



audriga
DIGITAL MOVERS

User's Guide

audriga Groupware Migration

from Exchange

to Amazon WorkMail

Version 1.3

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

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audriga Migration Service

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
- Notes

What data cannot be migrated

- Public folders
- Archives
- Journals
- Filters (inbox rules)
- Signatures

- User configuration
- Distribution Lists
- Permissions

Limitations

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**. Make sure you have the access credentials (login names and passwords) of the mailboxes which should be migrated for both Exchange server and Amazon WorkMail. 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.

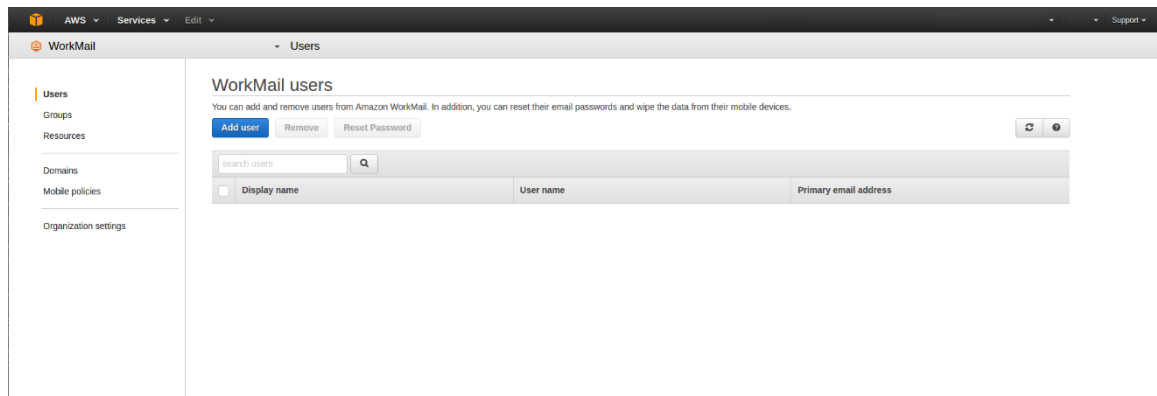
Create new Amazon WorkMail mailboxes

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

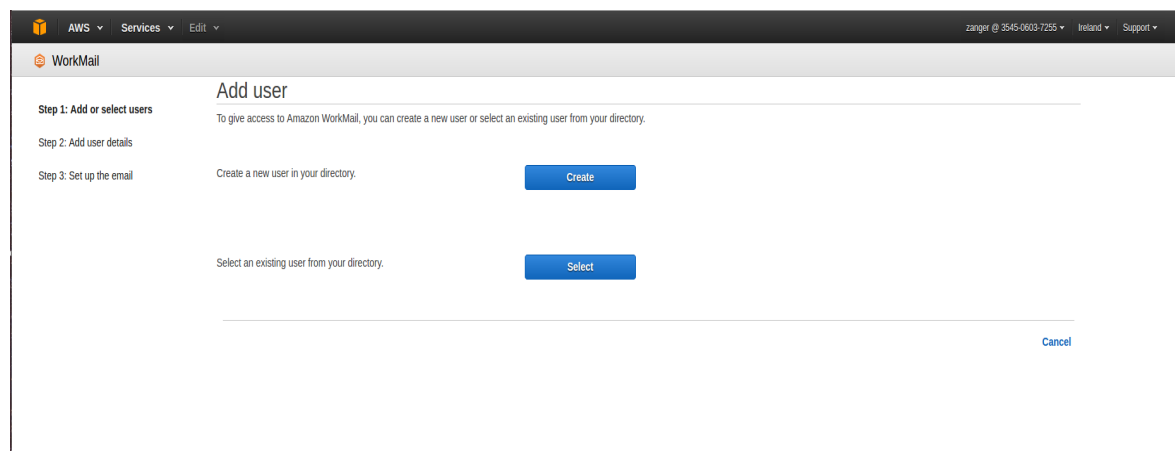
Note: You may also refer to the admin guide for Amazon WorkMail:

