GROUPWARE MIGRATION

# USER'S GUIDE

AUDRIGA GROUPWARE MIGRATION FROM IMAP TO AMAZON WORKMAIL

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## AUDRIGA MIGRATION SERVICE FOR EMAILS AND GROUPWARE

The audriga Migration Service allows the **content of mailboxes** to be copied from your current hosting provider to a new hosting provider in an easy, fast, and secure way. A migration can be configured on a 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 in a similar way as your e-mail clients do. 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.

## WHAT DATA CAN BE MIGRATED / LIMITATIONS

The migration from IMAP servers to Amazon WorkMail is done by using the IMAP protocol to access data at IMAP server and the EWS protocol to write items into Amazon Workmail.

### What can be migrated

Migration of user mailboxes incl.

- Emails
- Folders

### What cannot be migrated

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

### 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 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.

## Specific 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.

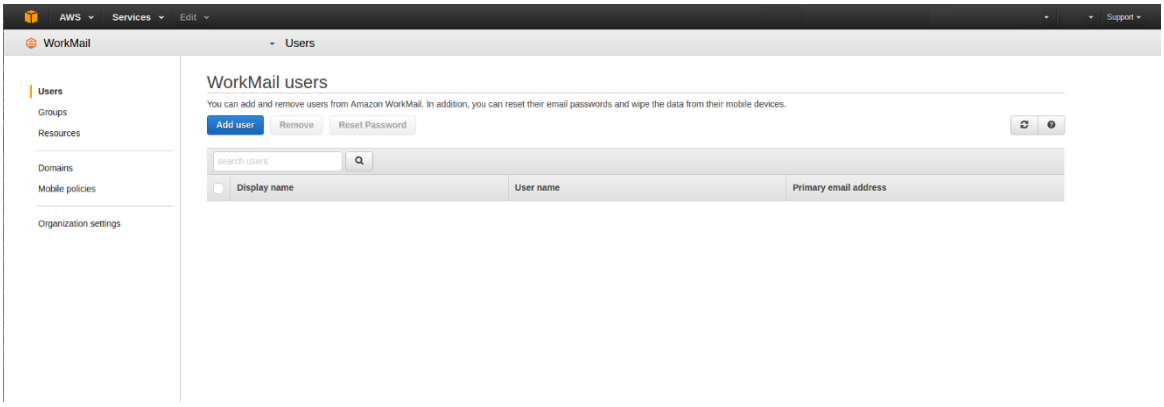
## Create new Amazon WorkMail mailboxes

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

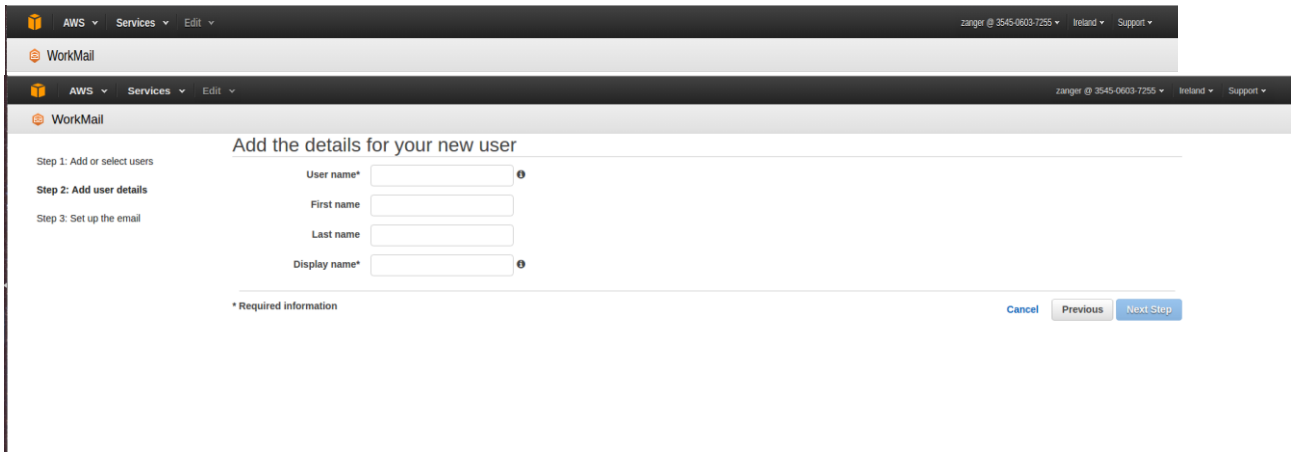
***Note***: You may also refer to the admin guide for Amazon WorkMail:

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

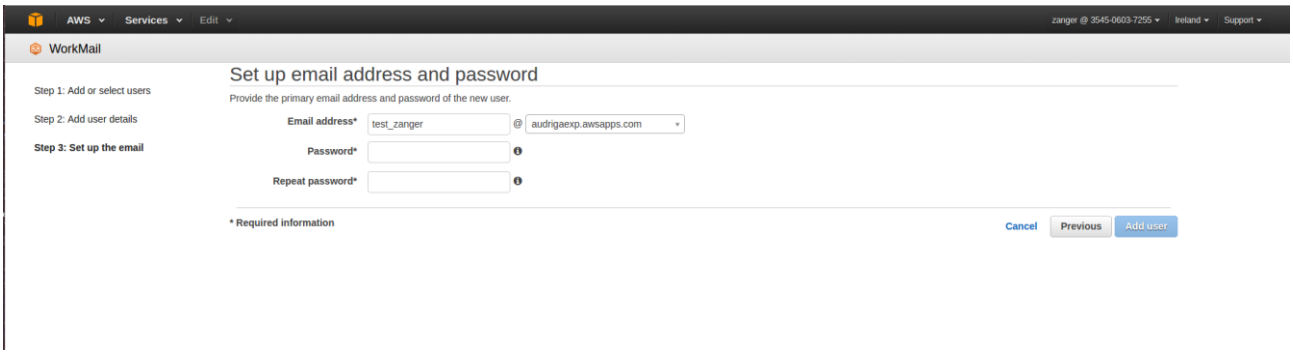
1. Enter the ***Admin Console*** of Amazon WorkMail and go to **Users**. Click on **Add user** to start creating a new user:



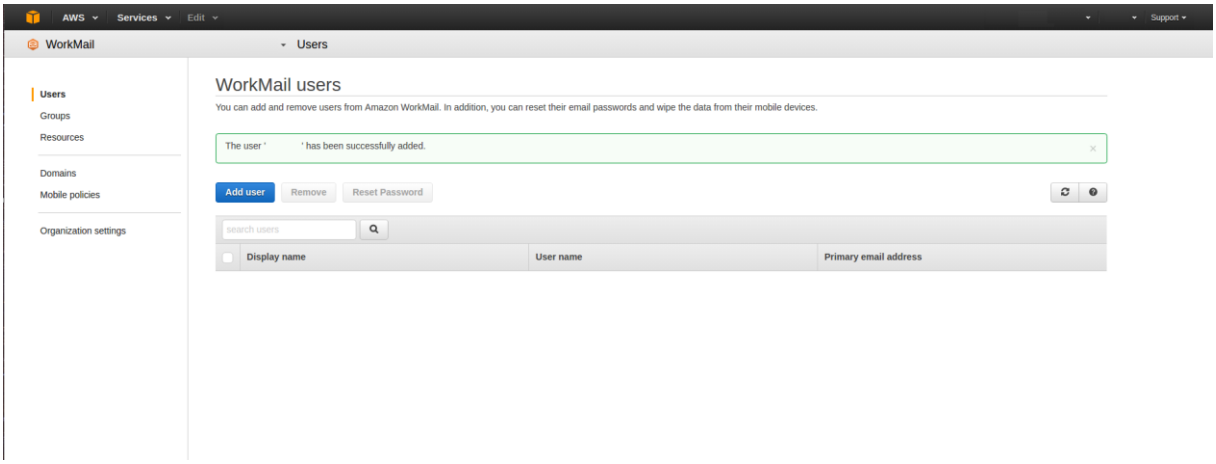

2. Proceed by clicking on **Create**.
3. Enter the details for the new user and click on **Next step**:




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:

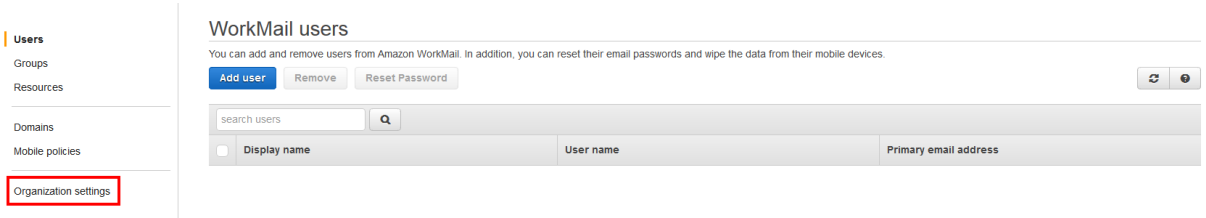



## USING AN ADMIN USER FOR THE MIGRATION

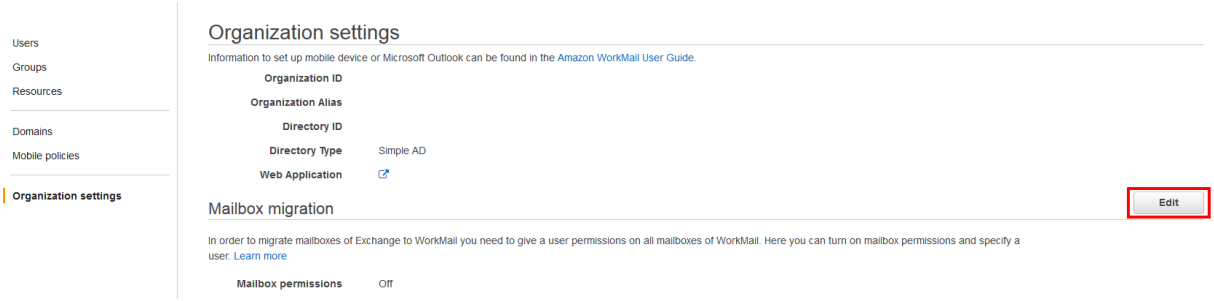
You can either use the **username** and **password** of each **user** that will be migrated or you can use a single **admin user** to access all of them. Keep reading this chapter if you wish to set up an admin account for the migration. If you however want to use credentials of each user, just skip to the next chapter.

