

Quest® Migration Manager for Exchange 8.15

# Source Exchange 2010 Environment Preparation



© 2020 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

#### Patents


Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

#### Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

#### Legend

 **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Migration Manager for Exchange Source Exchange 2010 Environment Preparation

Updated - April 2020

Version - 8.15

# Contents

<b>Source Exchange 2010 Environment Preparation</b> .....	<b>4</b>
Preparation Overview .....	4
Preparation Checklist .....	5
Prerequisites .....	6
Checking System Requirements .....	7
Setting Up Accounts and Required Permissions .....	8
Setting Up the Source Active Directory Synchronization Account for Exchange .....	8
Setting Up the Source Exchange Account .....	9
Changing Default Exchange Account .....	9
Granting Membership in Server Local Administrators Group .....	10
Granting Full Control on Organizational Unit .....	10
Granting Full Control on the Microsoft Exchange System Objects Organizational Unit .....	11
Granting Permission to Make Public Folders Mail-Enabled .....	11
Granting Full Control on Exchange 2010 Mailboxes .....	14
Granting Membership in Recipient Management Group .....	14
Granting ApplicationImpersonation Management Role .....	15
Setting Up the Source Active Directory Account .....	15
Changing Default Active Directory Account .....	16
Granting Read Access to Active Directory Domain .....	16
Granting Read Permission for the Microsoft Exchange Container .....	17
Setting Up the Agent Host Account .....	17
Changing the Default Source Agent Host Account .....	18
Granting Membership in the Local Administrators Group on the License Server .....	18
Preparing the Source Exchange Environment for Exchange Migration .....	18
Backing Up Exchange .....	19
Creating Aelita EMW Recycle Bin Public Folder (Optional) .....	19
Creating Administrator Mailboxes for Public Folder and Free/Busy Synchronization .....	20
Creating Administrator Mailboxes for Mailbox and Calendar Synchronization (Optional) .....	20
Creating Custom Throttling Policies .....	20
Installing the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 .....	21
Configuring the NSPI Connection Limit .....	22
Setting Up Connection with the Target Exchange Organization Using SMTP Connectors .....	22
Setting up Source Exchange Organization for Internet Mail Flow between Source and Target Exchange Organizations .....	23
Establishing Internet Mail Flow Directly Through a Hub Transport Server .....	23
Establishing Internet Mail Flow through a Subscribed Edge Transport Server .....	25
Configuring Source DNS Server for Mail Forwarding .....	26
Testing the SMTP Connectors (Optional) .....	27
<b>About us</b> .....	<b>28</b>
Technical support resources .....	28

# Source Exchange 2010 Environment Preparation

Follow the steps that are described in the [Preparation Checklist](#) topic to prepare your Exchange 2010 organization and its environment for being the source organization in the Exchange migration process conducted by Migration Manager for Exchange.

On some of steps you may need to coordinate the setup process with the administrator of the target Exchange organization.

## Preparation Overview

This section provides a short overview of the main steps that should be performed to set up your source Exchange 2010 organization and its environment for migration using Migration Manager for Exchange. These steps are described in detail below.

Setting up the source Exchange 2010 organization consists of four main steps:

### Checking the System Requirements

On this step make sure that your environment meets the minimal system requirements for Migration Manager for Exchange agents. For more detail, see [Checking System Requirements](#).

### Setting Up Accounts and Required Permissions

On this step you should set up the accounts and required permissions for Exchange migration. There are four main types of accounts used by Migration Manager for Exchange agents:

- Source Active Directory Synchronization Account  
This account is used by:
  - a. The Directory Synchronization Agent (DSA) to access the source Active Directory domain
  - b. The Mail Source Agent (MSA) to perform mailbox switch
- Source Exchange Account  
This account is used by Migration Manager for Exchange agents installed on agent host to access the source Exchange server.
- Source Active Directory Account  
This account is used by Migration Manager for Exchange agents to access the source domain.
- Source Agent Host Account  
This account is used to install and run the Migration Manager for Exchange agents on agent host and to access the license server.

You can simplify the setup by using a single account for all Migration Manager for Exchange processes. This account should have the permissions that are required for Migration Manager for Exchange console and all agents on every server that is involved in the migration.

For more details, see [Setting Up Accounts and Required Permissions](#).

## Preparing the Source Exchange Environment for Exchange Migration

On this step you should perform common environment preparations:

- Back up Exchange.
- Create the Aelita EMW Recycle Bin public folder (optional).
- Create administrator mailboxes for public folder and free/busy synchronization
- Create administrator mailboxes for mailbox and calendar synchronization (optional)
- Create custom throttling policies
- Install Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 version 6.5.8353.0 or later.

For more detail, see [Preparing the Source Exchange Environment for Exchange Migration](#).

## Setting Up Connection with the Target Exchange Organization Using SMTP Connectors

On this fourth step you should set up the connection with the target Exchange organization using SMTP connectors. This task consists of three subtasks given below:

1. Setting up the source Exchange 2010 organization for Internet mail flow between source and target Exchange organizations
2. Configuring source DNS server for mail forwarding
3. Testing the SMTP connectors (optional)

For more details, see [Setting Up Connection with the Target Exchange Organization Using SMTP Connectors](#).

# Preparation Checklist

This checklist will help you set up your source Exchange 2010 organization and its environment properly. Make sure you have done all the steps below before completing the preparation.

