

Migrate your email by using the Self-Service Migration Tool

This article demonstrates how to use the Self-Service Migration Tool provided in the Cloud Office Control Panel to copy email data from your current provider to Rackspace Email, Rackspace Hosted Exchange, or Rackspace Office 365. The Self-Service Migration Tool uses our private-label version of MigrationWiz, which you can run at any time at no additional cost.

Note: Some of the features that are present in the full version of MigrationWiz (at migrationwiz.com) are not readily available within the Self-Service Migration Tool. If you want to use the full version, see [Accessing the full version of MigrationWiz](#).

Before you migrate

Perform the following actions before using the MigrationWiz tool.

- Gather all email addresses, usernames, and passwords for mailboxes on both your source (current) and destination (Rackspace Email/Rackspace Hosted Exchange) mail servers. This information is required for migrating email data with the Self-Service Migration Tool. For Office 365, you can use admin credentials to verify your migration.**Note:** The username for a mailbox is typically the same username you would use to log in to the Outlook Web App (OWA) or webmail in a web browser. For Rackspace, the username is the full email address
- Ensure that you can update your mailboxes' DNS records, either through a DNS manager or by contacting the DNS host directly. You can find information about the best DNS records for Rackspace in [Set up DNS records for Cloud Office email and Skype for Business](#).
- Review the list of [items migrated during a Cloud Office migration](#).
- Ask users who use your mail server to delete folders that they no longer need. This action will drastically improve the speed of your migration.
- Ensure that the size of your destination mailbox is sufficient. We recommend that the size of your source mailbox not exceed 70 percent of your new mailbox's capacity.
- Copy email from the source server so that no data is lost. Some email messages might be corrupt and not migrate. If you want to back up your mailbox locally, see the "Export data into a .PST file" section in the article, [Migrating Exchange to Exchange via Outlook](#).
- Tell users and administrators of both your source and destination servers to refrain from changing their passwords during the migration process.
- Prepare users for reconfiguring Outlook, mail clients, and mobile devices, after the migration is complete. by reading [Email access options during an email migration](#). For instructions

specific to the users' needs, users can visit <https://emailhelp.rackspace.com>.

DO NOT cancel your source mail server service until you have confirmed with all users that they have their email data.

Warning: For more information about the migration preparation required for POP, IMAP, and Exchange servers, see [Prepare for POP, IMAP, and Exchange mail servers for migration](#)

Create mailboxes

Before you begin your migration, you need to create your mailboxes on the Rackspace environment. The migration tool does not create your mailboxes for you.

Use the following resources to help you create your mailboxes:



- Rackspace Email: [How to add Rackspace Email mailboxes](#)
- Microsoft Exchange: [How to add Microsoft Exchange mailboxes](#)
- Rackspace Office 365:
 - [Add users](#)
 - [Create shared mailboxes](#)

Migrate your email

1. Log in to your control panel.
2. To create your self-service migration portal, click **Get Started with MigrationWiz Now**.

Self-Service using MigrationWiz™

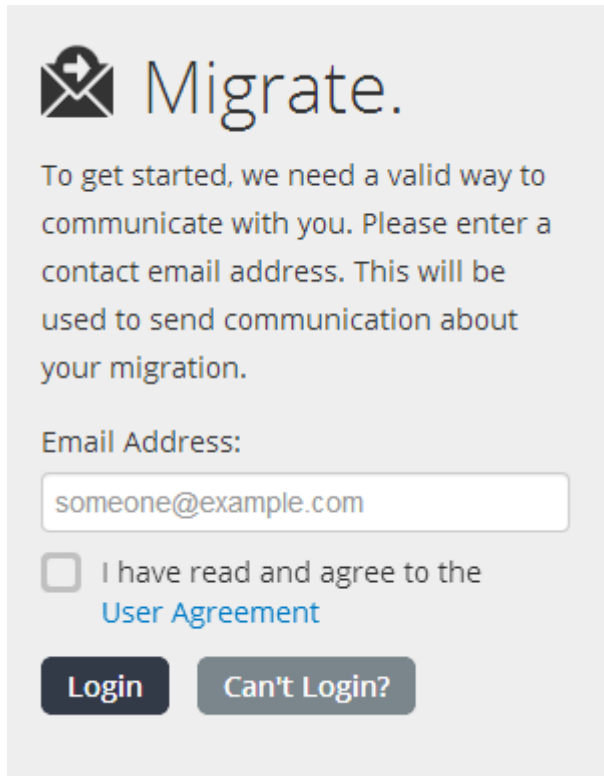
We've partnered with MigrationWiz to get you a great discount. Before getting started:


- [Read our documentation on MigrationWiz](#) 
- Make sure destination mailboxes already exist within the Rackspace system
- To partially migrate a domain, first set up [split domain routing](#) .

[Get Started with MigrationWiz Now](#)

You are redirected to the MigrationWiz portal.

3. Enter a contact email address in the **Email Address** box, agree to the Terms of Service (BitTitan is MigrationWiz), and then click **Login**.



 **Migrate.**

To get started, we need a valid way to communicate with you. Please enter a contact email address. This will be used to send communication about your migration.