### Using Admin credentials to access Amazon WorkMail

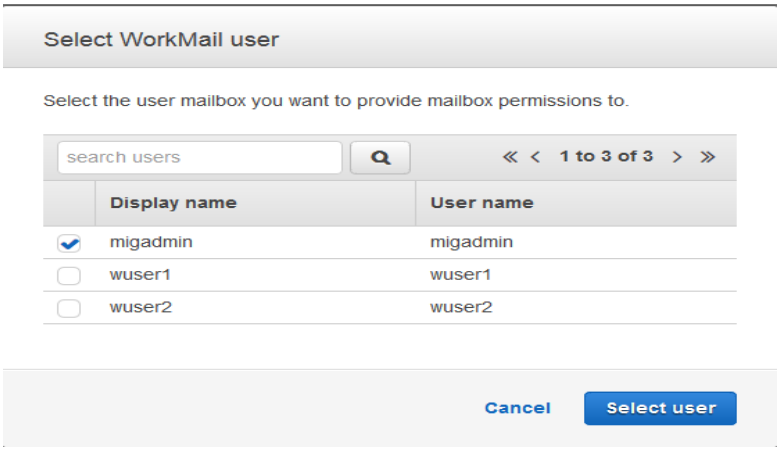
1. Log-in to your Amazon WorkMail Admin Console and go to **Organization settings**:



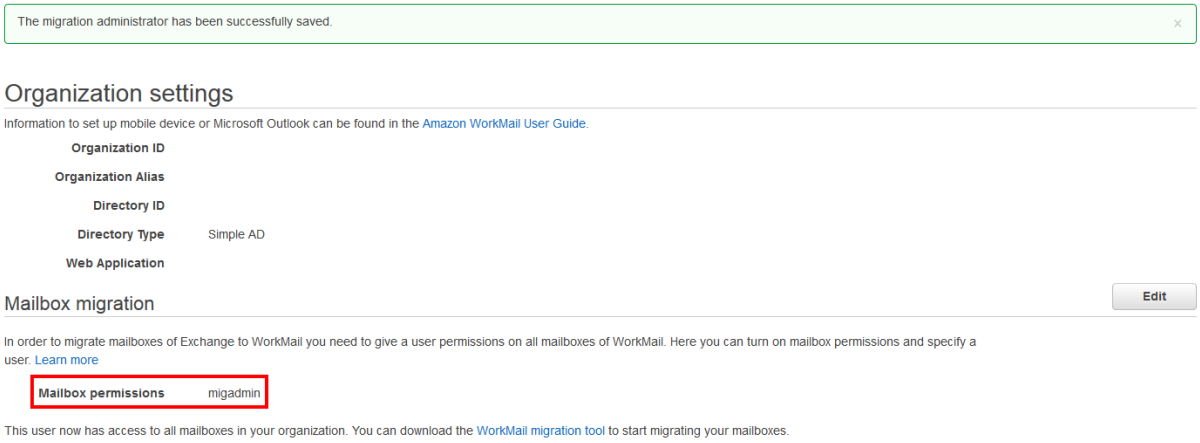

2. Under **Mailbox migration** click on **Edit** to grant a user with admin access for the migration:



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:



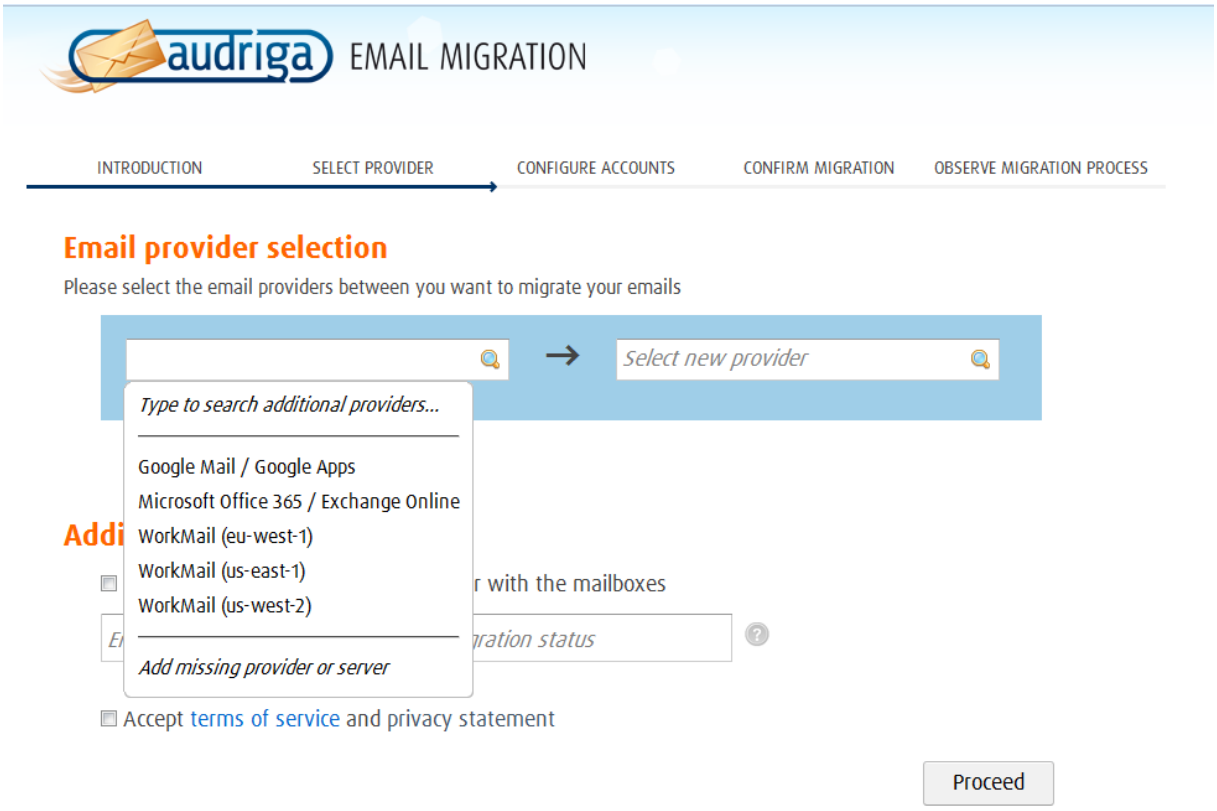

4. Click on **Save** to complete the process. The user will now be listed under **Mailbox permissions**:




## CONFIGURE A MIGRATION WITH AUDRIGA MIGRATION SERVICE

### Selecting current and new provider

On the ***Provider selection*** screen, choose your IMAP provider or configure your own server as your current provider and Amazon WorkMail as your new provider:




*Hint:* You may need to start typing **the first letters** for it to appear in the list. If you want to configure your own server, please see: [https://www.groupware-migration.com/en/knowledge-base/configure-your-custom-server.html](https://www.groupware-migration.com/en/knowledge-base/configure-your-custom-server.html).

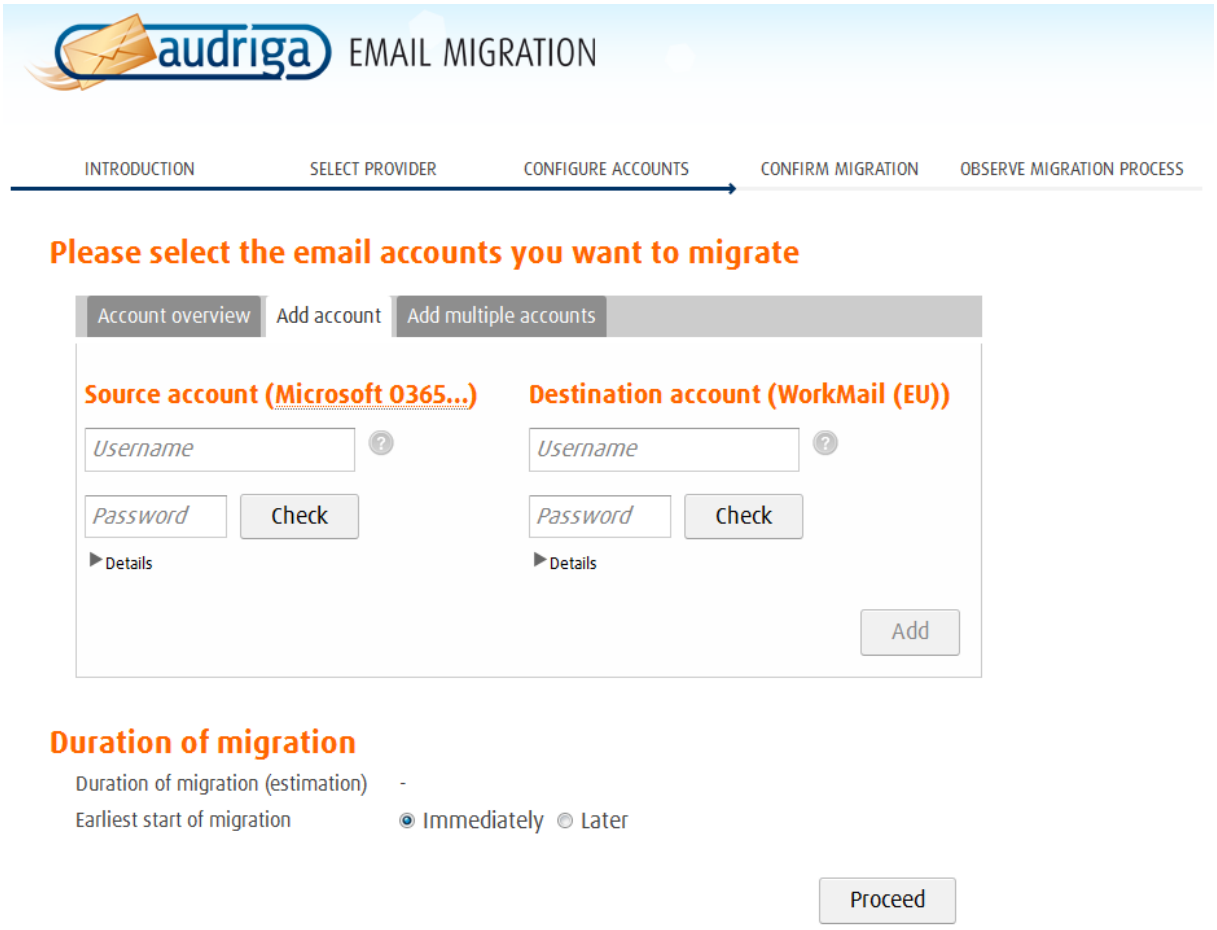
## ADDING ACCOUNTS FOR MIGRATION

You can either add the accounts using their actual **username** and **password** or you can use an **admin** user, which has access to those mailboxes.

