

Inware

GEM SOLUTIONS,
INC.

IMAP-4 EXTRACTOR



E-MAIL SHUTTLE USER GUIDE: IMAP-4 Extractor

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Introduction

Thank you for choosing the E-Mail Shuttle as your email migration solution. This manual, as well as the software described in it, is furnished under license and may only be used or copied in accordance with the terms of such license. The information in this manual is furnished for informational purposes only, is subject to change without notice, and should not be construed as a commitment by Inware Technologies, Inc. Inware Technologies, Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual.

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E-Mail Shuttle, LaunchPad, NameStar, and Bay files are trademarks of Inware Technologies, Inc. All product and company names herein may be trademarks of their respective owners.

If you need assistance or have questions, please do not hesitate to contact us.

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Architecture

The E-Mail Shuttle was designed with pure performance and data fidelity at the core. Our solution provides an industrial strength tool for managing migrations.

The E-Mail Shuttle considers a migration to consist of two parts – the e-mail system migrated from and the e-mail system migrated to. The E-Mail Shuttle has a corresponding component for each of these two parts – an Extractor to perform the migration from the legacy system and a Loader to perform the migration to the target system.

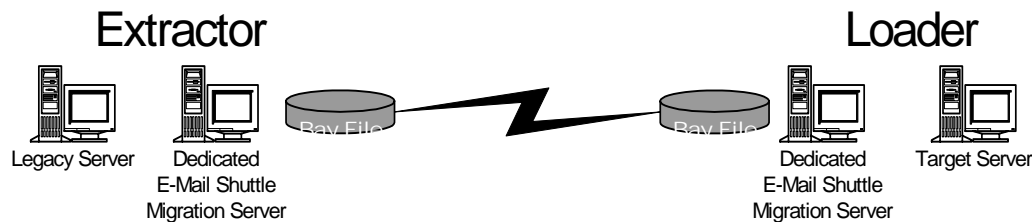


Figure 1- E-Mail Shuttle Architecture

E-Mail Shuttle Extractor

The E-Mail Shuttle Extractor extracts data from the legacy e-mail system. After defining users to migrate and the specific location and requirements of data on the legacy system, the E-Mail Shuttle Extractor automatically retrieves the data and places it on a local or network drive.

E-Mail Shuttle Loader

The E-Mail Shuttle Loader loads data to the target e-mail system. After defining the specific locations and requirements of data on the legacy system, the E-Mail Shuttle Loader automatically retrieves the data from the local or network drive and populates the target e-mail system.



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Prerequisites and System Requirements

The amount of time that it takes to install the E-Mail Shuttle is heavily dependent on the email systems involved, as well as the environment and the configuration of your migration system. Installation and end-to-end testing can take as little as a half an hour or it could take days. Inware Technologies, Inc. makes no claim as to the amount of time required for installation, testing and production migrations. Should it be required, Inware Technologies Support will make reasonable efforts to assist you in the configuration of each machine within your environment, so that the installation goes as quickly as possible.

The prerequisites listed below must be met according to which system you are migrating to and from. For example, when migrating from Lotus Domino to Microsoft Exchange, be certain that the prerequisites for each of these systems as listed below are met.

This initial configuration is ultimately the hardest part of the process. Once configured and running, sit back and watch the E-Mail Shuttle migrate your data. If you experience problems after meeting these prerequisites, contact our technical support team.

If you have already installed the product, then it is likely that you have met each of the software prerequisites. The key prerequisite remaining will be to ensure that you have administrative access (with an account/profile) to the mailboxes for migration from the legacy system and administrative access (with an account/profile) to the mailboxes for migration to the target system.



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Minimum System Requirements

To use the Inware Technologies E-Mail Shuttle IMAP-4 Extractor, you need to meet the following minimum system requirements:

- ❑ E-Mail Shuttle may be installed on a PC with Windows 2000 Pro, Windows XP Pro or Windows Vista.
- ❑ If the IMAP-4 server is LDAP enabled run the E-Mail Shuttle through Launchpad as usual (User will need to know the details of their LDAP directory for required attributes). Otherwise, configure shuttlin file manually, configure extractor through Mission Control and launch extractor manually.
- ❑ Windows 2000 Security Rollup Package, January 2002 or Service Pack 3 (WLDAP32_VERSION "5.0.2195.4436" or higher)
- ❑ 100 MB available hard-disk space for minimum installation. *Optimally, sufficient Hard Disk space should be available on the Migration PC to contain all user data to be migrated. If this is not possible, configuration changes can be made to require less space or a mapped network drive can be used to contain this data, but these measures can reduce performance speed.*



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Migrating to Microsoft Exchange- Prerequisites

Prior to running the LaunchPad, the destination accounts must exist in the Active Directory, and must be mail enabled, with Exchange mailboxes. The mailboxes **ARE NOT** automatically created.

Distribution lists are a feature not available in Microsoft Outlook 97 or Outlook 98. Microsoft Outlook 2000 or higher is required to migrate distribution lists.

1. Setup a migration machine running Windows 2000 Professional or Windows XP Professional.
2. Sufficient Hard Disk space should be available on the Migration PC to contain all user data to be migrated. If this is not possible, configuration changes can be made to require less space or a mapped network drive can be used to contain this data, but these measures can reduce performance speed.
3. Install Microsoft Outlook with the optional CDO component. Outlook 2000 or XP are preferred. CDO is a standard component of Outlook 2000 or XP, but is a separate component of Outlook 2007.
4. In Active Directory, create a mail-enabled user named "Eshuttle".

