User's Guide

audriga Groupware Migration

from   Exchange

to   Amazon WorkMail

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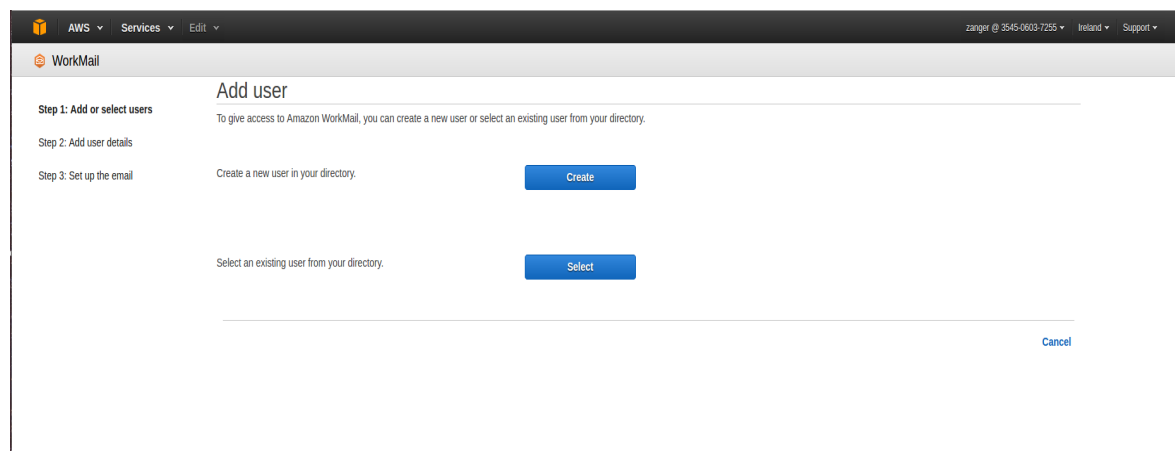
Note: You may also refer to the admin guide for Amazon WorkMail:

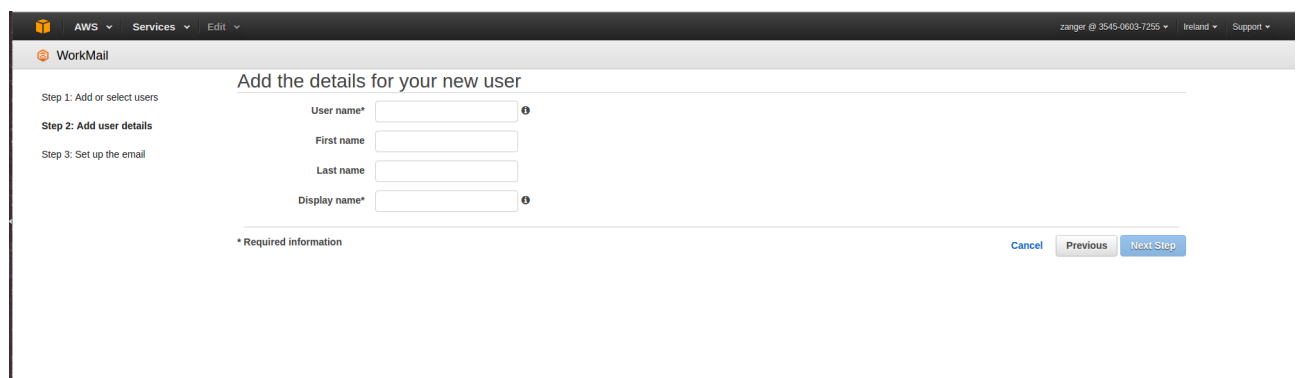http://docs.aws.amazon.com/workmail/latest/adminguide/add_new_user.html

