IceWarp Unified Communications

Exchange Migration Guide

Version 12

Exchange Migration Guide

This document will guide you through a process of migration from Microsoft Exchange to IceWarp Server.

Migration from MS Exchange to IceWarp Server

This migration is done by an original IceWarp migration tool – IceWarp Exchange Migrator (IEM).

This utility allows you to migrate data from Microsoft Exchange 2007 and later to IceWarp Server 10.2 and later. Migrated data cover emails, permissions and groupware data.

To obtain IEM, contact your local reseller.

Mandatory Requirements

- IceWarp Server 10.2 and later (Windows version or Linux one)
- Microsoft Exchange 2007 with SP1 or later
- Machine with 64 bit Windows operating system
- .NET Framework 3.5

Migration Setup

Entire migration process is implemented as a short wizard with seven simple steps guiding a user through the process step-by-step.

Initial Info

Migration process works in rounds, the first round migrates all data from 1/1/1900 to the time of the migration start. Because migration is a long process, the data that come after the migration start would not be migrated. Therefore this utility allows another migration round launching – it covers the data that came meanwhile.

This round is significantly shorted. Nevertheless, other data could come again. It is possible to repeat migration rounds until the final round is short enough to stop MS Exchange server for this time.

Figure 1 – Start new migration

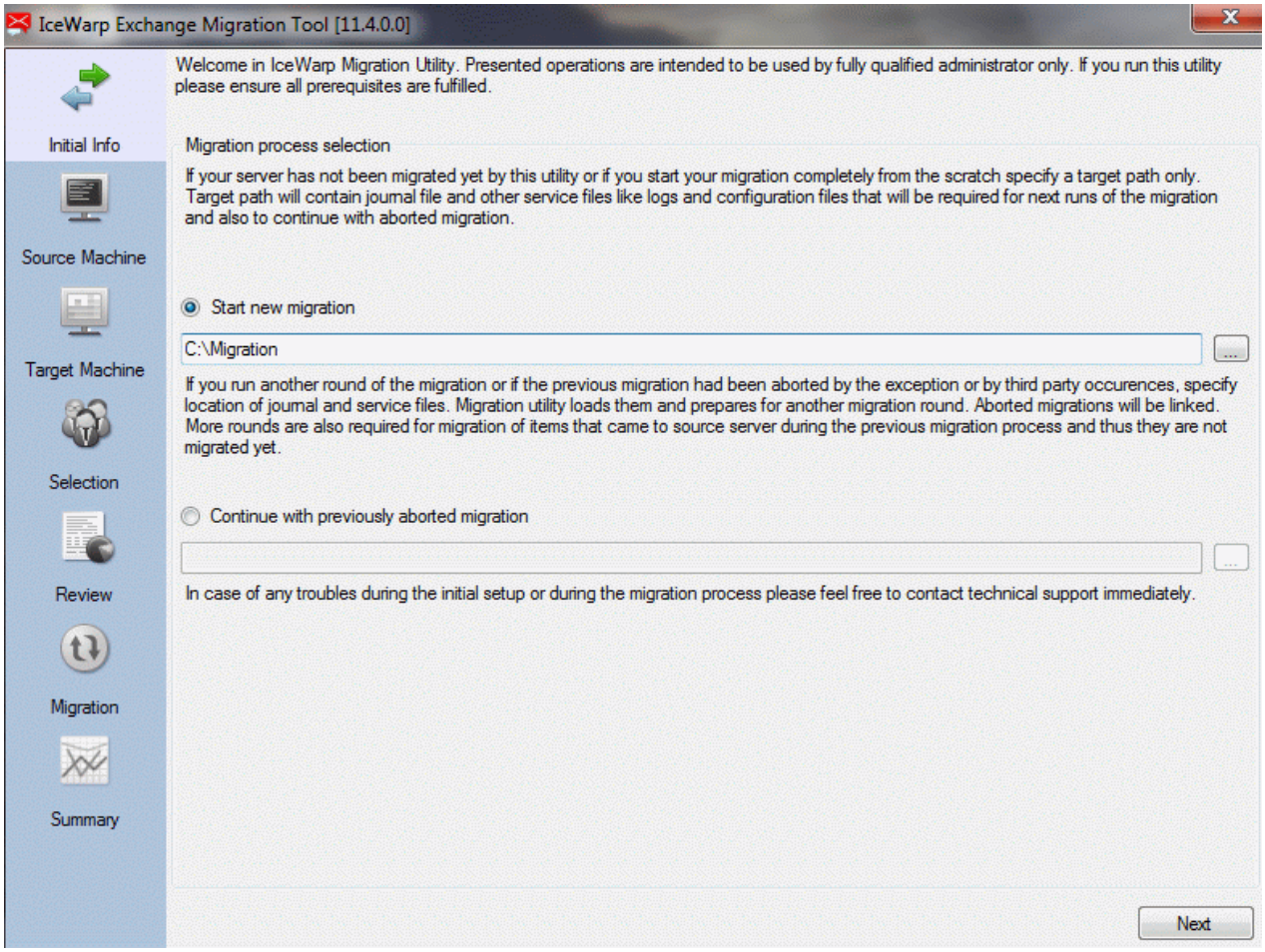
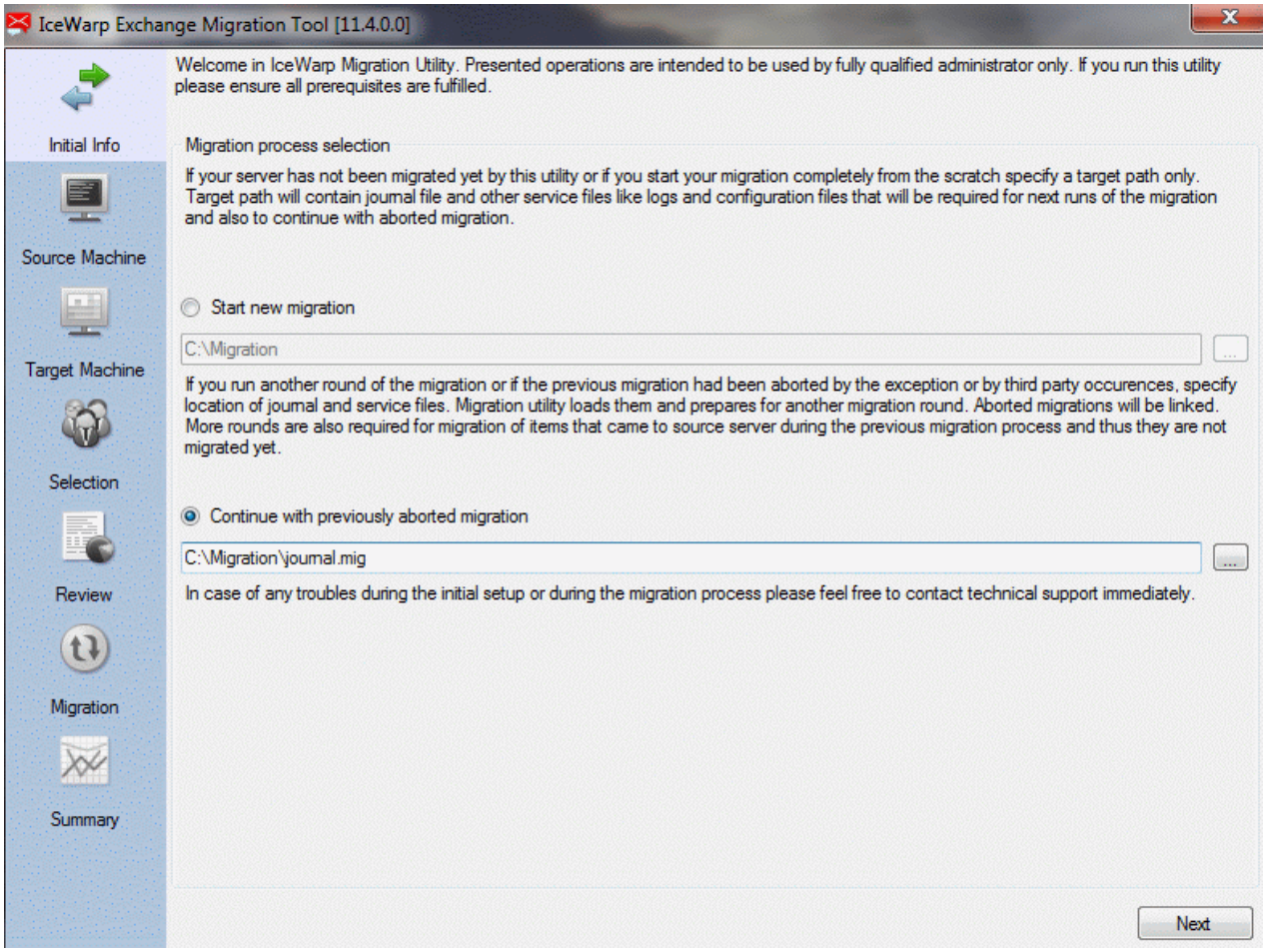


Figure 2 – Continue with migration



Source Machine

Microsoft Exchange Server Location

The name of the Exchange server represents a string in the following form: ***https://domain/EWS/exchange.asmx***. Only communication over SSL is allowed. All ports required for MS Exchange must be opened in Firewall.

MS Exchange server version determines which API will be used for communication; it is a mandatory requirement for MS Exchange 2007 to have Service Pack 1 installed.

Server certificate is validated via standard validation procedure but it may cause troubles when it is expired or invalid. Because it is assumed that migrated machine environment is obsolete, migration utility allows bypassing this validation by checking ***Always trust***. If checked, standard validation is skipped and certificate validated instantly. It is a recommended setting.

Directory Service

Migration utility requires an administrator account for the Active Directory service where accounts are stored. The ***URL*** field must define LDAP protocol (case insensitive).