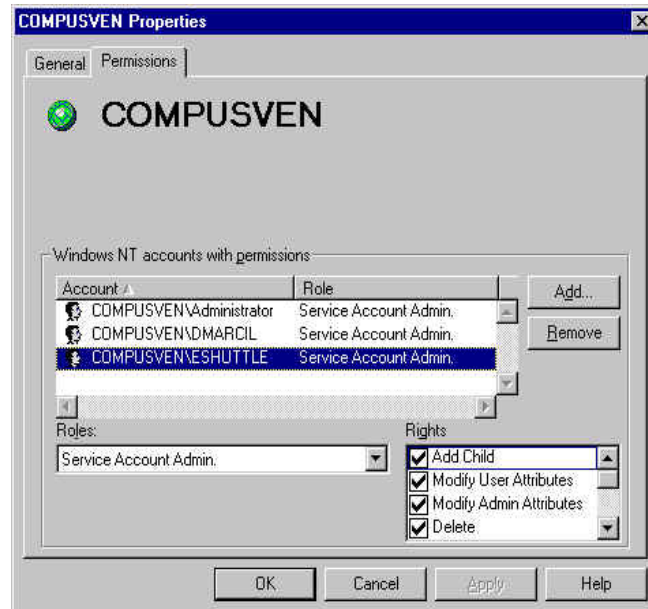


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Setting Permissions- Microsoft Exchange 5.5

The E-Mail Shuttle requires a profile with administration privileges to extract personal mail from users' mailboxes. This eliminates the need to create profiles for every user being migrated. To log on with the administrator profile either Outlook or Exchange client needs to be installed on the Exchange server. Once installed, a profile should be created and privileges set.

The profile needs at least Service Account Admin role permissions and should have the ability to extract users (needed for directory synchronization) and extract public folders (for public migration/coexistence).



The E-Mail Shuttle will log on using this profile and extract data from the users' mailboxes.

- ❑ Make the Eshuttle user a Service Account Admin at the Site, Server, and Organization level using the Exchange System Manager.
- ❑ On the migration PC, make the Eshuttle user a local administrator.
- ❑ Log on to Active Directory as Eshuttle.
- ❑ Create an Outlook profile named "Eshuttle" that opens the Eshuttle mailbox and verify that this profile functions properly.
- ❑ Install and run the E-Mail Shuttle.



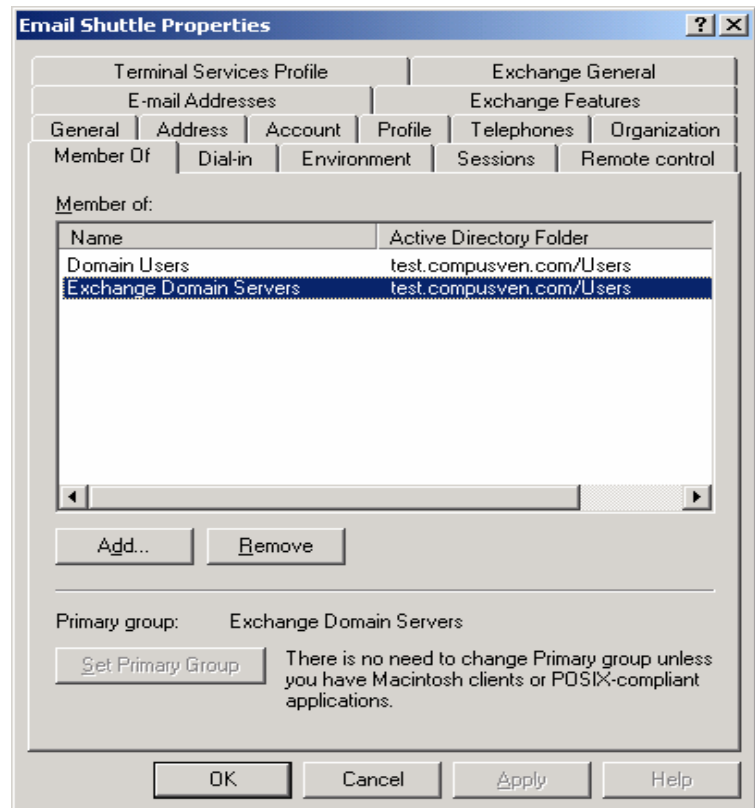
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Setting Permissions - Microsoft Exchange 2000/2003

An account must be established in the Active Directory listed in the Exchange Domain Servers and Exchange Domain Users group, but cannot appear in the Administrator group.

This account will have the necessary authorization to access the mailboxes for the migration.

- Set the Eshuttle user to be a member of the Exchange Domain Servers group.
- Set rights for Eshuttle using the following KB article:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;821897&Product=exch2003>



Setting Permissions - Microsoft Exchange 2007

An administrative account must be established in the Active Directory. Open the PowerShell on your Exchange 2007 server and run the following command line:

- `Get-mailboxserver <servername> | add-adpermission -user <service account> -accessrights GenericRead, GenericWrite -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin`
- The parts in <> should be changed to represent the indicated values in your environment.



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Migrating to Lotus Notes - Prerequisites

The version of the Notes Client to be installed on the migration PC should match the version of the Lotus Notes server you will be loading into. Loading into Lotus Notes 7.x or lower is currently supported.

1. Install the Notes Client, R5 or higher preferred.
2. Configure the Notes Client to use an Administrative ID file, and then close the Client. The Notes ID file used for loading needs to have Manager access to all mailboxes in Notes.
3. Verify that the path to the Notes Client directory (generally c:\lotus\notes) is included in the Environment path on the migration PC.
4. Install and run the E-Mail Shuttle.

