

Kerio IMAP Migration Tool

Revision: 1.0

1 Introduction

This document provides guidelines for migration of user accounts and data from any IMAP server to the *Kerio MailServer's* store. Such migration requires a special tool called *Kerio IMAP Migration Tool* which can be downloaded for free from the *Kerio Technologies* website.

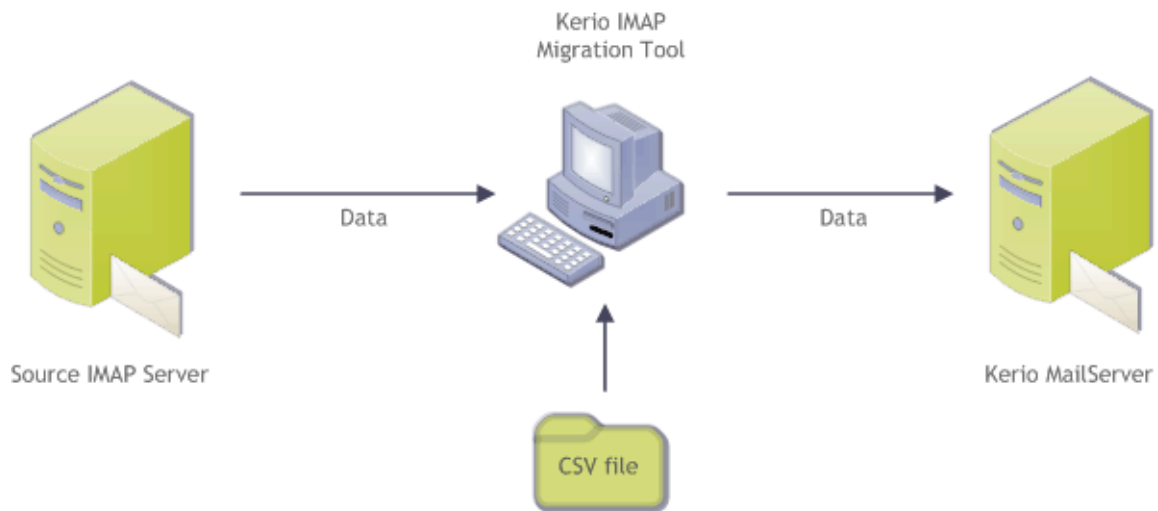


Figure 1 Schematic diagram of the migration process

The following data can be migrated:

1. Domains
2. Users
3. Email folders in mailboxes
4. Email messages
5. If the source IMAP server supports groupware data (contacts, events, tasks, etc.) and the data is available via the IMAP protocol, the data will be included in the migration. However, the *Kerio IMAP Migration Tool* does not perform conversion of such data. In the *Kerio MailServer* store, they are saved in the same format as on the source server. It will be probably impossible to view the data in email clients with exception of the folders themselves.

Warning

Data migration from *Kerio MailServer* as a source IMAP server is not supported.

2 Before you start

Before you start migrating, consider the following:

Duration of the migration process

Before starting a migration, bear in mind that time consumed by the migration process depends on size on accounts involved. 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 done step by step by smaller groups of users.

CSV file with user accounts

Migration requires preparation of a CSV file that would include users and their passwords. This information is crucial for access to the source IMAP server. Make the data in the csv file follow this pattern: `user@domain.com;password;Full Name`.