Full Administrator Account

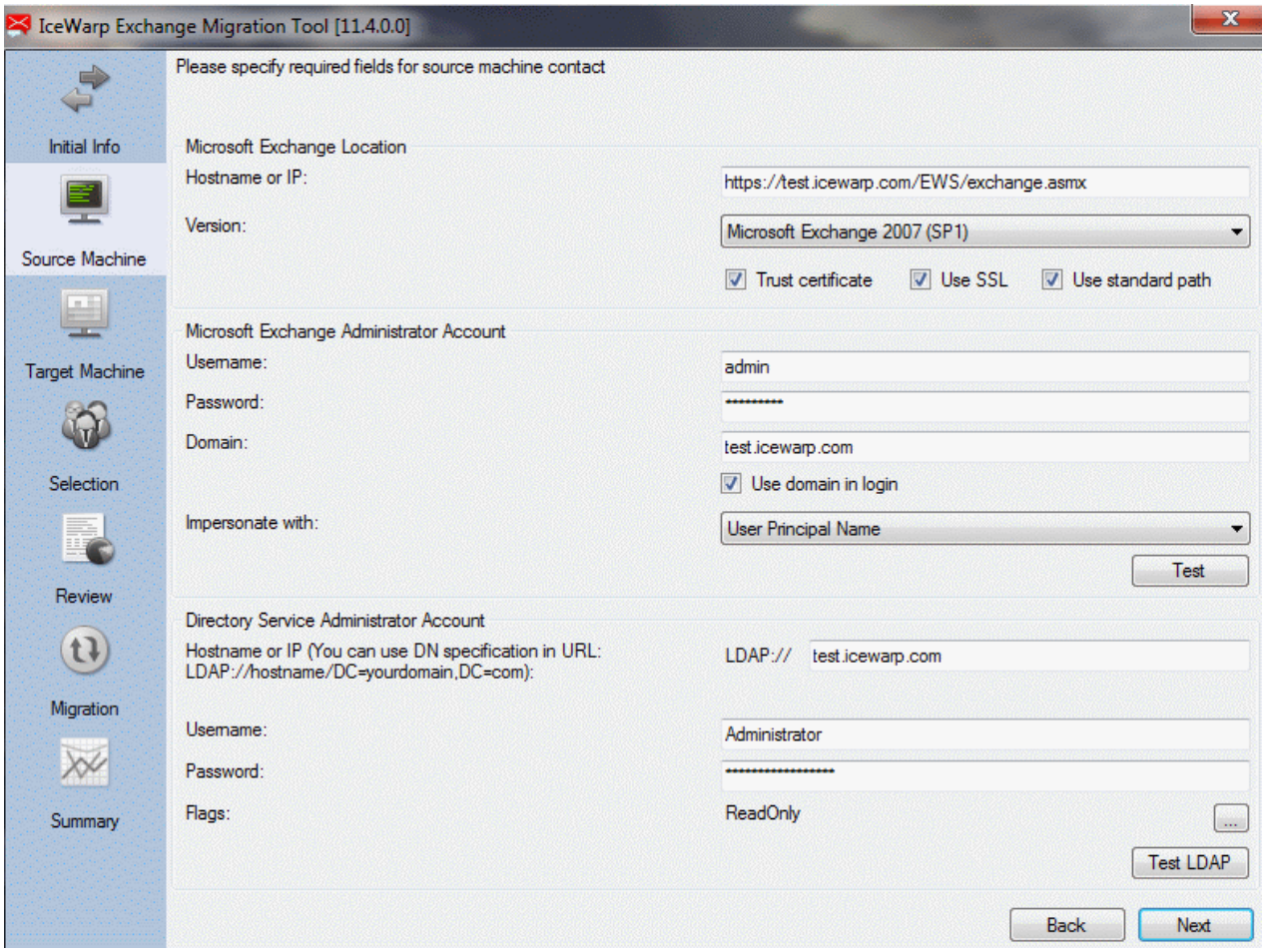
Migration utility requires an account with full administrator rights on MS Exchange that is capable to administer all accounts and public folders. This account will be used as the master migration account.

Public Folders

Public folders stay behind other account data in MS Exchange. There is no exact one-to-one correspondence between MS Exchange and IceWarp server, thus public folders are created under a group with the ***Group name*** specified here.

If the ***Migrate through this account (mandatory)*** box is not checked, public folders will not be migrated.

