

MailEnable Migration Service

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1. OVERVIEW

The process of migrating from a legacy mail system platform can be complex, depending on the mail server you are migrating from. It not only requires recreating user accounts and setting up domains, but also requires that you migrate the message store data from the legacy mail system.

Fortunately, MailEnable provides an extension that allows an almost transparent migration from other mail systems.

The majority of the migration process is automated and all you need to do is configure MailEnable to understand the network address of the legacy server.

2. MAILENABLE MIGRATION CENTRE

MailEnable's Migration Centre provides a single interface for importing configuration and user data from legacy mail systems. The system is comprised of two parts; the migration wizards, and the migration console.

These are outlined below:

Migration Wizards: Migration wizards allow you to specify the type of legacy mail system you wish to migrate from. At the current time, Migration Wizards are available for:

- Microsoft Exchange (or servers providing Exchange Web Services)
- IceWarp
- Ipswitch IMail Server
- Generic Mail Server Migration Wizard (this migrates using the IMAP, CalDAV and CardDAV protocols)

Migration wizards will attempt to populate MailEnable with domain, mailbox, password and options. It will then add an item to a queue for the migration service to do the actual email, contact and calendar data migration. If a password is not known and not able to be retrieved, for example, if you are doing a generic IMAP migration, the queue for the migration service is populated when a user attempts to log into MailEnable and MailEnable can successfully use the credentials against the legacy server.

Migration Console: The Migration Console allows you to manage the import process associated with a defined Migration Strategy that has been created using one of the Migration Wizards. You can view the status of the mailbox migrations and also add individual mailbox migrations if needed.

3. MAILENABLE MIGRATION SERVICE

The migration service is a Windows service which does the actual migration of the email, calendar and contact data. While the Migration Centre is responsible for importing the configuration information and adding mailbox migration details to a queue for the service to process, the service does the actual import of email data.

4. SELECT THE MIGRATION APPROACH

There are three principle types of migration approaches; Server Migration, Domain Migration and a Pre-loaded Migrations. These are explained further under their respective headings below:

Server Migration

Server Migration should be used when you want to move all the domains hosted on a legacy mail server to the new MailEnable server.

A server migration does not require any pre configuration steps, as the domains and mailboxes are extracted from the legacy server as users authenticate (and their corresponding mail account is created in MailEnable at that time). You can use the Migration Centre to define the details of the legacy server and initiate the migration strategy.

Domain Migration

Domain Migration is similar to a server migration, but it applies where you only want to migrate a subset of domains from a legacy server.

To migrate a discrete list of domains, you will need to export a list of all the domains that your legacy mail server has configured. Most legacy mail systems will provide a utility that allows you to export a list of the domains to a simple tab delimited files.

You will then need to import/add those domains within MailEnable. Once you have done so, you should launch the Migration Centre utility to configure the migration strategy.

Pre-Loaded Migration

Pre-loaded Migration involves pre-loading all the domains and their respective user accounts/mailboxes into MailEnable before you attempt to migrate their message store content from the legacy system. This migration approach assumes that you either have access to user accounts and their passwords or that you intend to reset all your users passwords when they are migrated to the new system.

Ideally, if you are able to extract a list of logins/mailboxes with their associated passwords then you can simply import these into MailEnable and only use the migration console to move messages/contacts/calendar, etc. This is not imperative however, since it is possible to configure the migration strategy to extract users (and passwords) from your legacy mail system.

If you do not know the passwords for your users, and you are not able to reset them, then you should use either of the Domain or Server migration approaches (which will allow you to capture user credentials as they attempt to access their e-mail).

5. MIGRATING FROM A LIVE INSTALLATION

If you intend to migrate from a domain that is receiving email, you need to stop new emails from arriving at users mailboxes on the old server. The migration process does not check users mailboxes for new emails, so once it starts to process a mailbox, you cannot allow new messages to arrive. So before you need to do the following:

- 1) Make sure that the postoffice and domain are configured in MailEnable
- 2) Configure the domain smarthost under MailEnable to smarthost to the old server
- 3) Wait until the old server no longer receives email for that domain

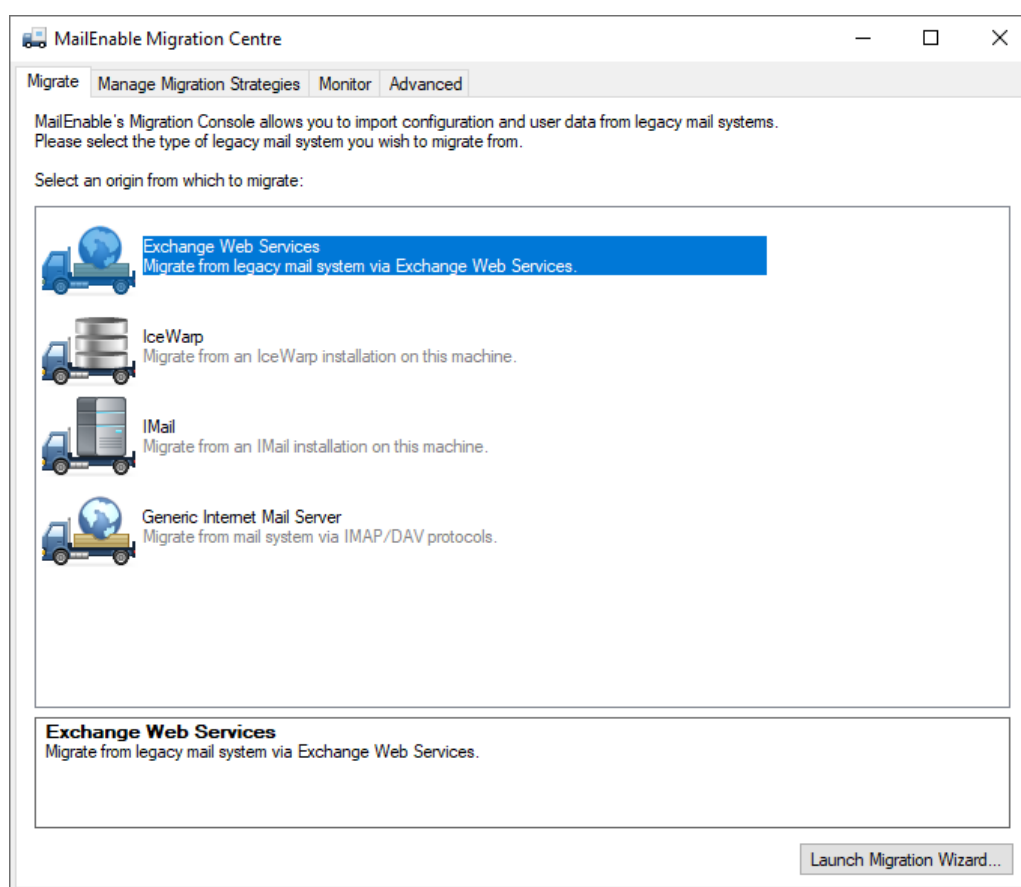
If a message arrives at the MailEnable server, but the mailbox is not yet created, then the smarthost will deliver to the old server, so that the message can then be migrated when the mailbox is created in MailEnable.

6. MIGRATING FROM MICROSOFT EXCHANGE

This section describes the configuration steps for migrating from Microsoft Exchange. MailEnable's Migration Centre uses Exchange Web Services (EWS) to migrate Folders, Messages, Appointments and Contacts from Microsoft Exchange. The EWS migration does not support modern authentication so cannot use this to migrate from Office 365.

