

User's Guide

audriga Groupware Migration

from Microsoft 365 / Exchange Online
to Amazon WorkMail

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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, 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
- Contacts
- Calendars
- Tasks
- Notes

What data cannot be migrated

- Public folders
- Archives
- Journals
- Filters (Inbox Rules)
- 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.

Amazon WorkMail specific limitations

- Emails with attachments can only be migrated when attachment size is smaller than 23 Mbytes.
- Contact profile pictures will be copied as attachments of contacts but will not be shown as profile picture.
- Distribution lists cannot be migrated.
- No duplicate detection for note items.

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) Amazon WorkMail mailboxes.

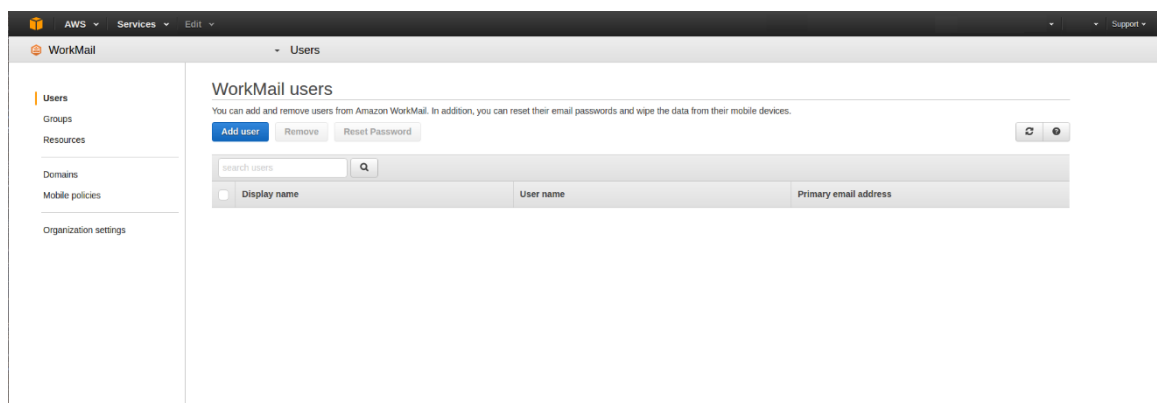
Create new Amazon WorkMail mailboxes

You can add a new mailbox to Amazon WorkMail by doing the following steps:

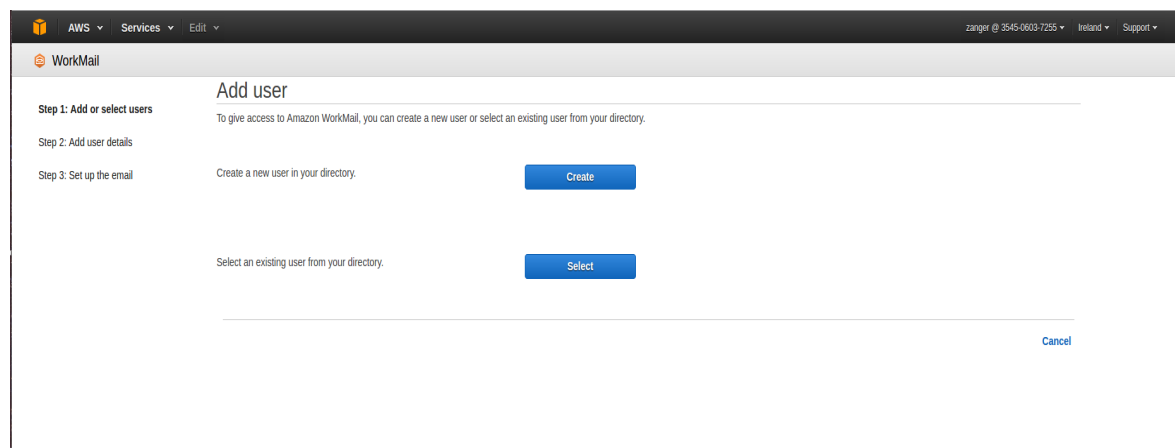
Note. You may also refer to the admin guide for Amazon WorkMail:

