

User's Guide

audriga Groupware Migration

from Zimbra

to Microsoft 365 / Exchange Online

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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
- Notes
- Filters (Inbox Rules)
- Files
- Signatures
- User Configuration

- Distribution Lists
- Permissions

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, you need new (or already provisioned) Microsoft 365 mailboxes.

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
- <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>).

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. Select one account to serve as a service account

Please note that the account that shall serve as the service account requires a 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.

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

- 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) (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 with audriga migration service

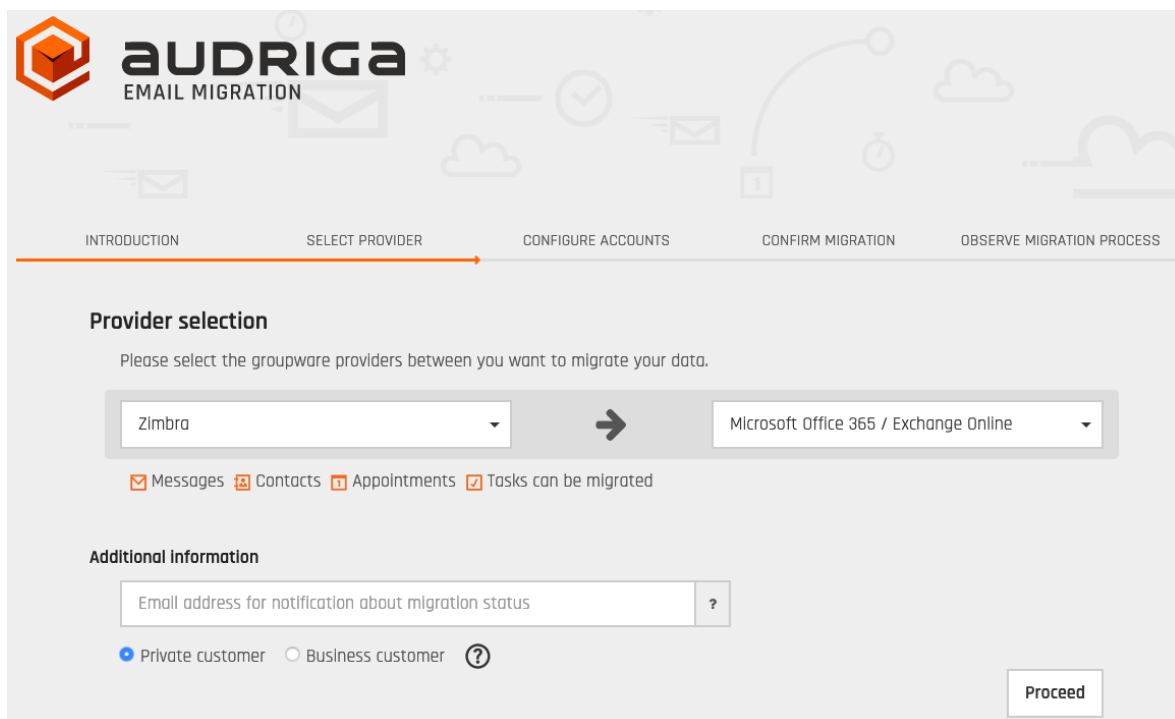
Select current and new provider

Go to the *Provider selection* screen.

Choose *Zimbra* as your current / source provider.

On the destination side choose *Microsoft 365 / Exchange Online (Admin)* as your new provider.

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



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*

Zimbra



If using the Admin method please enter

Username: enter the username of the admin

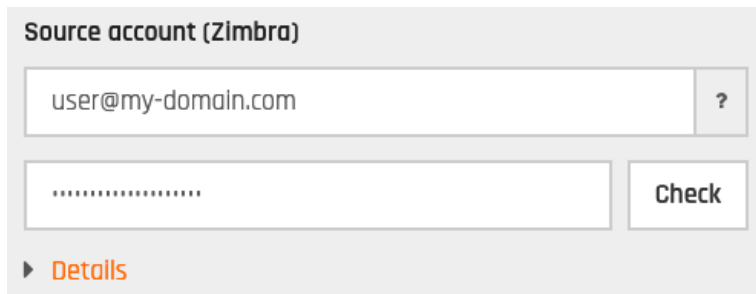
Password: enter the password of the admin

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.