SELECTING THE MIGRATION APPROACH

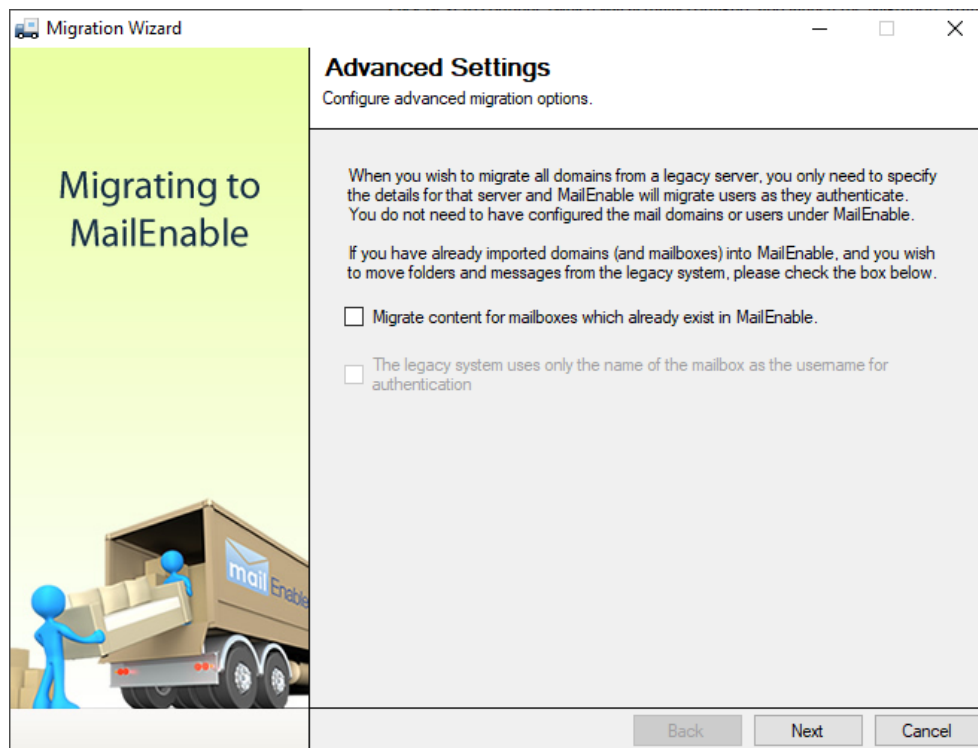
From the Migrate tab, select Exchange Web Services



Then select “Launch Migration Wizard...” down on the bottom right of the screen.

SELECTING ANY ADVANCED SETTINGS

The wizard will now ask you whether you have already imported any mailboxes from the legacy mail server. This dialog will present as follows:



If you have not imported any mailbox configuration data from the legacy mail system, then you should leave this unchecked.

MIGRATION SCOPE

The Migration Scope screen allows you to select whether you want to import a domain that you have already configured under MailEnable or if you want to import all e-mail domains off the legacy system.

Migration Wizard - Exchange Web Services

Migration Scope

What do you wish to migrate?

MailEnable allows you to either migrate all domains/postoffices from a legacy mail system or to select which domain/postoffice you wish to migrate.

If you have pre-loaded a list of domains from your legacy system, you can select the domain below.

Alternatively, you can choose to migrate all domains from the legacy server and domains/users will be created and migrated as users authenticate.

☒ Migrate a single domain/postoffice

Select the domain/postoffice which you wish to migrate:

example.com
example1.com
example2.com
example3.com

☐ Migrate all domains/postoffices from the legacy mail system

Back Next Cancel

MIGRATION STRATEGY

The Migration Strategy screen allows you to provide details for the target Exchange server.

Migration Wizard - Exchange Web Services

Migration Strategy

How do you wish to migrate mailbox content?

Select the strategy with which you wish to migrate mailbox content:

Exchange Web Services

Configure your selected migration strategy:

Advanced

Accept Self-Signed Certificate	False
Service Password	
Service Username	

General

URL	
-----	--

Accept Self-Signed Certificate
Controls whether to accept a self-signed security certificate.

Please see the supporting documentation for detailed explanation of these settings.

Test...

Back Next Cancel

The following parameters are available:

Setting	Meaning
Accept Self-Signed Certificate	This option allows you to specify whether the Migration Wizard should connect to an Exchange server that has a self-signed certificate. If the Exchange server has a valid SSL certificate, then you can set this to false . If your server has a self-signed or temporary certificate then you can set this to true . If you are unsure, then you should set the option to true .
Optional Service Password	The password for an Exchange service account.
Optional Service Username	The username for an Exchange service account. A service account under Exchange is a mailbox that is allowed to impersonate other users. If you need to migrate all the email at once you can use this to copy the data without having to wait for a user to authenticate. The passwords for the mailboxes being migrated are not able to be copied across, so users will need to use the password that has been set on the mailbox in the MailEnable software.
Autodiscover	Controls whether to automatically discover the URL for the Exchange server. If Autodiscover is not selected, then the URL must be supplied.
URL	This is the URL that is used to access the Exchange server. By default this would be in the form of https://[fully qualified server name]/EWS/Exchange.asmx. Example: https://www.example.com/EWS/Exchange.asmx
Version	This allows you to specify the version of the Exchange server you are migrating from. Currently the Migration Wizard will allow you to specify the Exchange version from 2007 SP1 through to Exchange 2013 SP1. For later versions of Exchange, select Exchange 2013 SP1.

The **Test...** button will check the settings you have entered to see if it can log in.

Click Next to continue to launch the Migration Strategy.

MIGRATION PROCESS

When migrating using EWS you can monitor the mailbox process using the Monitor tab. This will show all the mailboxes being migrated and their progress. Once a mailbox has been completed then it is moved to the Completed queue. If there was a problem with the migration it will stay in the queue and you can examine the log for problems.

Since when using EWS the mailboxes are synced, redoing a migration will not duplicate email data, but make MailEnable match the Exchange server. If you delete a mail folder on Exchange, it will be removed from MailEnable. Once a mailbox is completed you can sync a mailbox again by copying the migration data file from the completed directory to the queued directory. So you would move the mailbox file from:

Mail Enable\Config\Migration\Completed

To

Mail Enable\Config\Migration\Queued

MIGRATION COMPLETION

Once the migration is completed you can recover some disk space by removing all the sync configuration files for the strategy. Only do this once you are sure you will not need to resync any mailbox. Once the sync files are removed, redoing a migration will duplicate all the email data. The mailbox sync data is found at:

Mail Enable\Config\Migration\EWS

This contains the sync data for all the migrations using EWS, so you may wish to delete by mailbox.

MIGRATION ISSUES

When migrating from Exchange, there are a number of differences between the products that will affect what is migrated. MailEnable does not support a mix of item types in folders. So if a folder is a message folder, it will only migrate the messages. If that folder contains a calendar or task item within that, it is not migrated. Also, there are types of items which are not migrated. Only the following are migrated:

IPM.Note

IPM.Schedule

IPM.Notification

IPM.Contact

IPM.Appointment

7. MIGRATING FROM A GENERIC MAIL SERVER

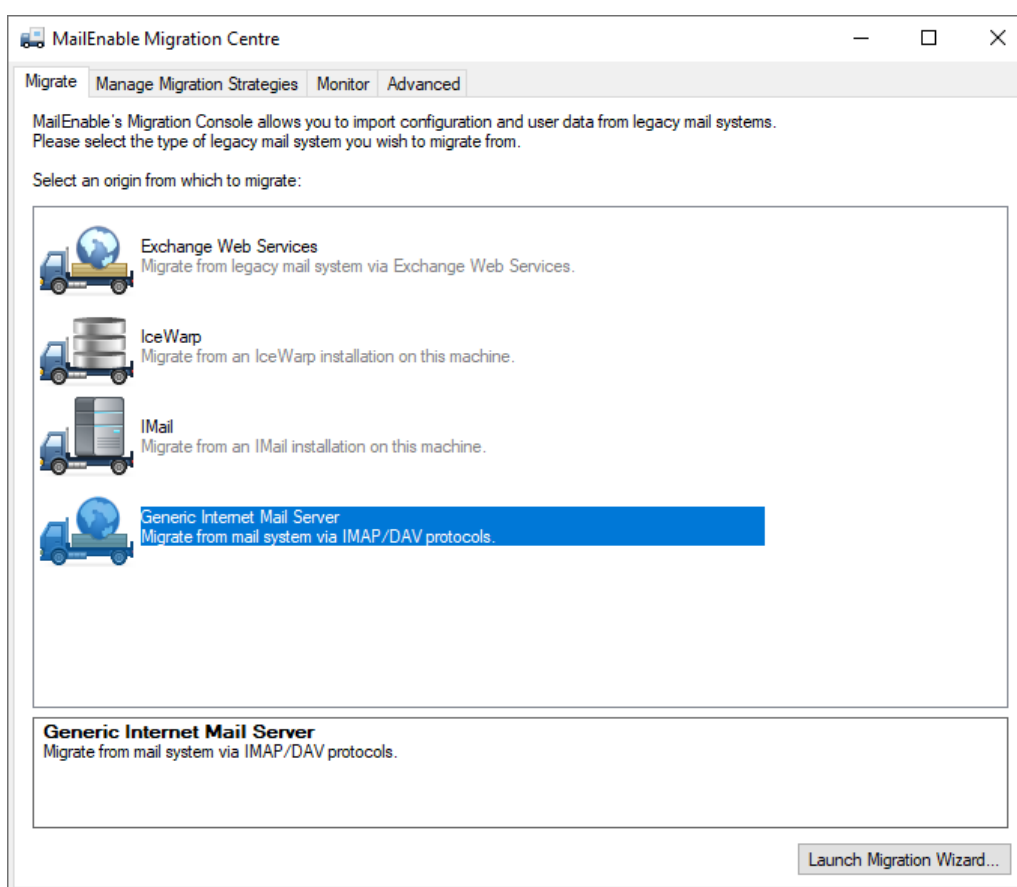
This section describes the configuration steps for migrating from a Generic Internet Mail Server using the IMAP protocol. Calendar and Contacts may also be migrated if the legacy server supports CalDAV and/or CardDAV.

The migration wizard is designed to capture user accounts and credentials as they authenticate against MailEnable. When the users authenticate (which is validated against the legacy mail server), their mail account is created under MailEnable, and the content from the legacy mail server is queued for migration.

If you are fortunate enough to have exported and created the user accounts in MailEnable (i.e., you were able to extract the user passwords from the legacy mail system), then you can simply use the wizard to queue the importing of their mail folders and messages from the legacy mail server. The advantage of this method is that you don't need to wait until a user logs in to begin to migrate a mailbox.

SELECTING THE MIGRATION APPROACH

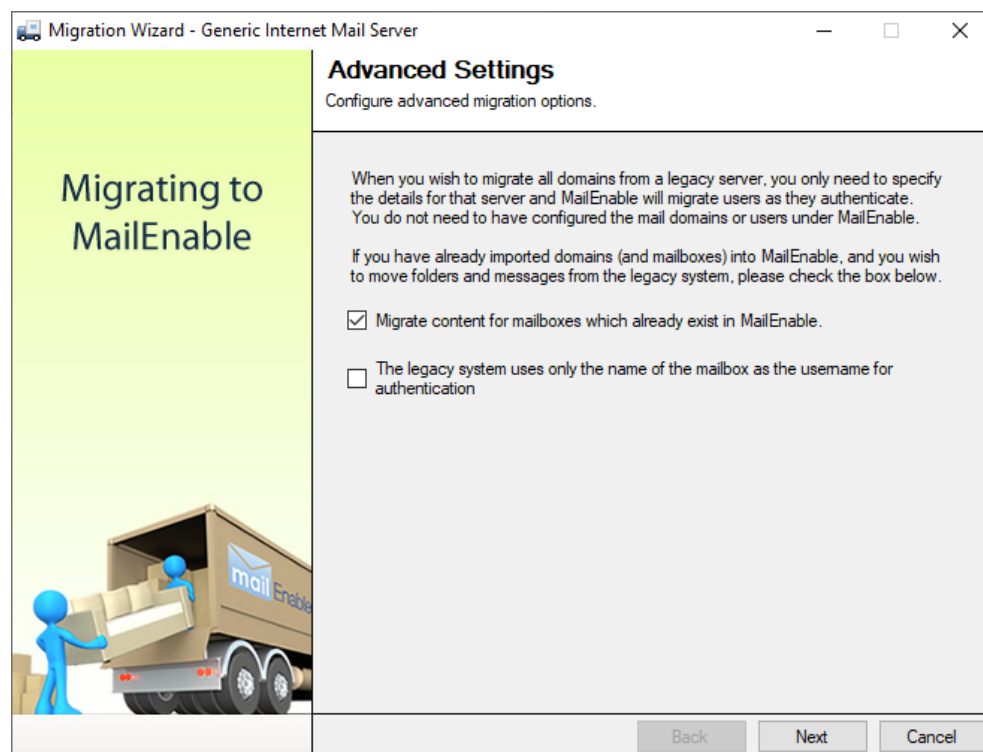
From the Migrate tab, select Generic Internet Mail Server.



Then select “Launch Migration Wizard...” down on the bottom right of the screen.

SELECTING ANY ADVANCED SETTINGS

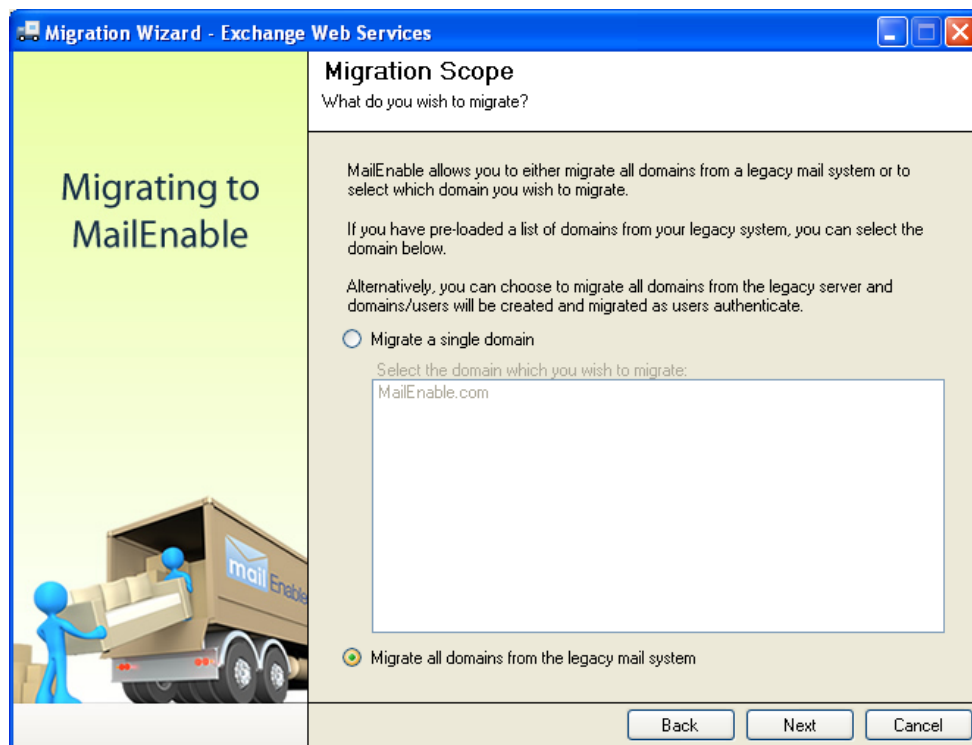
The wizard will now ask you whether you have already imported any mailboxes from the legacy mail server. This dialog will present as follows:



If you have not imported any mailbox configuration data from the legacy mail system, then you should leave this unchecked.

