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CloudMigrator365 FAQs

Do I have to have Admin credentials to migrate with CloudMigrator365?

Not always! Admin Credentials with impersonation permissions give the best results. However, where this is not possible the next best option is to use delegated permissions. In some cases, (i.e. hosted platforms) neither admin or delegated credentials are available. CloudMigrator365 can still perform migrations using individual's user credentials. Usually this is achieved by collating user list in CSV format which can then be imported into CloudMigrator365.

How many users can I migrate concurrently?

CloudMigrator365 is multi-threaded with a default number of threads being 13, meaning that it will process up to 13 user mailboxes simultaneously. This number can be increased to 20 where the host server or VM has sufficient resources. If further concurrency is desired, multiple instances of CloudMigrator365 can be installed on separate servers/VMs.

The maximum number of concurrent migrations into Microsoft Office365 is set by the Microsoft throttling limit (EWSMaxConcurrency) within the target tenancy. The default for this limit is usually between 25 and 50 although this varies from one tenancy to another. This limit is applied per admin account. In order to increase throughput, you may run multiple instances of CloudMigrator365 each with a different admin account and each with their own subset of users. In some cases, you may also be able to get the concurrency limit increased by asking Microsoft to increase or remove this parameter from your tenancy.

How do I maximise performance?

Firstly, ensure that all antivirus and spam checking tools are disabled from the source platform during the migration. Throughput can be affected by the performance of the host server/VM and the connectivity/bandwidth between CloudMigrator365 and the source/target. Make sure that the host platform has sufficient resources (minimum dual core, 4MB RAM) increasing this may help when using the 64bit version (not available for Lotus Notes or Novel GroupWise). However, feedback suggests that multiple concurrent servers are more efficient than one high specification server.

Can I use my existing PowerShell scripts?

One of the most useful features enjoyed by CloudMigrator365 migration engineers is the ability to add your own PowerShell scripts into the configuration which can set to run at the beginning or end of a migration run or at the beginning and end of each mailbox migration. This can be used to automate all sorts of changes from assigning licences to custom mail routing during staged migrations.

Can CloudMigrator365 migrate from a syndicated Office365 tenancy?

Absolutely! CloudMigrator365 provides a perfect solution for clients needing to migrate from one Office365 tenancy to another or from syndicated tenancies to standard tenancies.

What is the recommended migration approach?

There are two typical migration approaches supported by CloudMigrator365, each with advantages to suit the client's requirements. The most common is the 'two-stage full cutover'. This is where all historical messages are copied up to a recent point-in-time (this usually takes the majority of the migration time and depending on the number of mailboxes and the amount of messages, can take days or even weeks). Once complete and validated, the cut-over is performed and a second 'delta' pass is run to pick up only the remaining messages (usually taking a couple of hours).

A popular alternative is the 'quick cutover' This is where the client is keen to get started with Office365 and is happy migrate just the most recent messages initially (typically 2 or 3 weeks), cut-over to Office365 and then back-fill the historical messages after go-live. Both these two approaches may be carried out in stages where users are migrated in groups or batches. Where this is required, some sort of temporary co-existence will be needed to handle mail routing until the final user is migrated and the email domain MX record is switched to Office 365.

Error 500 –What does this mean?

Error 500 is a general server error and unfortunately is not much help in pinpointing what has gone wrong. This error is returned when a problem has not been recognised by the software and can be caused by a range of different scenarios. The only way to determine the underlying cause will be to investigate further usually requiring a CloudMigrator365 trace-file.

How do I set up temporary co-existence for staged migrations?

This will usually require mail routing on the source platform and is typically achieved with PowerShell commands. Co-existence and mail-routing should only be attempted by experienced messaging experts. Appropriate PowerShell Scripts can be added to CloudMigrator365 to automate this process.

What happens if a migration is paused/stops half way through?

CloudMigrator365 keeps track of all messages it migrates which ensures that it will never make duplicates in Office365. If a migration gets interrupted for whatever reason, it will pick-up from where it left off by scanning the range of messages to migrate, checking if they have already been migrated, and only migrating those that have not yet been migrated.

Does CloudMigrator365 duplicate data?

CloudMigrator365 keeps track of all messages it migrates which ensures that it will never make duplicates in Office365

How many times can I use the tool and for how long?