Migrating to an IMAP-4 System - Prerequisites

There are no prerequisites for migrating to an IMAP-4 compliant system. The E-Mail Shuttle can function properly with these minimum requirements. Depending on the volume of e-mail and the desire for increased speed and performance, the requirements can change.



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Migrating to Novell GroupWise - Prerequisites

1. Install the Microsoft .NET framework on the migration machine.
2. Install the GroupWise Client version 6.0 or above.
3. Verify that the GroupWise Client can log on to mailboxes and view Personal Address Books for any given user.
4. If NDS is being used, log on to NDS as an administrator in both NDS and GroupWise.
5. Install and run the E-Mail Shuttle.

Unfortunately, the 5.5.3 and 5.5.4 versions of the GroupWise Client contained bugs as released by Novell. See the following Novell URL to obtain a patch for these. <http://developer.novell.com/support/sample/tids/pgwal001/pgwal001.htm>.

Like other messaging products, GroupWise 5.5 uses MAPI to enable e-mail functionality in Windows applications. MAPI is part of the Windows Messaging System (WMS) and is not included on the Windows 2000 CD or Windows XP CD's.

The version of Windows Messaging included on the GroupWise 5.5 CD (WMS.EXE) is for Windows 95/98 and is NOT compatible with Windows 2000 or XP. The appropriate WMS.EXE must be installed on Windows 2000 or XP BEFORE installing GroupWise 5.5.

See the Novell Knowledgebase article that deals with this issue for details:

<http://support.novell.com/cgi-bin/search/searchtid.cgi?/2955774.htm>

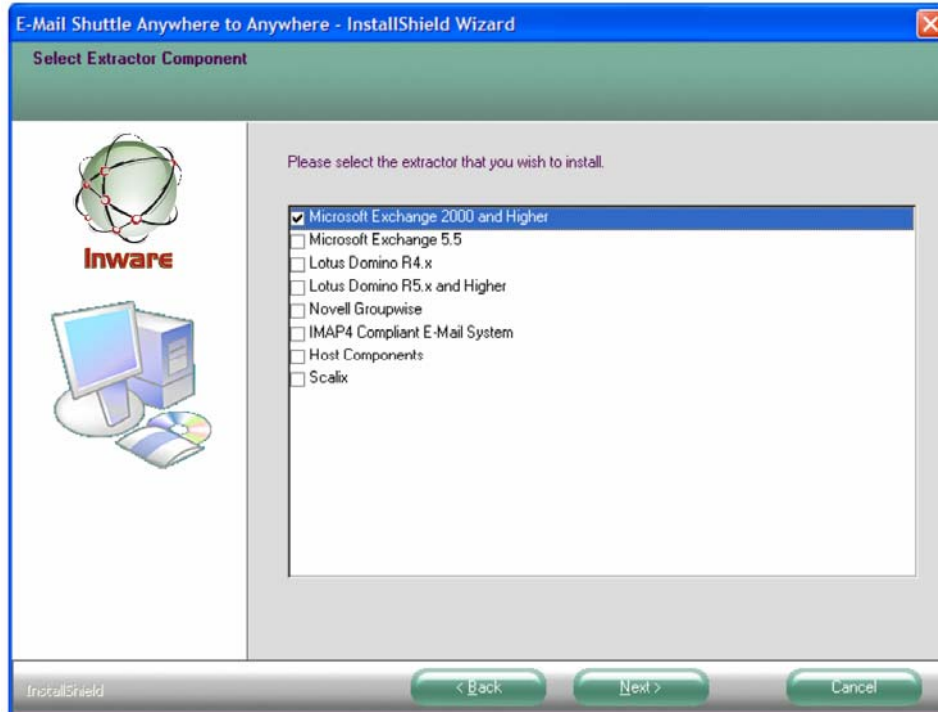


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Installing the E-Mail Shuttle

First launch the setup.exe that can be downloaded from the Inware Technologies website. Follow the steps below to progress through the Wizard.

1. Welcome screen – Click “Next”.
2. License Agreement – Select agree and click “Next”.
3. Customer Information – Enter your user name, your company name and click “Next”.
4. Choose Destination Location – Choose your installation directory root level. C:\eshuttle is recommended and used throughout this documentation.
5. Select Options – Choose whether to install an extractor, a loader or both. It is strongly recommended that you install both even if you only intend on this pc doing only extractions or only loads. To install both the extractor and loader on a pc without the appropriate clients, cancel the Wizard and re-launch it from a command prompt by running: setup.exe –nopreq
6. Select Extractor Component – Select your source system or systems and click “Next”.



7. Select Loader Component – Select your destination system or systems and click “Next”.
8. Ready to Install the Program – Click “Install”.

(11)



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LaunchPad™

LaunchPad™ - IMAP-4 Extractor

The LaunchPad interface walks system administrators through the steps of a complete e-mail migration from any e-mail system to any e-mail system and offers context-sensitive instructions along the way.

A precursor to the LaunchPad™ is the installation of the product, described earlier. The installation process verifies that specific prerequisites are met in order to run the product.

LaunchPad™ is intended to simplify the migration experience by predetermining much of the information needed for the migration. It currently does not reflect all the functionality of the E-Mail Shuttle. There are many advanced features that are not included in LaunchPad™. These Advanced features can be configured using Mission Control.

Running the LaunchPad™

Step 1 - Migrating from any IMAP-4 compliant system

When migrating from an IMAP-4 compliant system to another system, LaunchPad™ requires that you specify the LDAP server that contains the list of users that you intend to migrate. This information can be input as the IP address or DNS name. Specify the login name and password with access permissions to the LDAP server. Specify the search criteria for the users and the LDAP container name.