MIGRATION SCOPE

The Migration Scope Screen allows you to select whether you want to import a domain that you have already configured under MailEnable or if you want to import all e-mail domains off the legacy system.



MIGRATION STRATEGY

The Migration Strategy screen allows you to provide details for the legacy mail server. In this case the migration process will leverage the IMAP protocol to move folders and messages from the legacy mail server.

Migration Wizard - Generic Internet Mail Server

Migration Strategy

How do you wish to migrate mailbox content?

Select the strategy with which you wish to migrate mailbox content:

IMAP

Configure your selected migration strategy:

Mail Server Connection Settings

Port: 993

Server Address: imap.example.com

Use SSL: True

Migration Options

Incremental: True

Please see the supporting documentation for detailed explanation of these settings.

Test...

Back Next Cancel

The following Parameters are available:

Setting	Meaning
Port	The IMAP port number of the legacy mail server. The IMAP port number is typically 143. If you are running the software on the same server as MailEnable, you will need to have changed it to a different port or bound the legacy mail server to a different IP address on the server.
Server Address	This is the server name or IP address of the legacy mail server.
Use SSL	This defines whether the port that the legacy server is listening on requires SSL.
Incremental	An incremental migration will keep migrating new email data from the legacy server. Only use this if the legacy server still has to accept email.
Calendar Server Address	The CalDAV URL for the legacy server so calendar items can be imported.
Contact Server Address	The CardDAV URL for the legacy server to contacts can be imported.

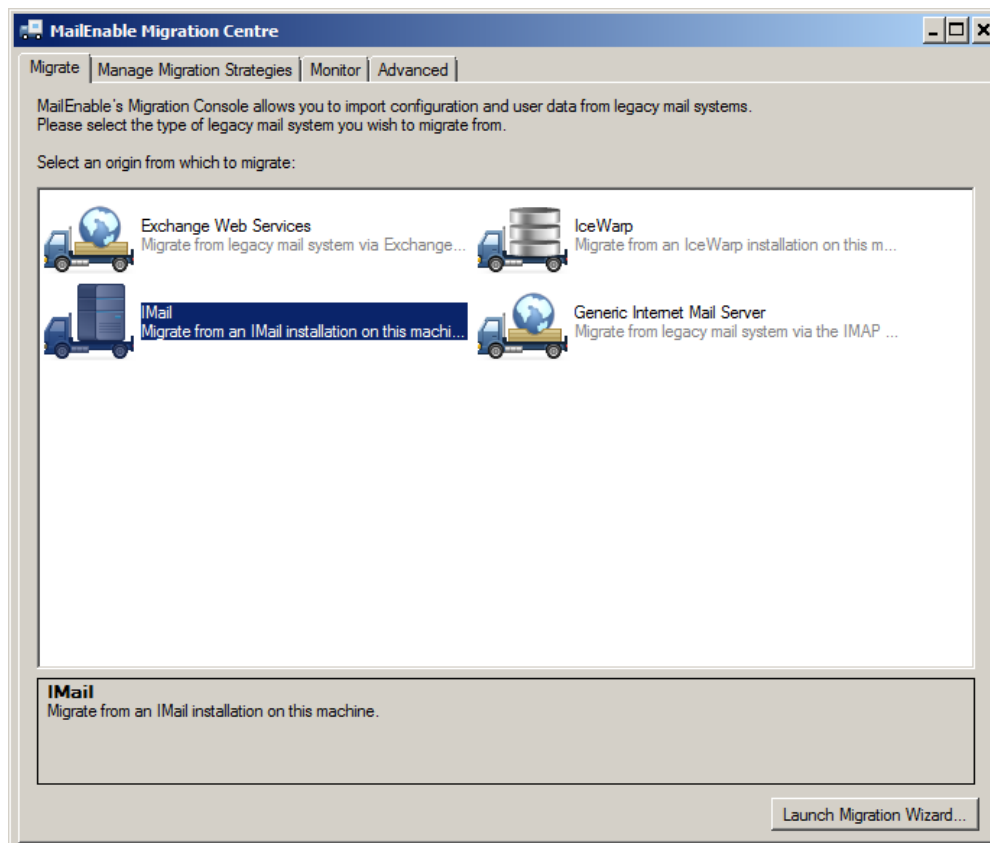
Click Next to continue (which will actually configure and launch the Migration Strategy).

8. MIGRATING FROM IPSWITCH IMAIL

This section describes the configuration steps for migrating from Ipswitch IMail. MailEnable's Migration Centre will query the IMail configuration and extract domains, users and passwords into MailEnable. It will then queue the migration of user folders and messages via the IMAP protocol.

SELECTING THE MIGRATION APPROACH

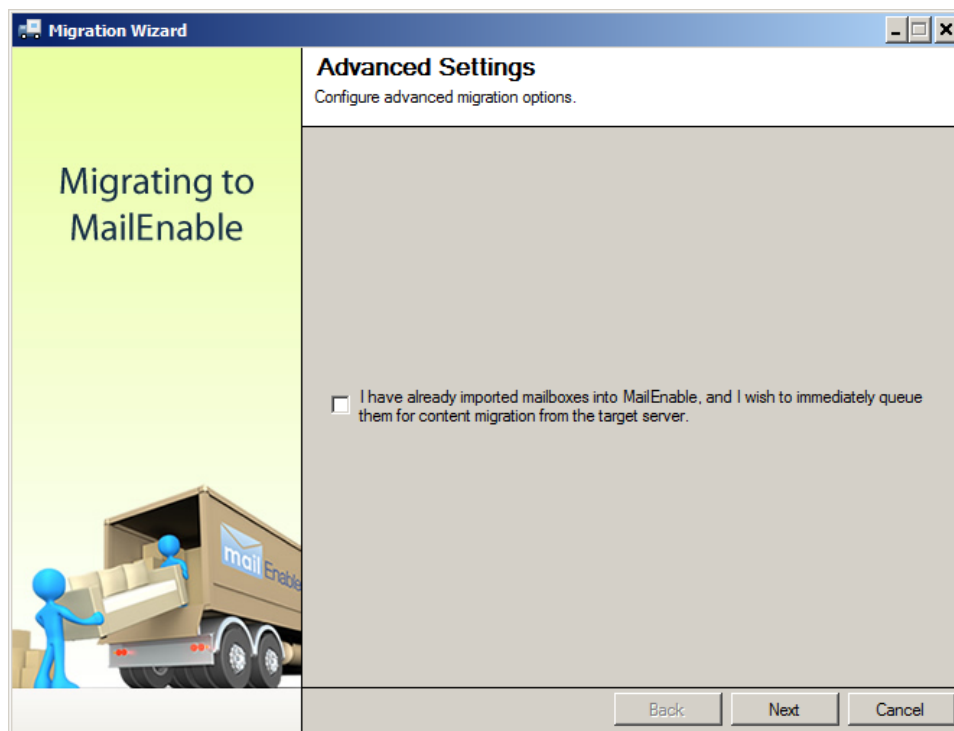
From the Migrate tab, select IMail.



Then select “Launch Migration Wizard..” down on the bottom right of the screen.