Source account (Zimbra)

user@my-domain.com ?

..... Check

▶ Details

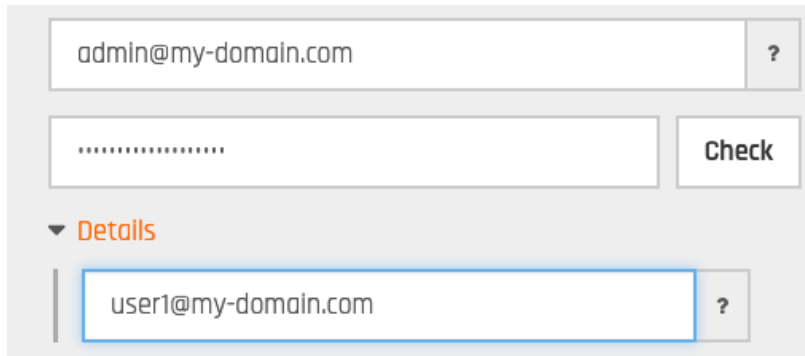
Microsoft 365



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

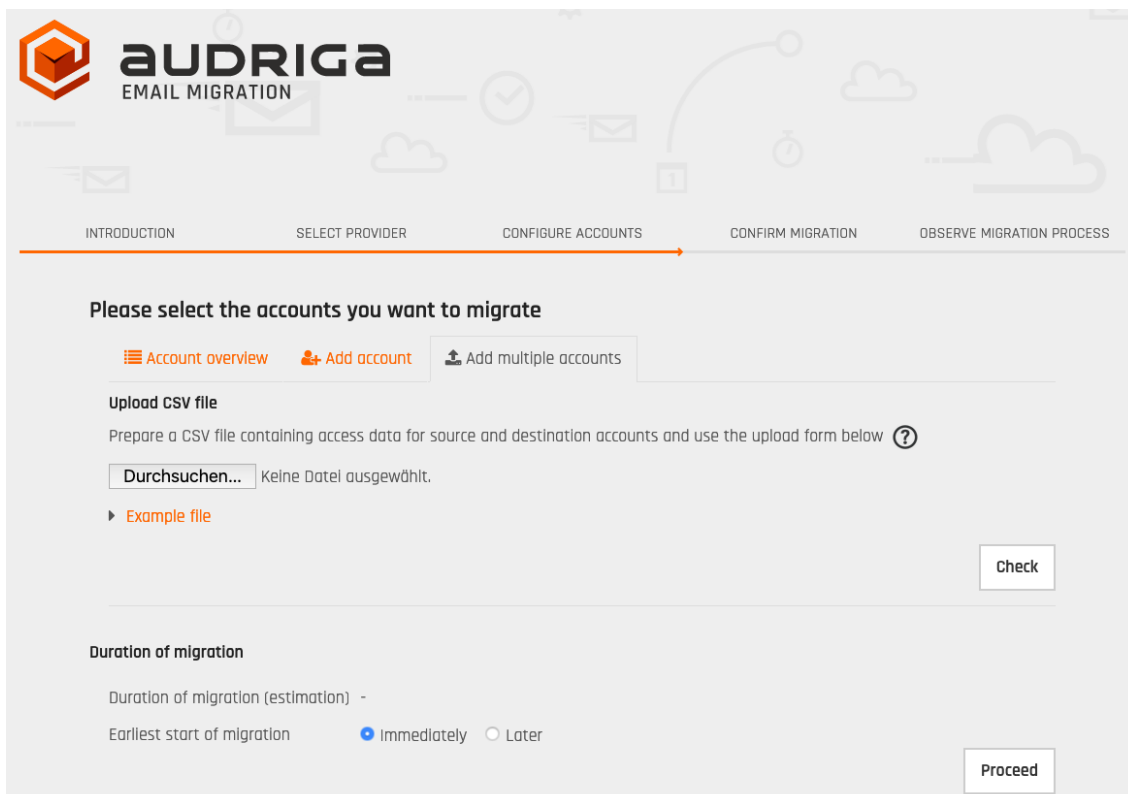


Click on *check* to verify the credentials. If the data is correct, a green check will appear  .
If the credentials are incorrect, a red cross will be displayed .

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