CompuSven E-Mail Shuttle

IMAP Server LDAP Access Information

Specify the DNS name or IP address of the LDAP_server

Specify the login_name for this LDAP server

Specify the login_password for this LDAP server

Specify the search_criteria for the users to be migrated

Specify the LDAP_container of the users to be migrated. Example:
dc=acme,dc=com

< Back Next > Cancel Help



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Step 2 - Migrating from any IMAP-4 compliant system

Because LDAP administrators have some flexibility in the design of their directory and because LDAP products vary, the E-Mail Shuttle requires that the LDAP attributes be mapped for determining the user accounts on the legacy system. This information will be used to logon to the users' accounts and extract the mail. For example, when extracting from Domino a mail account name might be the LDAP attribute "shortname", a user's first name (given name) might be the attribute "givenname", a user's last name (surname) might be the attribute "sn", and a user's e-mail address might be the attribute "mail" in the LDAP directory.

CompuSven E-Mail Shuttle

IMAP Server LDAP Attribute Mapping Information

Specify the following LDAP attribute mapping information

Specify the LDAP attribute for the Mail Account Name

Specify the LDAP attribute for the Mail Account Password (if available)

Specify the LDAP attribute for a Users' First Name

Specify the LDAP attribute for a Users' Last Name

Specify the LDAP attribute for a Users' Internet Address

< Back Next > Cancel Help



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Migrating to Microsoft Exchange

STEP 3 - Exchange Target System Information

When migrating to Microsoft Exchange, the E-Mail Shuttle requires that a Microsoft Outlook profile exists (see Microsoft Exchange Prerequisites-Setting Permissions) with appropriate administrative rights (see appendix B) to access mailboxes. LaunchPad™ requires that you specify the Exchange LDAP server that contains the directory where the users' will be migrated to. This information can be input in as a server name or as an IP address. LaunchPad™ also includes a Quick Search button that will search the local PC, specifically the local Outlook profiles, for the Exchange servers that are available. There is also a Quick Search button to search for available containers available. From here, the E-Mail Shuttle will search the target LDAP server, find the user and migrate data into the appropriate organization.

A screenshot of the "CompuSven E-Mail Shuttle" application window, specifically the "Exchange Target System Information" dialog box. The dialog box has a title bar with the text "CompuSven E-Mail Shuttle" and a close button. The main content area is titled "Exchange Target System Information" and contains the following text: "You have chosen to migrate data to Microsoft Exchange 2000. Provide the Microsoft Exchange 2000 target system information." Below this, there are three sections, each with a dropdown menu and a "Click Here to Search for..." button. The first section is "Specify the name of the Outlook Profile to use in migration. The profile must have Administrative rights over migration users' mailboxes." with a dropdown menu showing "EShuttle" and a search button. The second section is "Specify the Exchange migration target server" with a dropdown menu showing "TEST-SERVER-4" and a search button. The third section is "Specify the target LDAP container for users to be migrated" with a dropdown menu showing "DC=test,DC=compusven,DC=com" and a search button. At the bottom right of the main content area is an "Advanced..." button. At the bottom of the dialog box are four buttons: "< Back", "Next >", "Cancel", and "Help".



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Exchange Target System Information – Advanced

This advanced option forgoes the SMTP lookup and allows for hard-coding the organization, administrative group and SMTP address convention in determining the target account to migrate the data to.

A screenshot of a Windows dialog box titled "Exchange Target System Migration Information". The dialog has a tab labeled "Option". The main text reads: "Specify how SMTP addresses should be resolved from the legacy system. Choose 'Automatic' to use the SMTP Address from the legacy system." There are two radio buttons: "Lookup target account information using SMTP address (Recommended)" and "Provide Target Account Information". The second option is selected. Below it, there are three dropdown menus: "Specify the Exchange Organization", "Specify the Exchange servers migration target Administrative Group", and "Specify how users' Exchange account names are to be determined". The third dropdown has a checkbox labeled "Other" next to it. At the bottom right, there are three buttons: "OK", "Cancel", and "Help".



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Migrating to Novell GroupWise

STEP 3 - GroupWise Target System Information

When loading into GroupWise version 6.0 or higher, the first two fields of this page should be left blank.

The third field requires that you enter the path to the GroupWise Domain database that you intend to migrate users into. Generally this requires a mapped drive to the GroupWise server. The Domain database file is typically named `wpdomain.db` and this field should contain the path to the folder containing that file. By default, it is usually located in a folder named Mail on the GroupWise server.

CompuSven E-Mail Shuttle

GroupWise Target System Information

You have chosen to migrate data to a Novell GroupWise target system. Provide the following Novell GroupWise system information

Specify the path to the root directory of the API directory service. This can be found in the Root Directory for the Directory Services Messages.

Specify the path to the root directory of the API directory service. This can be found in the Root Directory for Gateway Messages.

Specify the GroupWise Domain that you intend to migrate users to. The name of the Domain is case-sensitive.

Specify the GroupWise Post Office that you intend to migrate users to. The name of the Post Office is case-sensitive.

Specify how users' GroupWise account names are to be determined

 Other

< Back Next > Cancel Help

The fourth field should contain the name of the GroupWise Post Office that contains the mailboxes you will be loading data into. This field is case sensitive and typically Post Office names in GroupWise are in all caps, for example, `GWCOMPANY_PO`.

The final drop down box should be set to the naming schema of user names in your GroupWise environment. The name format specified here is the one used when logging into the GroupWise mailbox for any given user.