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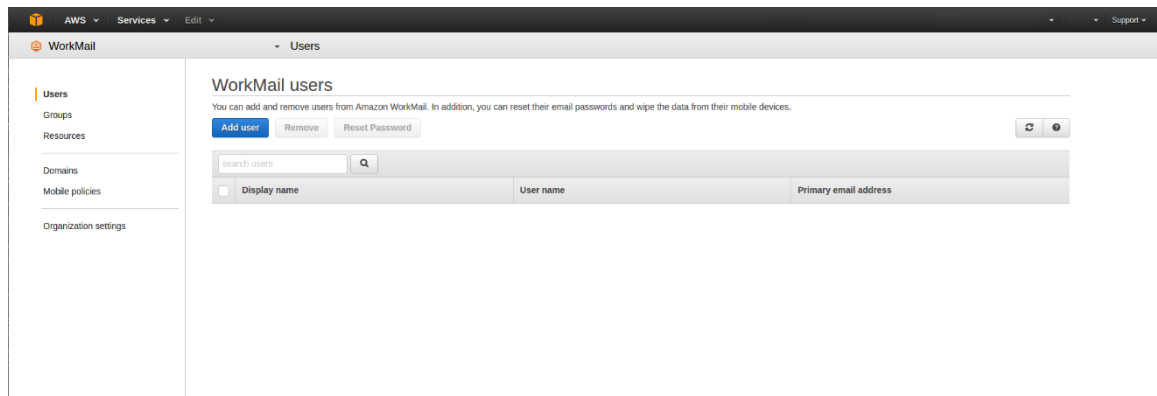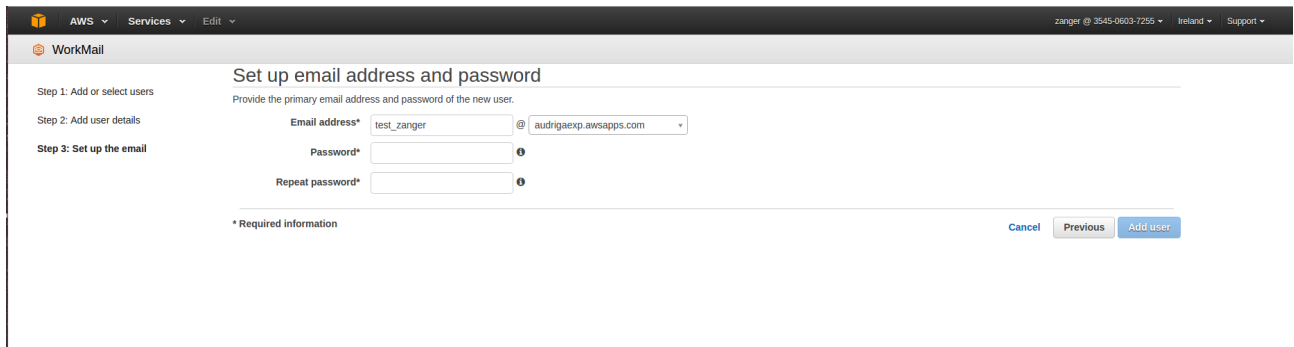

2. Proceed by clicking on **Create**.

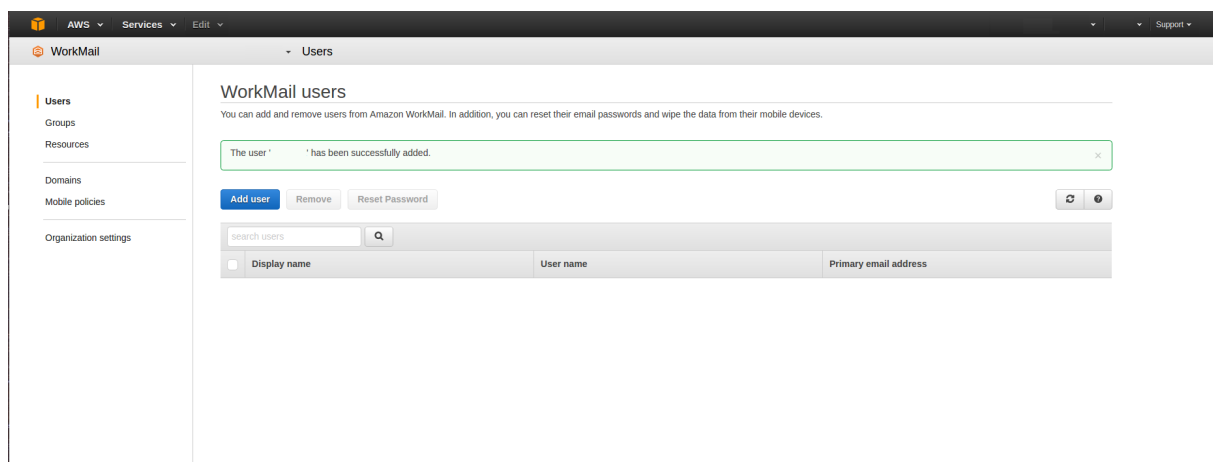3. Enter the details for the new user and click on **Next step**:

