BASIC TECHNICAL FEATURE DESCRIPTION

AUDRIGA EMAIL AND GROUPWARE MIGRATION SERVICE

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TECHNICAL FEATURE DESCRIPTION

This is a basic technical feature description of the audriga email and groupware migration service. The service is accessible at www.migrate-mail.com resp. www.groupware-migration.com.

This document contains descriptions of a basic feature set. It is complemented by more detailed feature description documents available on our website

- Technical feature description of the audriga email migration service for **IMAP** and POP3
- Technical feature description of the audriga email and groupware migration service for **MS Exchange**
- Technical feature description of the audriga email and groupware migration service for **Open-Xchange**
- Technical feature description of the audriga email and groupware migration service for **Cross-Migration** between different groupware platforms

GENERAL SERVICE

The audriga email and groupware migration service allows **copying** data (such as emails, folders, attachments, contacts, calendar items, tasks) between different service provider accounts. The service will not delete or modify any data in the source account.

The service is operated by audriga. It can be accessed directly by an end user or support agent via a web-based UI ("self-service") or integrated via its API (see below).

To start a migration, a user has to enter:

- A source and destination provider from a pre-configured list
    - Alternatively, the user might configure a custom server by providing a server address
    - Source and destination can be preset by various means (e.g., URL-parameter, voucher)
- Login credentials (username, password) for each account that should be migrated and a corresponding destination account
    - Before starting a migration, a source and destination mailbox to which our migration service can connect has to be in place.
- A means of payment (voucher code, Paypal payment or billing address to request an invoice)

After starting a migration, the process runs automatically. The user might follow the progress on a **status website**. When the migration is finished, an email notification will be sent.

PREREQUISITES

The following prerequisites exist for using the service:

- A recent Internet brows with JavaScript support for using the web-based user interface
- The desired source and destination provider need to be included in the provider list of our application. Alternatively, if adding a manually configured server, it needs to be accessible via the Internet using an appropriate Internet connection (at least 10 MBit recommended). A manually configured server also needs to be available under the same IP address during the whole migration process.
- Source and destination mailbox pairs need to be accessible by our service using the login credentials and provider/server information provided by the user during the whole migration process.

LIMITATIONS

For operational reasons, a number of restrictions apply. The restrictions may not be enforced in any case:

- A migration configured in the user interface is limited to 10 mailboxes and 100 GB of data. Please add additional migrations when migration more mailboxes.
- The execution of a migration is limited to 30 days.
- A single mailbox should not exceed 25 GB of data.
- Emails larger than 64 MB will not be migrated.

If your migration project exceeds any of these limits, we kindly ask you to contact us at support@audriga.com before starting your migration.

SUPPORTED MIGRATION PATHS

The following migration paths are currently supported in a "self-service" fashion:

- A) **IMAP to IMAP** providers/servers (email only)
  - o All major servers implementing the IMAP standards are supported
  - o POP3 also supported as a source protocol
- B) **Open-Xchange to Open-Xchange** (email, contacts, calendars and tasks)
  - o Version 6.20.1 and newer of Open-Xchange is supported (earlier versions might partially work as well)
- C) **Microsoft Exchange to Microsoft Exchange** (email, contacts, calendars, tasks and notes)
  - o Version 2007 to 2013 of Microsoft Exchange are supported (this includes Microsoft 365, Hosted Exchange and Exchange Server installations)
  - o Access to Exchange Web Services is required

The following "**cross-migration**" paths are currently supported as a "manged service" by audriga and will be incrementally transferred to the "self-service" mode described above:

- D) Open-Xchange to
  - o Microsoft Exchange (2007-2013)
  - o Google Mail / Google Apps
  - o Zimbra
- E) Microsoft Exchange (2007-2013) to
  - o Open-Xchange
  - o Google Mail / Google Apps
  - o Zimbra
- F) Google Mail / Google Apps to
  - o Open-Xchange
  - o Microsoft Exchange (2007-2013)
  - o Zimbra
- G) Microsoft Exchange 2003 to
  - o Microsoft Exchange (2007-2013)
  - o Open-Xchange
  - o Google Mail / Google Apps

- o   Zimbra
- H) Zimbra to
  - o   Microsoft Exchange (2007-2013)
  - o   Open-Xchange
  - o   Google Mail / Google Apps

Typically, any server/service of the systems mentioned above can be used, given it can be accessed from the Internet for the time of the migration.