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Migrating to Lotus Notes

STEP 3 - Notes Target System Information

LaunchPad™ requires that you specify the Domino server that contains the directory where the users' will be migrated to. This information can be input in as a server name, an IP address or in hierarchical format. LaunchPad™ also includes a Quick Search button that will search the local PC, specifically the local Notes .ini for the Domino servers that are available.

The E-Mail Shuttle will log-on to the user accounts to migrate the data requiring the path as well as the naming convention for the mail databases (.nsf files).

The screenshot shows a dialog box titled "CompuSven E-Mail Shuttle" with a close button (X) in the top right corner. The main title is "Notes Target System Information". Below the title, there is a grey background area containing the following text and controls:

You have chosen to migrate data to a Lotus Notes target system. Provide the following Notes system information

Specify the Domino server that you intend to migrate users to. The name of the server is usually written in a hierarchical format.
For example: Granite/East/Acme

There is a dropdown menu containing the text "CN=Server3/O=CompuSven".

Below the dropdown is a button labeled "Click Here to Search for Available Servers!".

Specify the path relative to the Domino server where you intend to have users' mail database files created

There is a dropdown menu containing the text "\mail".

Specify how the users' Domino account names are to be determined

There is a dropdown menu containing the text "From Legacy system Account Name" and a checkbox labeled "Other" which is currently unchecked. To the right of the checkbox is an empty text input field.

At the bottom of the dialog box, there are four buttons: "< Back", "Next >", "Cancel", and "Help".



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Migrating to an IMAP-4 System

STEP 3 - IMAP-4 Target System Information

Specify the IP address or DNS name of the IMAP-4 server that you are migrating to. Specify the method to be used to determine the users' account names on the target system. Finally, specify the default password to be used to log into the destination mailboxes. IMAP-4 provides no mechanism for administrators to import user's private e-mail; therefore, the passwords will be necessary to log onto each user's account in order to import their e-mails.

The screenshot shows a dialog box titled "CompuSven E-Mail Shuttle" with a close button (X) in the top right corner. The main title is "IMAP Target System Information". Below the title, there is a grey background area containing the following text and controls:

You have chosen to migrate data to an IMAP4-compliant target system. Provide the following IMAP4-compliant system information

Specify DNS name or IP address of the IMAP target server that you intend to migrate users to

[Text input field]

Specify how users' IMAP account names are to be determined

[Dropdown menu: From Legacy system Account Name] Other [Text input field]

OPTIONAL: Specify a default password for the IMAP accounts

[Text input field]

At the bottom of the dialog box, there are four buttons: "< Back", "Next >", "Cancel", and "Help".



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STEP 4 - Selecting Users to Migrate

Selecting a single user allows a review of the legacy and target system information. When selecting a single user, the information can be changed manually and these changes for that single user persist if multiple users are subsequently selected.

CompuSven E-Mail Shuttle

Accounts to Migrate
Select the account(s) to be migrated

Account User Name	Account
Alberti, Dave	DAlberti
Blanton, Scott	SBlanton
Carpenter, George	GCarpent
CompuSven,	cadminis
Delany, Tom	TDelany
Dudley, Drew	DDudley
Duncan, Denise	DDuncan
Filla, Paul	PFilla
Fitzgerald, Ken	KFitzgeral
James, Jeanne	JJames
James, Sven	Sven
Lavin, Robin	RLavin
Learn, Nancy	NLearn
Lee, Robert	RLee
Merrill, David	DMerrill

Migrating From Domino Account:

Server Name

Canonical

DB File Name

Migrating To Exchange 2000 Account:

SMTP Address

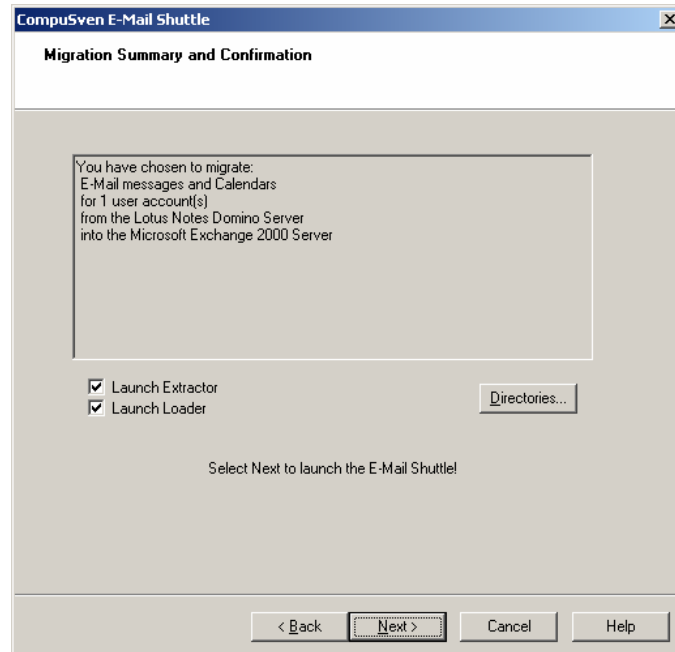
< Back Next > Cancel Help



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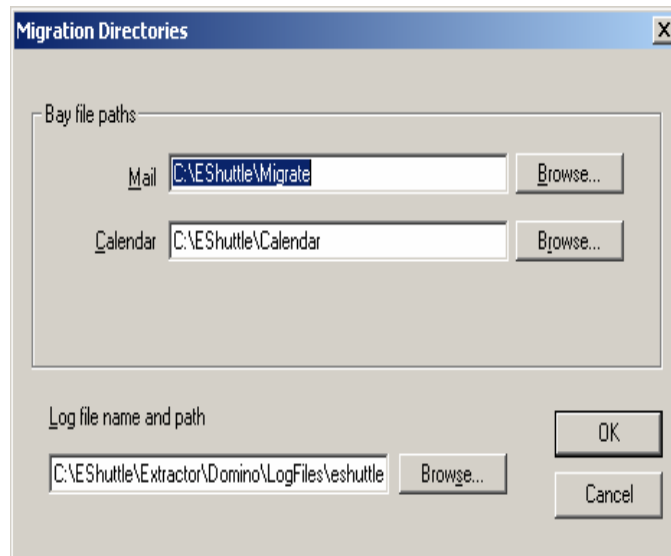
STEP 5 - Migration Summary and Configuration