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**:
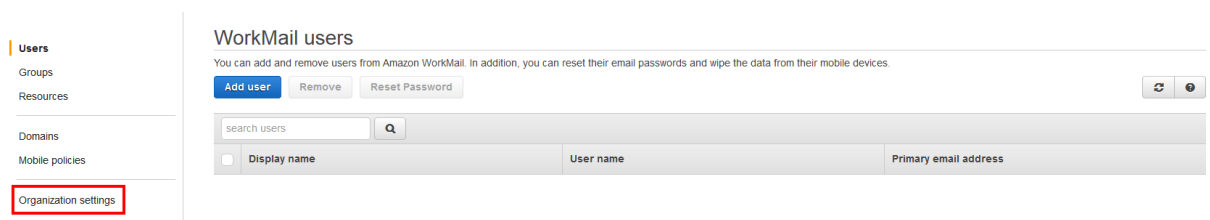
2. Under **Mailbox migration** click on **Edit** to grant a user with admin access for the migration:
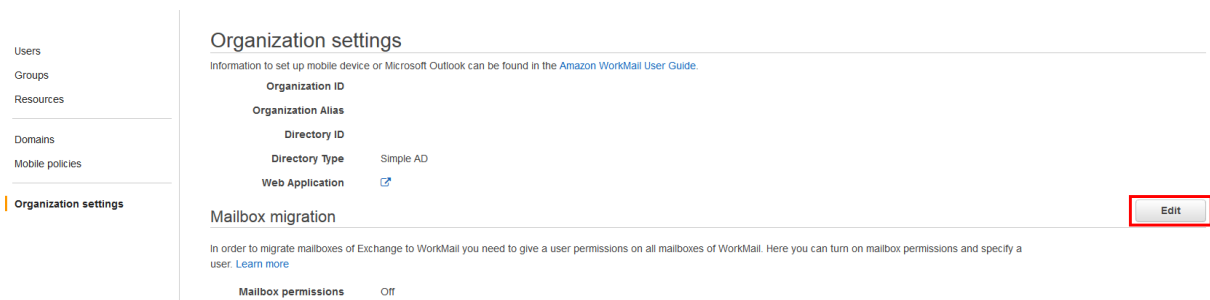
3. Click on **Select user** and a list with your users will pop up. Select the user, which will be used as Admin during the migration and click on **Select user** to close the window:

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

Configure a migration with audriga migration service
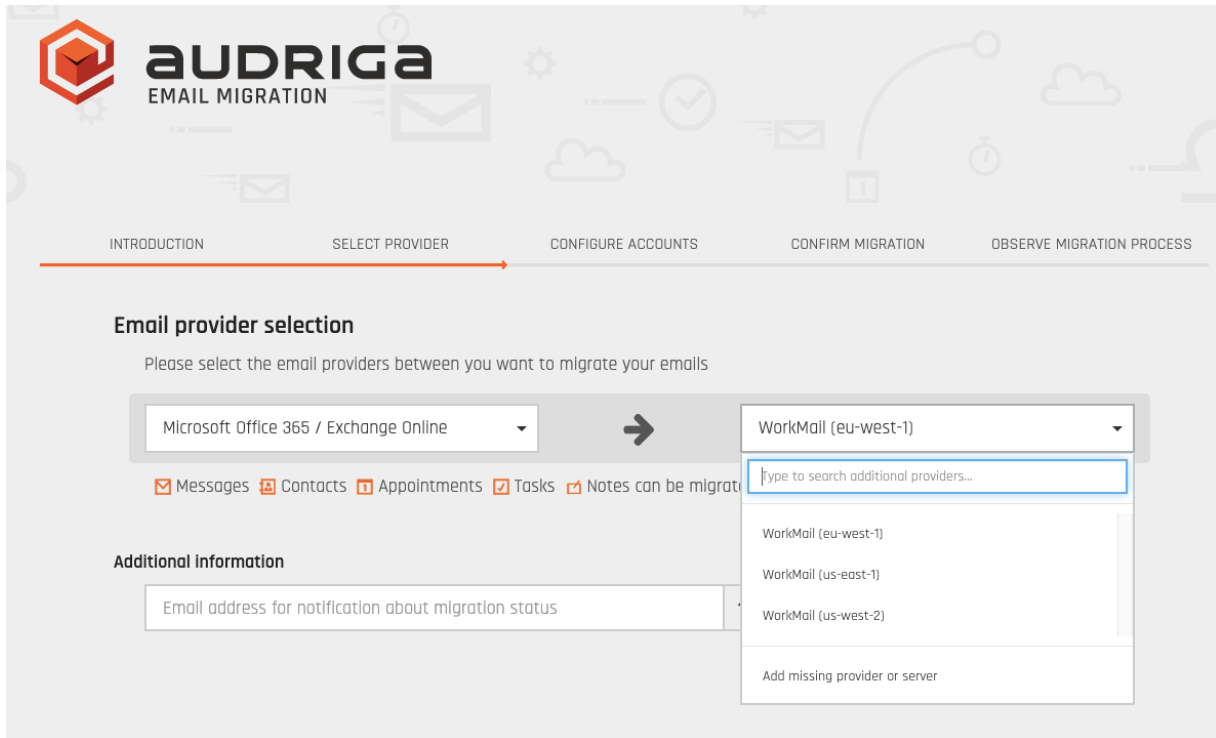
Select current and new provider

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.
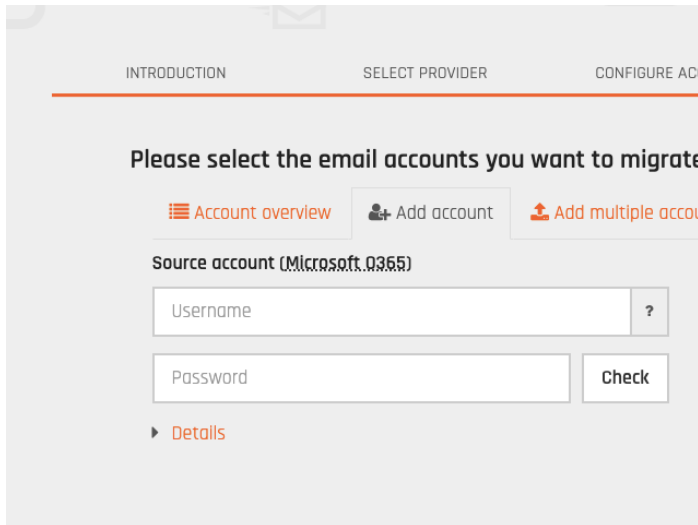
Add accounts for migration