Check	Step
<input type="checkbox"/>	Check the system requirements
<input type="checkbox"/>	Set up the Source Active Directory Synchronization Account
<input type="checkbox"/>	Set up the Source Exchange Account
<input type="checkbox"/>	Set up the Source Active Directory Account
<input type="checkbox"/>	Set up the Source Agent Host Account
<input type="checkbox"/>	Back up Exchange
<input type="checkbox"/>	Create the Aelita EMW Recycle Bin public folder (optional)
<input type="checkbox"/>	Create administrator mailboxes for public folder and free/busy synchronization
<input type="checkbox"/>	Create administrator mailboxes for mailbox and calendar synchronization (optional)
<input type="checkbox"/>	Create custom throttling policies
<input type="checkbox"/>	Install Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 version

Check	Step
-------	------

	6.5.8353.0 or later
--	---------------------

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Configure the NSPI connection limit  |
| <input type="checkbox"/> | Set up the source Exchange 2010 organization for Internet mail flow between source and target Exchange organizations |
| <input type="checkbox"/> | Configure the source DNS server for mail forwarding  |
| <input type="checkbox"/> | Test the SMTP connectors (optional)  |

## Prerequisites

Before starting the preparation of the source Exchange 2010 organization and its environment, make sure that you have the privileges to grant all of the following permissions to accounts.

**i** **NOTE:** The list of permissions given below contains all required permissions for the accounts. However some of the permissions can be replaced with their equivalents. For more information, see the corresponding steps for each account.

### Source Active Directory Synchronization Account

- Membership in the **Administrators** or **Domain Admins** group of the source domain.

### Source Exchange Account

- Membership in the local **Administrators** group on all source Exchange servers involved in the migration. If a server is a domain controller, the account should be added to the domain local **Administrators** group of the domain.
- **Full Control** permission on the organizational units (OUs) (and their child objects) where the source synchronized objects are located.
- **Full Control** permission on the Microsoft Exchange System Objects organizational unit in all domains in which source Exchange 2010 servers involved in public folder synchronization reside.
- **Full Control** permission on source Exchange 2010 organization.
- Membership in the **Public Folder Management** group.
- Permissions to log on to every mailbox involved in the migration.
- Membership in the **Recipient Management** group.
- The **ApplicationImpersonation** management role for migration to Exchange 2013 (or higher) or Office 365.

### Source Active Directory Account

- **Read** access to the source domain.
- **Read** permission for the Microsoft Exchange container in the source Active Directory.

## Source Agent Host Account

- Membership in the local **Administrators** group on the license server (unless alternative credentials are used for the license server). If server is located in another trusted forest, the account should have local **Administrator** permissions on the license server.
- Local **Administrator** permissions on the agent host server.

# Checking System Requirements

**! CAUTION:** Any computer that does not meet the requirements should be upgraded before installing Migration Manager for Exchange components.

Migration Manager for Exchange uses the following Exchange-specific agents involved in the migration process:

- Public Folder Source Agent
- Public Folder Target Agent
- Mail Source Agent
- Calendar Synchronization Agent
- Free/Busy Synchronization Agent
- Transmission Agent
- Migration Agent for Exchange

Agents work on agent host servers.

Agent host can be:

1. An Exchange server itself, which is the default configuration. After you enumerate an Exchange organization all Exchange servers are registered as agent hosts for themselves.
2. Another Exchange server from the same Exchange organization.
3. A stand-alone server. It can be located in another forest or workgroup.

For detailed information about system requirements for agent hosts, see the *Exchange Migration Agents section of the System Requirements and Access Rights*.

## Source Exchange 2010 Organization Considerations

- The mailbox database containing the administrator mailbox (the System Mailbox used by default or custom administrator mailbox) should be mounted for each source Exchange 2010 server involved in the migration.
- The Migration Manager for Exchange console shows only those servers from source Exchange 2010 organization that host the Mailbox role. This is required because only servers with actual data are considered for migration.
- If migration target is Exchange 2013 or Microsoft Office 365 and two-way calendar synchronization is planned to be utilized, then the Exchange 2010 Calendar Repair Assistant (CRA) should be disabled during the migration period.

- If two-way calendar synchronization is planned to be used, to migrate Recoverable Items subfolders the In-Place Hold and Litigation Hold features should be disabled on the target during the migration. Refer to [User Guide](#) for instructions on how to prepare your environment and enable this feature.

## Setting Up Accounts and Required Permissions

This section describes requirements for accounts working with the source Exchange servers. Migration Manager for Exchange allows you to use different administrative accounts for different purposes. Exchange data is migrated by Migration Manager for Exchange agents, which use the following accounts:

- Source Active Directory Synchronization Account

This account is used by:

- a. The Directory Synchronization Agent (DSA) to access the source Active Directory domain
- b. The Mail Source Agent (MSA) to perform mailbox switch

For more details, see [Setting Up the Source Active Directory Synchronization Account for Exchange](#).

- Source Exchange Account

This account is used by Migration Manager for Exchange agents installed on agent host to access the source Exchange server.

For more details, see [Setting Up the Source Exchange Account](#).

- Source Active Directory Account

This account is used by Migration Manager for Exchange agents to access the source domain.

For more details, see [Setting Up the Source Active Directory Account](#).

- Source Agent Host Account

This account is used to install and run the Migration Manager for Exchange agents on agent host and to access the license server.

