

Kerio Exchange Migration Tool

Revision: 1.0

1 Introduction

This document provides guidelines for migration of user accounts and public folders from *Microsoft® Exchange Server* to *Kerio MailServer's* store. If you want to replace your *Microsoft® Exchange Server* by *Kerio MailServer*, the migration is obligatory. The main reason is the difference in formats used for data storing.

Data migration from *Microsoft Exchange Server* to *Kerio MailServer* requires a special migration tool called *Kerio Exchange Migration Tool*.

Kerio Exchange Migration Tool migrates the following:

- Domains
- Users
- Personal folders in user mailboxes
- Public folders
- User rights for personal and public folders
- Email messages
- Events
- Contacts
- Notes
- Tasks

Supported systems

User accounts can be migrated from the following versions of *Microsoft Exchange Server*:

- Microsoft® Exchange Server 5.5 with Service Pack 4
- Microsoft® Exchange Server 2000 with Service Pack 3
- Microsoft® Exchange Server 2003 with Service Pack 2
- Microsoft® Exchange Server 2007 with Service Pack 1

User accounts can be migrated to *Kerio MailServer* 6.5.2 and higher.

2 Before you start

Before you start your migration, consider the following:

Migration length

Before starting a migration, bear in mind that time consumed by the migration process depends on size on accounts involved. See the following migration speed test as an example:

Number of migrated accounts	Duration
1 account (1,5 GB, 50800 items, 75 folders)	1 h 37 min.
4 accounts (6 GB, 203177 items, 300 folders)	4 h 13 min.

Table 1 Migration speed test

Time consumed by migration shortens with increasing number of accounts migrated concurrently, since the migration runs in up to six threads at a time.

It is recommended to get the network and all users involved ready for outage of email services and for migration in low-load time. Migration can be also performed by batches of users, optimally these batches should be divisible by six.

The *Kerio Exchange Migration Tool* will not remove accounts on *Exchange Server*, but for security reasons it uses them only in the read only mode, so that it is possible to interrupt the migration process and keep using the *Microsoft Exchange Server* until migration of other users.

The scenario is likewise in *Kerio MailServer*. Migration does not remove the existing data or settings in *Kerio MailServer*. Migrated data will be added as extra data. For this reason, it is necessary to bear in mind possible duplication of data and try to avoid it.

Administration passwords

Migration requires:

- administration username and password for *Microsoft Exchange Server*.
- username and password of the *Kerio MailServer's* primary administrator (i.e. the username and password set in the *Initial Configuration Wizard*).

User passwords

For security reasons, user passwords cannot be migrated along with user accounts. However, there are some solutions available:

Mapping of accounts from Active Directory — recommended

Data will be migrated after setting mapping of users from the *Active Directory* to *Kerio MailServer*. Passwords do not have to be changed in this case.

To learn more about mapping of user accounts, read chapter [Mapping users from directory services](#) in the [Administrator's Guide](#).

Automatic generating of new passwords

Data can be migrated to the *Kerio MailServer* if empty (i.e. no user accounts have been created there yet). Migration includes creating accounts in *Kerio MailServer* and generating of new passwords which will be recorded in the Report log (for details, see section [5](#)).

Import of accounts from Active Directory

Data will be migrated after mapping of user accounts from the *Active Directory* to *Kerio MailServer*. Passwords do not have to be changed either in this case.

To learn more about importing of user accounts and its configuration, read chapter [Import Users](#) in the [Administrator's Guide](#).

Individual options will be focused in the following sections of this document. If you use *Active Directory*, it is recommended to use the option of user accounts mapping.

Microsoft Exchange Server 5.5

Problem description:

Microsoft Exchange Server 5.5 does not support UNICODE. Special characters (diacritics, etc.) in names of accounts, folders and email recipients will not be displayed correctly.

Solution:

The computer where *Kerio Exchange Migration Tool* would be installed, must include:

- *Windows* in the corresponding localization,
- *Microsoft Outlook* in the corresponding localization.

Another option is change of language from English to your native language for applications which do not support UNICODE. This can be done under *Start* → *Settings* → *Control Panel* → *Regional and language options* → *Advanced*.

Data conversion

Migration may come up against items which are saved in unsupported formats. Therefore, *Kerio Exchange Migration Tool* would not convert these items. In any of these cases, the item will be saved as an attachment in the MSG format in a new message with the subject of the original message. These attachments can then be opened in *Microsoft Outlook*.