After selecting the users, review a summary of what the E-Mail Shuttle will perform and decides whether to launch the E-Mail Shuttle Extractor, Loader or both.



Migration Directories

This advanced feature provides the ability to customize the location of the bay file and log file creation. This feature should only be used when performing customized migrations.



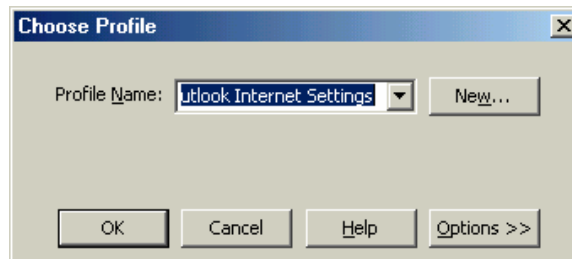


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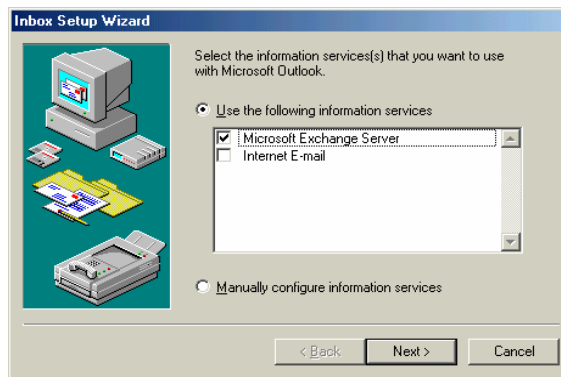
APPENDIX A

Establish a Logon Profile on the Exchange server: Option 1

When prompted by Outlook client to select a Profile Name, select New.



When prompted, Select Microsoft Exchange Server and then Next.



Provide the Profile Name, same as the NT account with Service Account Admin permissions then Next.





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Provide the server name for the legacy Exchange system and a mailbox name that is consistent with the profile name provided earlier then “Next”.



The establishment of the profile is complete.



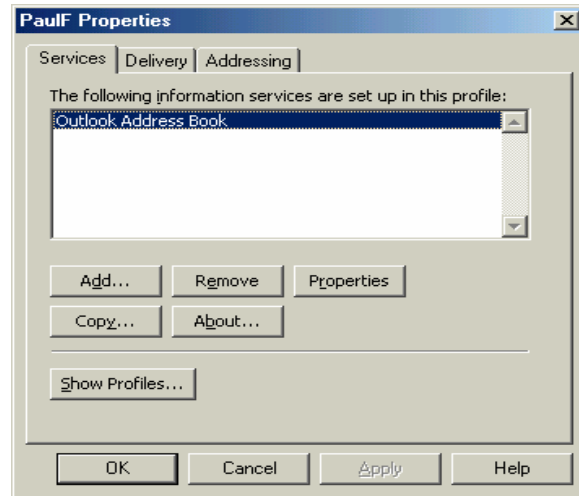
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Establish a Logon Profile on the Exchange server: Option 2

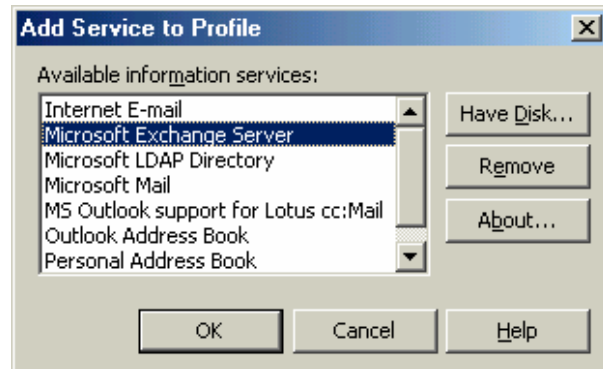
Another way to establish a logon account is to create the profile in the Mail Properties of the systems Control Panel.

From the Start menu: Select Settings → Control Panel → Mail.

From the Mail Properties menu, select “Add”.



Select Microsoft Exchange Server.



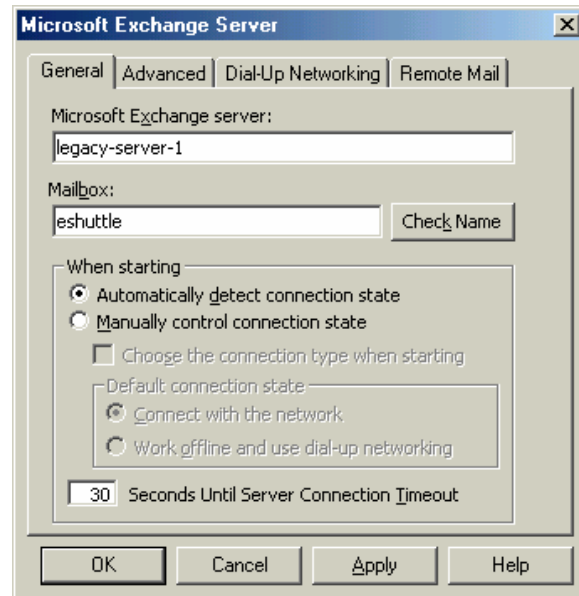


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Provide the server name of the Microsoft Exchange Server and the name of the NT account with Service Account Admin permissions.