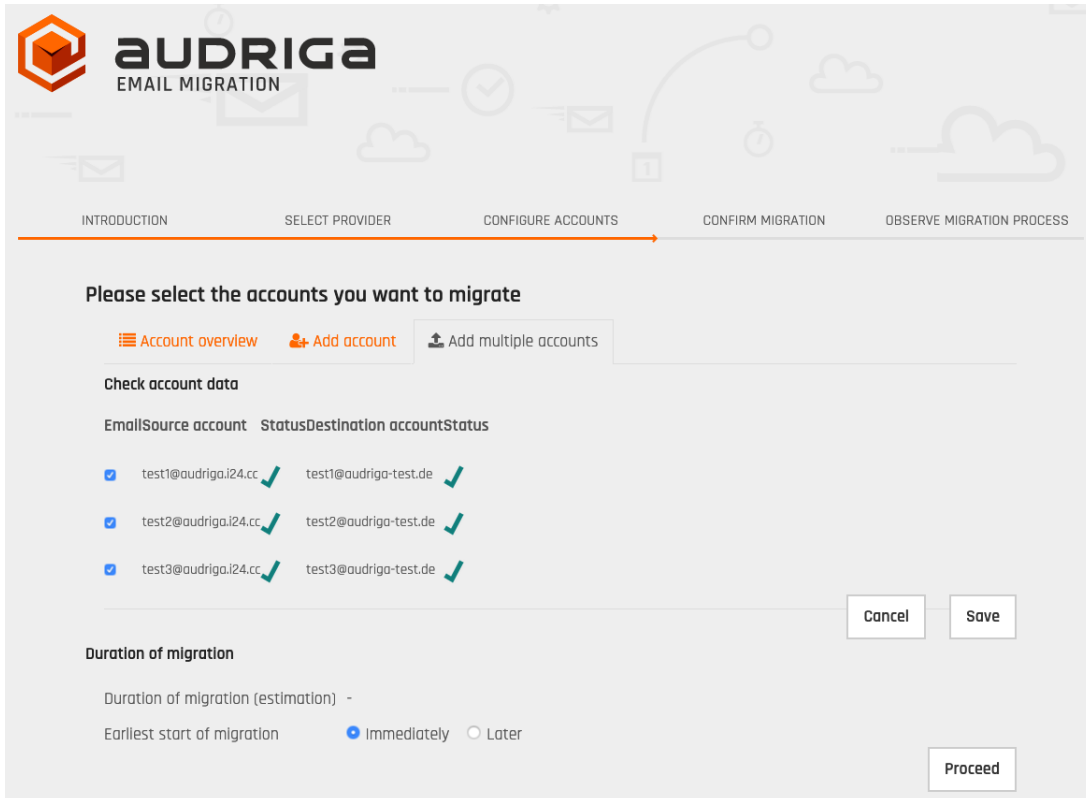
user1@zimbroadomain,user1passwd,,serviceaccount,groupemailaddress,mailbox1

user2@zimbroadomain,user2passwd,,serviceaccount,groupemailaddress,mailbox2

Authentication with Zimbra admin credentials

admin@zimbroadomain,adminpass,user1@zimbroadomain,serviceaccount,groupemailaddress,mailbox1

admin@zimbroadomain,adminpass,user2@zimbroadomain,serviceaccount,groupemailaddress,mailbox2