SELECTING ANY ADVANCED SETTINGS

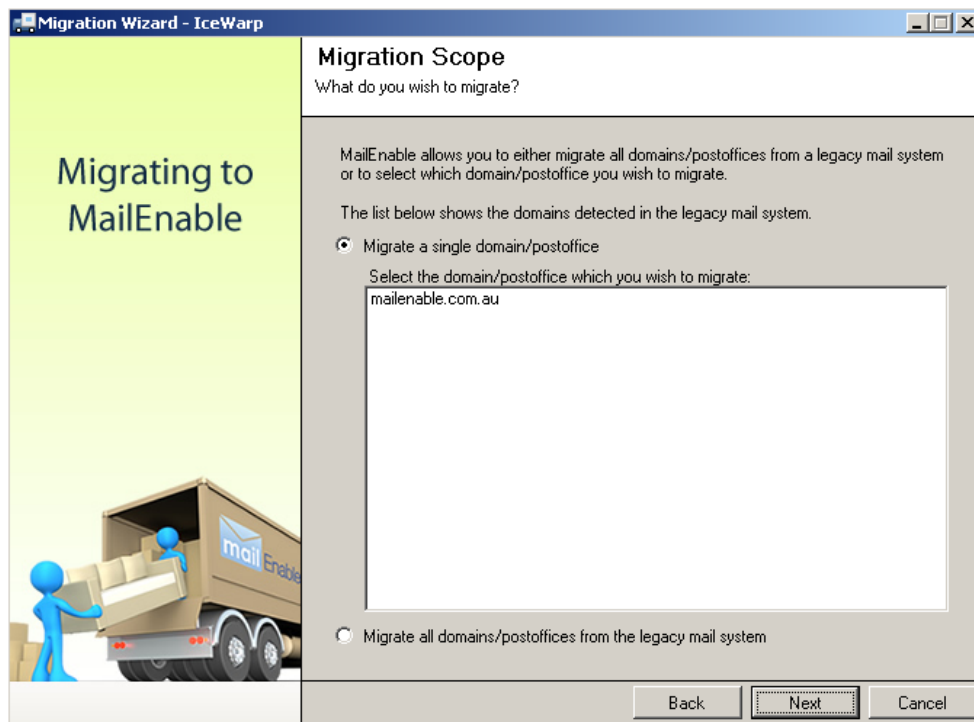
The wizard will now ask you whether you have already imported any mailboxes from the legacy mail server. This dialog will present as follows:



If you have not imported any mailbox configuration data from the legacy mail system, then you should leave this unchecked.

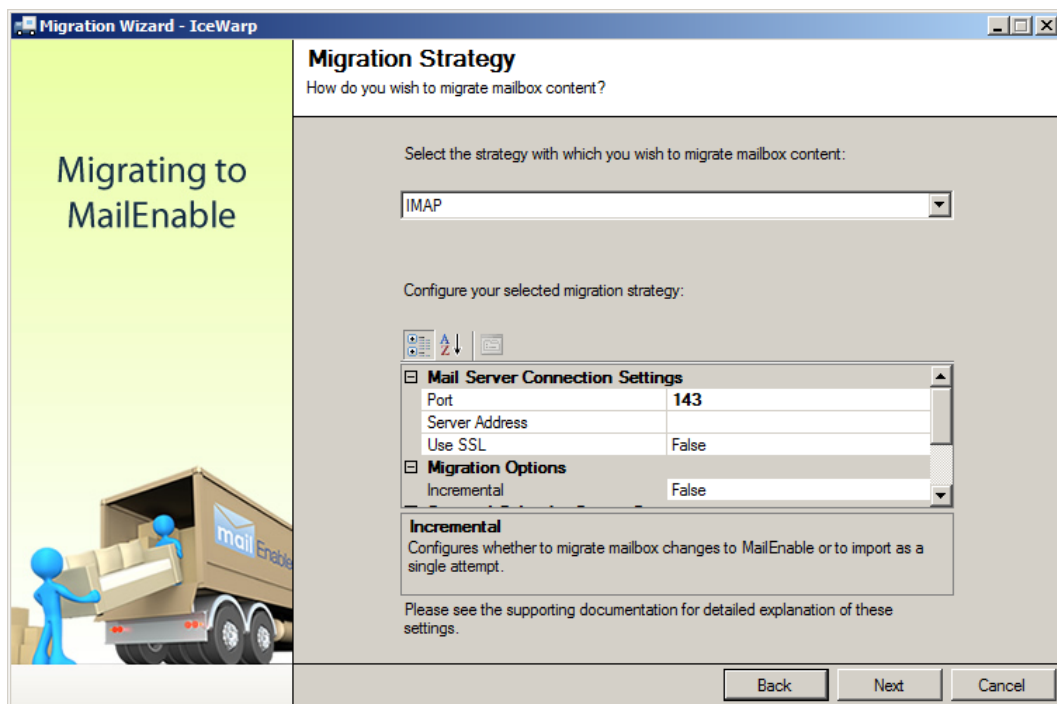
MIGRATION SCOPE

The Migration Scope screen allows you to select whether you want to import a domain that you have already configured under MailEnable or if you want to import all e-mail domains off the legacy system.



MIGRATION STRATEGY

The Migration Strategy screen allows you to provide details for the legacy mail server. In this case the migration process will leverage the IMAP protocol to move folders and messages from the legacy mail server.



See the generic migration chapter for details on IMAP migration settings.

Click Next to continue (which will configure and launch the Migration Strategy).

9. MIGRATING FROM ICEWARP/MERAK MAIL SERVER

This section describes the configuration steps for migrating from IceWarp. MailEnable's Migration Centre can either use IMAP or direct file access to migrate the email data, but will use the IceWarp API in order to populate the accounts, domains and other items. Due to it using the IceWarp API you need to install MailEnable on the IceWarp server. If this is not possible you can use the generic IMAP migration method from remote. When using the generic IMAP migration method, you will be able to migrate email data immediately if you can import usernames and passwords from IceWarp. IceWarp has the ability to export this information.

WHAT IS MIGRATED?

Due to differences in the mail server products, not all items are able to be migrated. This is a list of what is migrated:

1. Domain names.
2. Mailboxes and passwords (standard email mailboxes under IceWarp).
3. Mailbox quota limit.
4. Domain Administrator or Administrator setting for a mailbox. These are translated to ADMIN and SYSADMIN users.
5. Mailbox aliases are added as address maps.
6. Mailbox forwarders.
7. Whether the mailbox login is disabled.
8. Whether the mailbox login and whether it can receive emails setting.
9. If you select the option to migrate email data direct from IceWarp it will copy both POP and IMAP email data over. Otherwise it will just an IMAP migration, which will fail to migrate POP email mailboxes. Convert POP mailboxes to IMAP mailboxes on IceWarp if you have any POP mailboxes you need to migrate where you cannot use the direct email migration method.
10. Using the direct email migration method, you are unable to migrate contacts and calendar items. You must do an IMAP migration method for this and specify the CardDAV and CalDAV settings for IceWarp.