CSV file

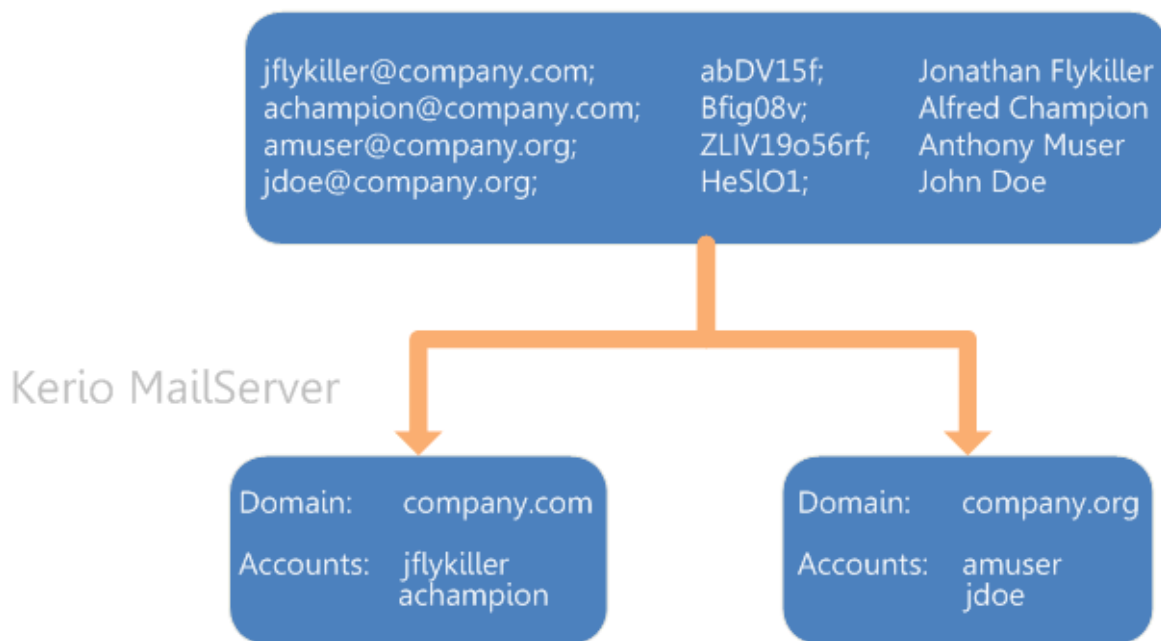


Figure 2 Transformation of the CSV file for Kerio MailServer

Public and archive folders

Public and archive folders cannot be migrated by the standard procedure. If you, in spite of this fact, need to migrate also these folders, move them to the mailbox of any user included in the migration first. The folders will then be migrated as private folders.

3 Preparation

1. Install and run *Kerio MailServer*.
2. In *Kerio MailServer*, the IMAP service must be running on port 143 of the IMAP server.
3. On a machine which can access both *Kerio MailServer* and the source IMAP server, install *Kerio IMAP Migration Tool*. *Kerio IMAP Migration Tool* can be installed on any of these systems:
 - Windows (all versions supported by *Kerio MailServer*),
 - Linux¹ (all distributions supported by *Kerio MailServer*),
 - Mac OS X 10.4 Tiger and later.

The migration tool can also be installed on both the source or target mailserver.

4. Before starting the migration, it is recommended to make sure that the source email server cannot accept new emails temporarily. Otherwise, migrated data might be inconsistent.

The migration requires that both the *Kerio MailServer* and the source IMAP server are running.

4 Migration process

The following description addresses the procedure of starting of the migration tool especially on *Windows*. However, you can follow the guidelines even if you run it on *Mac OS X* or *Linux*.

- 1.

| | |
|------------------|---|
| <i>Windows:</i> | Run <i>Kerio IMAP Migration Tool</i> , for instance from <i>Start</i> → <i>Programs</i> → <i>Kerio</i> → <i>IMAP Migration Tool</i> . |
| <i>Mac OS X:</i> | Double-click on the KIMT icon or drag it to <i>Applications</i> . |
| <i>Linux:</i> | Unpack the TGZ file including the <i>Kerio IMAP Migration Tool</i> application and run the program. |

Table 1 Installation on individual operating systems

Do not start the migration tool if it is already running.

2. The migration tool is a wizard which will ask for IP address or DNS name of the source IMAP server and login information for *Kerio MailServer* (you will need to log in with the name and password of the primary administrator).