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

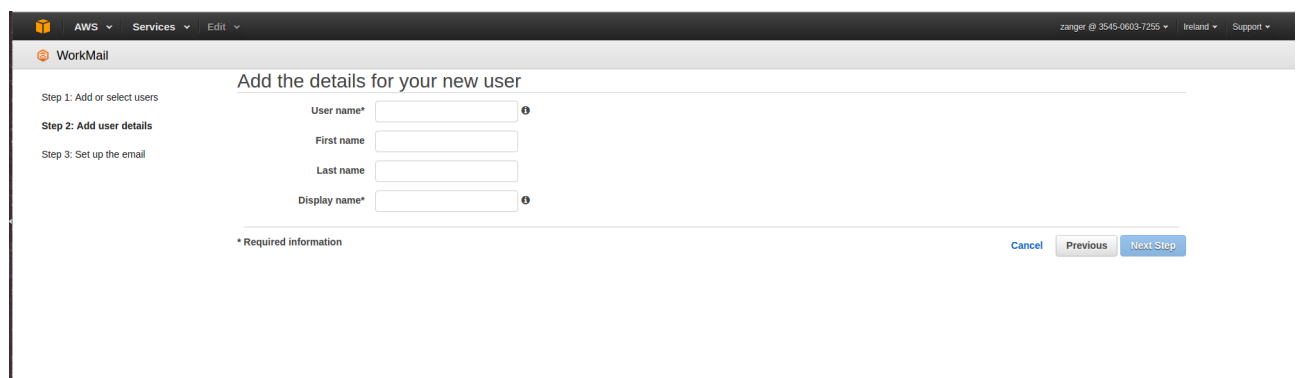
1. Enter the **Admin Console** of Amazon WorkMail and go to **Users**. Click on **Add user** to start creating a new user:



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

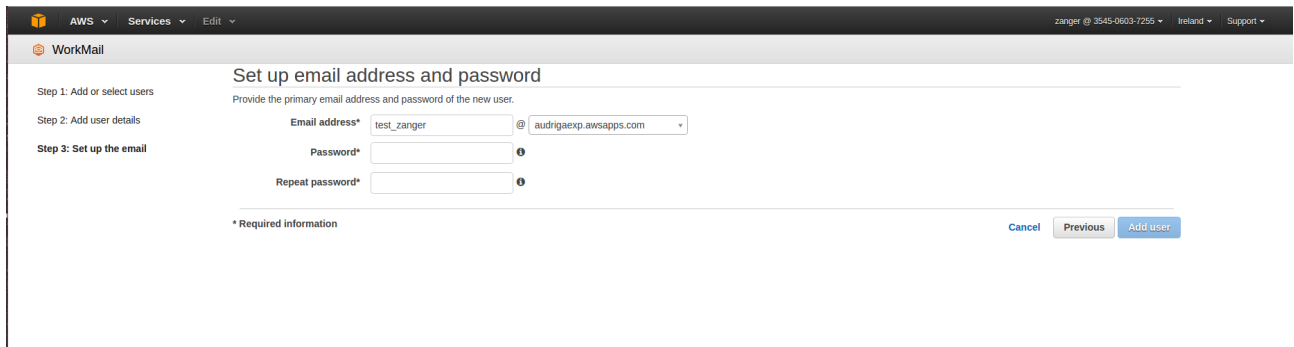


3. Enter the details for the new user and click on **Next step**:

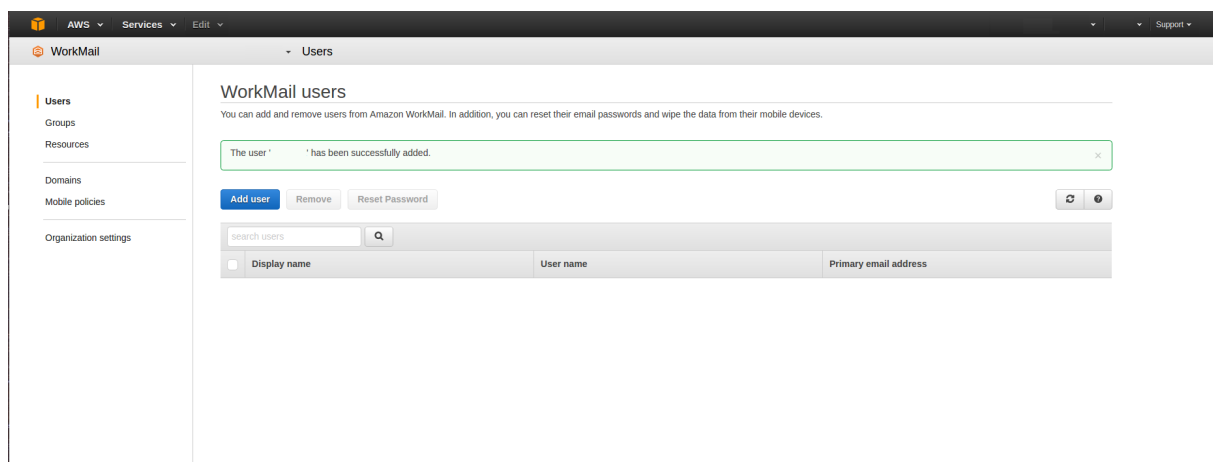


4. Enter a **password** for the user and click on **Add user** to complete the process. We

suggest that you choose a **temporary password**, which the user can change after the migration.



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



Prepare access to source and destination

You can either use the **username** and **password** of each **user** that will be migrated, or you can use a single **admin user** to access all of them.

Access to Exchange using Admin credentials

Exchange servers allow the use of an admin account to migrate mailboxes without knowing the passwords of each user. The admin account can be a standard user with **full access** rights to the mailboxes which should be migrated. A domain admin account is not required.