For more details, see [Setting Up the Agent Host Account](#).

## Setting Up the Source Active Directory Synchronization Account for Exchange

This section describes how to set the required permissions for the Source Active Directory Synchronization Account. This account is used by:

- The Directory Synchronization Agent (DSA) to access the source Active Directory domain
- The Mail Source Agent (MSA) to perform mailbox switch

The required privilege level for the Source Active Directory Synchronization Account is membership in the **Domain Admins** group of the source domain.

**!** **CAUTION:** If for some reason you cannot grant such privileges to the Source Active Directory Synchronization Account, and then refer to the *System Requirements and Access Rights* document for the list of minimal required permissions.



To grant the necessary permission to the Source Active Directory Synchronization Account, perform the following:

1. On the source domain controller in the **Active Directory Users and Computers** snap-in, click **Users**, then in the right pane right-click **Domain Admins** and click **Properties**.
2. Go to the **Members** tab, click **Add** and select the Source Active Directory Synchronization Account (in our example, **QMM\_Src\_DSA**).
3. Close the dialog boxes by clicking **OK**.

## Setting Up the Source Exchange Account

This section describes how to set the required permissions for the Source Exchange Account used by Migration Manager for Exchange agents. This account is used for the following:

- Working with source Exchange mailboxes and public folders (used by the Mail Target Agent, Public Folder Source Agent, and Public Folder Target Agent)
- Making the newly-created public folders mail-enabled (used by the public folder agents only: Public Folder Source Agent and Public Folder Target Agent)
- Synchronizing Calendar information (used by the Calendar Synchronization Agent)
- Synchronizing free/busy data (optional) (used by the Free/Busy Synchronization Agent)
- Switching mailboxes

The required privileges for the Source Exchange Account are as follows:

- Membership in the local **Administrators** group on all source Exchange servers involved in the migration. If a server is a domain controller, the account should be added to the domain local **Administrators** group of the domain.
- **Full Control** permission on the organizational units (OUs) (and their child objects) where the source synchronized objects are located.
- **Full Control** permission on the Microsoft Exchange System Objects organizational unit in all domains in which source Exchange 2010 servers involved in public folder synchronization reside.
- **Full Control** permission on source Exchange 2010 organization
- Membership in the **Public Folder Management** group.
- Permissions to log on to every mailbox involved in the migration.
- Membership in the **Recipient Management** group.
- The **ApplicationImpersonation** management role for migration to Exchange 2013 (or higher) or Office 365.

To set up the Source Exchange Account, perform the steps described in the related subtopics.

**i** | **NOTE:** Note that the steps are given only as an example of a possible Source Exchange Account setup.

## Changing Default Exchange Account

The default Exchange Account (initially displayed on the **Connection** page of the Exchange server **Properties**) is set when you add the source or target organization to the migration project (see the *Registering Source and*

*Target Organizations* section of the *Migration Manager for Exchange User Guide* for details). If necessary, you can change the default Exchange Account by clicking **Modify** on the **General | Connection** page in the properties of the corresponding server in the Migration Manager for Exchange Console.

### **Mailbox and calendar synchronization**

The default Exchange Account for mailbox and calendar synchronization is specified when you create a corresponding synchronization job. To change it, use properties of the corresponding mailbox or calendar synchronization job.

### **Public folder synchronization**

The default Exchange Account for public folder synchronization (initially displayed on the **Connection** page of the Exchange server **Properties**) is set when you add the source or target organization to the migration project (see the *Registering Source and Target Organizations* section of the *Migration Manager for Exchange User Guide* for details). If necessary, you can change the default Exchange Account for public folder synchronization by clicking **Modify** on the **General | Connection** page in the properties of the corresponding server in the Migration Manager for Exchange Console.

To go on using the default Exchange Account for Exchange migration, grant the permissions required for Exchange migration to this account (see the next steps).

## **Granting Membership in Server Local Administrators Group**

The Source Exchange Account used by Migration Manager for Exchange agents should be a member of the local **Administrators** group on each source Exchange server involved in the migration.

**! CAUTION: If the Exchange server is a domain controller, the account should be added to the domain local Administrators group of the domain.**

To add the Source Exchange Account to the local **Administrators** group on each source Exchange server involved in the migration, perform the following:

1. Open the Computer Management snap-in (Click **Start | Run**, enter **compmgmt.msc** and then click **OK**).
2. In the left pane click **System Tools | Local Users and Groups | Groups**.
3. Right-click the **Administrators** group and click **Add to Group**.
4. Click **Add** and select the Source Exchange Account (in our example, **QMM\_Src\_Ex**).
5. Close the dialog boxes by clicking **OK**.

## **Granting Full Control on Organizational Unit**

To work with the source Active Directory objects, the Source Exchange Account needs the **Full Control** permission on the organizational units and their child objects that contain the objects to be synchronized. This permission should be set on the domain controller where the objects you need to synchronize are located.

To grant the required permissions to the account, perform the following steps:

1. In the **Active Directory Users and Computers** snap-in, right-click the OU where the objects are located, and click **Properties**.

2. On the **Security** tab, click **Add**, and select the Source Exchange Account (in our example, **QMM\_Src\_Ex**).

**i** | **NOTE:** If there is no **Security** tab, you should select **View | Advanced Features** in the **Active Directory Users and Computers** snap-in.