Note: The migration tool will not affect accounts on the source server, but for security reasons it uses them just in the read-only mode, so that it is possible to interrupt the migration process and keep using the original server until migration of other users. Also, migration does not remove the existing data or settings in *Kerio MailServer*. Migrated data will be added as extra data. Therefore, beware of possible data duplication (data gets duplicated if one account is migrated twice).
3. Once you are connected to both servers, use the *Load* button in the *Load and Select Users* users to load the CSV file with users and select user accounts to be migrated (see figure 3). The migration process may be time-consuming. Therefore, for time-saving reasons it is recommended to migrate data by parts (see section 2).

¹ *Kerio IMAP Migration Tool* requires X Window System

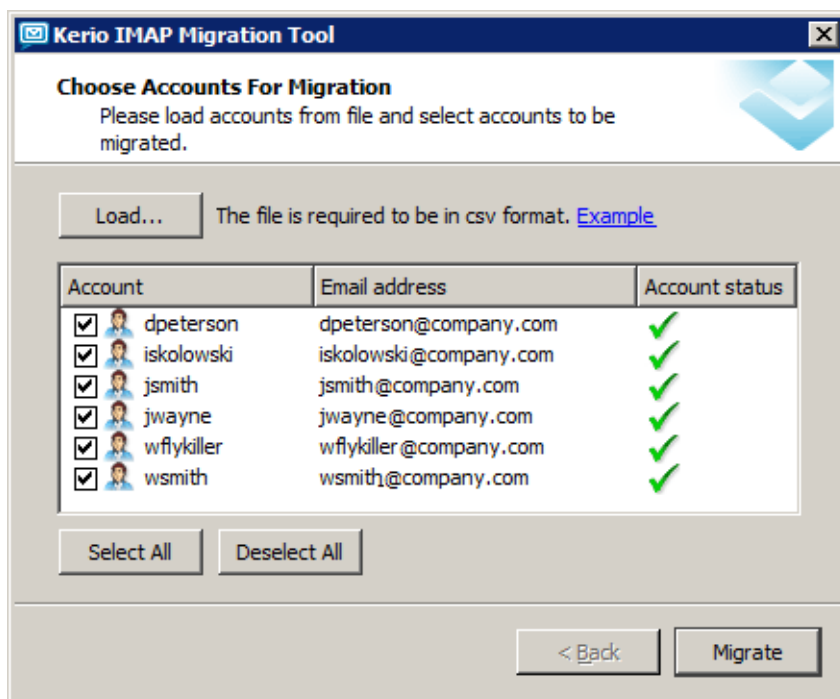


Figure 3 User selection dialog

- At the start of migration, the *Migration Status* window (see figure 4) 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:

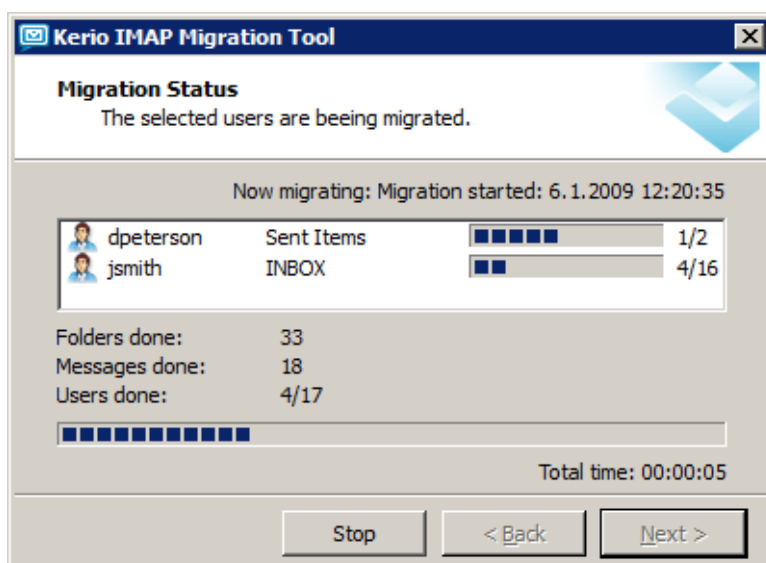


Figure 4 Dialog displaying status of migration of particular mailboxes

- 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 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.
5. When the migration is completed, the *Migration Result* page is opened (see figure 5). 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.