Add mailbox permissions

- a. Open the Exchange Management Shell (EMS) on the Exchange server.
- b. Use the following command to add mailbox permissions:

```
add-mailboxpermission -Identity "mailbox" -User "admin" -AccessRights FullAccess
```
- c. Replace "mailbox" with the mailbox you want to migrate and "admin" with the user you want to use as an admin

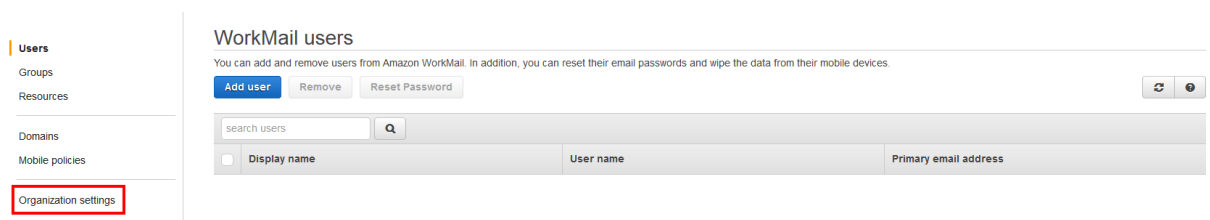
Disable Throttling Limits

If multiple mailbox migrations should be performed in parallel, it may be necessary to disable the admin user throttling limits:

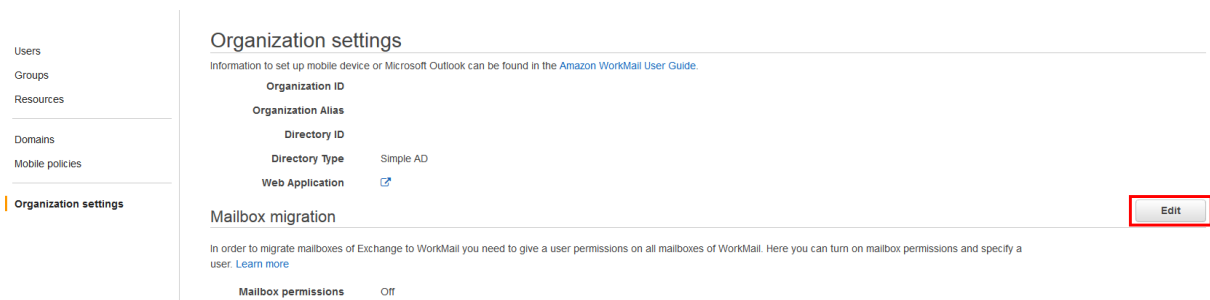
<https://learn.microsoft.com/en-us/exchange/client-developer/exchange-web-services/ews-throttling-in-exchange>