3. Select the account name, and then enable the **Allow** option for the **Full Control** permission in the **Permissions** box.
4. Click the **Advanced** button. In the **Advanced Security Settings** dialog box, select the account you specified on step 2, and click **Edit**.
5. In the **Permission Entry** dialog box, select **This object and all child (descendant) objects** from the **Apply onto** drop-down list.
6. Close the dialog boxes by clicking **OK**.

## Granting Full Control on the Microsoft Exchange System Objects Organizational Unit

The Source Exchange Account used by Migration Manager for Exchange agents needs the Full Control permission on the Microsoft Exchange System Objects organizational unit (OU) in all domains in which source Exchange servers involved in public folder synchronization reside.

1. In the **Active Directory Users and Computers** snap-in, right-click the **Microsoft Exchange System Objects** OU and click **Properties**.

**i** | **NOTE:** If there is no Microsoft Exchange System Objects OU, you should select **View | Advanced Features** in the **Active Directory Users and Computers** snap-in.

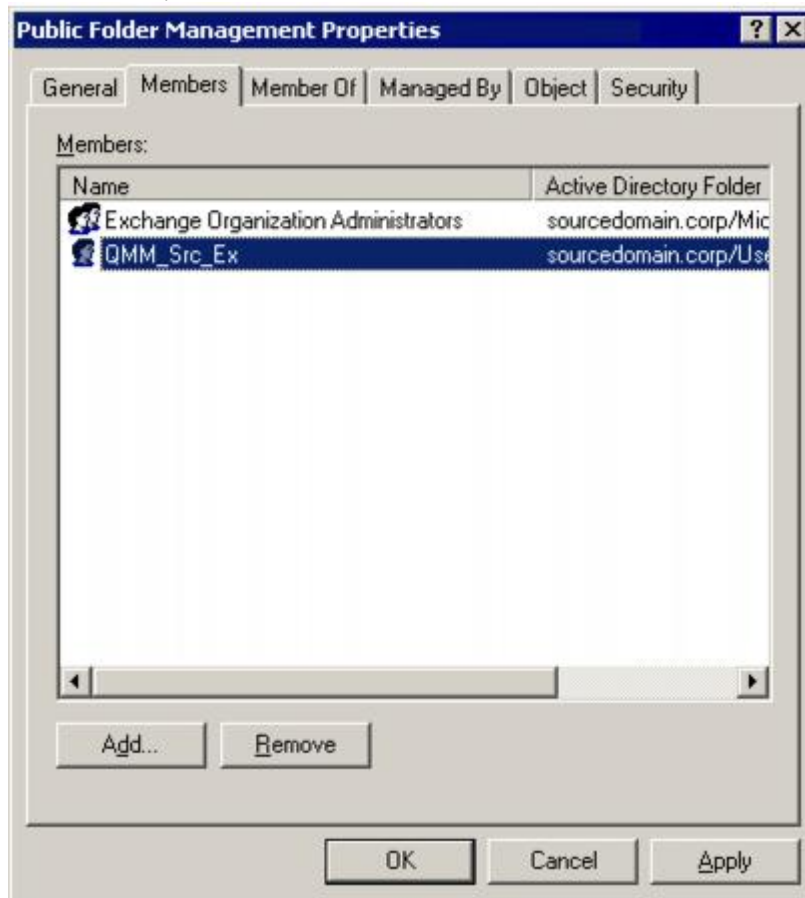
2. On the **Security** tab, click **Add**, and select the Source Exchange Account (in our example, **QMM\_Src\_Ex**).
3. Select the account name, and then enable the **Allow** option for the **Full Control** permission in the **Permissions** box.
4. Click the **Advanced** button. In the **Advanced Security Settings** dialog box, select the account you specified on step 2, and click **Edit**.
5. In the **Permission Entry** dialog box, select **This object and all child (descendant) objects** from the **Apply onto** drop-down list.
6. Close the dialog boxes by clicking **OK**.

## Granting Permission to Make Public Folders Mail-Enabled

If a public folder is mail-enabled in the target organization, the Public Folder Source Agent needs to be able to make it mail-enabled in the source organization as well. To achieve this, assign your Source Exchange Account permissions to run the **Enable-MailPublicFolder** cmdlet, as follows:

1. Add this account to the **Public Folder Management** group in the source Exchange 2010 organization:
  - a. In the **Active Directory Users and Computers** snap-in select the **Microsoft Exchange Security Groups** node.

- b. In the right pane, right-click **Public Folder Management** group and click **Properties** .
- c. On the **Members** tab click **Add** and select the Source Exchange Account (in our example, **QMM\_Src\_Ex**).



- d. Close the dialog boxes by clicking **OK**.

