol |
|  test1@audriga.o... |  r154691_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)**

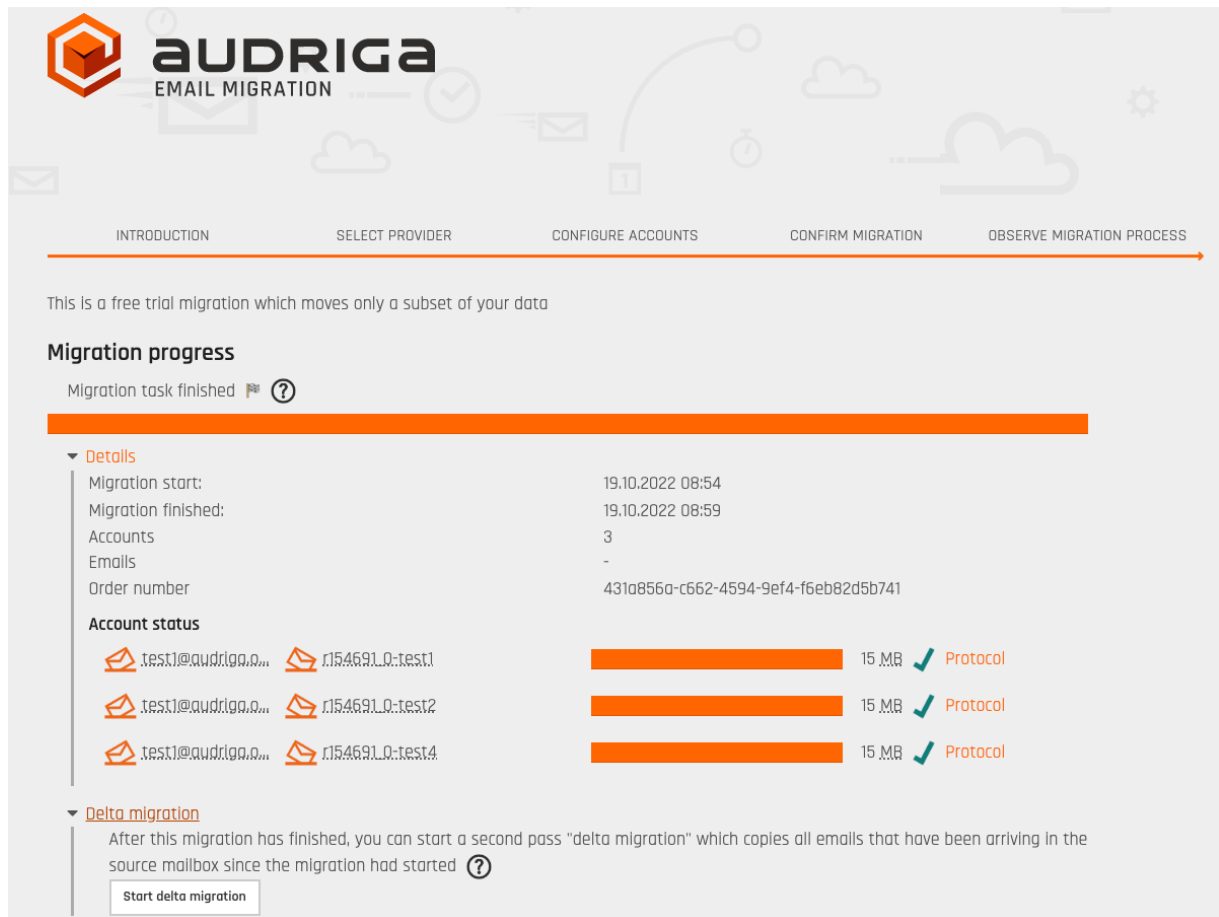
|                                |  |
|--------------------------------|--|
| Job:                           | test1@audriga.onmicrosof → undefined ⓘ |
| Status                         | Migrating                              |
| Migration start:               | 19/10/2022 08:54                       |
| 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



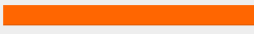









This is a free trial migration which moves only a subset of your data


**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        | 431a856a-c662-4594-9ef4-f6eb82d5b741 |

**Account status**

|  |  |  |       |   |          |
|--|--|--|-------|---|----------|
|  test1@audriga.d... |  154691.0:test1 |  | 15_MB |  | Protocol |
|  test1@audriga.d... |  154691.0:test2 |  | 15_MB |  | Protocol |
|  test1@audriga.d... |  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 at Microsoft 365 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.