http://docs.aws.amazon.com/workmail/latest/adminguide/add_new_user.html

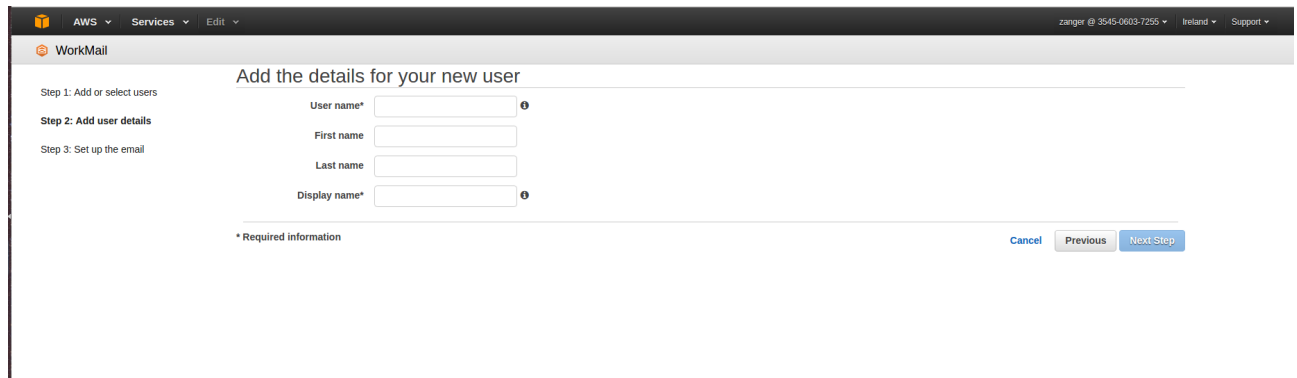
1. Enter the **Admin Console** of Amazon WorkMail and go to **Users**. Click on **Add user** to start creating a new user:



2. Proceed by clicking on **Create**.



3. Enter the details for the new user and click on **Next step**:



WorkMail

Add the details for your new user

Step 1: Add or select users
Step 2: Add user details
 Step 3: Set up the email

User name*

First name

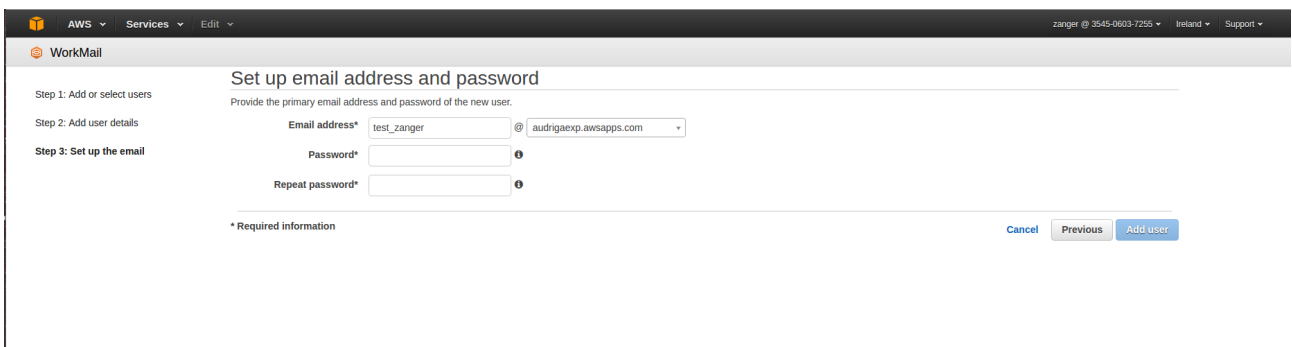
Last name

Display name*

* Required information

Cancel Previous Next Step

4. Enter a **password** for the user and click on **Add user** to complete the process. We suggest that you choose a **temporary password**, which the user can change after the migration.



WorkMail

Set up email address and password

Provide the primary email address and password of the new user.

