

Cobweb Third Party Tool Descriptions

Data Migration Tool

Description

The automated migration tool is a copy tool which copies data from the source mailbox to the destination mailbox. It is not a synchronisation or bi-synchronisation tool which makes continuous real-time duplicates or copies of the data or overwrites it if performing a migration with an initial-delta approach. The tool is operated by the Provider with input data provided by the Client. It can be operated in either cutover or staged (coexistence) scenarios.

Security

No data is kept on the tool servers at any point during the migration process. All endpoint data is kept on the Third Party's databases during the migration which is AES 256-bit encrypted using ISO 10126 padding and proper random IV initialisation. These databases undergo SSAE-16 Type II audit at least annually.

All passwords are hashed using complex hashing algorithm and appropriate salt. Databases are limited to administrators only: since the migration is automated there is no human interaction with the migration servers, software or migration process. All administrators connect outside the firewall and never save any data to physical disk. Endpoint data in long-term migrations may be cached to optimise throughput but it is disposed after the migration has ended.

For Mailboxes

Supported Platforms & Items

The following table displays what platforms are supported and what items are copied over using the tool.

Platform	Emails	Calendars	Contacts	Tasks	Journals	Notes
BPOS	X	X	X	X	X	X
Office 365	X	X	X	X	X	X
Exchange 2003/07/10/13	X	X	X	X	X	X
Google Apps/Gmail	X	X	X			
Groupwise 7+	X	X	X	X		
IMAP (Inbox Only)	X					
Lotus Notes 6.5+	X	X	X	X		
VMWare Zimbra 6+	X	X	X	X		

Irrespective of mailbox language, recognised system folders are mapped between source and destination systems.

Items which are not migrated

The migration tool does not move the following objects:

- Cached Entries (Either nk2 files (Outlook 2007) or Autocomplete File (Outlook 2010/13))
- Client side Objects (I.e. Outlook Rules, Contact Groups)
- Archives: outside the Mailbox (i.e. PST's), in-place archives or
- Distribution Lists, External Contacts or Public Folders
- Items that do not match folder types (i.e. Contact within a Mail Folder)

- Custom items that do not inherit from the core system types
- Non-Delivery Reports (NDR's) and Delivery Status Notifications (DSN)
- RSS Feeds

The migration tool may not wholly reconstitute Vote responses (position) or categories (colour schema).

System Requirements and Recommendations

For the migration tool to function it will require:

1. Internet Accessible Messaging System (i.e. Outlook Web Access)
2. Ability to allow Read Access to the Messaging System (i.e Full Mailbox Permissions)
3. Ability to modify Ports (i.e. 993 IMAP, 7191 Groupwise)
4. Ability to apply Firewall Exceptions (i.e. IP TCP 25)
5. Ability to install applications (i.e. Extractor for Lotus Notes)

It is also recommended that:

6. The Internet Accessible Messaging System is public, and not behind a firewall
7. The line speed which the Messaging System use is at least 2GB up

Performance Notes

1. One migration license migrates 50GB of data per user
2. The speed of the migration is largely dependent on the line from the source server and that factors acting upon that line at the time of migration (i.e. throttling, fault, heavy use of bandwidth) may erode performance and cause increased migration time.
3. Migrations are restricted to a maximum of 50 concurrent to prevent overloading the source server and maxing out I/O. Overloading the source server can cause the copy of corrupted items or the dismounting of databases.
4. Large mailboxes (+10GB) may take longer than one evening to complete, latency is known to be caused by running multiple large mailboxes, mailboxes which have several hundred folders and in mailboxes which exclusively use Inbox/Outbox (Typically over 50,000 items apiece). Whilst the tool has moved mailboxes with 8,500 folders and over 200,000 items in the Inbox/Outbox this took several days to complete due to parsing and enumeration.
5. Items will not be moved if:
 - a. They exceed the destination mailbox size (typically 50GB)
 - b. Folder names are identical to the System Folder names (i.e. Inbox)
 - c. Folder names have multiple special characters (i.e. \$^Folder)
6. It is recommended in migration to use the new OWA and users should no longer send out of the old mailbox or any device attached to it. In this event the mailbox may need to be re-migrated and the client charged for another migration.