Access to Amazon WorkMail using Admin credentials

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



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



3. 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 Type Simple AD

Web Application

Mailbox migration

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

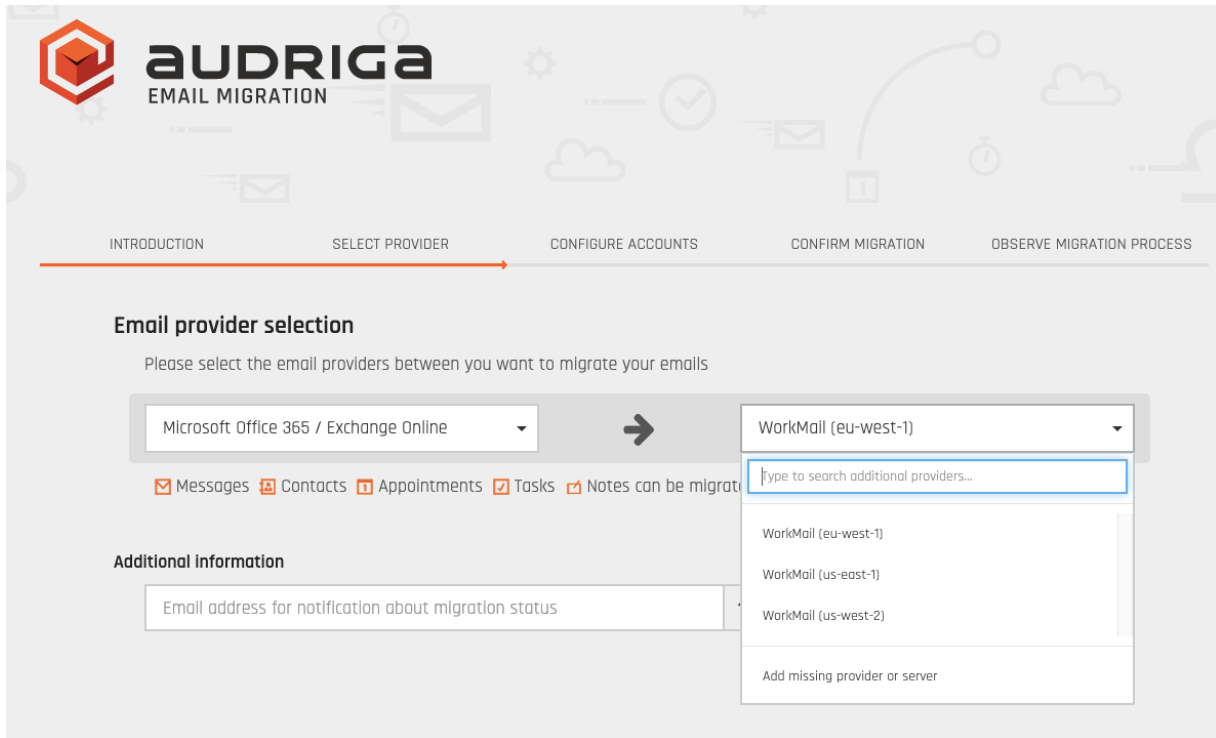
Select current and new provider

Go to the *Provider selection* screen.

Choose *your Exchange server/provider* as your current / source provider.

Hint: you may need to start typing *your provider name* 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 → WorkMail (eu-west-1)

☒ Messages
 ☒ Contacts
 ☒ Appointments
 ☒ Tasks
 ☒ Notes can be migrated

Additional information

Email address for notification about migration status

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

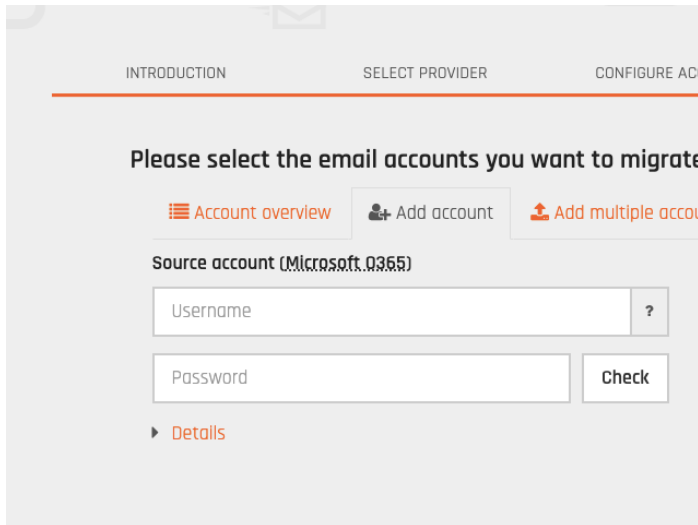
Add accounts for migration



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 accounts

tab **Add account**

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*).

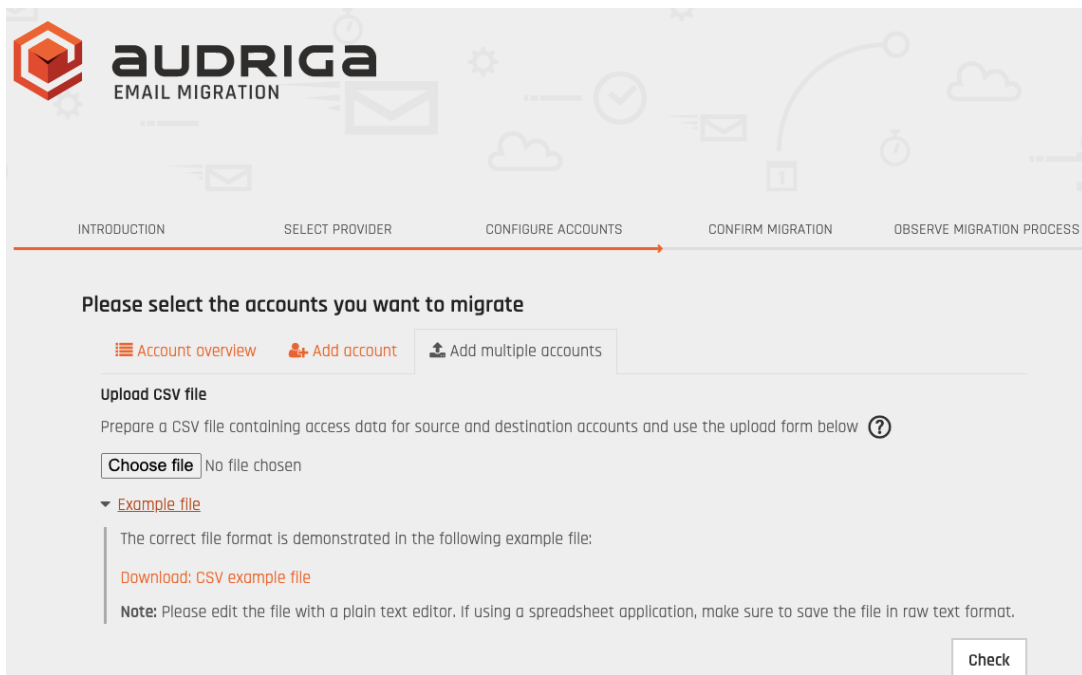


Click on **check** to verify the credentials. If the data is correct, a green check will appear  .
If the credentials are incorrect, a red cross will be displayed .