CONVENIENCE FEATURES

The following convenience features are offered by the migration service:

- Migration setup
  - o   Credentials for multiple accounts to migrate can entered by uploading a spreadsheet file (CSV)
  - o   Overview of data in the configured account (number of items and amount of data)
  - o   Warning, if data from the source account does not fit into the destination account (only if quota information is available from the destination server)
  - o   Estimation of time required for migration/data transfer
  - o   Setting a future start date for the migration
- Migration features
  - o   Free trial migration, migrating only emails of the previous ten days
  - o   Free delta migration, running a second pass migration after the initial migration has finished
  - o   Notification emails at start and end of the migration
  - o   Status page, showing:
    - ▪   Live progress of the migration
    - ▪   Log for each account listing number of migrated items, duplicates and issue
    - ▪   Status page is accessible from a link in the notification emails in case the status page is closed
- Standard contract for commissioned data processing is offered to business customers

SPEED & SCALABILITY

- Migrations typically start immediately after added to the system
  - o   If not, migrations will be queued and started automatically, once a migration slot gets available
  - o   Migration slots are limited by audriga migration servers and by the maximum number of migrations for a certain provider
- Multiple accounts will be migrated in parallel
  - o   In theory, this number is not limited, but restricted by the settings in our provider database to avoid capacity overloads
  - o   Manually configured providers/servers are limited to two mailboxes migrated in parallel
  - o   Contact support@audriga.com if you want to migrate larger batches of accounts or need a more accurate estimation of migration time
- On average, 400 MB of data per hour are transferred for each single account

- In case of a manually configured server connected to a slow internet connection, please do a test migration first and/or contact us at support@audriga.com to discuss your migration project.
- Our service is configured to avoid overloading the capacities of source or destination providers. However, the amount of data transferred during a migration might nevertheless cause high load to the server or its Internet connection. It should be made sure that firewalls and traffic warning systems of the server administrators are aware of the migration, especially if large amounts of data are transferred.
- For some providers, throttling limits apply, which cannot be automatically detected by our service. It should be ensured that the source and destination mailboxes are not extensively used by other tools during a migration.

ISSUE HANDLING

The service implements various types of automated issue handling:

- If special characters occur in folder names and are known to be unsupported by the destination, they will be replaced with supported characters.
- audriga maintains a test infrastructure which runs tests for major providers on a regular basis.
- If connection problems occur with the source or destination account, the service will retry up to ten times to reconnect.
- A folder in the destination account is always checked if a given migration item is already present. If yes, information will be shown in the user log.
- If a migration item or folder cannot be transferred, an error entry will be shown in the user log.

DATA SECURITY AND STORAGE

All email and groupware data will only be copied from the specified source mailbox to the destination mailbox. Data will not be stored on our migration servers.

By default, encrypted connections (using SSL or STARTTLS) will be used for connections from our service to source and destination servers. Only if not supported by source and destination mailbox, the system will fall back to unencrypted connections.

Further details available at https://www.migrate-mail.com/en/contact/privacy.html

LANGUAGES, WHITE LABELING AND MEANS OF INTEGRATION

- The web interface of the service is currently available in English, German, French and Italian language. Support for other languages can be added easily.
- The web interface of the service can be widely customized (grey- or white-labeled).
- All features of the migration service are available via a well-defined API (which is also used by the web interface).
- Two billing options are available for service providers:
  - The provider buys voucher codes which he uses or gives to end users (for free or for money)
  - The provider routes end users to audriga which handles payment. The provider can receive an affiliate bonus.

- Voucher codes (see means of payment) might be obtained by service providers via:
  - List of vouchers in a text/Excel file
  - Using the audriga voucher API
- A Parallels APS package is available.

ADDITIONAL INFORMATION

The following additional documents are available on our website:

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