Email address* @

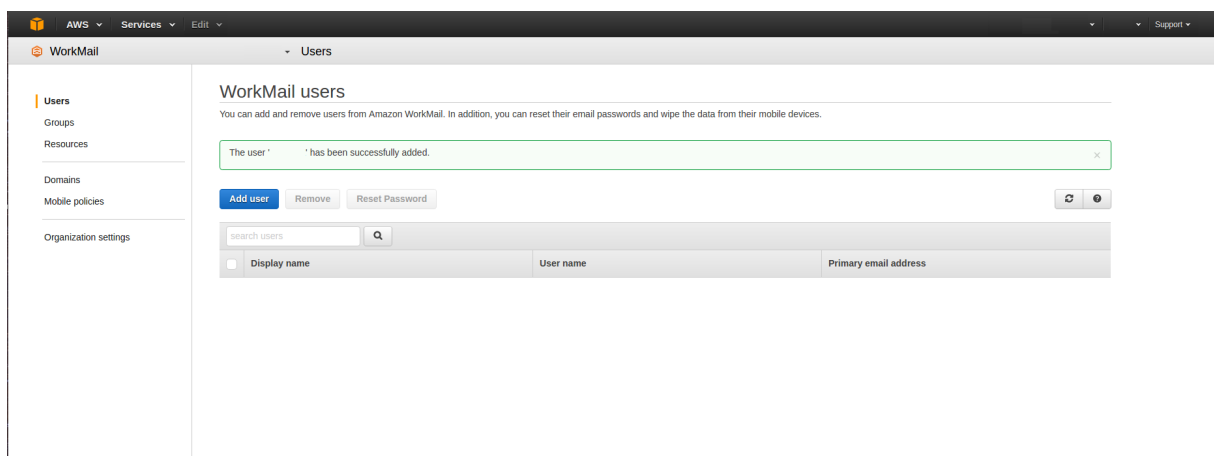
Password*

Repeat password*

* Required information

Cancel Previous Add user

5. Click on **Add user** to finish the process. The user has now been successfully added:



WorkMail

Users

WorkMail users

You can add and remove users from Amazon WorkMail. In addition, you can reset their email passwords and wipe the data from their mobile devices.

The user ' has been successfully added.

Add user Remove Reset Password

search users

Display name	User name	Primary email address
--------------	-----------	-----------------------

Prepare access to source and destination

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

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

- Accept the App audriga CloudMovr 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

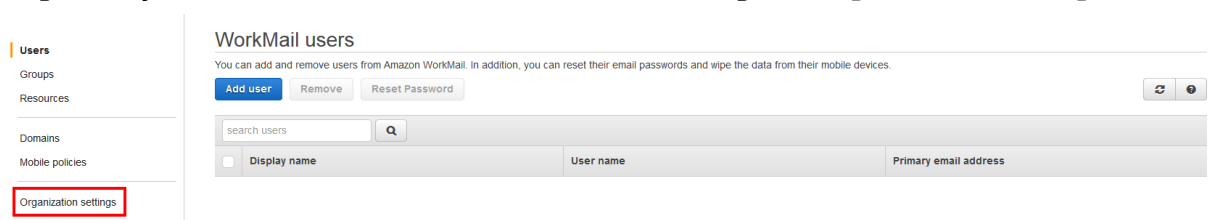
3. Create a "secret" group in the customer tenant

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

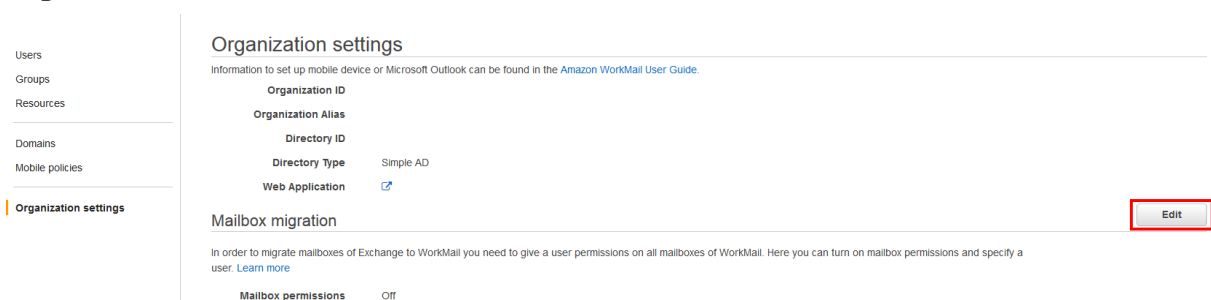
Access to Amazon WorkMail using Admin credentials

1. Log-in to your Amazon WorkMail Admin Console and go to **Organization settings**:



The screenshot shows the Amazon WorkMail Admin Console interface. On the left sidebar, the 'Organization settings' option is highlighted with a red box. The main content area shows the 'WorkMail users' section with buttons for 'Add user', 'Remove', and 'Reset Password'. Below this is a search bar and a table with columns for 'Display name', 'User name', and 'Primary email address'.

2. Under **Mailbox migration** click on **Edit** to grant a user with admin access for the migration:



The screenshot shows the 'Organization settings' page in the Amazon WorkMail Admin Console. The 'Mailbox migration' section is visible, showing 'Mailbox permissions' set to 'Off'. The 'Edit' button for the mailbox migration settings is highlighted with a red box. The left sidebar shows 'Organization settings' as the selected option.

- Click on **Select user** and a list with your users will pop up. Select the user, which will be used as Admin during the migration and click on **Select user** to close the window:

Select WorkMail user

Select the user mailbox you want to provide mailbox permissions to.

« < 1 to 3 of 3 > »

	Display name	User name
<input checked="" type="checkbox"/>	migadmin	migadmin
<input type="checkbox"/>	wuser1	wuser1
<input type="checkbox"/>	wuser2	wuser2

- Click on **Save** to complete the process. The user will now be listed under **Mailbox permissions**:

The migration administrator has been successfully saved.