The tool can be used as many times as needed (multi-pass) in a 12-month period.

Are there any limits on the amount of data I move?

CloudMigrator365 licensing allows for any amount of data to be moved with no restrictions.

Can I have more than one source domain?

Yes, multiple source domains can be consolidated to a single destination domain. Your CloudMigrator365 licence only counts each unique mailbox address in the target Exchange / Office 365 domain.

Can I move my public folders and shared mailboxes?

Yes, mail-enabled public folders and shared mailboxes can be migrated. These count as a licensed user.

Can I include calendars and events?

Yes, these are considered as part of a user's mailbox

Can I include rooms and other resources?

Yes, when they are simply a calendar resource with no inbox then there is no additional charge, otherwise if they are mail-enabled they will consume a license count.

Do shared mailboxes count as a user mailbox?

Yes, each shared mailbox in the destination mail system (Exchange / Office 365) will count as a user mailbox for CloudMigrator365 licensing purposes

My mail server platform's integrity is unstable; can I avoid disturbing it?

Yes, one of the key advantages of using CloudMigrator365 is that it can be installed externally – i.e. on a domain attached server, workstation or a cloud VM with no impact on the source mail platform.

I don't have admin access to my mail server / platform. Can I still migrate?

The tool can extract data without being installed on the source platform as long as you have either user credentials, delegated or full admin access to the mail application.

My data is on multiple servers and on different sites, how many times can I install the tool?

There is no limit to how many times you install the software during the 12-month license period. Hence you can have multiple installations of CloudMigrator365 in a single location or in multiple locations.

How can I measure the success of my migration?

The tool provides real-time progress monitoring as well as comprehensive audit reporting.

How would I migrate many / large mailboxes?

Depending on your strategy, you can migrate the bulk history of all mailboxes first then finish with one or more delta passes for the most recent data. Alternatively, you could do this the other way round by cutting-over your users with say 4 weeks of the most recent mailbox data and then use CloudMigrator365 to backfill the history.

My organization has a number of different mail platforms. Can I migrate from all of them?

Yes, CloudMigrator365 migrates all enterprise mail platforms.

Will my users experience any downtime during migration?

No, users will experience zero downtime as all the migration is done in the background, server to server. When users cut-over to Exchange / Office 365 it is a momentary switch.

Can I migrate archived mail such as Microsoft PST, Domino / Notes NSF or GroupWise archives?

Yes, these native archive formats are supported provided the archives are located where the tool can access them.

I have noticed that some of our migrated mailboxes are quite a lot smaller than we expected when compared to source. Why is this?

There are a number of possible reasons for this. The two most common causes are:
1.   The exclusion of messages that are out of the selected date range.
2.   Deleted items which are not migrated.

Review the migration report for a detailed breakdown of messages that have been migrated and if in doubt, the tracing option can be enabled to establish if any messages are being skipped.

How do I add or change my licence key?

CloudMigrator365 must be used with a valid Licence Key in order to provide full functionality. By default, the tool will run in demo mode which is highly restricted but is designed to show the configurability of the software.

Licence keys are issued against the target domain name and are specific to the source platform. The number of mailbox users is included in the key as is the expiry date.

Keys are provided by email and can be copied and pasted into the tool.

Select Help|Licence Key from the menu, paste the key into the text box and click apply. The key will be validated and confirm the Domain, Source, Expiry date and number of licenced users along with how many have been used.

Is my licence key saved with my configuration?

No. In order to 'save' your licence key we suggest you keep a text file just for the licence key. If you have more than one key – i.e. both mailbox and file migration keys, or alternate platforms, these can be saved in the same text file which facilitates swapping them via copy and paste.

Is there an easy way to edit, filter and or populate the user list?

Yes. Start CloudMigrator365, go to the user/resources tab and click get users.

If not connected to a user directory, or you wish to edit or filter the list obtained, go to the File menu and export user list. This creates a blank CSV file which can be loaded into Excel. Even if the user list is empty, you will now have all the headings needed.

Excel can be used to sort, filter and modify this list which can then be saved and re-imported into CloudMigrator365.

This technique is particularly useful when using more than one instance of CloudMigrator365 as the master list can be broken down into sub-lists which are then used to load into each copy of the tool.