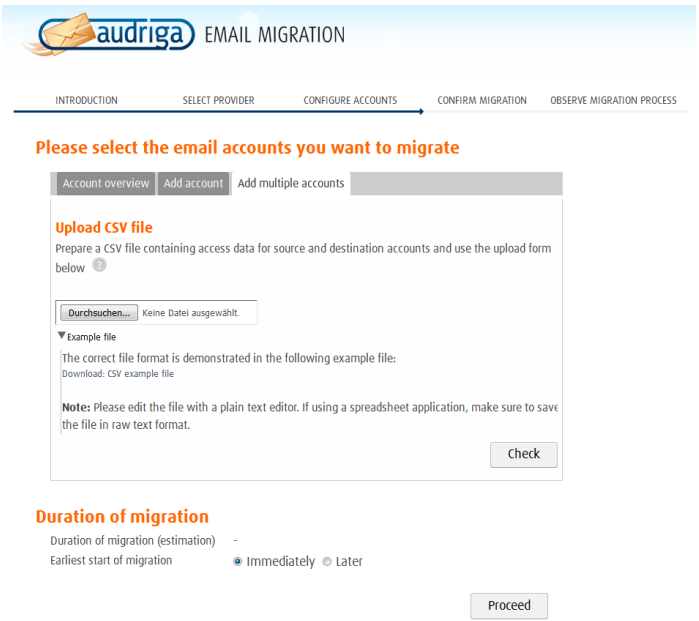
Either way there exist two possibilities of adding users. You can add **single accounts** one by one or you can add **multiple accounts** using a **CSV-File**.

### Adding single 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*). 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 ✖. Proceed similarly with the destination mailbox credentials. If the source and the destination check are successful, choose **add** to file the migration.

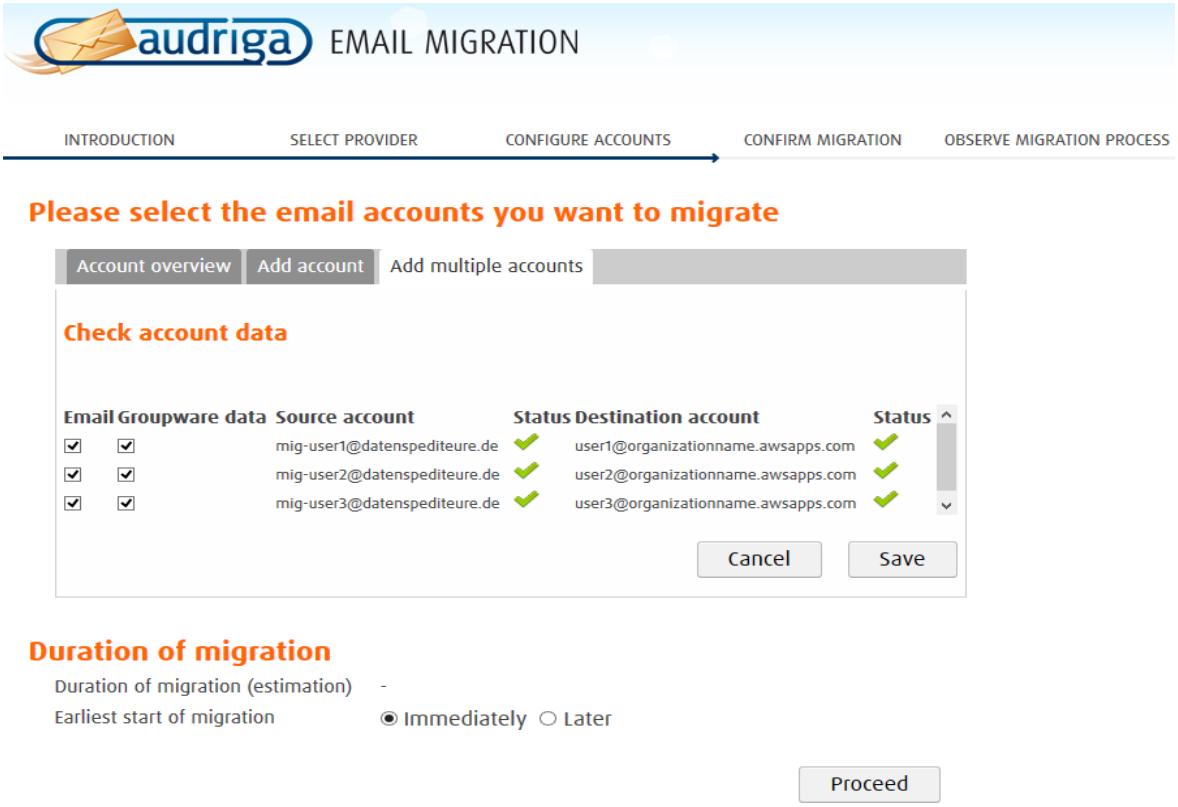



## Adding multiple accounts




Choose **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 a text file with all of the account credentials. An example file is provided in the dialog.




All accounts entered will be listed in **account overview**. The migration service will try to check whether there is sufficient free space in the destination account.