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*).
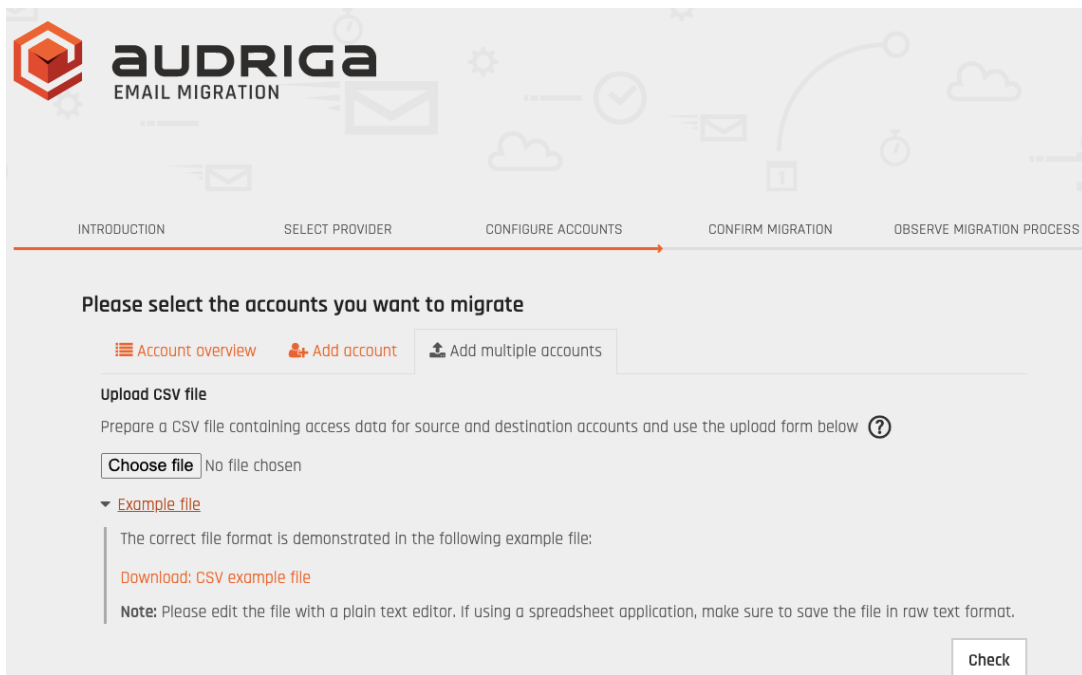
Click on **check** to verify the credentials. If the data is correct, a green check will appear ✔ .

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.
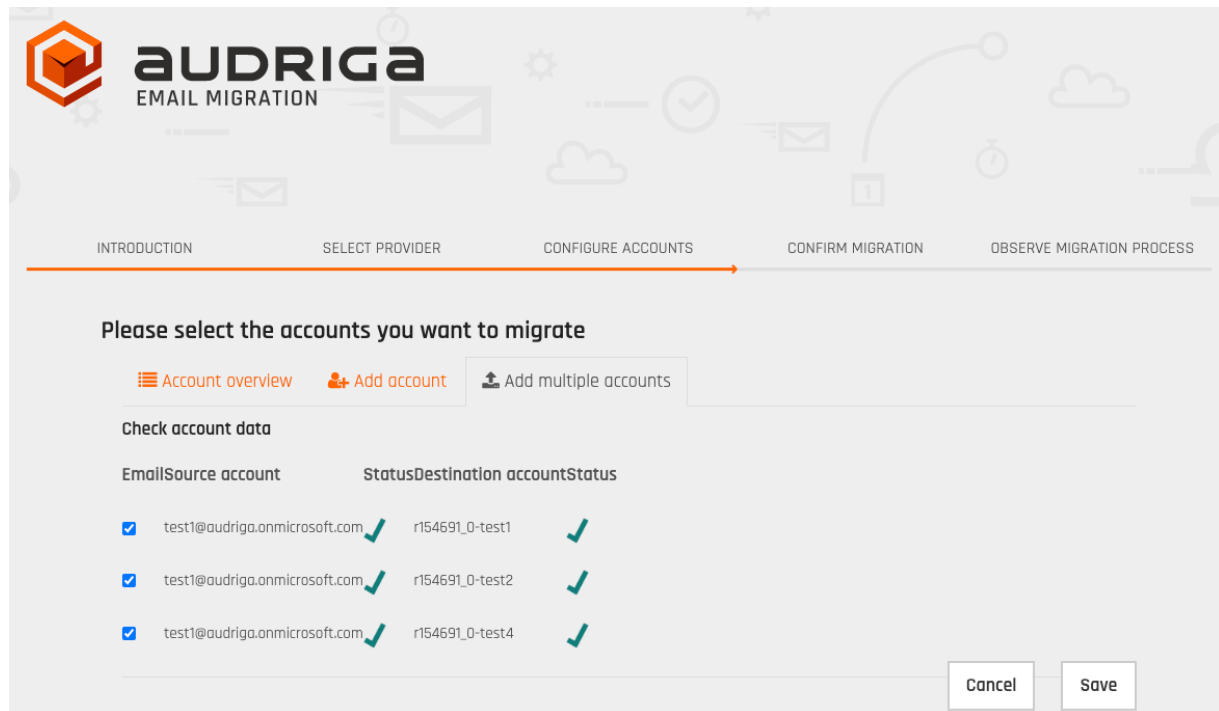
Authentication with users credentials on Exchange and WorkMail side