Organization settings

Information to set up mobile device or Microsoft Outlook can be found in the [Amazon WorkMail User Guide](#).

Organization ID

Organization Alias

Directory ID

Directory TypeSimple AD

Web Application

Mailbox migration

Edit

In order to migrate mailboxes of Exchange to WorkMail you need to give a user permissions on all mailboxes of WorkMail. Here you can turn on mailbox permissions and specify a user. [Learn more](#)

Mailbox permissions

migadmin

This user now has access to all mailboxes in your organization. You can download the [WorkMail migration tool](#) to start migrating your mailboxes.

Configure a migration with audriga migration service

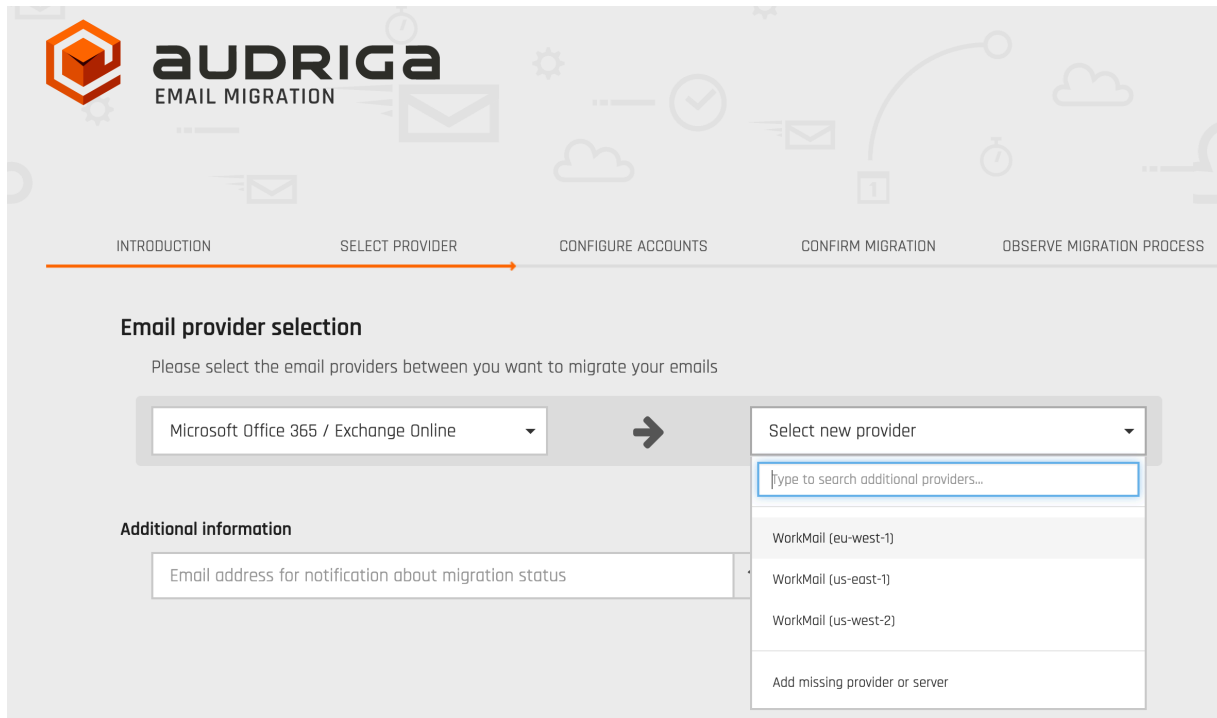
Select current and new provider

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 **WorkMail** as your new provider.



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EMAIL MIGRATION

INTRODUCTION SELECT PROVIDER CONFIGURE ACCOUNTS CONFIRM MIGRATION OBSERVE MIGRATION PROCESS

Email provider selection

Please select the email providers between you want to migrate your emails

Microsoft Office 365 / Exchange Online → Select new provider

Type to search additional providers...

- WorkMail (eu-west-1)
- WorkMail (us-east-1)
- WorkMail (us-west-2)
- Add missing provider or server

Additional information

Email address for notification about migration status

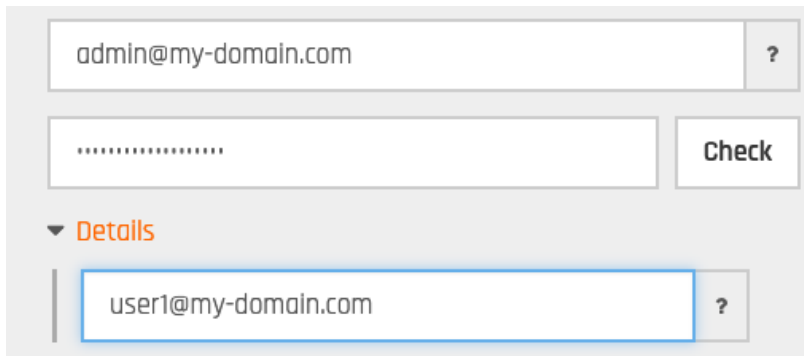
Add accounts for migration

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 Microsoft 365 accounts

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



admin@my-domain.com ?