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.

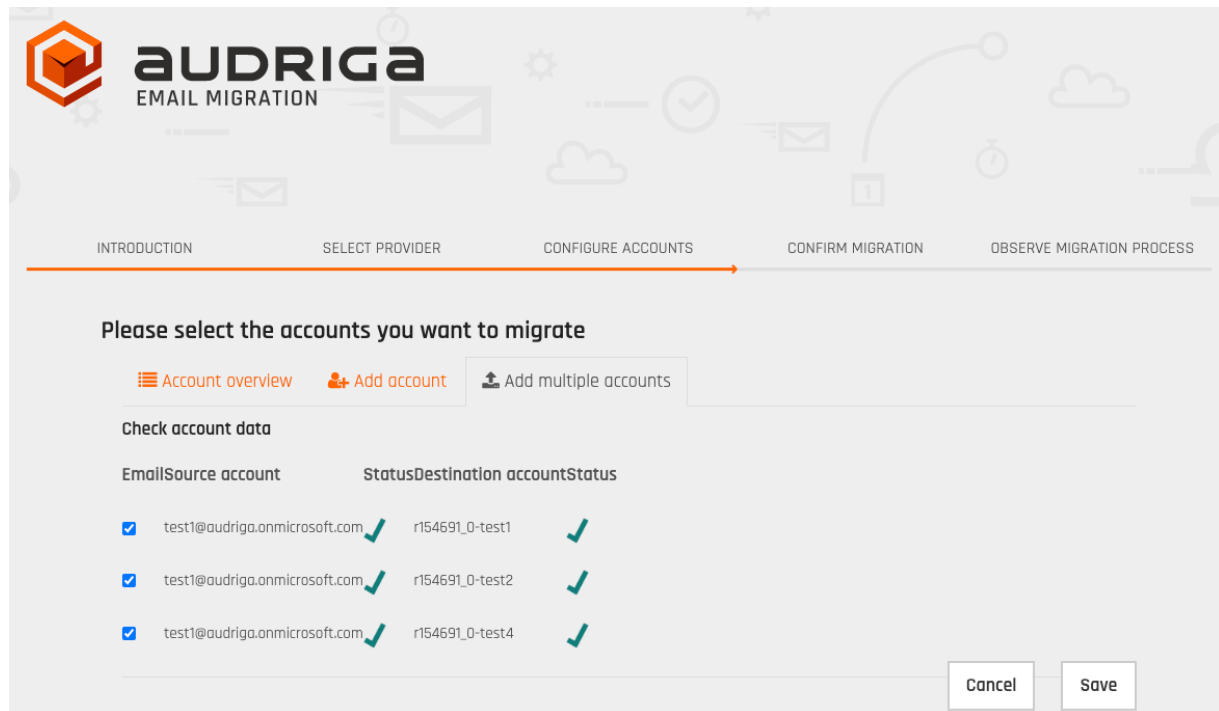


Authentication with users credentials on Exchange and WorkMail side

user1@exchange,user1exchangepasswd,,user1@workmail,user1passwd,
user2@exchange,user2exchangepasswd,,user2@workmail,user2passwd,

Authentication with admin credentials on Exchange and WorkMail side

adminexchange,adminexchangepasswd,userexch1, admin@workmail,adminpasswd,user1@workmail
adminexchange,adminexchangepasswd,userexch2,admin@workmail,adminpasswd,user2@workmail



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Please select the accounts you want to migrate

