

## Migration of Large Email Accounts

For accounts that have many users, a lot of disk space, or wish to have a clear migration pathway from their email old provider, we have provided this guideline. This method of efficient migration requires that you have IMAP access to the email data of your users at your old providers; email stored in your user's email clients (i.e. having been downloaded via POP already) cannot be migrated in this manner. This solution enables migration of any number of users and data in a clean way that minimizes downtime.

1. Signup for an account with LuxSci
2. Create all of the users that will be migrated in your new LuxSci account. This can be done either
  - a. One at a time using our web-based user creation tool,
  - b. In bulk by importing a CSV file of user data, or
  - c. In bulk using our API
3. Provide LuxSci with a CSV file containing the usernames and passwords of these users on your old IMAP server and the respective usernames on LuxSci (which may be the same).
4. The client or LuxSci will change the TTL on the client's DNS settings to something small (like 15 minutes) so that when DNS changes are made in the future, they will take effect quickly.
5. LuxSci will copy all of the email data for all of these users from your old server using IMAP (or secure IMAP) and put it in the same folder hierarchies in your users' new accounts on LuxSci. This may take some time, depending on the number of folders, number and size of messages, and speed of your old servers.
6. Once the copy has completed, if it took a very long time, LuxSci can re-run it to copy any messages that have arrived in the users' mail boxes since the copy started.
7. When the client is ready, the DNS MX records will be changed so that the client's email is routed to LuxSci's servers withing the next 15 minutes.
8. The client has his users update their email client configurations, if needed, for use with LuxSci's servers. At a minimum, the server names used for IMAP, POP, and SMTP may need to be updated.
9. Once the DNS propagation is complete and all email is going to LuxSci, LuxSci support and re-run the email migration process one more time to copy any messages existing on the old system that are not on the new system (i.e. this will include any newly delivered email).

At this time the migration is complete.



For the client's perspective, you will need to:

1. Prepare a CSV (Excel spreadsheet) of users and their contact information and passwords. This can be used for bulk creating the users on LuxSci and for the bulk email copying.
2. Find out the IMAP server name currently used to access your users' data.
3. Determine the changes needed to your users' email client configurations and inform them of these changes so they are ready to make them when appropriate.
4. Know that the email migration process will not delete messages on the LuxSci side that do not exist in the same folder on your old server. So, for example, if a message is deleted from a folder between the 1<sup>st</sup> migration and the final one ... it will still exist on the LuxSci side. The migration process is conservative – you may end up with extra messages that you thought you had deleted, but you will not end up with duplicates and the email on your old servers will never be altered (as we open only read only connections to it).

Please contact LuxSci support if you have questions on this process.