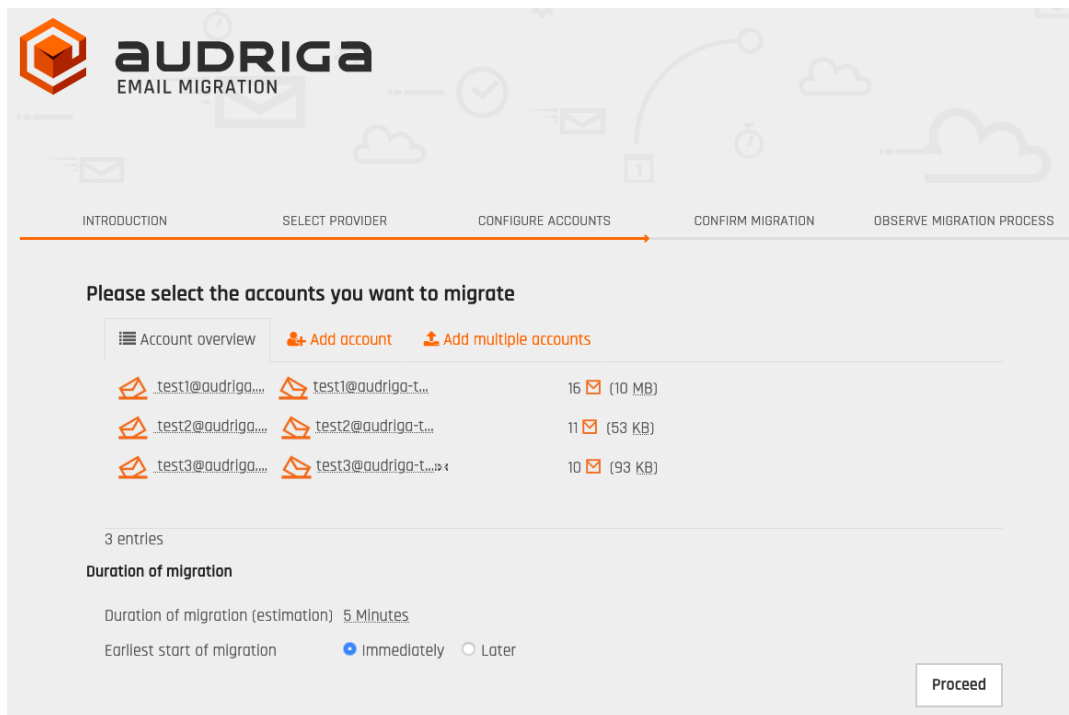


The screenshot shows the Audriga Email Migration web interface. At the top, the Audriga logo and 'EMAIL MIGRATION' text are visible. Below the logo, a progress bar indicates the current step: 'CONFIGURE ACCOUNTS'. The main heading is 'Please select the accounts you want to migrate'. There are three tabs: 'Account overview' (selected), 'Add account', and 'Add multiple accounts'. Under 'Check account data', there is a table with columns 'EmailSource account', 'StatusDestination account', and 'Status'. Three rows of test accounts are listed, each with a blue checkmark in the 'Status' column. Below the table, there are 'Cancel' and 'Save' buttons. Under 'Duration of migration', there is a section for 'Duration of migration (estimation) -' and 'Earliest start of migration' with radio buttons for 'Immediately' (selected) and 'Later'. A 'Proceed' button is located at the bottom right.

EmailSource account	StatusDestination account	Status
<input checked="" type="checkbox"/> test1@audriga.i24.cc	test1@audriga-test.de	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> test2@audriga.i24.cc	test2@audriga-test.de	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> test3@audriga.i24.cc	test3@audriga-test.de	<input checked="" type="checkbox"/>

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.