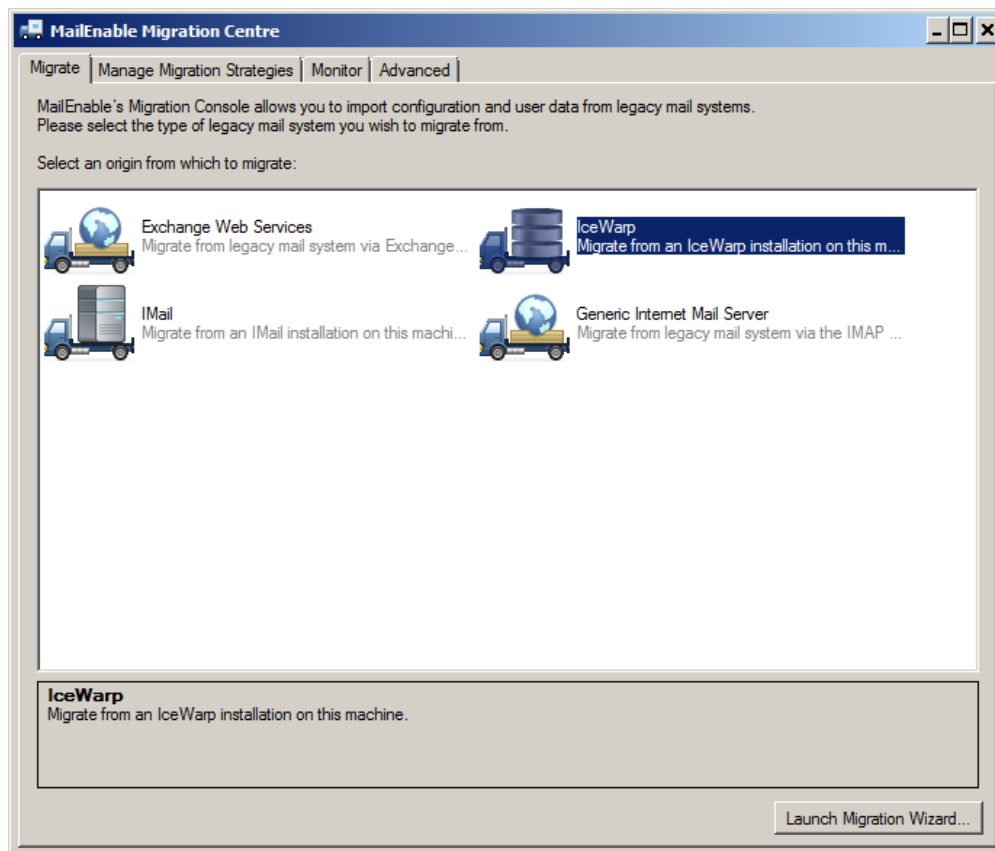
ICEWARP CONFIGURATION BEFORE MIGRATION

Before you can migrate from IceWarp you may need to adjust settings in order to allow this. Under Password Policy settings in IceWarp, disable the option "Administrator passwords cannot be read or exported" and "Passwords cannot be read or exported". If these options are left enabled, then the migration utility is not able to retrieve the password from IceWarp. When this occurs, the mailbox is given a random password and set to be disabled when imported.

Under Intrusion Prevention, disable the "Process POP3/IMAP" option. This could block the MailEnable server IP from being able to log in via IMAP.

SELECTING THE MIGRATION APPROACH

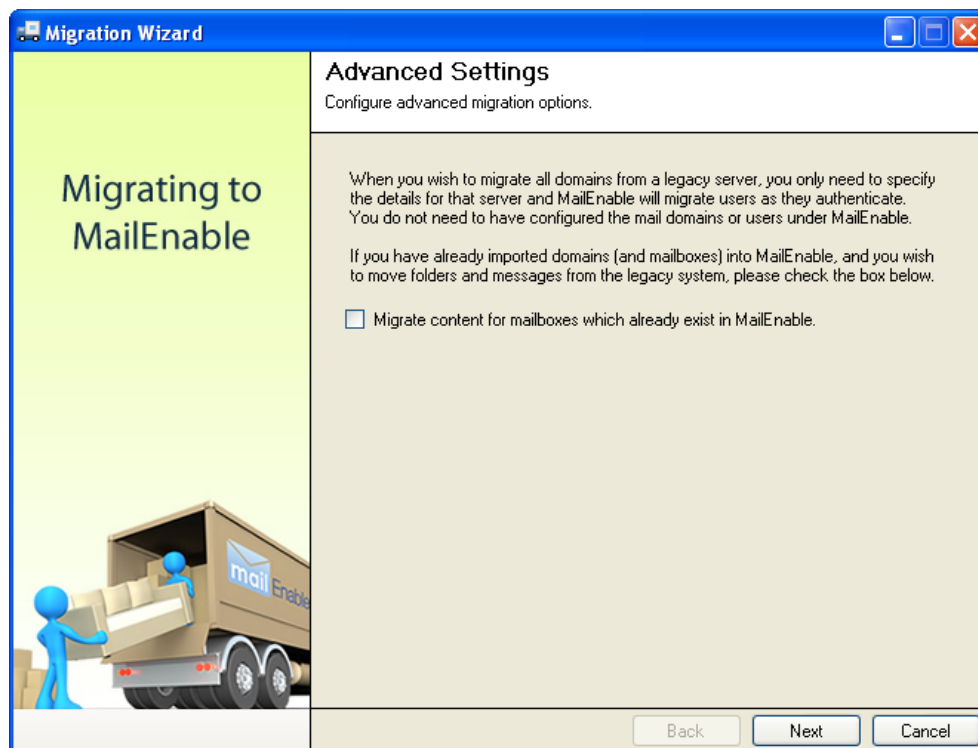
From the Migrate tab, select IceWarp icon.



Then select “Launch Migration Wizard...” at the bottom right of the window.

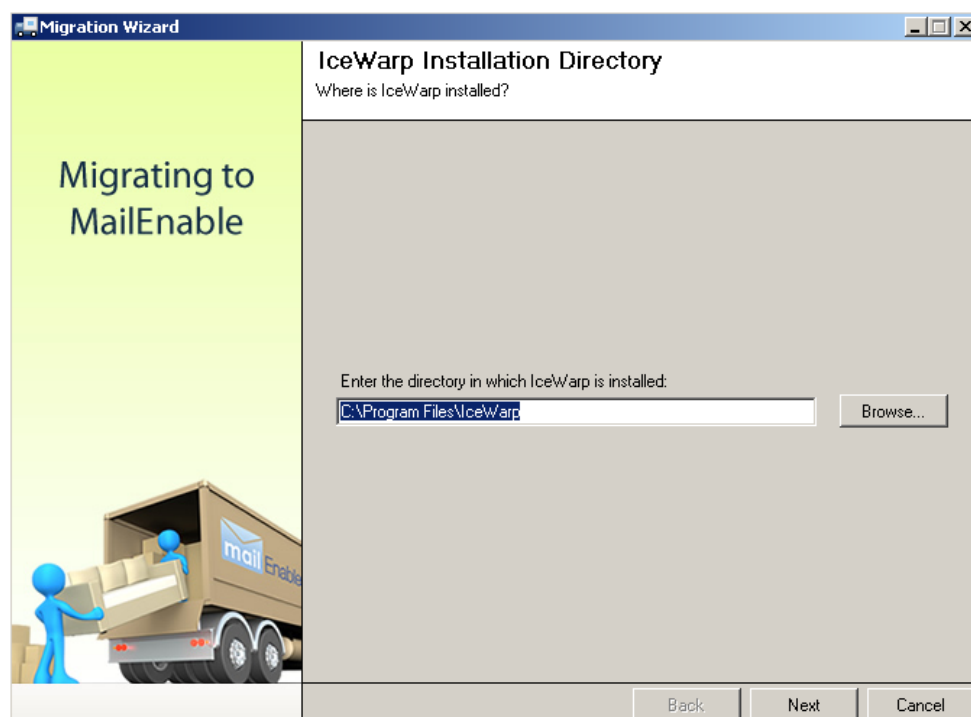
SELECTING ANY ADVANCED SETTINGS

The wizard will now ask you whether you have already imported any mailboxes from the legacy mail server. This dialog will present as follows:



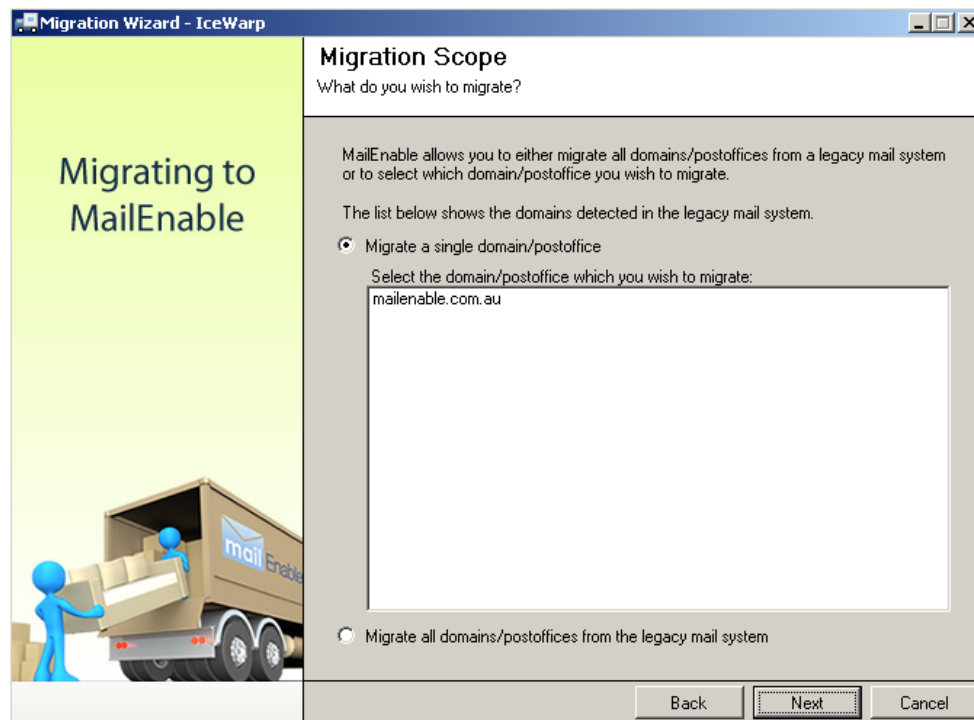
If you have not imported any mailbox configuration data from the legacy mail system, then you should leave this unchecked.

SELECTING LEGACY INSTALL DIRECTORY



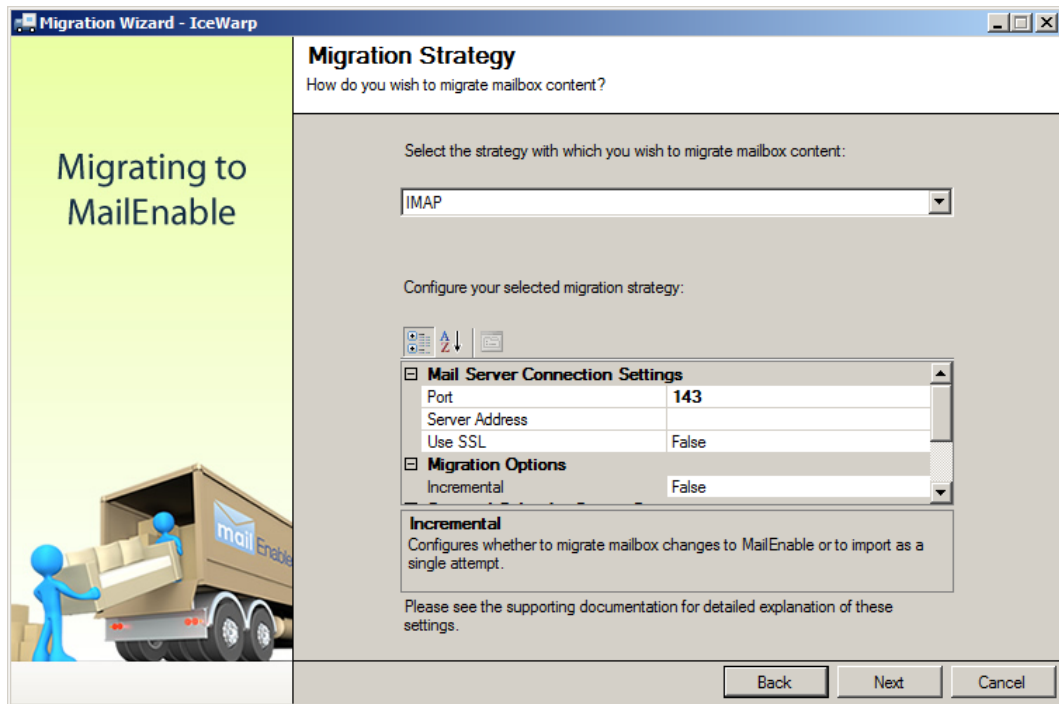
MIGRATION SCOPE

The Migration Scope screen allows you to select whether you want to import a domain that you have already configured under MailEnable or if you want to import all e-mail domains off the legacy system.



MIGRATION STRATEGY

The Migration Strategy screen allows you to provide details for the legacy mail server. In this case the migration process will leverage the IMAP protocol to move folders and messages from the legacy mail server.



Migration Wizard - IceWarp

Migration Strategy

How do you wish to migrate mailbox content?

Select the strategy with which you wish to migrate mailbox content:

IMAP

Configure your selected migration strategy:

☒ **Mail Server Connection Settings**

Port	143
Server Address	
Use SSL	False

☒ **Migration Options**

Incremental	False
-------------	-------

Incremental
Configures whether to migrate mailbox changes to MailEnable or to import as a single attempt.

Please see the supporting documentation for detailed explanation of these settings.

Back Next Cancel

This window gives you the option of either migrating the email data via IMAP or directly. Select the drop down to change from IMAP to the direct method if needed. For details on the IMAP settings please see the details about the generic mail server migration.

Click Next to continue (which will actually configure and launch the Migration Strategy).

10. MANAGING MIGRATION STRATEGIES

Once you have defined a Migration Strategy, it will appear under the “Manage Migration Strategies” tab of the Migration Utility. You are able to Enable, Disable or Delete a Migration Strategy.

Disabling a Migration Strategy will suspend the import of any mailboxes from the legacy mail system.

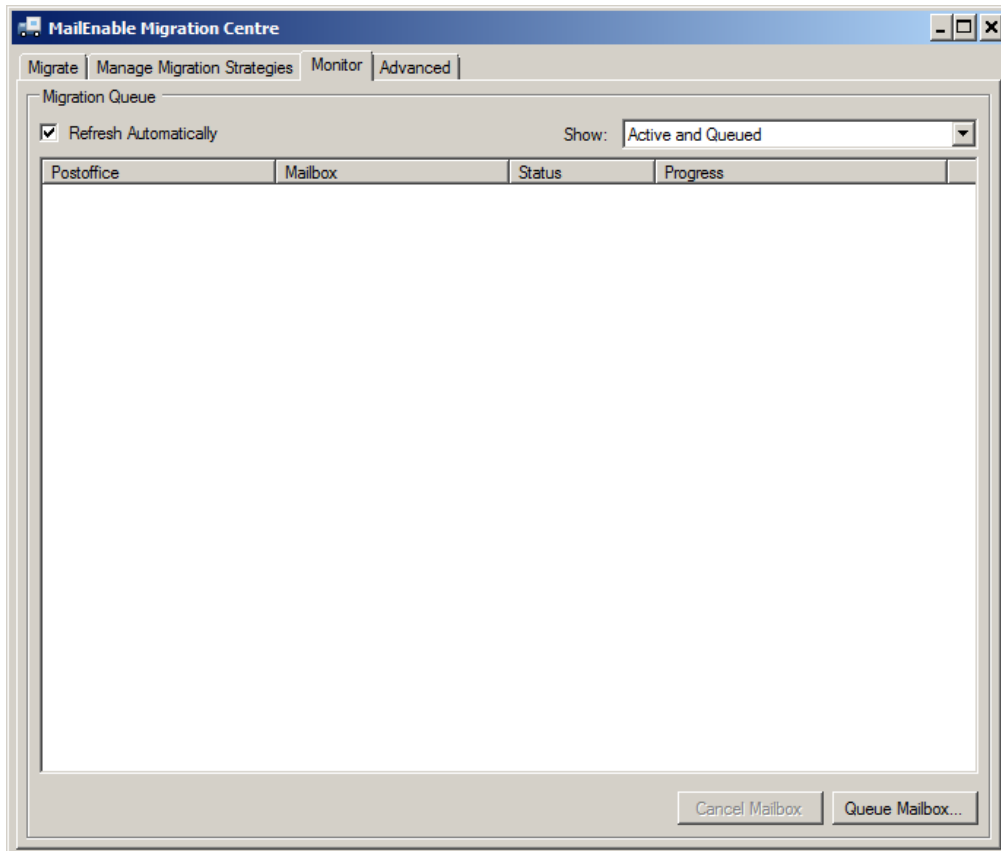
Deleting a Migration Strategy will suspend and delete the selected strategy. Any data already migrated will remain under MailEnable. Once you have deleted a strategy, it cannot be activated again; i.e.: you would need to define a new strategy.

