

# GroupWise Migration Utility 2.0.1 for Microsoft Exchange

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## 1.0 Product Overview

The GroupWise® Migration Utility for Microsoft\* Exchange moves Exchange e-mail accounts smoothly into a GroupWise system. The Migration Utility accomplishes the following during the migration process:

- ♦ Moves the contents of users' Exchange mailboxes into GroupWise mailboxes, creating eDirectory accounts and User objects if necessary.
- ♦ Converts Exchange distribution lists into GroupWise personal groups.
- ♦ Converts Exchange public folders into GroupWise shared folders.

After you have migrated your Exchange data into your GroupWise system, users can migrate personal items using the GroupWise Import Utility for Microsoft Outlook\* to import data from Outlook PST (Personal Folder Storage) files on their workstations or other personal locations into their GroupWise mailboxes or archives.

For complete migration instructions, see the *GroupWise Migration Utility for Microsoft Exchange Installation and Migration Guide* (ExchangeMigrationGuide.pdf).

## 2.0 Defect Fixes

### 2.1 Revision 2.0.1

- ♦ In the Exchange Mailboxes to Migrate dialog box, the Migration Utility lists users located in all Recipients containers, not just the default Recipients container.

## 3.0 Known Issues

### 3.1 Component Not Properly Installed Error during Installation

During installation, if the Migration Utility displays a message about a component not being properly installed, make sure you are logged into Windows using an account with administrator rights on the local computer.

### 3.2 Outlook Must Be the Default Mail Program

If the Migration Utility cannot start and displays a message about Outlook not being the default mail program, you must set Outlook as the default mail program in Internet Explorer. Click Tools > Internet Options, then click Programs. In the mail-related fields, select Outlook, then click OK. Then you should be able to start the Migration Utility successfully.

### 3.3 No Post Offices Available

If the Migration Utility doesn't display any post office in the GroupWise Post Office drop-down list, make sure you have read/write access to the domain directory and databases.

### 3.4 No Mailboxes Available for Migration

If the Migration Utility is unable to list the users on the Exchange server and displays an error in the log file, make sure your current Windows username and password are also valid as a domain username and password with Exchange administrator rights.

On Exchange 5.5, the domain user must be given the Service Account Admin role for the domain object in Exchange Administrator.

On Exchange 2000, the domain user must be allowed full access to the Server object in the Exchange System Manager.

### 3.5 Cannot Reply To or Forward Migrated Messages

The Migration Utility uses the e-mail address format *userID@internet\_domain\_name* for migrated users. If the Exchange system or the GroupWise system is configured to use a different e-mail address format (for example, *firstname.lastname@internet\_domain\_name*), then migrated messages cannot be replied to or forwarded from GroupWise.

### 3.6 Problem after GroupWise Client Update

If you update your GroupWise client software after you have installed the Migration Utility or the Import Utility, the utilities no longer work correctly because the client software includes a different MAPI provider from the one required by the utilities. You might see a GroupWise startup dialog that hangs. Simply reinstall the Migration Utility or Import Utility to update the MAPI provider to the required version.

### 3.7 DIAG COM Error during Public Folder Migration

If you receive a "DIAG COM exception; Invalid pointer" error in the error log during public folder migration, it indicates that the Collaboration Data Objects (CDO) component of Microsoft Outlook is not installed on the computer where you are running the migration. To resolve the problem:

- 1** In the Windows Control Panel, double-click Add/Remove Programs.
- 2** Select the Microsoft Office entry, then click Change.
- 3** Click Next, then expand the Microsoft Outlook for Windows entry.
- 4** Select Collaboration Data Objects, then click Update to install the CDO component.

### 3.8 Avoiding Duplication of Users

The Migration Utility does not search eDirectory™ for existing User objects that match the usernames of Exchange users that are being migrated into the GroupWise system. If you have existing eDirectory User objects, make sure that you provide the Migration Utility with the correct contexts where existing objects are located, as described in eDirectory Preparation in the *GroupWise Migration Utility for Microsoft Exchange Installation and Migration Guide*. If existing

User objects are not located in the contexts specified when configuring the migration, duplicate users result.

### 3.9 Migration of Recurring Items

Migrating large numbers of recurring appointments is a time consuming process. The Migration Utility might appear to have stopped processing, but it has not.

Recurring items are stored in GroupWise as multiple, individual items, rather than as a single recurring item. The Migration Utility stops creating GroupWise items for recurring Exchange items after 365 days or 20 years. For example, a recurring item every day with no end date would be scheduled one year in advance, and an anniversary with no end date would be scheduled for the next 20 years.

### 3.10 Migration Involving Existing eDirectory User Objects or Existing GroupWise Accounts

If you are migrating Exchange mailboxes into an environment where the Migration Utility might encounter existing User objects, passwords, and authentication requirements, the migration might fail. Proper preparation for such a migration is described in Planning Your Migration from GroupWise to Exchange in the *GroupWise Migration Utility for Microsoft Exchange Installation and Migration Guide*.

### 3.11 Migration of Non-English Mailboxes

The Migration Utility is provided in English. In the Migration Options dialog box, if you select Migrate Inbox into Primary GroupWise Mailbox, the contents of the Outlook Inbox folder are migrated into a GroupWise folder named Mailbox (in English). If you select Migrate Drafts into GroupWise Work in Progress, the contents on the Outlook Drafts folder are migrated into the GroupWise folder named Work in Progress (in English). Non-English users must move the items from the folders with English names into the corresponding folders with localized names.

## 4.0 Additional Documentation

In addition to this Readme, see the *GroupWise Migration Guide for Microsoft Exchange* on the [GroupWise 6.x Gateways page \(http://www.novell.com/documentation/gw6xgate/index.html\)](http://www.novell.com/documentation/gw6xgate/index.html) for complete information about the Exchange migration utilities.

## 5.0 Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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