..... Check

▼ Details

user1@my-domain.com ?

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 ✗.

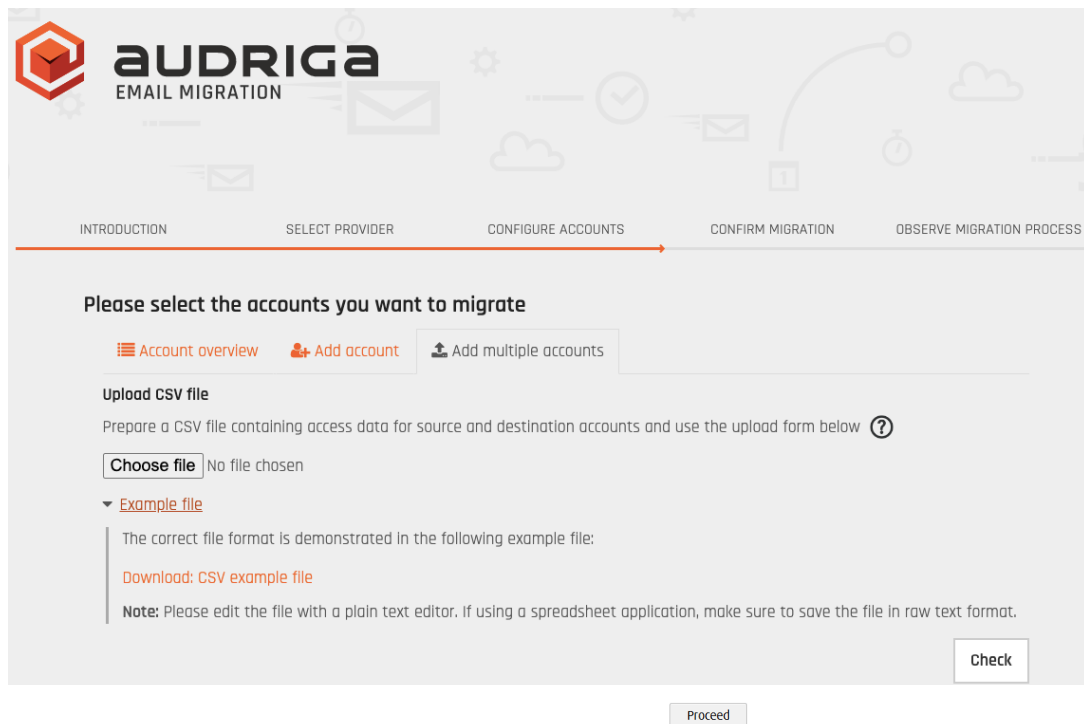
Add single WorkMail accounts

Enter the username and password of the mailbox. In case you choose to use an **admin account**, enter the **admin credentials** in the corresponding fields and a **user mailbox id** (under 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.



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Please select the accounts you want to migrate

Account overview Add account Add multiple accounts

Upload CSV file
Prepare a CSV file containing access data for source and destination accounts and use the upload form below ?

Choose file No file chosen

Example file
The correct file format is demonstrated in the following example file:
Download: CSV example file
Note: Please edit the file with a plain text editor. If using a spreadsheet application, make sure to save the file in raw text format.