user1@exchange,user1exchangepassw,,user1@workmail,user1passw,
user2@exchange,user2exchangepassw,,user2@workmail,user2passw,

Authentication with admin credentials on Exchange and WorkMail side

adminexchange,adminexchangepassw,userexch1, admin@workmail,adminpass,user1@workmail
adminexchange,adminexchangepassw,userexch2,admin@workmail,adminpass,user2@workmail
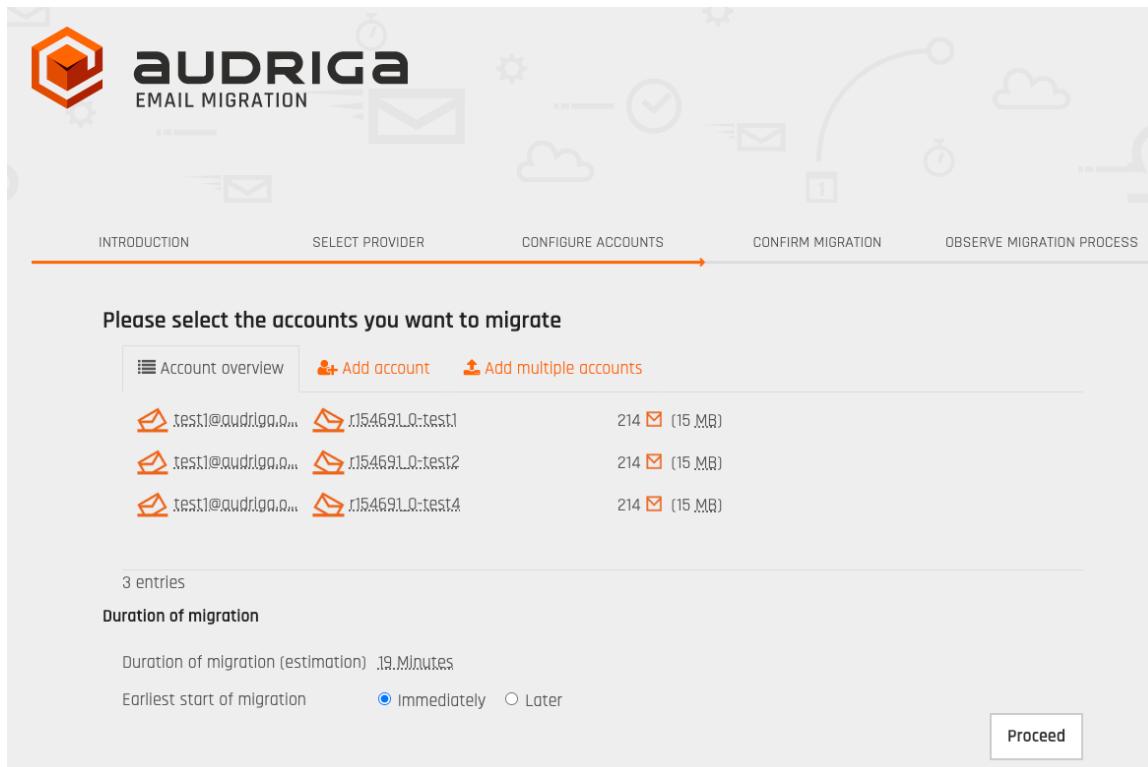
All accounts entered will be listed.