Figure 3 – Source Machine



Target Machine

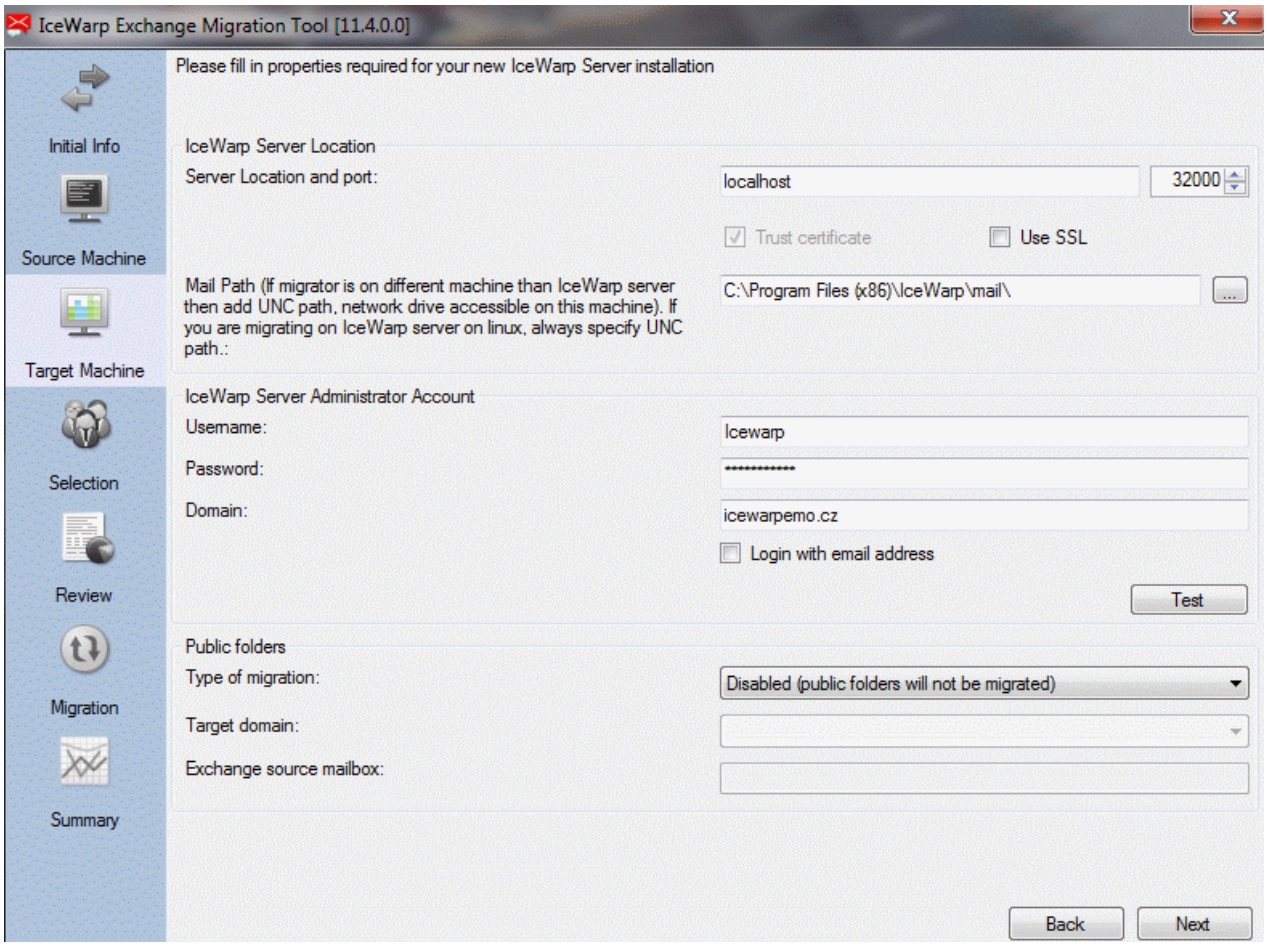
The **Target machine** tab configures IceWarp Server. Server location is defined by its IP address or hostname. It does not matter whether the utility is on the same machine as IceWarp Server or not. You need to specify also ***Mail Path*** where emails in IceWarp Server are stored and also port of the Control service.

Migration utility requires a full administrator account on IceWarp Server with all rights in the domain that need not be present on the MS Exchange server. This domain can be deleted after a successful migration.

Migration utility is able to migrate multiple accounts simultaneously, but it is memory consuming. It is recommended to run utility with one or two jobs even on fast machines.

NOTE: When the the CAS/HT/MBX roles are split between different servers, you need to target the server with the CAS role.