All RTF email will be converted to plain text within the migration. Images included in RTF emails will be removed.

3 Before you start migrating

Before you start migrating, prepare the following items:

- *Kerio Exchange Migration Tool* installation package (it is available for free download from [Kerio Technologies](#)).
 - Installation package of *Kerio MailServer* 6.5.2 or higher (trial version can also be used for this purpose).
 - Installation package of the *Microsoft Outlook*® 2003 (with Service Pack 3 or higher) or 2007 (with Pack 1 or higher).
 - (Optionally) the *Kerio Active Directory Extension* installation package — if users are managed through *Active Directory*®, it is possible to map user accounts to *Kerio MailServer*® first (see [Kerio MailServer 6, Administrator's Guide](#)), before the very migration, so users keep their mailbox passwords, i.e. they keep authenticating against *Active Directory*®.
1. Install and run *Kerio MailServer*. Make sure that the IMAP protocol on port 143 is enabled in *Configuration* → *Services* in the administration interface.
 2. On the computer available both for the *Kerio MailServer* and for the *Exchange Server*, install the *Microsoft Outlook* installation package as well as *Kerio Exchange Migration Tool*. *Kerio Exchange Migration Tool* can be installed on any of the following systems:

- Windows® XP
- Windows Vista®
- Windows® 2003 Server
- Windows® 2008 Server

Warning

If you install *Microsoft Outlook* and *Kerio Exchange Migration Tool* on the *Microsoft Exchange Server* host, the migration will not work.

Microsoft Outlook and *Kerio Exchange Migration Tool* can be installed on the same computer where *Kerio MailServer* is installed.

3. *Optional but recommended setting*: Map or import user accounts to be involved in the migration process. In case of setting of mapping of user accounts, follow also these guidelines:

After completion of mapping settings, go to section *Users* in the *Kerio MailServer's* administration interface and click on *Add*. This opens a dialog asking whether the user would be mapped or a local one would be created. Choose the option of mapping and in the list opened, select all users to be migrated to *Kerio MailServer*. For detailed guidelines for password change, refer to [Kerio MailServer 6, Administrator's Guide](#).

4. Before starting the migration, it is recommended to guarantee that *Microsoft Exchange Server* does not accept any emails and that no user whose account is involved in the migration could connect to it (obviously except the administrator's account which is used for connection of the migration tool to the server). Otherwise, migrated data might be inconsistent.

The migration requires that both the *Kerio MailServer* and the *Microsoft Exchange Server* are running.

4 Migration process

Connection test

Create a new profile in *MS Outlook* on the computer where the *Kerio Exchange Migration Tool* is installed. This profile will include an account with rights for the *Microsoft Exchange Server's* administration. Try to use the account to connect to *Microsoft Exchange Server*. If the connection was successful, the migration is ready to start.

Launching migration

Check the following example:

1. If *MS Outlook* is running, close it.
2. Run *Kerio Exchange Migration Tool*, for instance from *Start* → *Programs* → *Kerio* → *Exchange Migration Tool* → *Kerio Exchange Migration Tool*.

— **Warning** —

Never start the migration tool if it is already running.

3. The migration tool is opened as a wizard where login information for the *Microsoft Exchange Server* and then for *Kerio MailServer* is required.

Username and password for *Microsoft Exchange Server* must belong to an account with the server administration rights.

Username and password for *Kerio MailServer* must belong to an administration account of the *Kerio MailServer's* primary domain (the same username and password which was used in the initial configuration dialog upon the server installation).

4. After successful connection to both servers, check all user accounts to migrate in the *Select Users* dialog (see figure 1).

It is possible to migrate either all or just selected users. The migration process may be time-consuming. Therefore, it is recommended to migrate data by parts (see section 2).