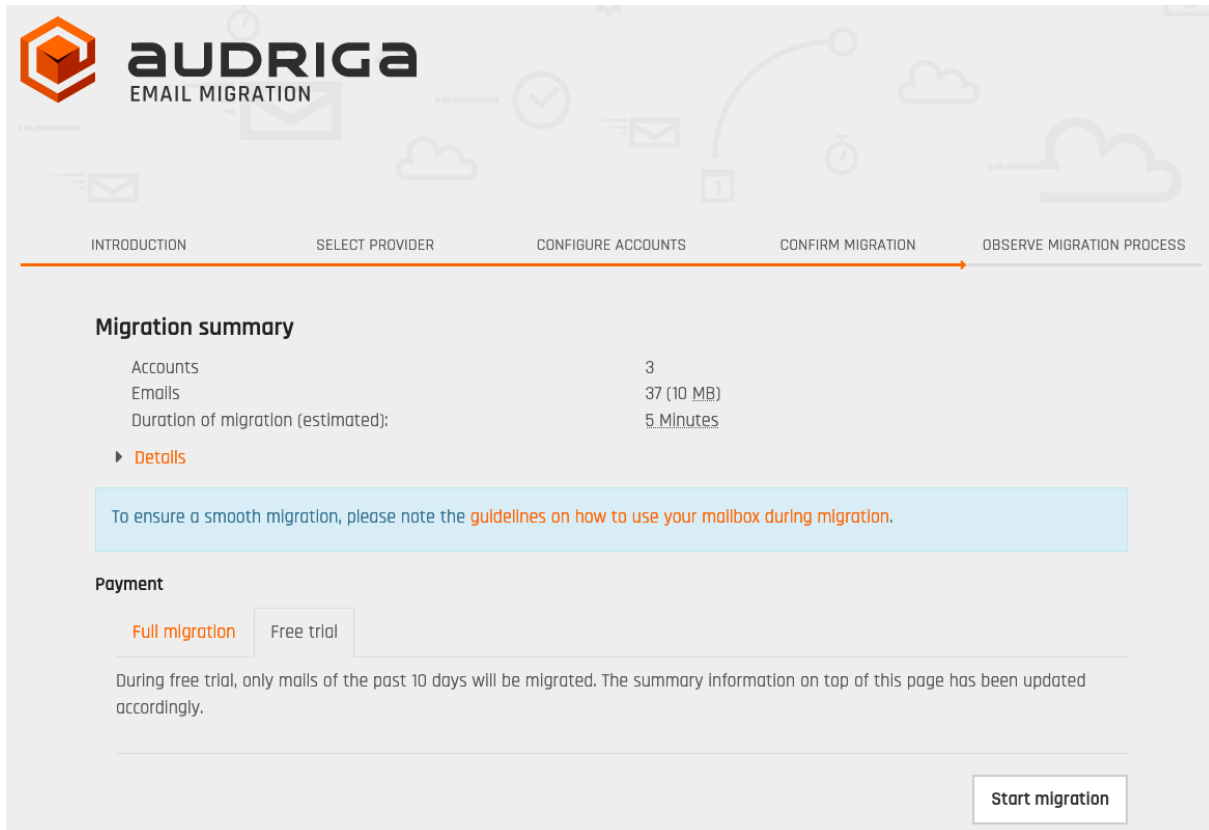
Start the migration

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



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EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