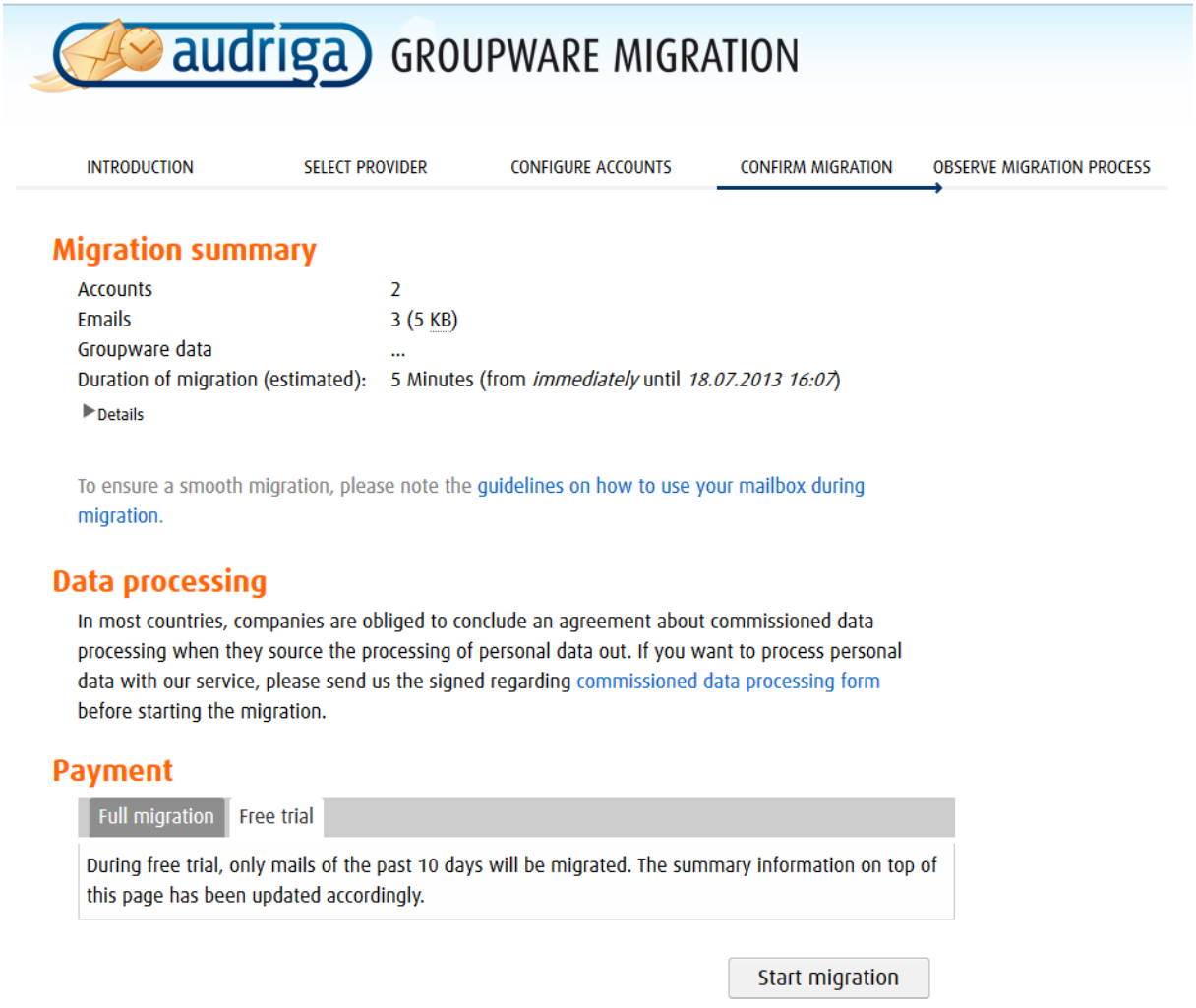
***Note:*** this check may take a while for larger mailboxes. If you do not want to wait, you can proceed with the configuring of the migration.

## START THE MIGRATION

On the next screen, you will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the source account is not yet completed you can proceed and start the migration. In order to start the migration, you will need to provide a valid migration voucher code if this voucher was not a part of the URL you called to start this website.

## FREE TRAIL

A free trail migration transfers the email and groupware from the last 10 days. To start a trial migration, please click on **Free trail**:

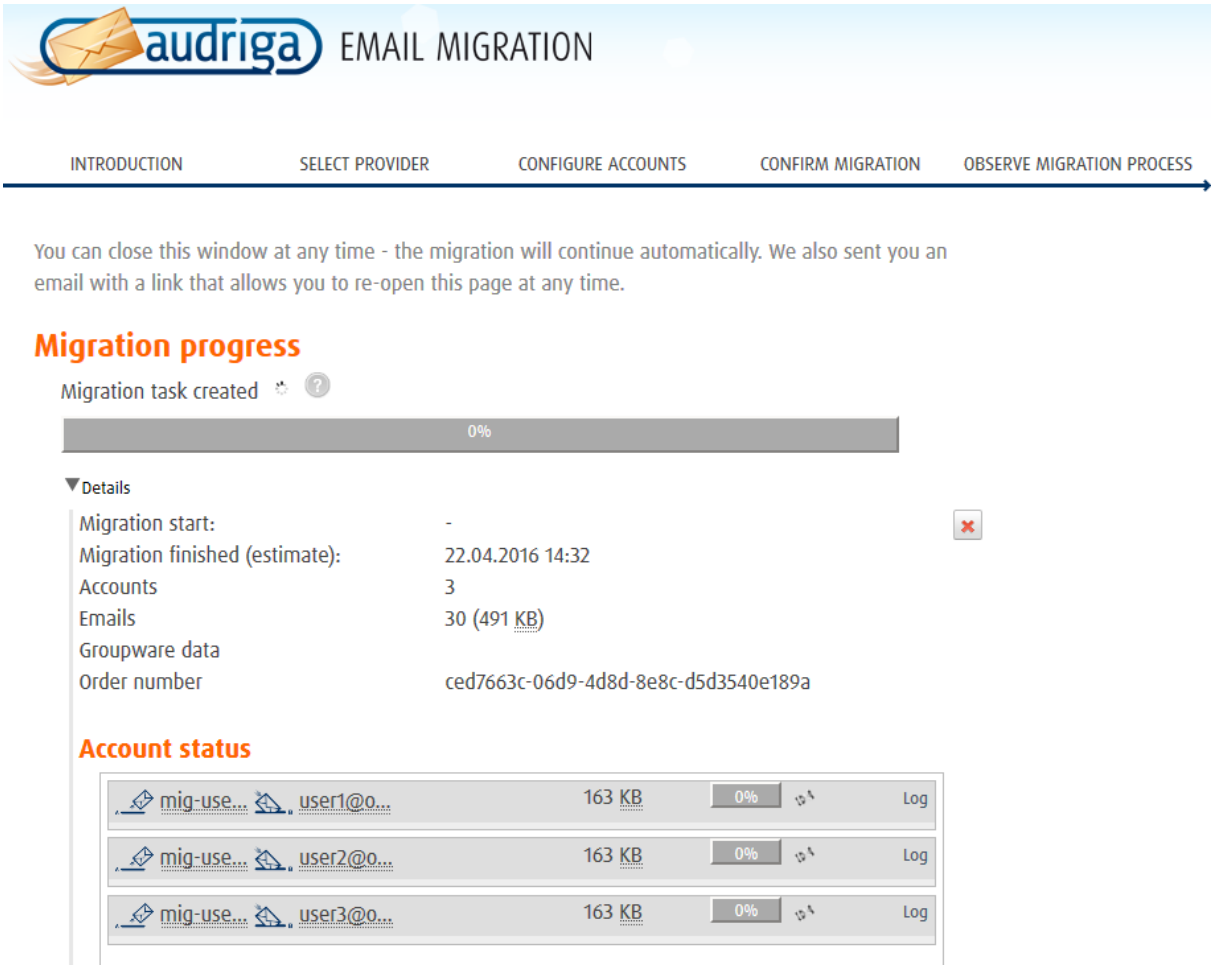



The migration summary will be adjusted. To start the trial migration, click on **Start migration**

## MONITOR MIGRATION STATUS

We are going to send you status emails for migration job submission, migration start and end to the email address you have entered during the configuration, so that you can easily keep track and

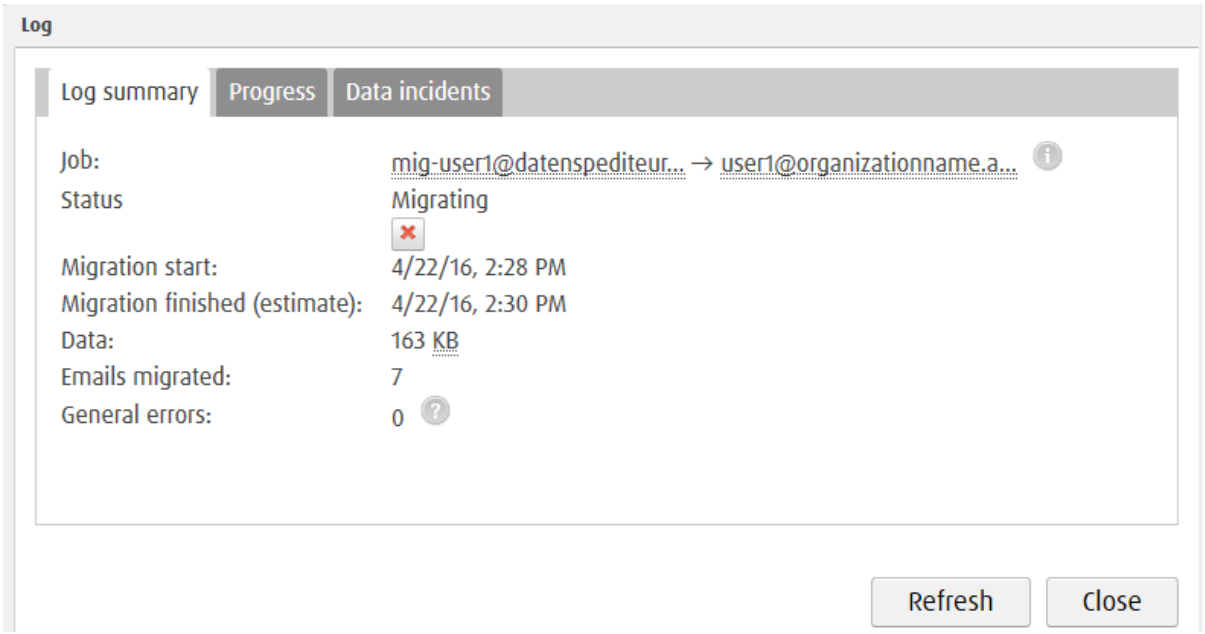
monitor your migration. Once the migration has been started, you do not need to leave the status page open, since you can always re-open it with the link you will receive at the migration's start.