Select “Apply”.

Select “OK”.



The establishment of the profile is complete.



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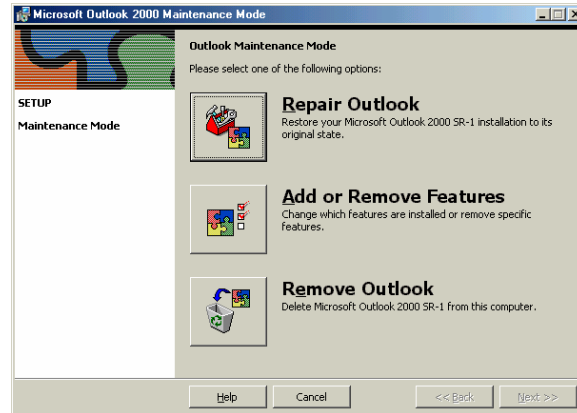
APPENDIX B

Installing the Collaboration Data Objects

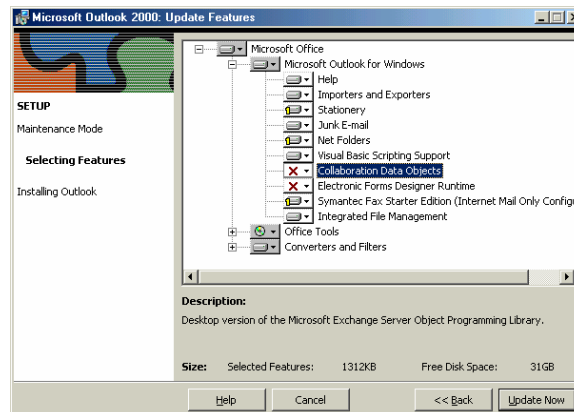
The E-Mail Shuttle requires that the Collaboration Data Objects (CDO) are installed. CDO is not installed as part of a default Outlook install and should be added using the Outlook setup disk. To install CDO:

Run Microsoft Outlook setup.

Select Add or Remove Features.



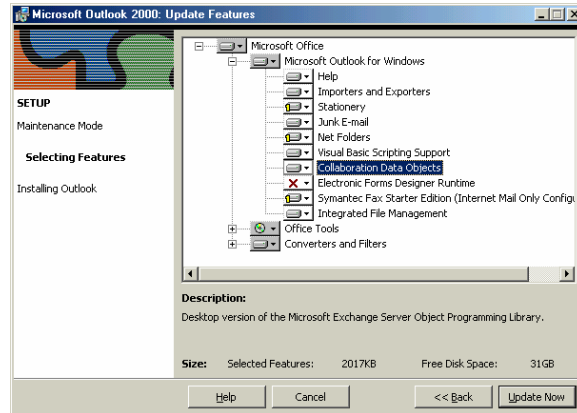
From this list, ensure that the Collaboration Data Objects are installed. If not installed, select Collaboration Data Objects to “Run from My Computer”.





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The sample (left) illustrates that Collaboration Data Objects are installed to Run from My Computer.





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Troubleshooting Tips & Frequently Asked Questions

IMAP-4 Extractor

Q. In the eshuttle.ini file the parameter SuppressMessagePlainTextIfHTMLAvailable can have values of no (0) or yes (1). What do each of these values accomplish?

A. When an IMAP-4 server is asked for a letter to be extracted that was originally placed on the server as HTML, some IMAP-4 servers (maybe all) return an HTML version and a text version in the same letter body. The text version has much poorer letter fidelity due to the loss of the HTML formatting. The data will be extracted in either plain text format or in HTML format. This configuration option allows the operator to suppress the placement of the non-HTML version for a slight performance gain and much improved fidelity to a loader that can handle an HTML only letter body. Currently only the IMAP-4 loader can handle an 'HTML only' body. The Extractor also supports the parameter SuppressMessagePlainTextIfRTFAvailable, which works in a similar fashion with RTF.

Q. Launchpad returns a page error after the destination information is entered.

A. By default, the IMAP-4 Launchpad uses LDAP 3 queries to obtain the list of users from the source system. Some IMAP-4 compliant systems only support LDAP 2 queries and for these platforms, a setting must be configured in the eshuttle.ini file to configure Launchpad to use LDAP 2 queries. The UseLDAP2 parameter can be found in the extractor eshuttle.ini file under the section header [Launchpad] and this parameter should be set to 1 if this LDAP error is encountered.



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Microsoft Exchange Loader

Q. The Exchange Loader loads mail, but not calendar and a login popup window is displayed when the Calendar Loader is run.

A. The user is most likely not logged on as the Eshuttle user or the Eshuttle user is not a member of the correct domain or the Exchange Domain Servers group. The different data types use different APIs to access the mailboxes so it is possible for mail to work correctly and calendar to have insufficient access rights.

Q. There is no calendar or contacts present in the mailboxes after migration.

A. The Calendar and Contact Loaders are not launched automatically during the migration. Make sure to run the calendar and contact loaders after the mail loader has completed. To launch the calendar loader, run the escalndr.exe from the “eshuttle/loader/exchange” directory and to launch the contact loader, run escontct.exe.

Q. The Loader is unable to login to mailboxes.

A. Make sure you are logged into Windows as the Eshuttle user created above. Make sure that the Eshuttle user is a member of the correct group and is also a member of the same domain as the destination mailboxes.