Account overview Add account Add multiple accounts

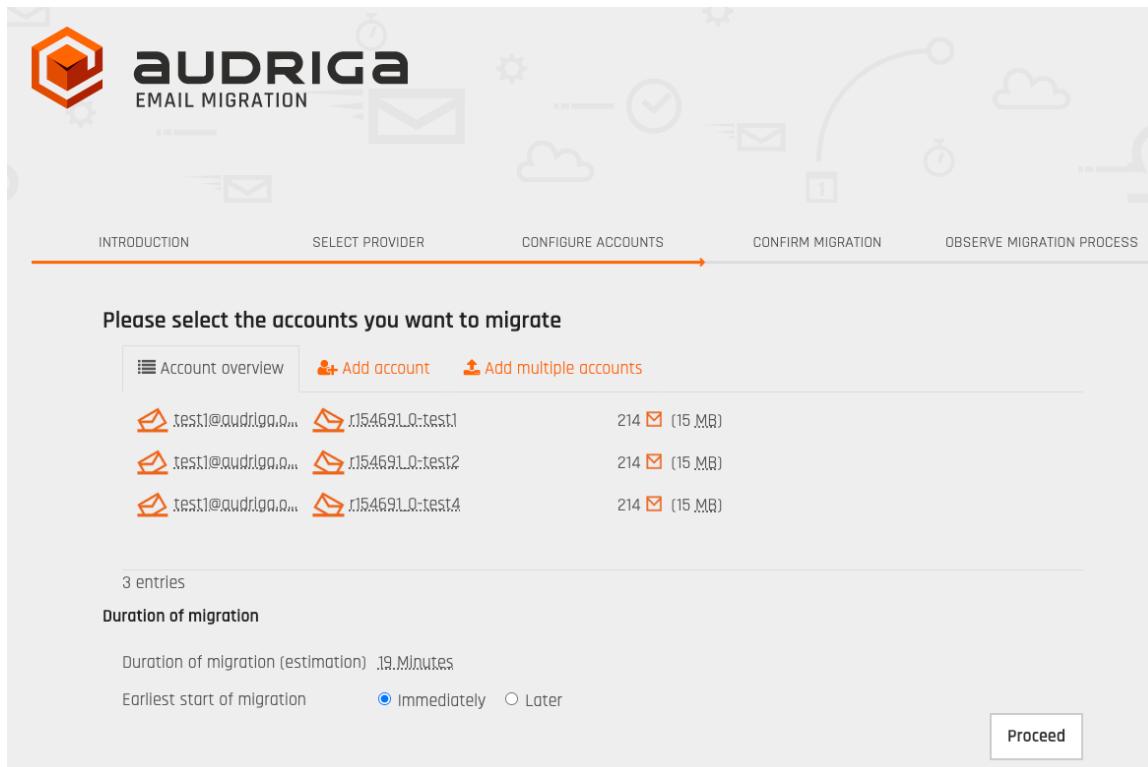
Check account data

EmailSource account	Status	Destination account	Status
<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 WorkMail destination accounts. This check may take a while for larger mailboxes. If you do not want to wait, you can proceed.



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Please select the accounts you want to migrate

Account overview + Add account + Add multiple accounts

test1@audriga.com	r1546910-test1	214 <input checked="" type="checkbox"/> (15 MB)
test1@audriga.com	r1546910-test2	214 <input checked="" type="checkbox"/> (15 MB)
test1@audriga.com	r1546910-test4	214 <input checked="" type="checkbox"/> (15 MB)