Enabling a Migration Strategy will resume the import of any mailboxes from a previously disabled migration strategy.

MONITORING MIGRATION

When a migration strategy is in progress, mailboxes are queued for import from the target mail system. As they are queued, they will appear under the monitoring tab. You can select whether you wish to review only those in progress, those that are queued or the entire list.

You can also use this tab to queue the import of a single mailbox (which you may choose to do if you are testing or wish to manually import an individual mail user). When you queue an individual mailbox, it will use the postoffice you entered for the mailbox in order to match up which strategy to use. If you create an IMAP migration for a postoffice, when you use Queue Mailbox to add an individual mailbox it will use IMAP for the migration.



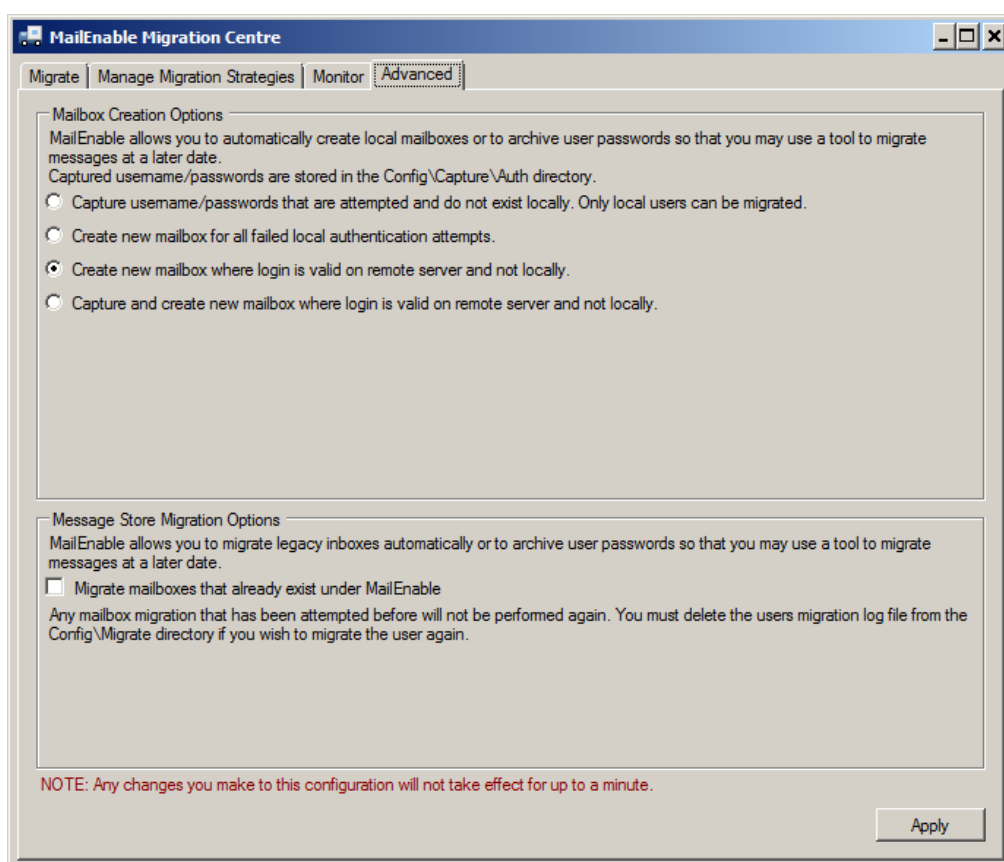
The Migration Console will report a list of which user accounts have been migrated and the overall progress of the migration itself.

You can then leave your mail system running in this mode for a month or two while users connect to your mail system. When they connect their mail will begin spooling from the legacy server to the new server.

Once your users have all logged (presumably after a month or so), you can simply uninstall your legacy server.

ADVANCED SETTINGS

The behaviour of Migration Strategies can be customised to either capture user credentials or create user accounts and queue the migration of message data from legacy mail systems. The following options exist for capturing credentials and queuing migrations.



MailEnable allows you to capture the login details supplied by users when they attempt to authenticate against MailEnable services (webmail, IMAP, POP, etc.). You can choose the action that is taken when authentication occurs. These actions are outlined below.

Setting	Description
Capture username/passwords that are attempted and do not exist locally. Only local users can be	This option will capture login details and store them in the "Config\Capture\Auth" directory for future processing (note: such processing would have to be done manually).

migrated.	You have the option to migrate user's data from legacy server when they authenticate successfully to the local server.
Capture new mailbox for all failed local authentication attempts.	This option will capture login details and automatically create a new account using these details. Warning: This option will create a new mailbox for every authentication attempt. You should not select this option unless you restrict inbound connections to known IP addresses.
Create new mailbox where login is valid on remote server and not locally.	This option will validate the login details against a remote server, then create a new account using these details if they are valid. Selecting this option also enables <i>Message Store Migration Options</i> , which allows you to migrate email data from the legacy server.
Capture and create new mailbox where login is valid on remote server and not locally.	This option is the same as the option above but will also capture the login details to the "Config\Capture\Auth" directory.

MIGRATION LOGGING

Logs for each mailbox migrated can be found in the path:

Mail Enable\Config\Migrate

MIGRATION QUEUES

Configuration files for the items being queued can be found in the path:

Mail Enable\Config\Migration

11. FREQUENTLY ASKED QUESTIONS

How many mailboxes will be migrated at once?

Queued items are processed concurrently. A maximum of 10 items are migrated at once. You can adjust this value by editing the following registry key:

Root: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mail Enable\Mail Enable\Migration

Value Type: DWORD_32

Value Name: Queue Processing Concurrency Limit

Value: Number of concurrent mailboxes to import. Default value is 10.

Note: If you set this value too high, you may place high load on the legacy mail server (and this may have diminishing returns).

How long will it take to migrate a mailbox?

The amount of time taken to migrate a mailbox depends on the size of the source mailbox. A mailbox with a large number of folders and messages may take quite some time to import. A rough estimate is that a small to moderate mailbox will take 10-15 minutes to migrate.

Can I test migrating a mailbox to determine how long it will take to migrate all my users?

Yes, you can do this by setting up the domain under MailEnable, with a known mailbox and selecting to only import that mailbox. You can then verify the amount of time that it takes to migrate that mailbox. You can also then reasonably deduce the amount of time it will take to migrate an entire domain or server.