Q. The Loader is unable to login under Exchange 2003

A. See the KB article above on setting correct rights for 2003. This can sometimes involve more than just setting the user in the Exchange Domain Servers group.

Q. When running under Exchange 2003, the Mail Loader loads for a while, then starts throwing error messages regarding active mail.



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A. Consult the Microsoft KB article

<http://support.microsoft.com/default.aspx?scid=kb;en-us;830836> for increasing the default mail and folder quantity limits in Exchange 2003.

Q. When loading mail into PST files, the Mail Loader loads mail for a while, then stops.

A. Outlook 2000 has a 2 GB limit that might only allow for some of the data to be loaded when the bay file is larger than 2 GB. Outlook 2003 has no such size limit and can be used to circumvent this issue.

Q. When loading mail into PST files, the PST files are not being created.

A. Make sure you aren't running the E-Mail Shuttle on the Exchange server or on a Windows server OS. These operating systems have documented problems with PST file creation. Also make sure that the Letter Age field in Mission Control for the Exchange Loader is set to -1 to enable the PST load.

Q. The Loader is unable to login and the GroupWise mail client is on the machine.

A. You may have to split the GroupWise Extractor and Exchange Loader onto two separate machines. To do this, copy the Eshuttle directory onto a machine without GroupWise and use it for your loader machine. You will have to map a drive to the new machine from the loader machine and set the bay file directories to the new machine in order to run the extractor and loader simultaneously. If GroupWise is not part of your migration, this problem can be fixed by uninstalling both the GroupWise mail client and Outlook and then reinstalling Outlook.

Q. The Loader says something about restart key mismatch and will not launch correctly.

A. You need to clean out any restart information using Mission Control for the Loader. This is the EConfig.exe in the "eshuttle/loader/exchange" directory. Click on the Restart button and set all of the File and Key fields to blank and set all of the Record fields to 0. Then re-launch the loader. This is a common problem to see after a permissions problem prevents logging into to the destination mailboxes.



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Notes Loader

Q. The Notes Loader cannot login to the users Notes Database.

A. Make sure that the last ID file used to login to the Notes client was an administrative ID file. Also make sure the Notes Client is not open when running the shuttle.

Q. Certain .DLLs are not being located by my system, how can I fix them?

A. The E-Mail Shuttle is looking for .DLLs in the directory or path of your Lotus Notes or Domino Server software. During the install of the product, you provided information that was written to the path of the system. Be certain that this information is correct by: At the DOS prompt (for example, "C:\"), type path and press Enter. The path for the Notes or Domino server should appear in the display. For example on the Domino Server, the default path is "C:\Lotus\Domino\". For a dedicated migration server running the Notes R5 client, the default path is "C:\Lotus\Notes\".

IMAP-4 Loader

Q. How can I configure multiple instances of the E-Mail Shuttle to run simultaneously?

A. Copy the distribution into unique directories on the migration server. Each directory should contain the executable files as well as the distinct configuration files for that migration instance.

For example: The E-Mail Shuttle instance managing the migration of the Marketing Department may be located at "C:\eshuttle\Marketing" while the E-Mail Shuttle instance managing the migration of the Human Resources Department may be located at "C:\eshuttle\HumanResources". Be aware that running multiple copies of the E-Mail Shuttle on a single PC will generally not help throughput due to bandwidth restrictions on a single NIC card.



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GroupWise Loader

Q. The GroupWise Loader cannot login initially, but it does login successfully upon subsequent attempts.

A. Increase the value for the PausePasswordReset parameter in Mission Control for the GroupWise Loader.

Q. The GroupWise Loader is unable to reset the passwords of the mailboxes to be imported.

A. Make sure you can reset the passwords manually. Also make sure you are logged into NDS as an administrator in both Netware and GroupWise. If NDS is not being used, password resets must be preformed manually prior to loading or the default password for all mailboxes must be known.

Q. The bodies of very large messages are being truncated by the loader.

A. This is due to an API limitation of 30,000 characters for message bodies. The API is unable to load message bodies larger than this size and these messages will be truncated. For reference, 30,000 characters are about 7 solid pages of text.

Q. The Sent Items folder was not migrated or migrated twice.

A. This is due to differences in the way that Sent Items are handled in GroupWise versions 6.5 and above. Earlier versions of GroupWise deal with the Sent Items folder as a view of the Mailbox, where later versions treat Sent Items as a separate folder entirely. This can be adjusted in Mission Control for the GroupWise Loader under the Misc. tab. Check the box labeled "Target GW 6.5 or higher" if you are running version 6.5 or higher.



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Q. The days and months are being inverted on message dates.

A. This is due to differences in date formatting in different regions of the world. This can be adjusted in Mission Control for the GroupWise Loader under the Misc. tab. The default is the US standard of (MM/DD/YYYY). Check the box labeled "Date Format (DD/MM/YYYY)" if you are experiencing this problem.

Q. Our organization is not using NDS. Can we still use the E-Mail Shuttle to migrate users to GroupWise?

A. Yes, the E-Mail Shuttle can still migrate users' data, but NDS is required to automatically reset user passwords to a known default. Usually when loading into fresh empty mailboxes, this is not a problem as all mailboxes can be set to an identical default value and the password reset step is not required.

Q. The GroupWise Loader cannot import Personal Address Books (PABs).

A. If Outlook is on the migration machine, check the services for the Novell Default Settings mail profile and make sure that the Novell PABs service is enabled. Often this can be addressed by separating the extractor and loader to two separate PCs.