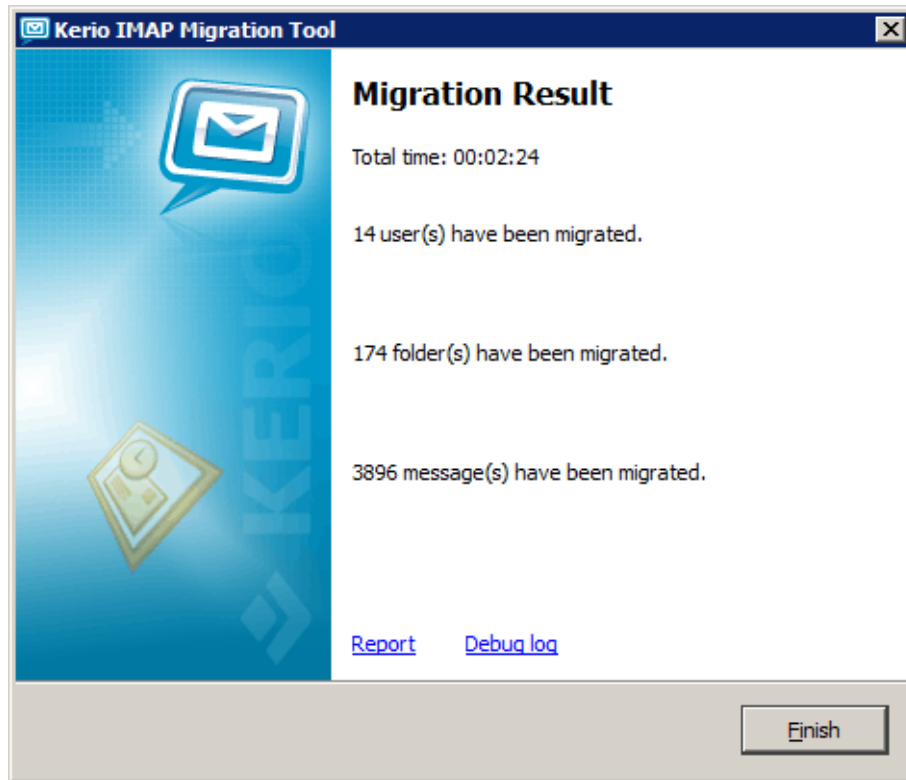


Figure 5 Migration result dialog

Once a migration is completed successfully, it is recommended to create new accounts in users' 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](#).

5 Migration process logs

Kerio Exchange Migration Tool generates various logs addressing the migration process.

On *MS Windows*, they can be found in the following directory:

```
%TEMP%\KimtLogs\MMDDRRRR_HHMMSS
```

on *Windows Vista*, the path to logs can be for example like this:

```
C:\Users\jsmith\AppData\Local\Temp\KimtLogs\02182009_154844
```

On *Linux*, they can be found in the following directory:

```
~/KimtLogs/MMDDRRRR_HHMMSS
```

for example:

```
/Users/jsmith/KimtLogs/02182009_154844
```

On *Mac OS X*, they can be found in the following directory:

```
~/Library/Logs/KimtLogs/MMDDRRRR_HHMMSS
```

for example:

```
/Users/jsmith/Library/Logs/KimtLogs/02182009_154844
```

Each start of the migration tool generates a new log.

Should you contact the *Kerio Technologies* technical support to shoot various migration issues, please send both logs attached to your report.

The Report log

The *Report* log is the `report.txt` file that can be found in the log folder. 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.

Debug Log

The *Debug* log is the `debug.log` file that can be found in the log folder. 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.