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

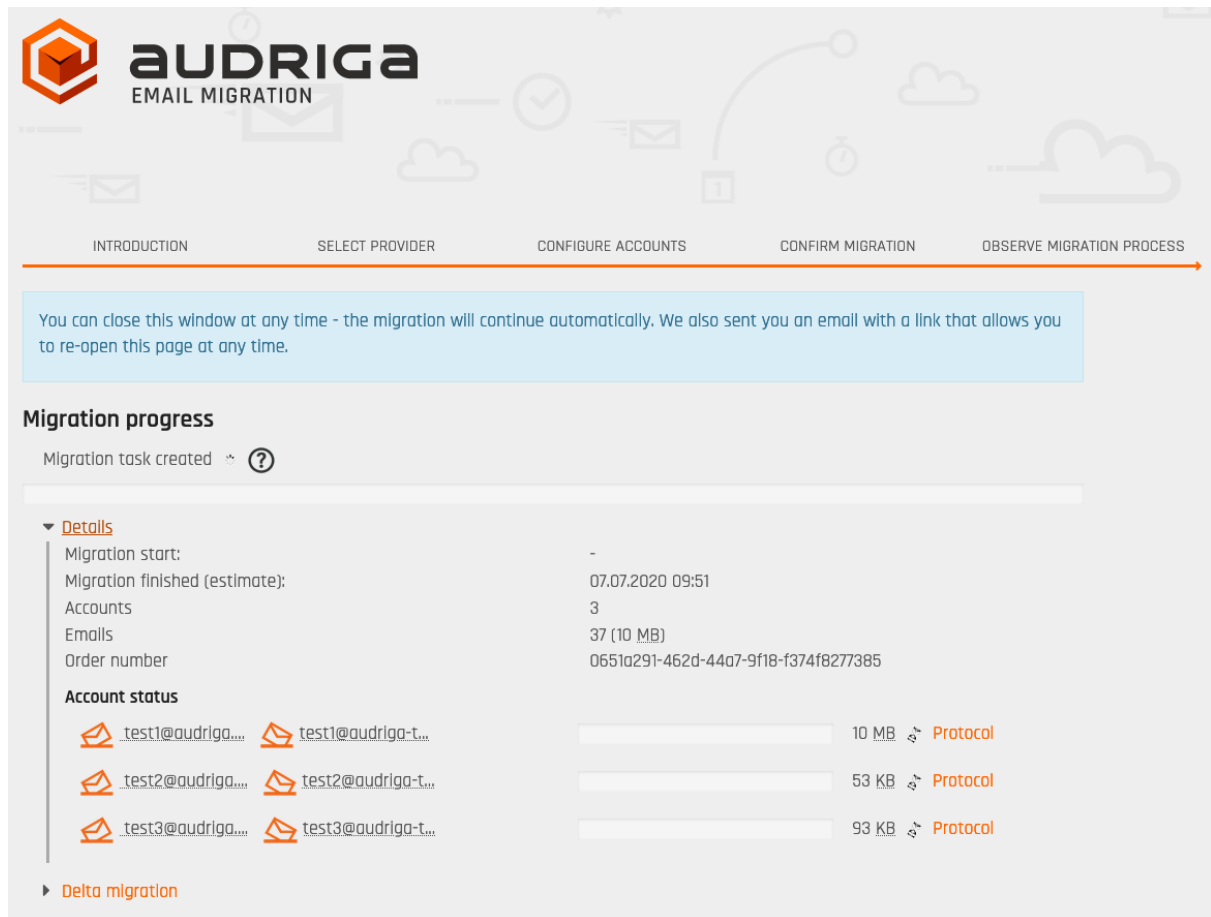
During free trial, only mails of the past 10 days will be migrated. The summary information on top of this page has been updated accordingly.

[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.



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EMAIL MIGRATION

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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):	07.07.2020 09:51
Accounts	3
Emails	37 (10 MB)
Order number	0651a291-462d-44a7-9f18-f374f8277385

Account status

 test1@audriga....	 test1@audriga-t...	<input type="text"/>	10 MB		Protocol
 test2@audriga....	 test2@audriga-t...	<input type="text"/>	53 KB		Protocol
 test3@audriga....	 test3@audriga-t...	<input type="text"/>	93 KB		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)**