**! CAUTION:** If the Source Exchange Account is located in another trusted forest, you cannot add the account to the Public Folder Management group. In this case grant the following permissions for the Exchange Administrative Group (FYDIBOHF23SPDLT) container and its child objects to the account in the Configuration partition using the ADSIEdit snap-in:

- Modify public folder replica list permission
- Modify public folder deleted item retention permission

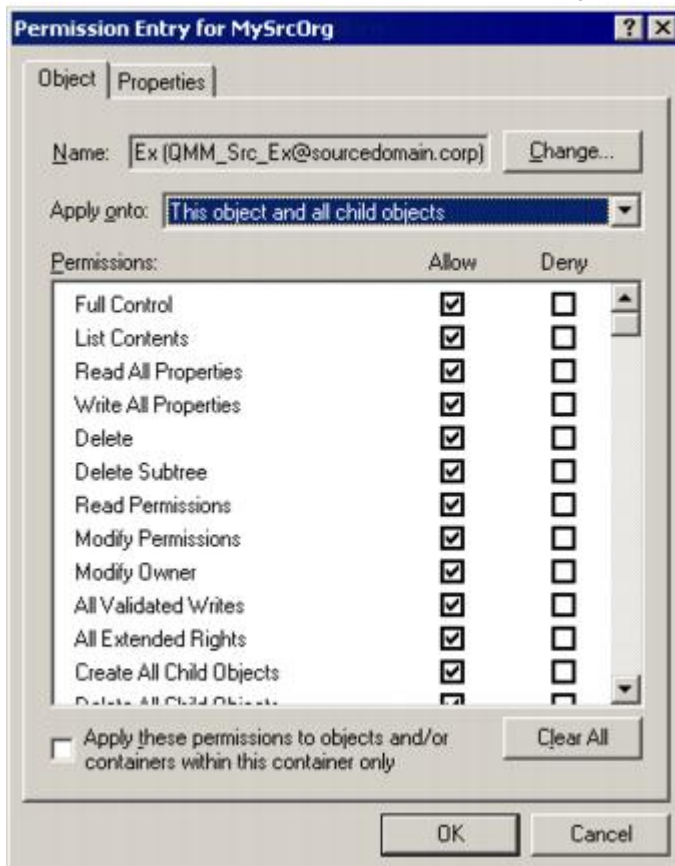
Modify public folder quotas permission

2. Give the account the **Full Control** permission on the **CN=<ExchangeOrganizationName>,CN=Microsoft Exchange,CN=Services,CN=Configuration,DC=<...>,DC=<...>** container:

- a. From the **Start** menu, select **Run**. In the **Run** dialog box, type **ADSIEdit.msc**. Click **OK**.

**i** **NOTE:** If you have a Windows 2003 domain controller, the ADSIEdit utility, which is part of the Windows 2003 Support Tools, may not be installed. In this case install the Support Tools by running the **Support\Tools\Suptools.msi** file located on the Windows 2003 CD.

- b. In the ADSIEdit snap-in, open the **CN=<ExchangeOrganizationName>,CN=Microsoft Exchange,CN=Services,CN=Configuration,DC=<...>,DC=<...>** container
- c. Right-click the **CN=<ExchangeOrganizationName>** container and click **Properties**.
- d. In the **Properties** dialog box, click the **Security** tab.
- e. On the **Security** tab, click **Advanced**.
- f. In the **Advanced Security Settings** dialog box, click **Add**.
- g. In the Select User, Computer, or Group (or similar) dialog box, select the Source Exchange Account (in our example, QMM\_Src\_Ex) and click **OK**.
- h. In the **Permission Entry** for dialog box, select **This object and all child (descendant) objects** from the **Apply onto** drop-down list.
- i. Allow **Full Control** permission for the Source Exchange Account.



j. Close the dialog boxes by clicking **OK**.

## Granting Full Control on Exchange 2010 Mailboxes

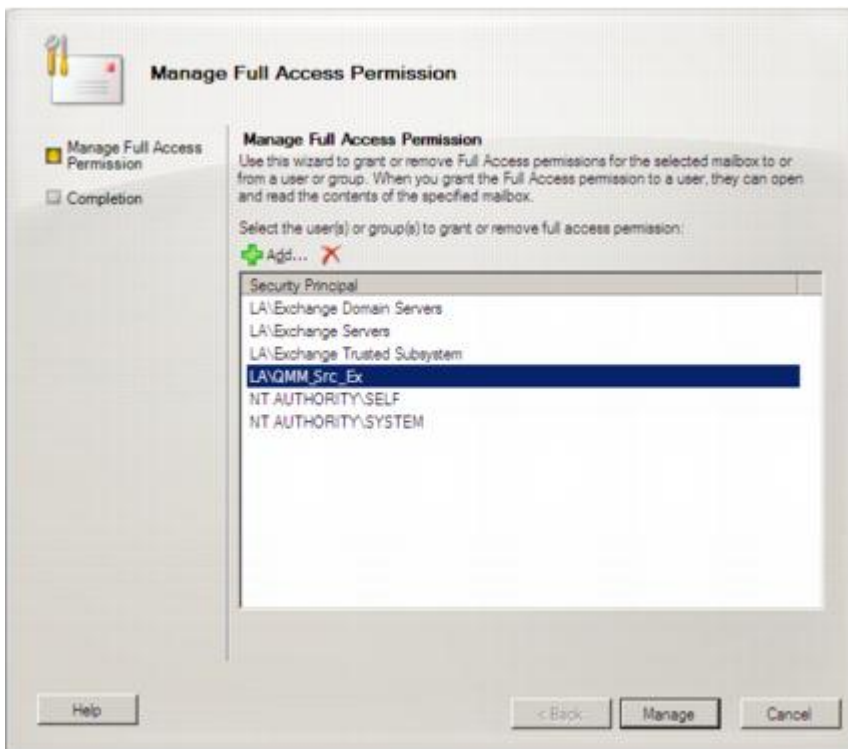
The Source Exchange Account used by Migration Manager for Exchange agents needs the **Full Control** permission on each mailbox database involved in migration and on its associated public folder database if it exists.