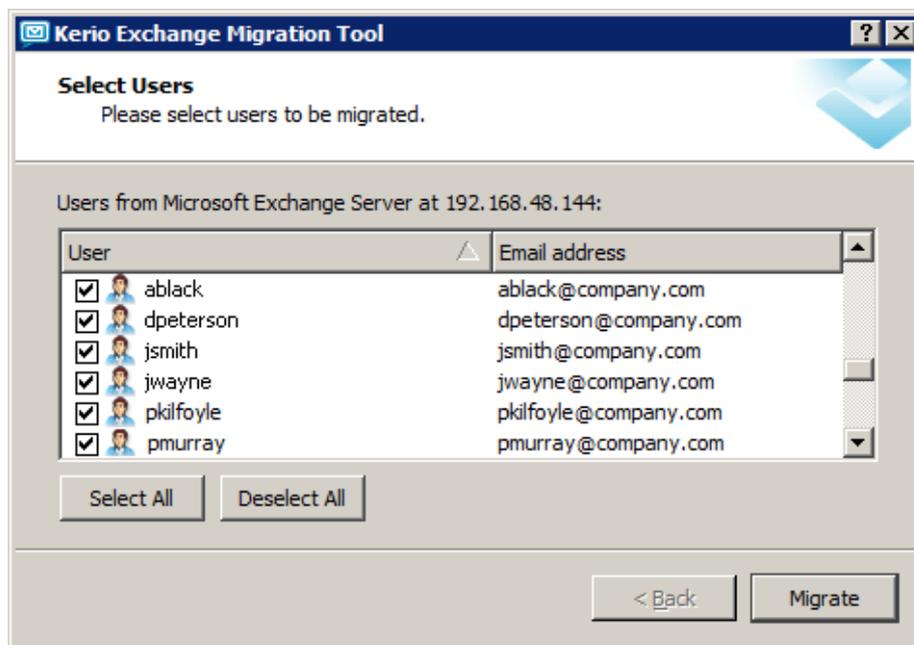


Figure 1 User selection dialog

5. At the start of migration, the *Migration Status* window (see figure 2) is opened, showing the current status of the migration progress.

If the migration process is interrupted (finished without being completed) deliberately, the following results take effect:

- Data of users whose migration has been completed will be saved in *Kerio MailServer*.
- In case of users whose migration was just being in progress in the time of the interruption, only part of the data (data having been migrated completely at the moment) is migrated. If the user is migrated again, the data already migrated gets duplicate. For this reason, it is recommended to remove the partly migrated

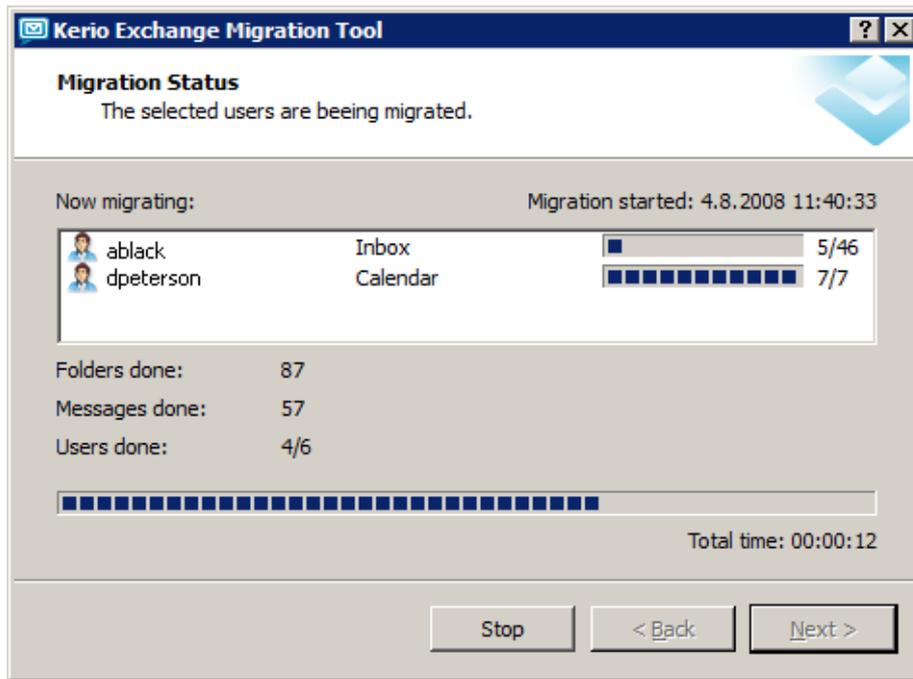


Figure 2 Dialog displaying status of migration of particular mailboxes

users in the *Kerio MailServer's* administration interface before executing another migration. To find out which users were involved in an interrupted migration, see the migration report (for details, see section 5).