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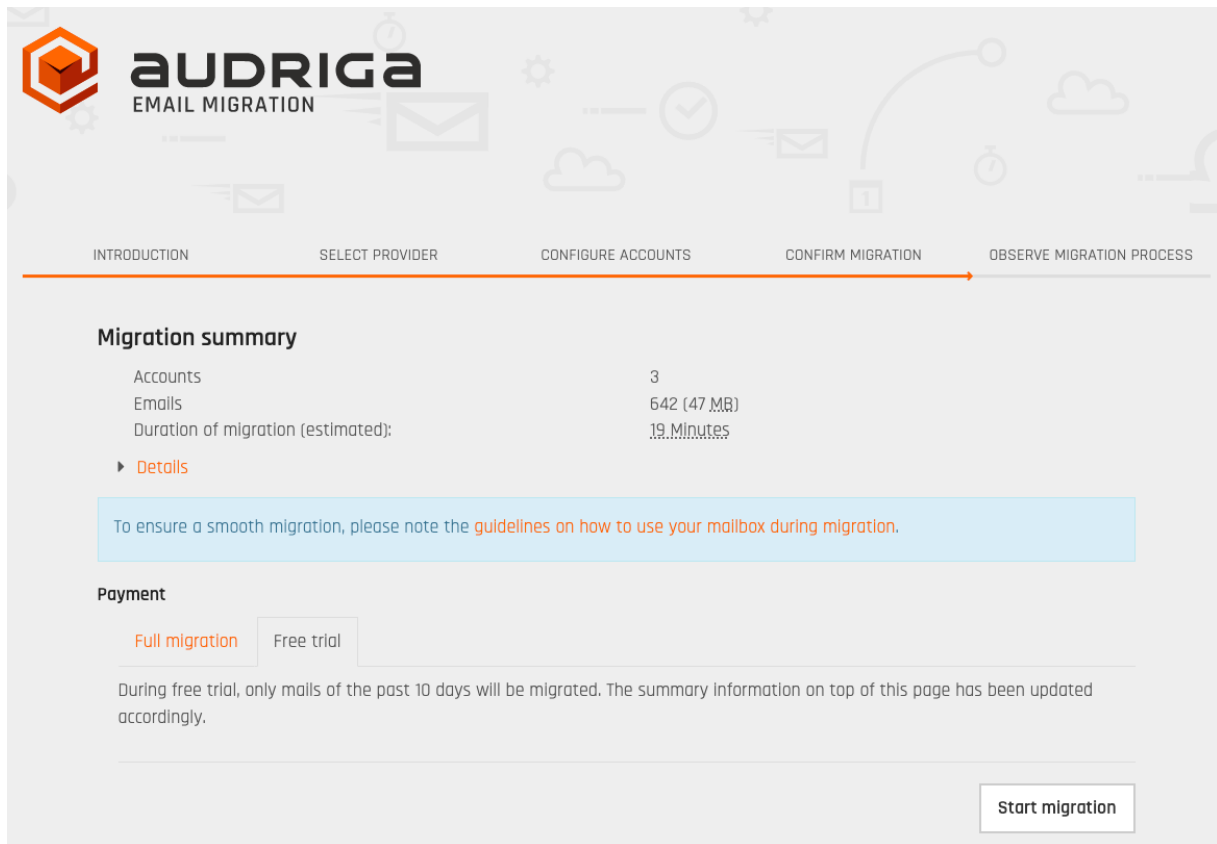
Start the migration