To grant the required permissions to the <User> (in our example, *sourcedomain\QMM\_Src\_Ex*), run the following two cmdlets in Exchange Management Shell:

```
Get-MailboxDatabase | Add-ADPermission -User <User> -AccessRights GenericAll -  
ExtendedRights Receive-As
```

```
Get-PublicFolderDatabase | Add-ADPermission -User <User> -AccessRights GenericAll -  
ExtendedRights Receive-As
```

To verify that all permissions for the Source Exchange Account are set correctly, select any mailbox involved in the migration in the Migration Manager Console and check that the Source Exchange Account has **Full Access** permission for the mailbox.



## Granting Membership in Recipient Management Group

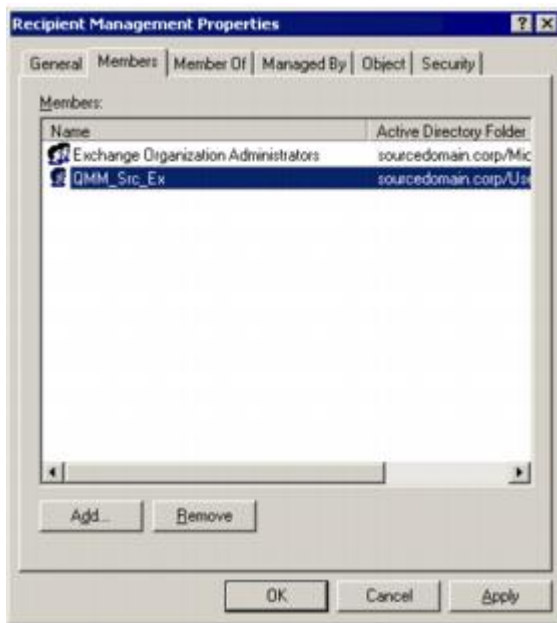
To perform **Move mailbox** operations, the Source Exchange Account needs to be assigned permissions to run the following cmdlets:

- **New-MoveRequest**
- **Get-MoveRequest**

- **Remove-MoveRequest**
- **Get-MoveRequestStatistics**

To grant these permissions, add the account to the Recipient Management group in the source Exchange 2010 organization, as follows:

1. In the **Active Directory Users and Computers** snap-in select the **Microsoft Exchange Security Groups** node.
2. In the right pane, right-click **Recipient Management** group and select **Properties** from the shortcut menu.
3. On the **Members** tab click **Add** and select the Source Exchange Account (in our example, **QMM\_Src\_Ex**).



4. Close the dialog boxes by clicking **OK**.

## Granting ApplicationImpersonation Management Role

To grant the **ApplicationImpersonation** management role to the <User> (in our example, *LA\JohnSmith*), run the following cmdlet in Exchange Management Shell:

```
New-ManagementRoleAssignment -Role ApplicationImpersonation -User LA\JohnSmith
```

## Setting Up the Source Active Directory Account

This section describes how to set the required permissions for the Source Active Directory Account used by Migration Manager for Exchange agents. This account is used for the following:

- Working with the source Active Directory

The required permissions for the Source Active Directory Account are as follows:

- **Read** access to the source domain
- **Read** permission for the **Microsoft Exchange** container in the source Active Directory

To set up the Source Active Directory Account, perform the steps described in the related subtopics.

**i** | **NOTE:** Note that these steps are given only as an example of a possible Source Active Directory Account setup.

## Changing Default Active Directory Account

**!** | **CAUTION:** This section is relevant to the public folder synchronization only. Active Directory Account for mailbox or calendar synchronization is specified during corresponding job configuration.

The default Source or Target Active Directory Account (initially displayed on the Associated domain controller page of the Exchange server's properties) is set when you add the source or target organization to the migration project (see the *Registering Source and Target Organizations* section of the **Migration Manager for Exchange User Guide** for details).

To change the Source or Target Active Directory Account, click **Modify** on the **General | Associated domain controller** page of the corresponding source (target) server properties in the Migration Manager for Exchange Console.

To go on using the default Source (Target) Active Directory Account for Exchange migration, grant the permissions required for Exchange migration to this account (see the next steps).

## Granting Read Access to Active Directory Domain

The Source Active Directory Account used by Migration Manager for Exchange agents needs **Read** access to the source domain to work with servers and source Active Directory.

To grant this permission to the account, complete the following steps:

1. On the source domain controller in the **Active Directory Users and Computers** snap-in, right-click the domain name, and then click **Properties** on the shortcut menu.
2. On the **Security** tab, click **Add** and select the account to which you wish to assign permissions (in our example, **QMM\_Src\_AD**).

**i** | **NOTE:** If there is no **Security** tab, you should select **View | Advanced Features** in the **Active Directory Users and Computers** snap-in.

3. Select the account name, and then enable the **Allow** option for the **Read** permission in the **Permissions** box.
4. Click the **Advanced** button. In the **Advanced Security Settings** dialog box, select the account you specified on step 2 and click **Edit**.
5. In the **Permission Entry** dialog box, select **This object and all child (descendant) objects** from the **Apply onto** drop-down list.
6. Close the dialog boxes by clicking **OK**.