3 entries

Duration of migration

Duration of migration (estimation) 19 Minutes

Earliest start of migration ☒ Immediately ☐ Later

Proceed

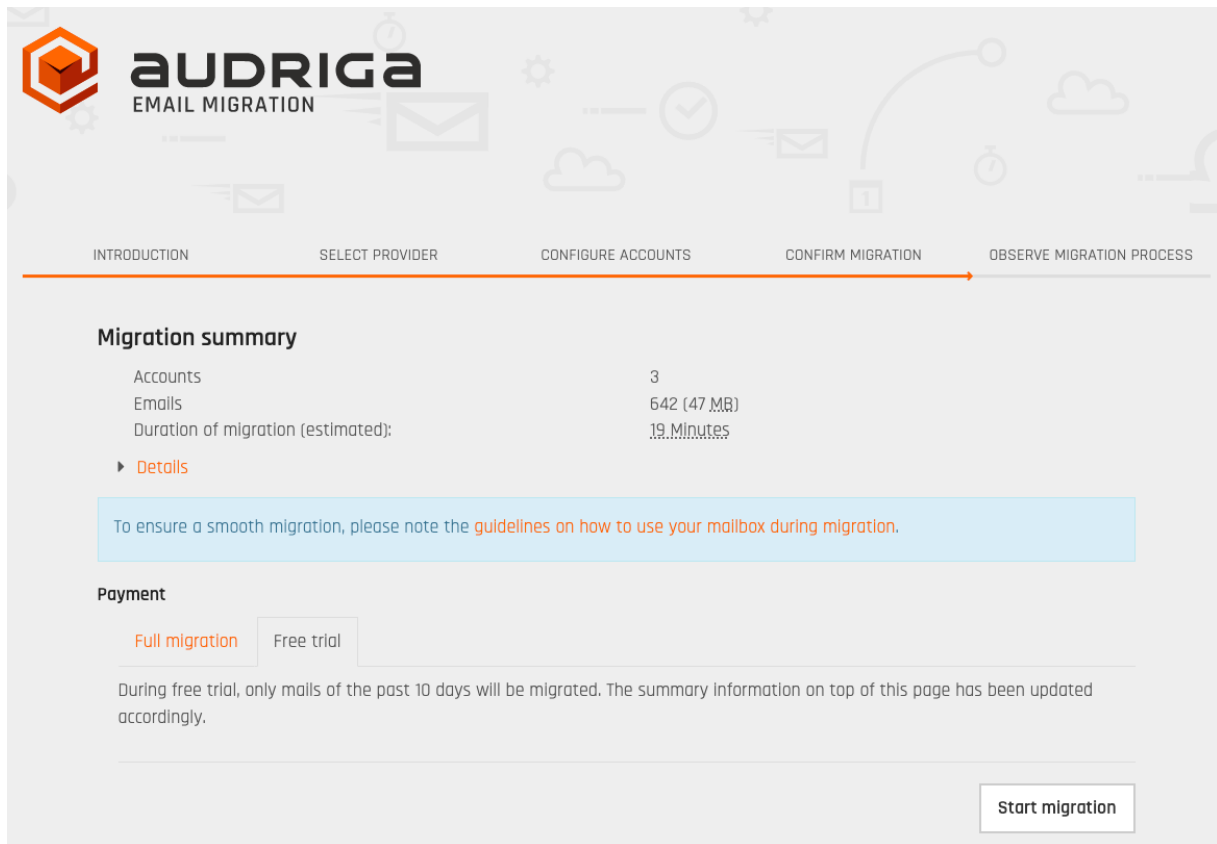
Start the migration

You will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the Exchange 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'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. Below the navigation bar, the 'Migration summary' section displays the following information:

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

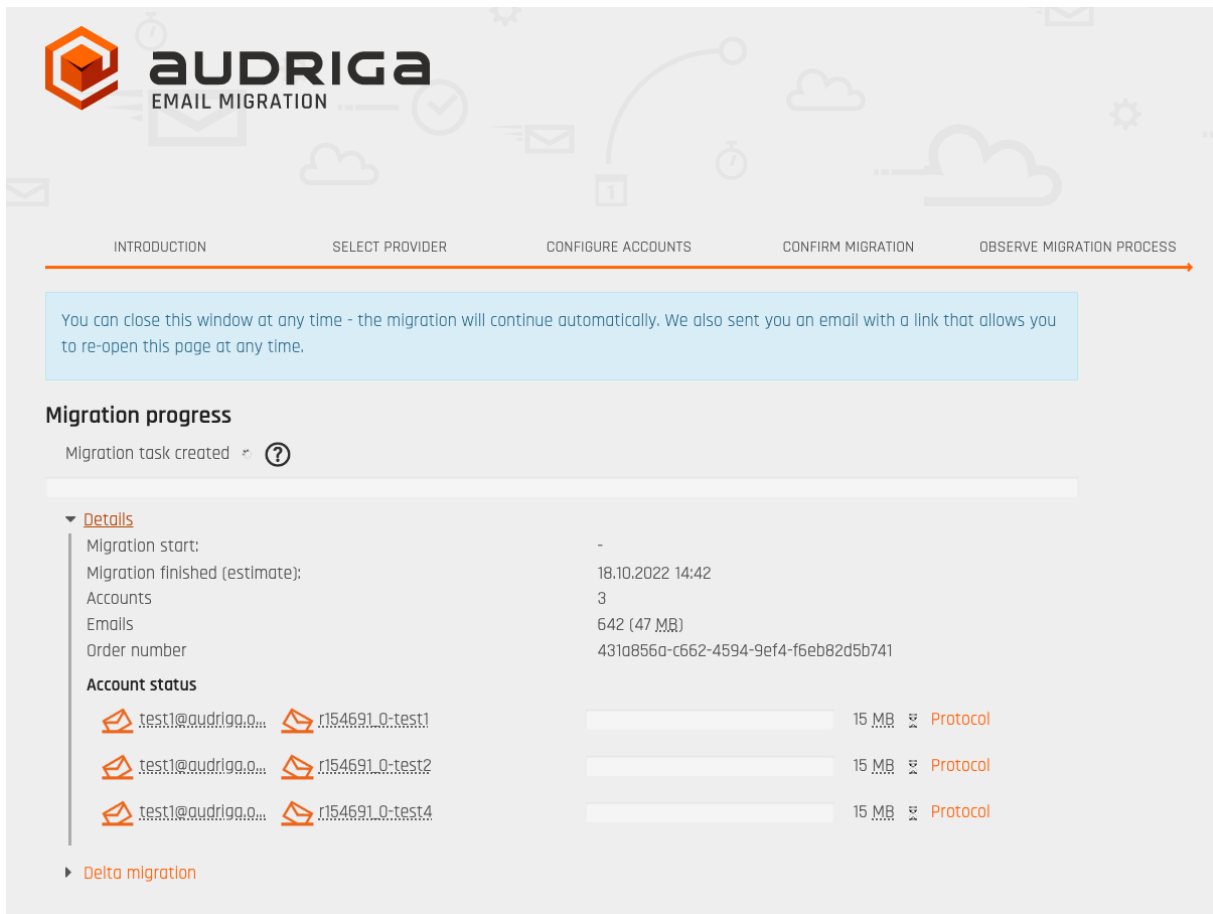
Below the summary, there's a link to 'Details'. A light blue box contains a note: 'To ensure a smooth migration, please note the [guidelines on how to use your mailbox during migration](#).' Under the 'Payment' section, there are two buttons: 'Full migration' (highlighted in orange) and 'Free trial'. A text box below explains: '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	<div></div>	15 MB		Protocol
 test1@audriga.o...	 r154691.0-test2	<div></div>	15 MB		Protocol
 test1@audriga.o...	 r154691.0-test4	<div></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)