Email Address:

☐ I have read and agree to the [User Agreement](#)

A notification informs you that an email with a secure link has been sent to your email address. Follow the instructions in the email to log in to the MigrationWiz portal.

4. Find the server address for your existing email service.

- IMAP: If you use Outlook, the incoming server address can be found under your account settings. It typically looks like **mail.domain.com** or **imap.domain.com**.
- Webmail: Your server address is a portion of the webmail URL. For example, if your webmail address is **https://webmail.domain.com**, then your server address is **webmail.domain.com**.
- Exchange: Your Outlook Web Access (OWA) address is the best way to connect. Check your mail via an Internet browser. It typically looks like **https://mail.domain.com/owa** or **https://mail.domain.com/exchange**.

5. **Note:** You may also use your server's IP address in place of any host names and server addresses.

6. Click **Next**.

7. Enter your source and destination server configuration settings. A. Select the source server system type and enter the server address. For IMAP, you must also enter a port number. IMAP ports are 993 (SSL) and 143 (non-SSL). B. For the destination server, select the service that you are migrating to, Rackspace Email, Rackspace Exchange 2016, or Microsoft Office 365. C. Click **Next**. **Note:** : If you are migrating to a hybrid solution (both Rackspace Email and Rackspace Exchange), you need to create more than one migration project. Step 12 explains how to start a new project when the current one is completed.

Connector
Specify servers
Mailboxes
Associate mailboxes
Trial
Test configuration
Summary
Review migration
Migration
Migrate mailboxes
Finished
Complete Migration

1
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4
5

Specify your server information

Specify your source and destination server configuration settings.

Source Server

System type
Exchange Server 2003+
Outlook Access URL
http://mail.example.com/exchange
☐ Use admin credentials

Destination Server

System type
Rackspace Email

?

- How do I migrate from/to an IMAP server?
- How do I migrate from an Exchange server?
- How do I migrate items other than just e-mails?

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8. Enter the email address, username and password for the source and destination mailboxes. You can migrate multiple mailboxes by clicking the + symbol or by entering your mailbox information in the spreadsheet provided. Then, click **Next**.

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Specify your mailboxes

Specify the source and destination information for each mailbox you wish to migrate. You can migrate up to 50 mailboxes.

	Source Email	Source Username	Source Password	Destination Email	Destination Username	Destination Password
1	emailtest@company.com	emailtest@company.com	*****	test@company.com	test@company.com	*****
2						
3						
4						
5						
6						

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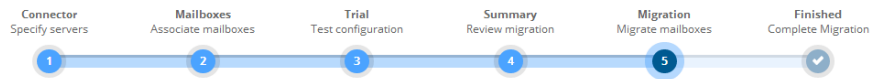
- Enter your mailbox information by typing in any cell or by copy and pasting from a [spreadsheet](#).
- Clicking the *next* button will check your data for errors. Errors will be highlighted in red.
- To remove a row, right-click any cell within the row and select *remove row*.
- Some columns may be colored grey, these columns are not needed for your configuration.

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The next step is a trial migration to ensure that connectivity is successful to both the source and destination mailboxes based on the information that you entered.

9. Click **Next** to begin the trial migration.
10. When the status changes to **Ready for migration**, click **Next**.
11. On the Ready to migrate page, click **Next** to begin the migration of your email data.



Ready to migrate

We are now ready to begin your migration. We recommend that you set up mail forwarding at this time for each mailbox being migrated so any new incoming mail will be delivered to the new system. If you are migrating all of the mailboxes for your organization at this time, you may wish to change your MX records to the destination before continuing.

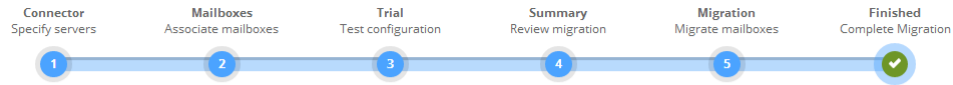


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[Next](#)

Several factors influence how long your email takes to migrate. For a list of possible factors, see [Factors that affect the duration of email migrations](#).

12. After your migration has completed, you can run the migration tool again by clicking **Migrate new items**. For more information about running additional migrations, see [Running additional passes with MigrationWiz](#). Otherwise, click **Finish**.



Migration complete



Congratulations! Your mailbox migration is now complete. You may verify the contents of your migration by logging into the destination mailbox.






If you haven't already done so, make sure forwards are in place so that mail is flowing to your new mailbox. If all of the mailboxes for your organization have been migrated, change your MX records so that new mail arrives in your new system.

[Previous](#)[Migrate new items](#)[Finish](#)

13. To begin a new migration project, click **My Migrations** in the top-right corner of your migration portal. On the My Migrations page, click **Start new migration**.

My Migrations

Migrations Projects

Last Update Date	Status	Mailboxes	Actions
September 24, 2013 7:06 PM	✓ Success	1	  
September 24, 2013 6:58 PM	⌚ Pending	1	
September 24, 2013 2:02 AM	⌚ Pending	0	

[Start new migration](#)