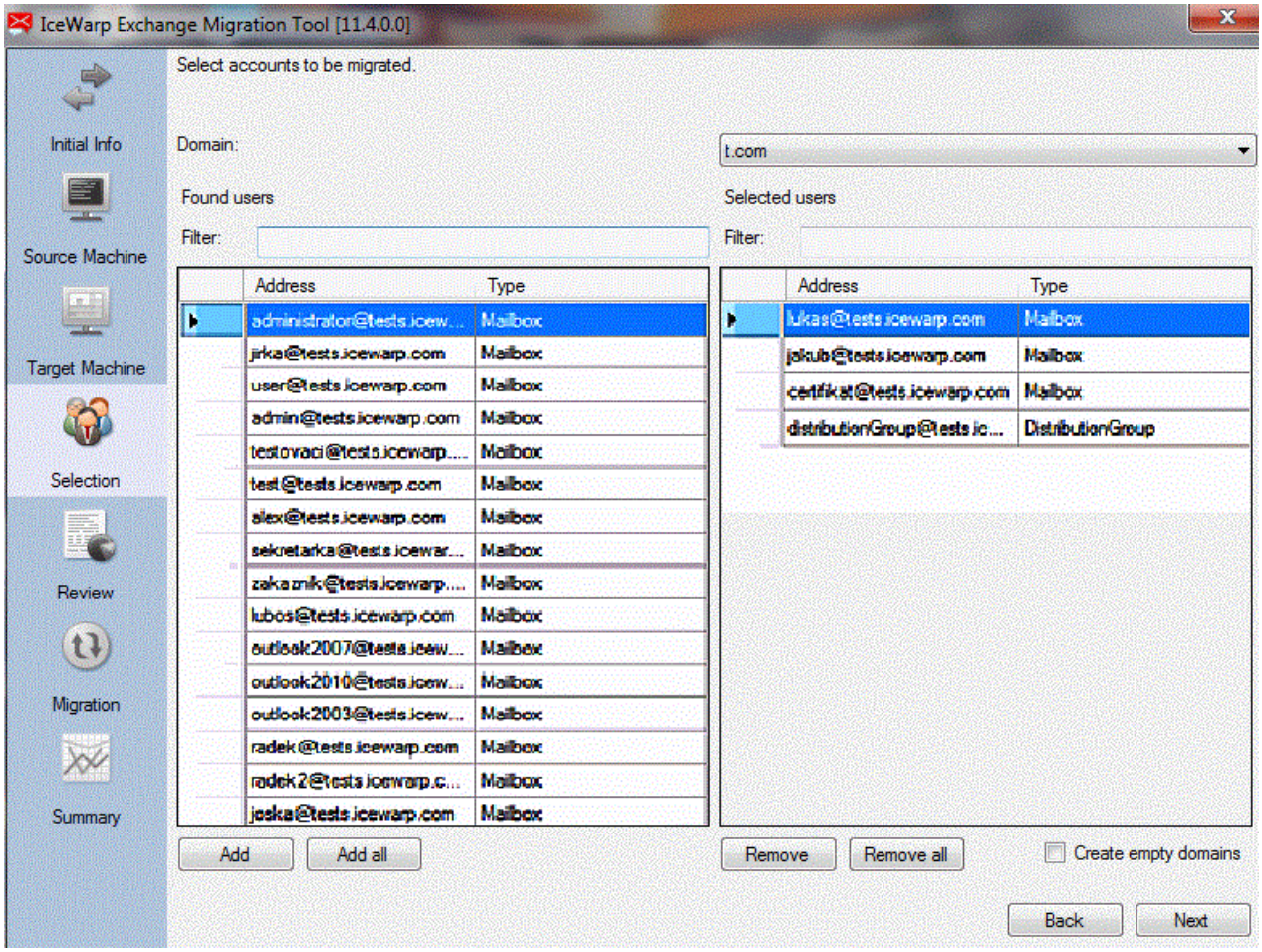
Figure 4 – Target Machine



Selection

After source and target machines are setup, migration utility connects to the Active Directory server and downloads user accounts and distribution groups. Migration utility operator then picks accounts and groups for migration.

