



CLOUD
INFORMATION LOGISTICS

TECHNICAL FEATURE DESCRIPTION

AUDRIGA EMAIL AND GROUPWARE MIGRATION SERVICE FOR CROSS-MIGRATION
BETWEEN DIFFERENT GROUPWARE PLATFORMS

Version 1.0
Datum 20.09.2013
Kontakt Hans-Jörg Happel (happel@audriga.com)

TECHNICAL FEATURE DESCRIPTION

This is a technical feature description of the audriga email and groupware migration service for Cross-Migration between different groupware platforms. Please refer to the *basic technical feature description* of the audriga email and groupware migration service for additional information.

GENERAL SERVICE

The migration service allows copying user data (Emails, Contacts, Appointments, Tasks and Notes) from a source mailbox to a destination mailbox. The following groupware platforms are supported:

- Open-Xchange 6.20 and later
 - Source and destination
 - Emails, contacts, appointments, and tasks
- Microsoft Exchange 2007/2010/2013
 - Source and destination
 - Emails, contacts, appointments, tasks, and notes
- Microsoft Exchange 2003
 - Source only
 - Emails, contacts, appointments, tasks, and notes
- Google Apps / Gmail
 - Source and destination
 - Emails, contacts, and appointments (tasks and files upon request)
- Zimbra
 - Source and destination
 - Emails, contacts, appointments, tasks, and notes (briefcase/files upon request)
- CardDAV/CalDAV-compliant systems
 - Source and destination
 - Emails, contacts, and appointments (tasks upon request)
- Special providers (Apple iCloud, GMX, Web.de)
 - Source only
 - Emails, contacts, and appointments
- Further groupware systems (e.g., Kerio Connect, Kolab, Lotus Notes, GroupWise, Zarafa) and webmail systems (e.g., Horde, Roundcube, Squirrelmail) upon request

In all combinations, emails will be transferred via IMAP (see *Technical description of the audriga email migration service for IMAP* for details) in an automated fashion.

All other data (contacts, appointments, tasks, and notes) will be migrated using our cross-migration connectors. The source and destination system need to be accessible via the Internet via appropriate APIs. Cross-migration can be used in two forms:

- a) Using the web-based “self-service” user interface. This is currently available for Microsoft Exchange to Open-Xchange and Open-Xchange to Microsoft Exchange. Further connectors will be added to self-service incrementally and upon request.
- b) In a “managed” fashion using the audriga cross migration tools. This service is available on a project basis and requires audriga support. Please contact us early when planning a migration project.

SUPPORTED DATA TYPES AND PROPERTIES

This section describes which data is copied from a source to a destination mailbox.

Note that due to the nature of cross-migration of involving two different types of systems, our service might not be able to store all information from the source system in an appropriate way in the destination. Also, issue notifications in the migration log will not yet be as extensive as in our native migration services (OX→OX/MS Exchange→MSEExchange). Therefore, when planning to use our cross-migration for productive accounts we ask you to:

- Do a test run with one account and check if the result is as you expected
- Contact our support team to shortly discuss your migration plans

FOLDERS

- For the source account, all data from the standard email/contact/calendar/task and notes folders will be retrieved.
- Shared and public folders can be migrated upon request.
- In the destination account, missing folders will be created. Permissions for users and group can be migrated upon request.

EMAIL MESSAGES

- See the the *Technical description of the audriga email migration service for IMAP* for details

CONTACTS AND GROUPS

- Basic data of contacts and groups (aka distribution lists) can be transferred
- Contact us for a detailed list of fields that can be migrated between particular systems

APPOINTMENTS

- Basic data of appointments can be transferred
- Contact us for a detailed list of fields that can be migrated between particular systems

TASKS

- Basic data of appointments can be transferred
- Contact us for a detailed list of fields that can be migrated between particular systems

SETTINGS AND FURTHER DATA

Additional data such as email signatures or rules are not migrated between different systems. Solutions may be available upon specific request.

DUPLICATE DETECTION

For cases like a second migration run, or connection problems during a migration, the service checks the destination mailbox for duplicates before migrating an item. Duplicates are only considered with a specific folder. The following list shows, which properties of an item type are used for duplicate detection. All properties have to match in order to qualify as a duplicate. Individual properties are subject to change.

EMAIL MESSAGES

- See the *Technical description of the audriga email migration service for IMAP* for details

CONTACTS, APPOINTMENTS, TASKS, NOTES

- Duplicate detection is available for most cross-migration connectors. Contact us for details.

DELTA MIGRATION

In cross-migrations, delta migration is currently only enabled for emails. It will be added soon for other item types.

ADDITIONAL INFORMATION

The following additional documents are available on our website:

- Basic technical feature description of the audriga email and groupware migration service
- 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 **Cross-Migration** between different groupware platforms