Click on **Details** to get further information about the migration.

It may take some time until the migration progress. A migration may take a couple of hours for large amounts of data. You can safely close the status website and shut down your computer – the migration will continue automatically. You will also receive status emails when the migration starts and finishes which include a link to the status website. You can open the status website anytime by clicking on this link.

For each account, you can access a detailed log. It lists detected duplicates or encountered errors (e.g., if e-mails cannot be transferred due to size limitations of your provider).




## DELTA MIGRATION FOR DOMAIN TRANSFER

When transferring a domain to your new provider or updating the MX record to point to your new provider for some time emails may still be routed to the old provider due to DNS caching issues. In order to transfer these mails into your new account after the domain transfer/DNS change is effective, we offer a delta migration feature. To start a delta migration, click **start delta migration** after the initial migration has finished, plus additional time for the DNS cache propagation (recommended time: 24 h - 48 h). All emails which arrived in the old account after the initial migration finished will now be copied. You will again receive notification emails about the status of your delta migration.

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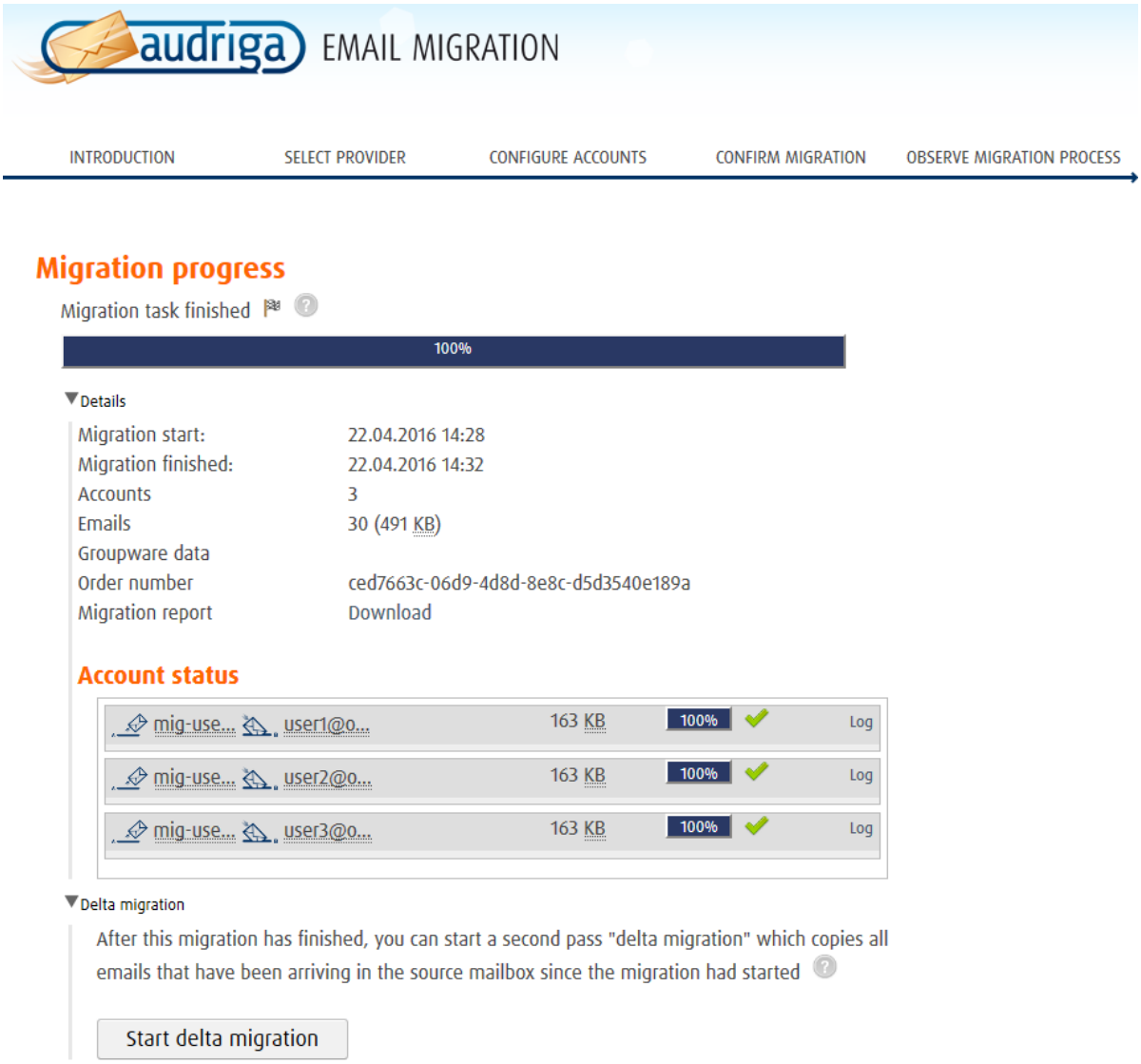


***Note:*** A delta migration is only possible if the migration service can still access the mailboxes at your source provider after the domain is transferred. This is not possible with all providers. Please check with your provider for further details.