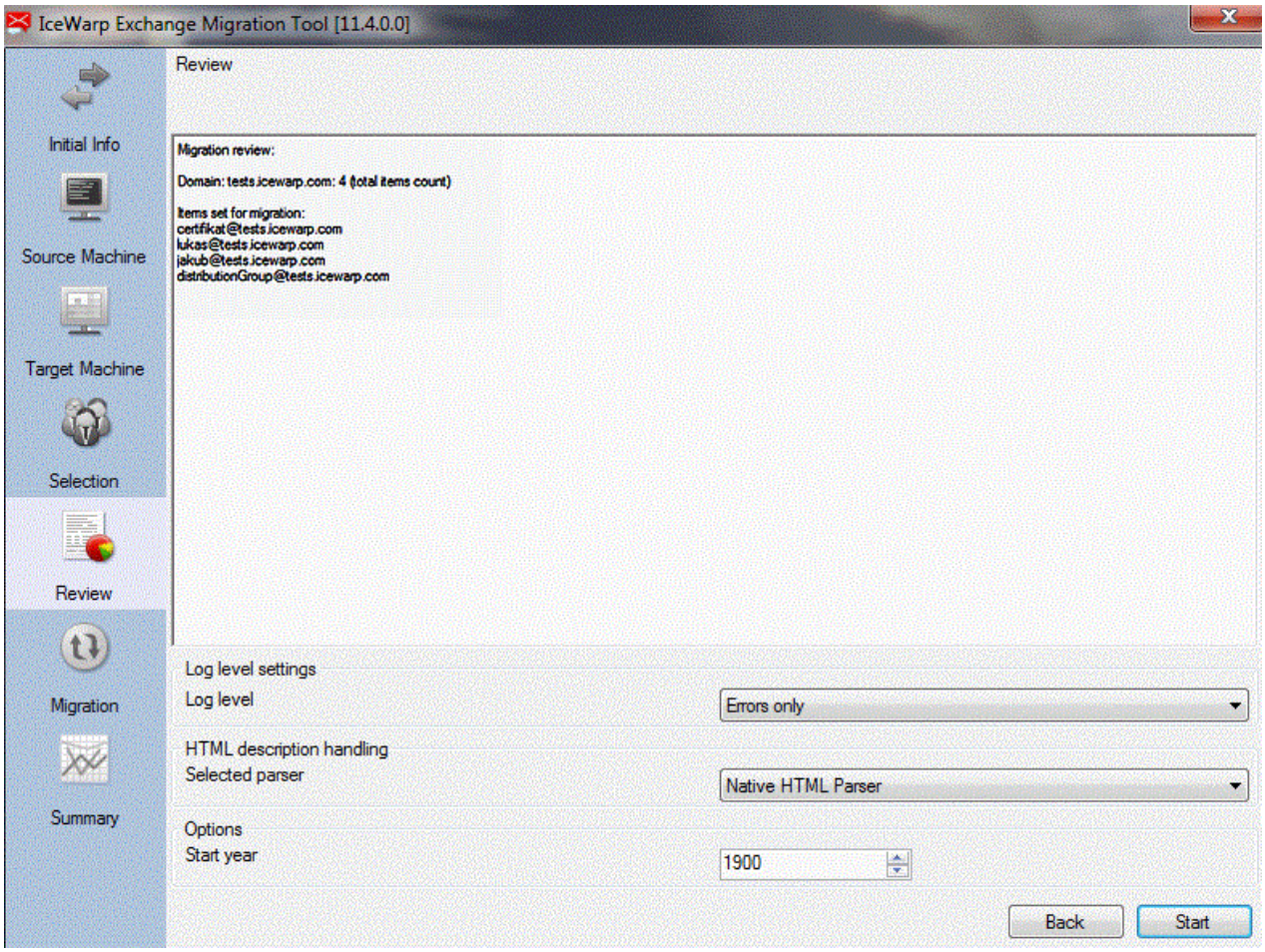
Figure 5 – Selection



Review

Utility operator can review once again what has been selected and can go back to correct this selection. It is also possible select another options – Log level, parser and start year.