Check

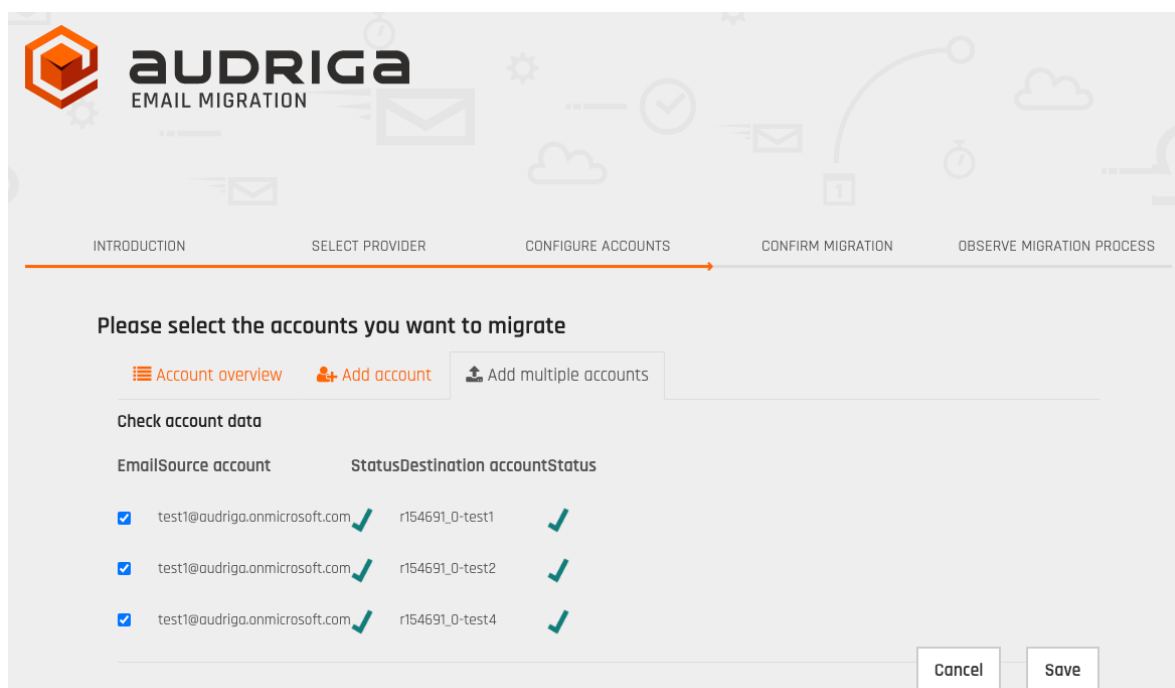
Proceed

All Authentication with WorkMail users credentials

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

Authentication with WorkMail admin credentials

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



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Please select the accounts you want to migrate

Account overview Add account Add multiple accounts

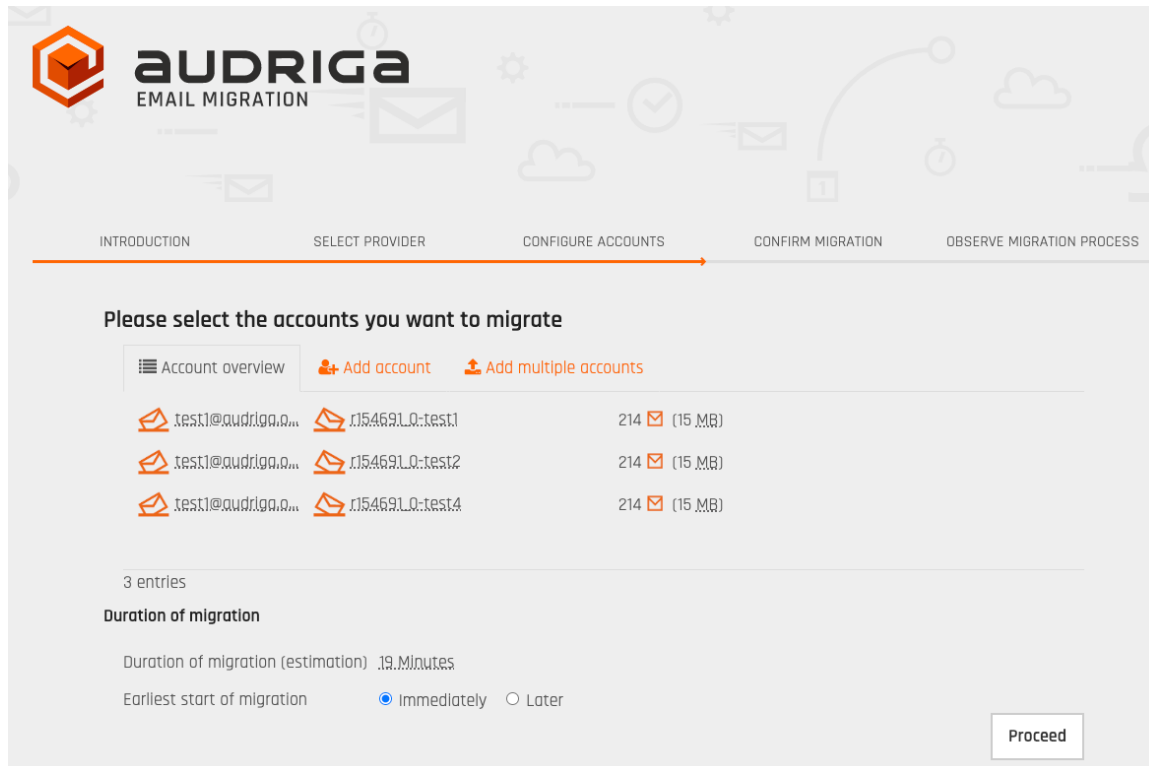
Check account data

EmailSource account	StatusDestination accountStatus
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com ✓	r154691_0-test1 ✓
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com ✓	r154691_0-test2 ✓
<input checked="" type="checkbox"/> test1@audriga.onmicrosoft.com ✓	r154691_0-test4 ✓

Cancel Save

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.