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

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.
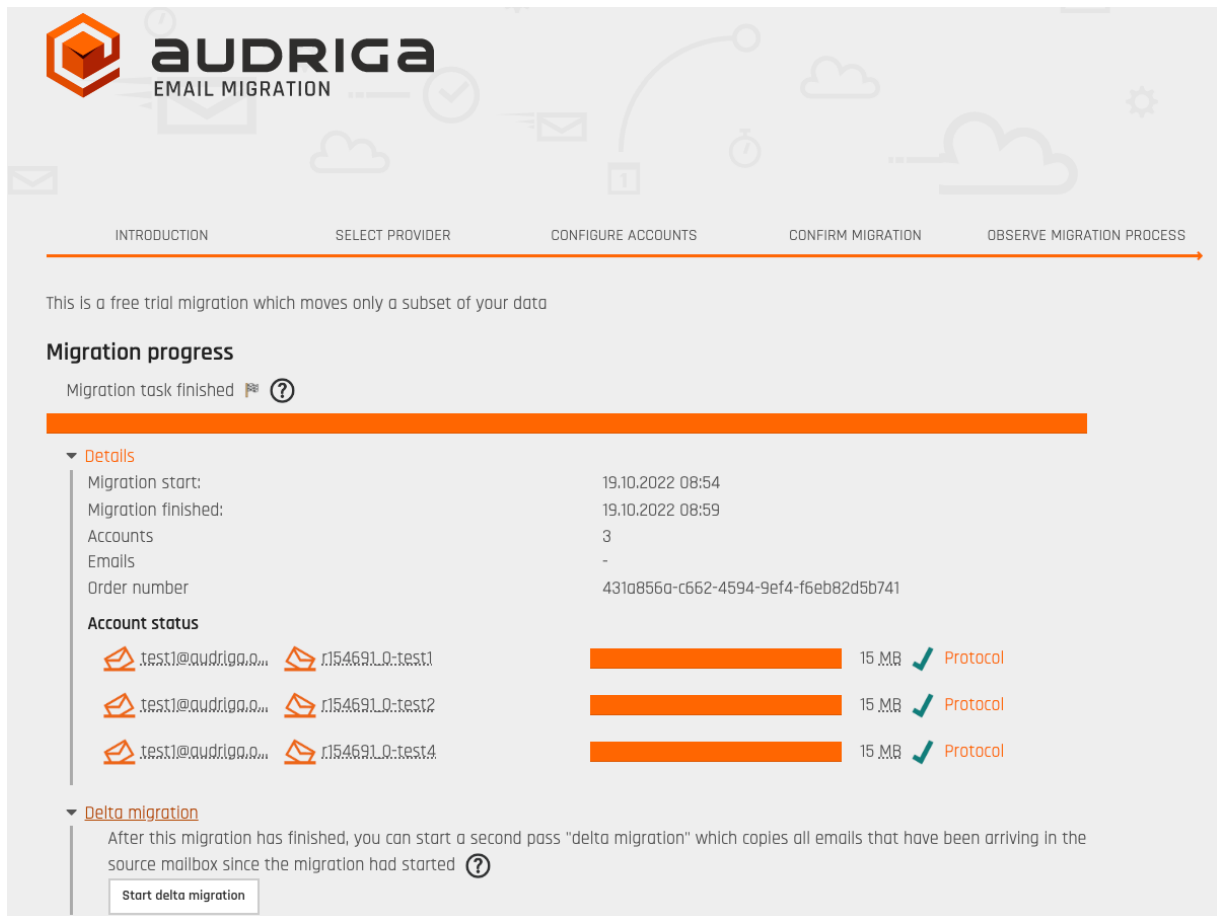
Delta Migration for Domain Transfer

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.

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.