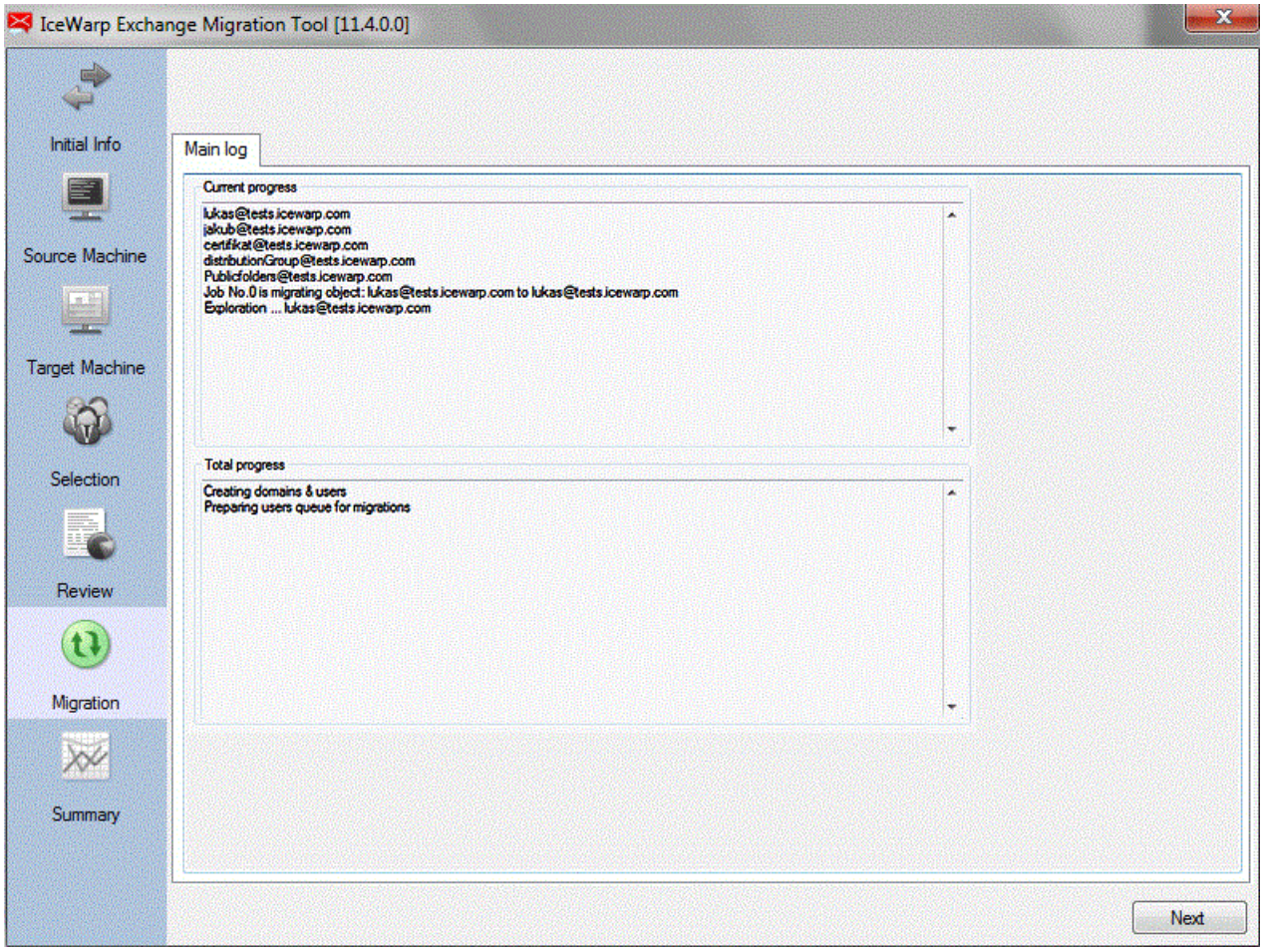
Figure 6 – Review



Migration

When the migration is started, all accounts are pre-processed, verified and created on IceWarp Server before they are downloaded from the MS Exchange server. Migration jobs are started and dequeue user/group batches from the migration queue. Migration is finished when the migration queue is empty.

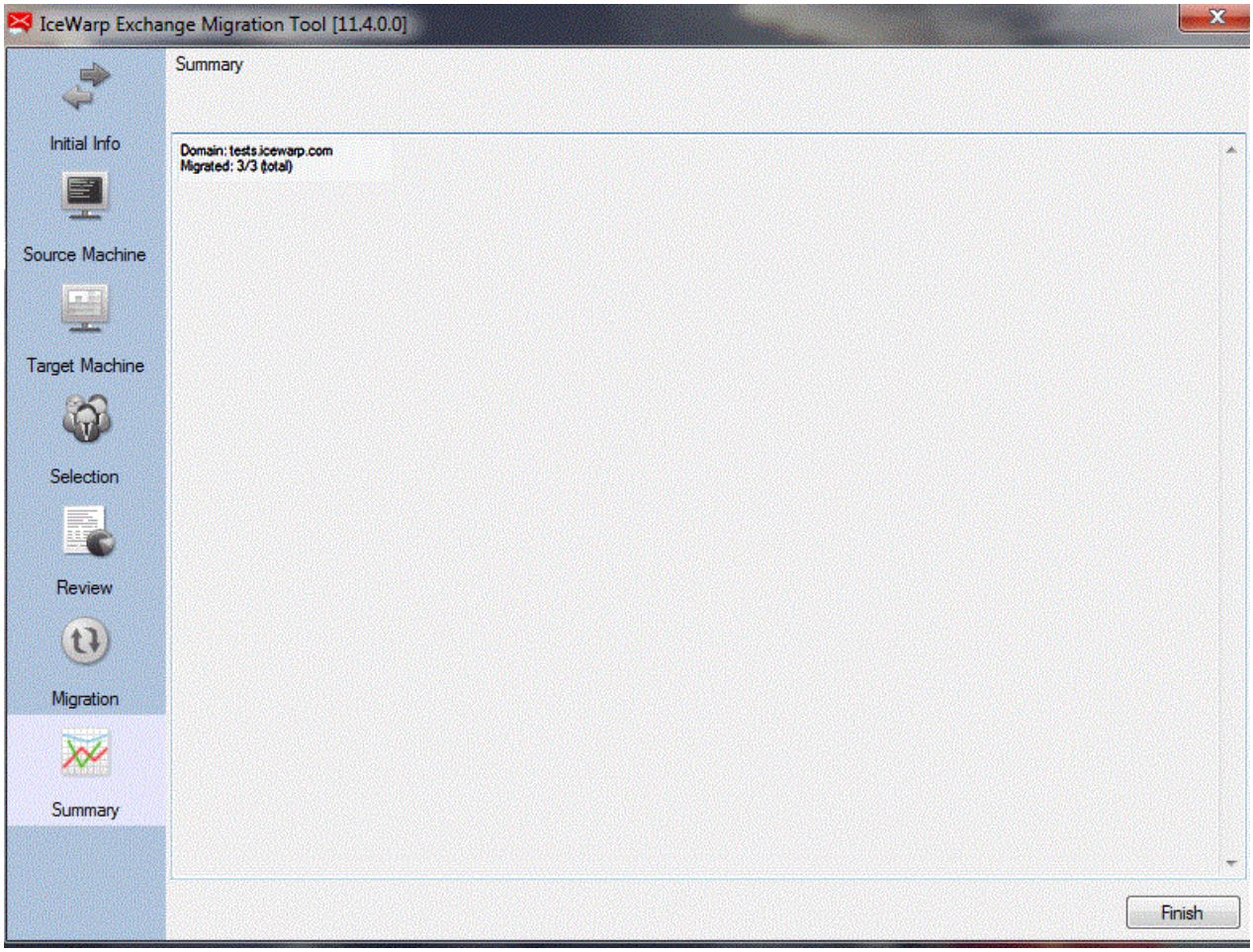
Figure 7 – Migration



Summary

Migration utility provides short statistics about the finished migration process.