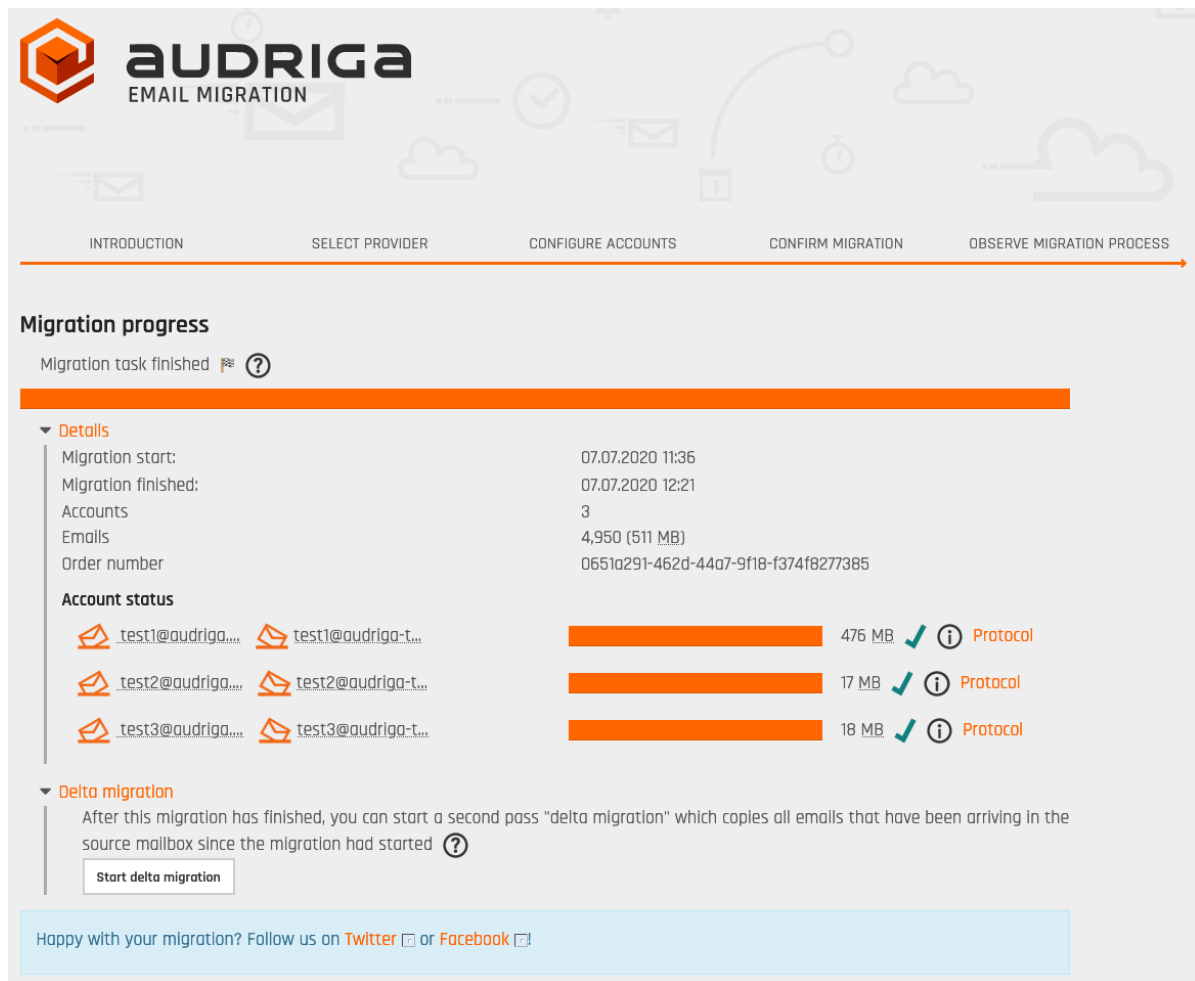
Job:	test1@audriga.i24.cc → test1@audriga-test.de ⓘ
Status	Migration job done
Migration start:	7/7/20, 11:36 AM
Migration finished:	7/7/20, 11:45 AM
Data:	476 MB
Emails migrated:	1575 (2,477 duplicates) ⓘ
General errors:	0 ⓘ

[Refresh](#)

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.



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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 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.