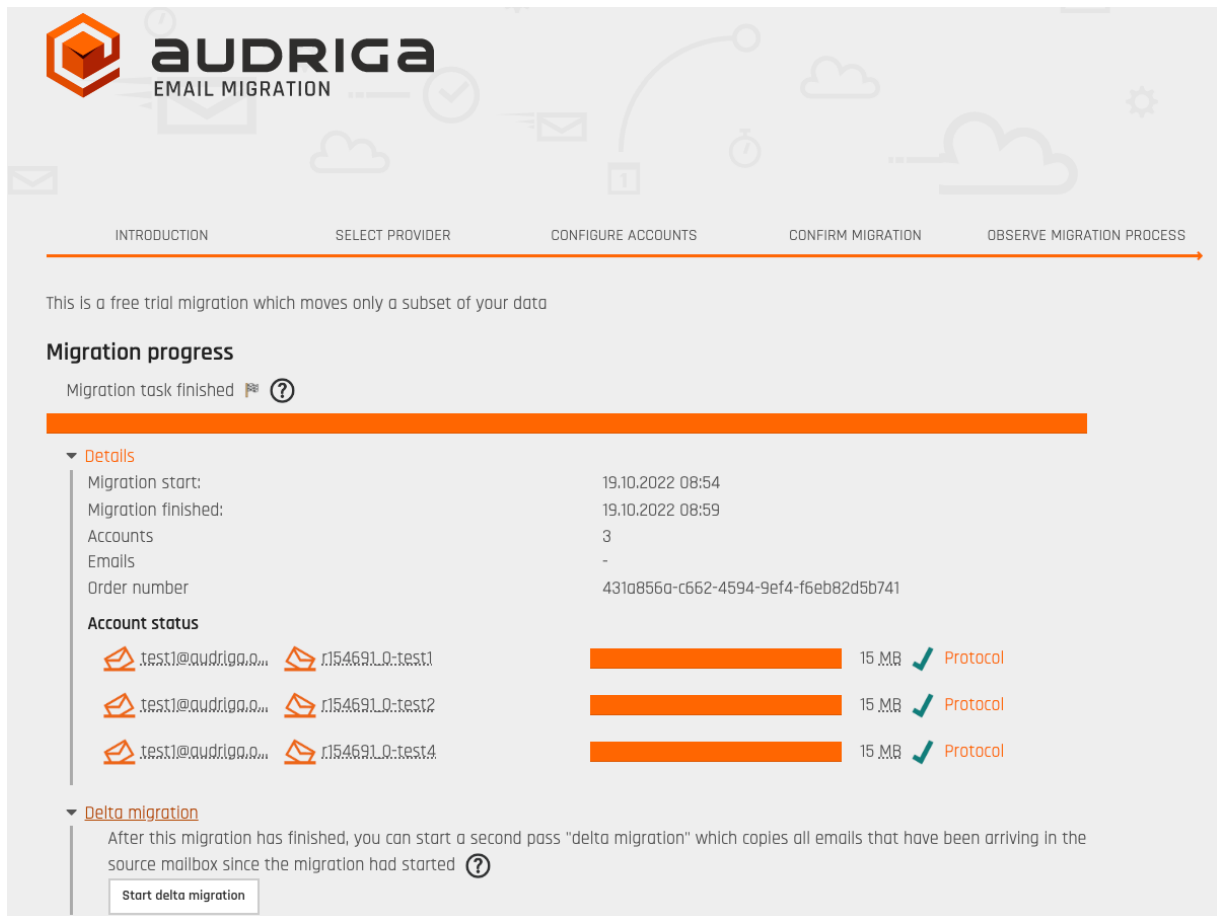
Job:	test1@audriga.onmicrosoft → undefined ⓘ
Status	Migrating
Migration start:	19/10/2022 08:54
Migration finished (estimate):	19/10/2022 09:01
Data:	15 MB
Emails migrated:	0
General errors:	0 ⓘ

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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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.com	 1546910-test1		15 MB		Protocol
 test1@audriga.com	 1546910-test2		15 MB		Protocol
 test1@audriga.com	 1546910-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 your Exchange provider 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.