# Granting Read Permission for the Microsoft Exchange Container

In the source Exchange 2010 organization, the Source Active Directory Account requires the **Read** permission on the **Microsoft Exchange** container in the source Active Directory.

To grant this permission, take the following steps:

1. From the **Start** menu, select **Run**. In the **Run** dialog box, type **ADSIEdit.msc**. Click **OK**.
  - i** **NOTE:** If you have a Windows 2003 domain controller, the ADSIEdit utility, which is part of the Windows 2003 Support Tools, may not be installed. In this case install the Support Tools by running the Support\Tools\Suptools.msi file located on the Windows 2003 CD.
2. In the **ADSIEdit** snap-in, open the **CN=Microsoft Exchange,CN=Services,CN=Configuration,DC=<...>,DC=<...>** container.
3. Right-click the **Microsoft Exchange** container and select **Properties**.
4. In the **Properties** dialog box, click the **Security** tab.
5. On the **Security** tab, click **Add** and select the account to which you wish to assign permissions.
6. Select the account name, and then enable the **Allow** option for the **Read** permission in the **Permissions** box.
7. Click the **Advanced** button. In the **Advanced Security Settings** dialog box, select the account you specified on step 5 and click **Edit**.
8. In the **Permission Entry** dialog box, select **This object and all child (descendant) objects** from the **Apply onto** drop-down list.
9. Close the dialog boxes by clicking **OK**.

## Setting Up the Agent Host Account

This section describes how to set the required permissions for the Agent Host Account used by Migration Manager for Exchange agents. This account is used to install and run Migration Manager for Exchange agents on agent hosts and to access the license server. The required privileges for the Agent Host Account are as follows:

- Membership in the local **Administrators** group on the license server (unless alternative credentials are used for the license server). If server is located in another trusted forest, the account should have local **Administrator** permissions on the license server
- Local **Administrator** permissions on the agent host server.
- Permission to create, read and write SCP in domain where agent host resides. The SCP object is located in the **CN=Exchange Migration Project,CN=QmmEx,CN=Migration Manager,CN=Quest Software,CN=System,DC=eternity,DC=<...>,DC=<...>** Active Directory container.
- The **db\_owner** role on the SQL server where the database resides. Note that this permission is required if you use **Windows authentication** option for connecting to SQL Server.

**i** **NOTE:** By default each Exchange server is an agent host for itself. If you use the default agent host then to simplify the account setup process, you can grant these permissions to the Exchange Account and use it instead of the Agent Host Account.

To set up the Agent Host Account, perform the steps described in the related subtopics.

**NOTE:** Note that the steps are given only as an example of a possible Agent Host Account setup.

## Changing the Default Source Agent Host Account

The default Source Agents Host Account (initially displayed on the **Default Agent Host** page of the Exchange server **Properties**) is set when you add the source organization to migration project (see the *Registering Source and Target Organizations* section of the *Migration Manager for Exchange User Guide* for details).

If necessary, you can change the default Source Agent Host Account by clicking **Modify** on the **General | Default Agent Host** page of the corresponding source server properties in the Migration Manager for Exchange Console.

To go on using the default Source Agent Host Account for Exchange migration, grant the permissions required for Exchange migration to this account (see the next steps).

## Granting Membership in the Local Administrators Group on the License Server

The Source Agent Host Account should be a member of the local Administrators group on the license server (unless alternative credentials are used for the license server).

### CAUTION:

- **If license server is a domain controller, the account should be added to the domain local Administrators group of the domain.**
- **Local Administrator permissions are required on the license server if this license server is located in another trusted forest.**

To add the Source Agents Host Account to the local **Administrators** group on the license server perform the following:

1. Open the **Computer Management** snap-in (Click **Start | Run**, enter **compmgmt.msc** and then click **OK**).
2. In the left pane click **System Tools | Local Users and Groups | Groups**.
3. Right-click the **Administrators** group and click **Add to Group**.
4. Click **Add** and select the Source Agent Host Account (in our example, **QMM\_Src\_AH**).
5. Close the dialog boxes by clicking **OK**.

## Preparing the Source Exchange Environment for Exchange Migration

Perform the steps described in the related subtopics to ensure that your Exchange environment is ready for migration:

- [Backing Up Exchange](#)
- [Creating Aelita EMW Recycle Bin Public Folder \(Optional\)](#)
- [Creating Administrator Mailboxes for Public Folder and Free/Busy Synchronization](#)
- [Creating Administrator Mailboxes for Mailbox and Calendar Synchronization \(Optional\)](#)
- [Creating Custom Throttling Policies](#)
- [Installing the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1](#)
- [Configuring the NSPI Connection Limit](#)

## Backing Up Exchange

Before implementing Migration Manager for Exchange in your production environment, back up your Exchange infrastructure. We recommend that Active Directory data be backed up at least twice a day during migration.

### Transaction Log File Cleanup

When Migration Manager for Exchange synchronizes mail, for every megabyte of data migrated from the source to the target, a transaction log file of equal size is generated on the target Exchange server. Exchange-aware backup applications purge the transaction logs after the backup completes. By the time the backup finishes, all logged transactions have already been applied to the store and backed up to tape, making log cleaning safe. Large transaction logs that are generated during mailbox migration quickly occupy free disk space. To work around this problem, perform one of the following:

- If a full backup strategy is implemented in the organization or there is no backup strategy at all, then circular logging may be enabled for unattended log deletion.
- If an incremental or differential backup strategy is already implemented in the organization, then make sure that logs are cleared automatically when backup process is finished. Do not enable circular logging in this case.