Figure 8 – Summary



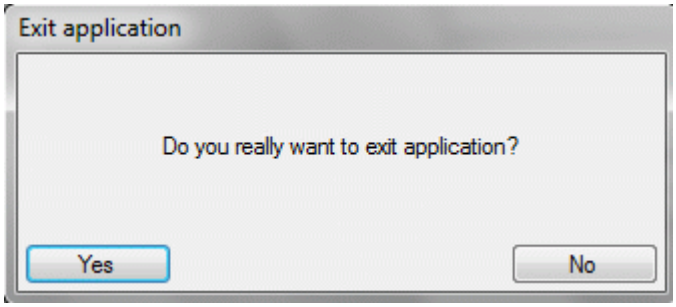
Exceptional Situations

During the migration process, an unexpected situations may occur, for example application crash. It is possible to link to the aborted migration without any consequences.

Exit Application

The application can be terminated by its operator any time, however it is not recommended.

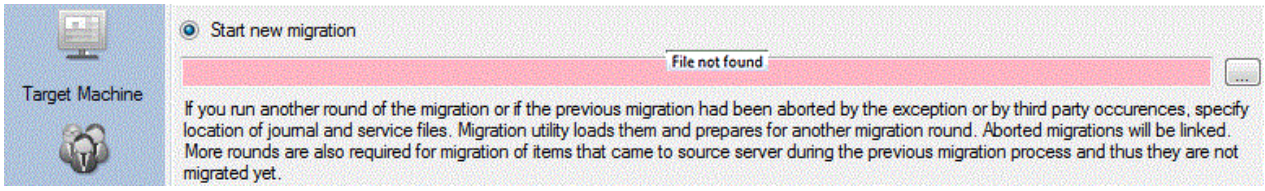
Figure 9 – Exit Application



Invalid Input

If the operator sets an invalid input, the affected field is highlighted red and error message is displayed.

Figure 10 – Invalid Input



Migration from MS Exchange 2003 to 2007 Prior to Migration to IceWarp Server

The whole process of migration is summarized in five basic steps, each one includes a couple of sub-steps and notes.

1. Backup of mailboxes
   - We recommend to backup all mailboxes, which will be migrated. You can use the ExMerge utility, which exports mailboxes to separate ***.PST*** files.
2. Exchange 2007 installation
   - You have to ***Raise functional level of AD infrastructure***
   - You will need certain permissions depending on your current configuration. These involve ***Enterprise and Local Administrator privileges*** as well as ***Schema Administrator permissions***. If you already have an Exchange 2007 server in the domain, you will also need to be a member of the ***Exchange Organization Administrator*** group.
   - You will need .NET 2.0, Microsoft Management Console (MMC), Microsoft Command Shell (MSH). This software can be installed from the Installation CD of MS Exchange.
   - Before the installation of Ex2k7 itself, the installation program checks all permissions, AD infrastructure and all requirements. Each problem is reported to be fixed, so you can try to start installation just for checking requirements.
3. Move mailboxes 2003 –> 2007
   - You must move all mailboxes, which you want to migrate to IceWarp Server, from Ex2k3 to Ex2k7 (this step can be done through AD or MS Exchange management console).
   - Moving of mailboxes takes a long time. It depends on a size of mailboxes and connectivity among MS Exchange servers, but the whole move is a couple times shorter then next migration to IceWarp Server.
   - All mailboxes are still available after a move to Ex2k7. Users can reach them via MS Outlook without any configuration change. So you can leave the infrastructure in this state as long as you want.
4. Migration MS Exchange 2007 –> IceWarp Server
   - We recommend to migrate to default configuration of IceWarp Server (immediately after installation). This applies for settings – it is necessary to have an administrator account created. For more information, refer to the **Migration Setup (on page 2) – Target Machine** section.
   - Migration utility needs rights to access to AD, where it downloads the lists of users.
   - The person who executes the migration utility needs permission to impersonate all mailboxes which you want to migrate. This permission you can configure by the help of the following guide: ***http://msdn.microsoft.com/en-us/library/bb204095%28v=exchg.80%29.aspx***

   Just first two commands are required and ***user1*** (mentioned in the guide) must not be an Exchange administrator.
   - Examples of migration duration:

   Migration 1 – 250 users, 12 GB data (99% mails) – 11 hours.

   Migration 2 – 60 users, 160 GB data, 50k items of GW – 5,5 hours, 450k mails – 25 hours.

   Migration duration is difficult to predict.
   - It is possible to execute migration more times and only new items are migrated during subsequent rounds.
5. Final steps

   a) You must change all default IMAP folders names to the names which are used in MS Outlook (***Sent Items, Drafts, Deleted Items***) immediately after migration.

   It is necessary to do this before the first user uses WebClient to send/save/delete emails.

   b) Afterwards, it is the right time to configure IceWarp Server to customer's demands.

   c) Change your DNS records or Firewall settings to route all traffic to IceWarp Server.

   d) Move all mailboxes from Ex2k7 to Ex2k3 and turn off the Ex2k7.