The screenshot shows the Audriga Email Migration web interface. At the top, there's a navigation bar with five steps: INTRODUCTION, SELECT PROVIDER, CONFIGURE ACCOUNTS (highlighted with an orange arrow), CONFIRM MIGRATION, and OBSERVE MIGRATION PROCESS. Below the navigation bar, 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 "Account overview", there is a table with three entries:

Account	Size	Check
test1@audriga.com	214 MB (15 MB)	<input checked="" type="checkbox"/>
test1@audriga.com	214 MB (15 MB)	<input checked="" type="checkbox"/>
test1@audriga.com	214 MB (15 MB)	<input checked="" type="checkbox"/>

Below the table, it says "3 entries". Under "Duration of migration", there is a section "Duration of migration (estimation) 19 Minutes". There are two radio buttons for "Earliest start of migration": "Immediately" (selected) and "Later". A "Proceed" button is located at the bottom right.

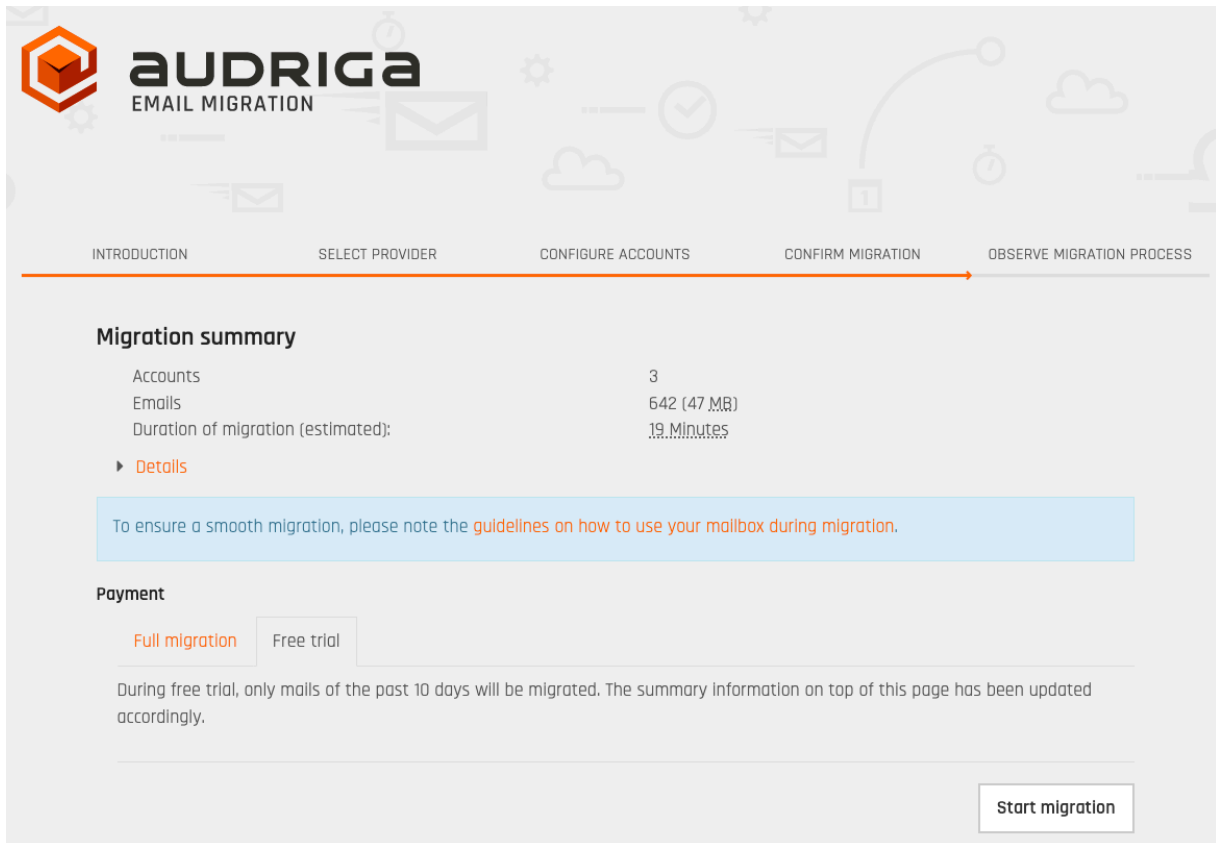
Start the migration

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 web interface. At the top, there's a navigation 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 navigation bar, the 'Migration summary' section displays the following information:

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

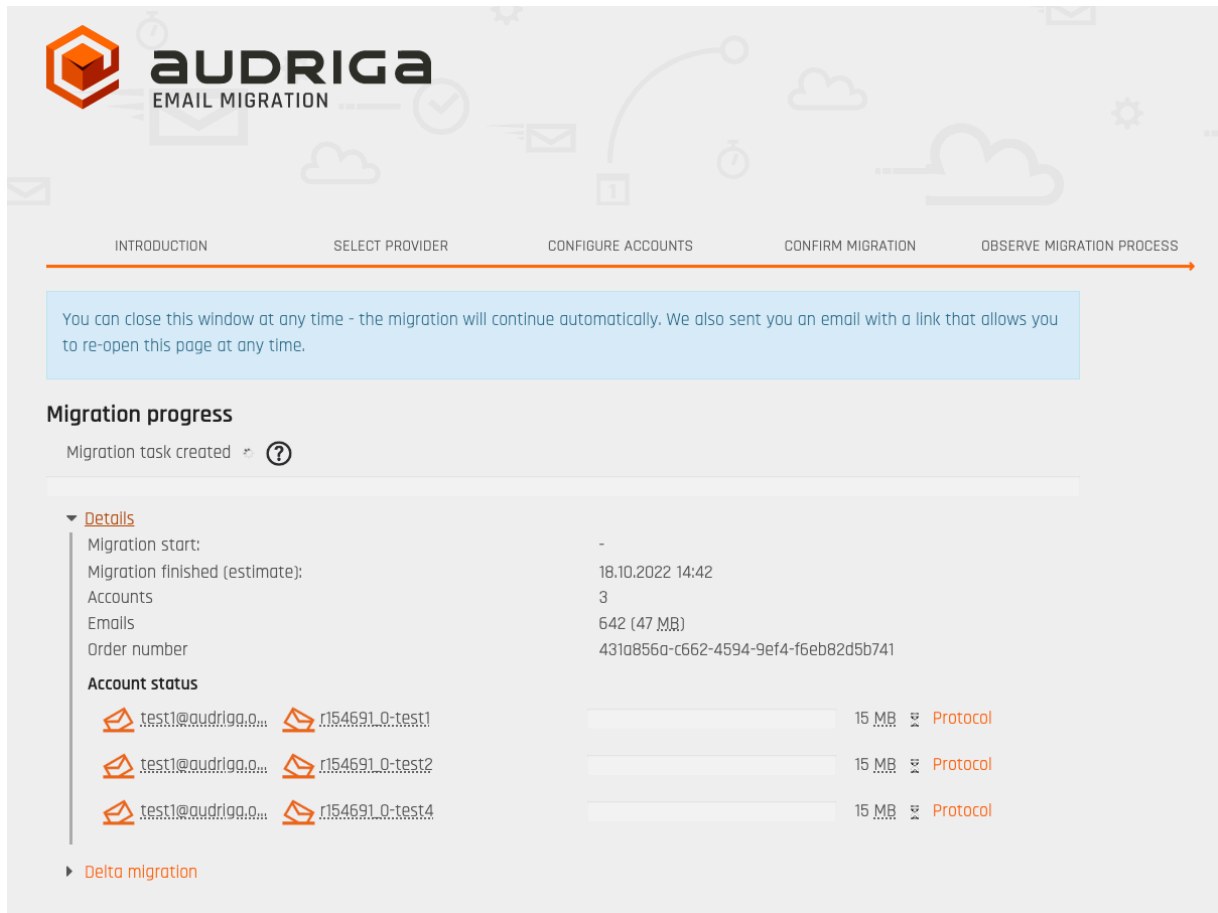
Below the summary, there is a link for 'Details'. A light blue box contains a note: 'To ensure a smooth migration, please note the [guidelines on how to use your mailbox during migration](#).' Under the 'Payment' section, there are two buttons: 'Full migration' (highlighted in orange) and 'Free trial'. A note below 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.




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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):	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	<input type="text"/>	15 MB		Protocol
 test1@audriga.o...	 r154691.0-test2	<input type="text"/>	15 MB		Protocol
 test1@audriga.o...	 r154691.0-test4	<input type="text"/>	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.


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 EMAIL MIGRATION

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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-c662-4594-9ef4-f6eb82d5b741

Account status

 test1@audriga.com	 1546910:test1	<div></div> 15 MB  Protocol
 test1@audriga.com	 1546910:test2	<div></div> 15 MB  Protocol
 test1@audriga.com	 1546910:test4	<div></div> 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 

Start delta migration

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.