- Users in the status that indicates they have not been migrated yet do not have accounts created in *Kerio MailServer* and they can therefore be migrated within one of the following batches.

Migration interruption may take several minutes. The time equals to the time needed for completion of migration of the item currently in progress.

6. When the migration is completed, switch to the *Migration Result* page (see figure 3). This page sums up information about the migration which has just been completed.

To get migration process details and reports of possible errors, click on the *Report* link.

If user accounts have not been created, mapped or imported in the *Kerio MailServer*, new user passwords can be found in the *Report* log. For security reasons, it is highly recommended that users change them upon their earliest connection to their account.

Once a migration is completed successfully, it is recommended to create new accounts in your email clients (or profiles, if supported by the applications). This will help you avoid data inconsistency on the client sides. Details on how to set for example profiles in *MS Outlook* or a new account in *MS Entourage*, refer to [Kerio MailServer 6, User's Guide](#).

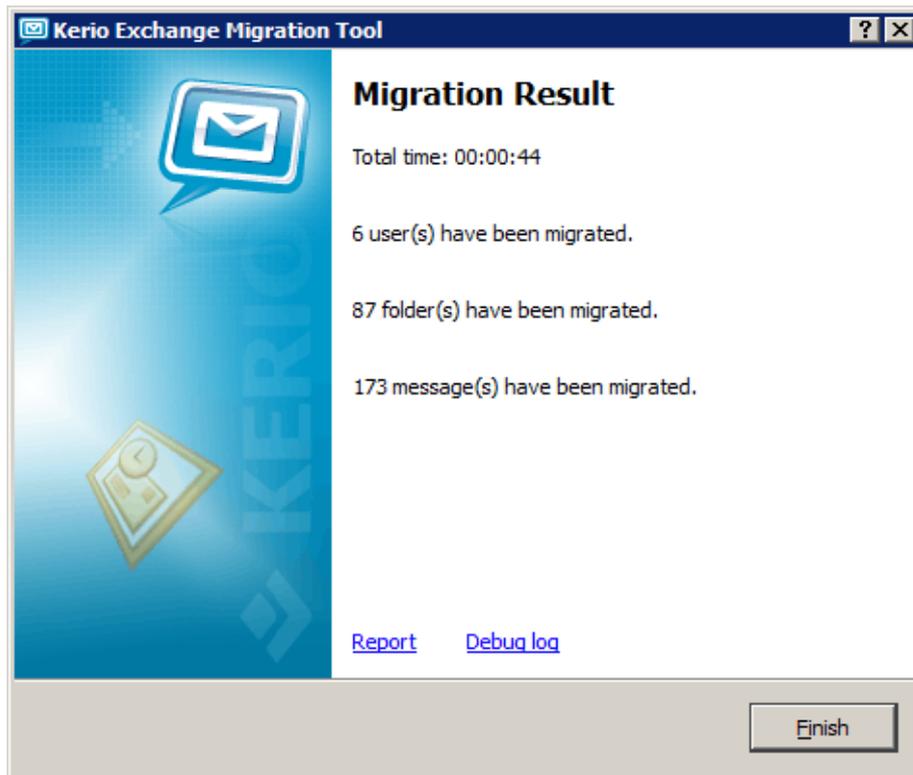


Figure 3 Migration result dialog

5 Migration process logs

Kerio Exchange Migration Tool generates various logs addressing the migration process. All logs are saved in the directory where *Kerio Exchange Migration Tool* is installed, in the `\logs\MMDDYYYY_HHMMSS` folder.

Each start of the migration tool starts also generating of a new log.

Should you contact the *Kerio Technologies* technical support to shoot various migration issues, please send content of the particular `\logs\MMDDYYYY_HHMMSS` folder attached to your report.

The Report log

The *Report* log can be found under `\logs\MMDDYYYY_HHMMSS`, as the `report.txt` file. After completion of each migration, it is recommended to read through this file to make sure that no errors occurred and that all user accounts have been migrated correctly.

If users had not been mapped to *Kerio MailServer* before the migration took place, the *Report* log includes new user passwords generated by the migration tool.

Debug Log

The *Debug* log can be found under `\logs\MMDDYYYY_HHMMSS`, as the `debug.txt` file. Information provided in this log is useful especially for the software developers. Should any issue arise addressing migration to *Kerio MailServer*, this log will help choose the right remedy in cooperation with *Kerio Technologies* technical support.