Note also that Microsoft recommends turning OFF circular logging on the Exchange server. For more information, refer to Microsoft Knowledge Base article 147524: XADM: How Circular Logging Affects the Use of Transaction Logs.

## Creating Aelita EMW Recycle Bin Public Folder (Optional)

**! CAUTION:** If you skip this step, you must manually turn off using the Aelita EMW Recycle Bin folder during public folder synchronization (set the UseRecycleBin parameter to 0). See the Use Fine-Tuning the Agents section of the Migration Manager for Exchange User Guide for details.

If you plan to perform public folder synchronization using Migration Manager Public Folder agents, you should create a special public folder called **Aelita EMW Recycle Bin**. Replicate this folder to all the public folder servers involved in the public folder synchronization process.

This folder will help prevent data loss in case of accidental public folder deletion. When a public folder is deleted in one of the environments, the public folder synchronization agents move the corresponding folder in the other environment to the **Aelita EMW Recycle Bin** folder, if it exists, instead of permanently deleting the folder. You can use this folder to check whether important information has been deleted, and restore any data deleted by mistake.

**CAUTION:** Only deleted public folders will be put into the Aelita EMW Recycle Bin. If you delete a message from a public folder, it will be destroyed permanently in both the Source and Target Exchange organizations.

## Creating Administrator Mailboxes for Public Folder and Free/Busy Synchronization

Administrator mailboxes should be created on all Exchange servers involved in public folder and free/busy synchronization. These mailboxes will be used to access the public folder tree and the Schedule+ Free/Busy folder when creating public folder and free/busy synchronization jobs.

The administrative mailbox selected for public folder synchronization should reside in a private mailbox database located on the same server as the public folder database. The mailbox database should be also associated with that public folder database. To set this association, in **Exchange Management Console** open properties of the mailbox database and specify the public database as **Default public folder database** on the **Client Settings** tab.

**CAUTION:**

- The administrator mailbox specified for the synchronization job should not be changed during the synchronization process.
- The administrator mailboxes should not be included in mailbox or calendar synchronization jobs.

## Creating Administrator Mailboxes for Mailbox and Calendar Synchronization (Optional)

Mailbox and calendar synchronization agents access the migrated mailboxes via the administrator mailbox. By default, the Microsoft System Mailbox is used as the administrator mailbox on Exchange 2010 servers. However, in some cases it is necessary to create custom administrator mailboxes and use them instead of the Microsoft System Mailbox.

## Creating Custom Throttling Policies

To prevent possible issues in an Exchange 2010 Service Pack 1 or later organization, you should create custom throttling policies, apply them to the Exchange Accounts and then restart the Microsoft Exchange Throttling Service.

To do this, run the following PowerShell commands for each Exchange Account:

```
New-ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name>
```

```
Set-ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name> -RCAMaxConcurrency  
10000 -RCAPercentTimeInAD $null -RCAPercentTimeInCAS $null -  
RCAPercentTimeInMailboxRPC $null
```

```
Set-ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name> -  
PowerShellMaxConcurrency <MaxConcurrency>
```

```
Set-ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name> -EWSMaxConcurrency $null -EWSPercentTimeInAD $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null -EWSMaxSubscriptions $null -EWSFastSearchTimeoutInSeconds $null - EWSFindCountLimit $null
```

```
Set-ThrottlingPolicyAssociation -Identity <QMM_Exchange_Account_Name> -ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name>
```

```
Restart-Service -Name MExchangeThrottling
```

where *MaxConcurrency* is the number of Migration Agent for Exchange (MAgE) instances simultaneously working with Exchange 2010 server, multiplied by the value of 5.

**i** **NOTE:** To ensure stable operation of MAgE agents when working with Microsoft Exchange 2010, you should increase the number of permitted user connections. For that, change the value for the **MaxSessionsPerUser** parameter using the client throttling policies, as follows:

1. On the computer that hosts the Microsoft Exchange CAS server, in **%Program Files%\Microsoft\Exchange Server\V14\Bin**, open the **microsoft.exchange.addressbook.service.exe.config** file in a text editor.
2. Change the value of the **MaxSessionsPerUser** parameter to **10000**.
3. Save and close the file.
4. Restart the Address Book service.

**i** **IMPORTANT:** Described script creates universal custom throttling policies regardless of whether communication with the source Exchange server is performed through MAPI (legacy agents or MAgE) or EWS protocol (MAgE only, used by default). If you migrate to Exchange 2013 (or higher) or Office 365 and the **UseEwsProtocolForSourceIfAvailable** parameter value is not changed, you can skip creation of throttling policies for MAPI by omitting the following line:

```
Set-ThrottlingPolicy <QMM_Exchange_Account_Throttling_Policy_Name> -RCAMaxConcurrency 10000 -RCAPercentTimeInAD $null -RCAPercentTimeInCAS $null -RCAPercentTimeInMailboxRPC $null
```

For details about the **UseEwsProtocolForSourceIfAvailable** parameter, see [Configuring Migration Using PowerShell](#).

## Installing the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1

Migration Manager needs version 6.5.8353.0 or later of Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 to be installed on the computers where Migration Manager agents will run (that is, Exchange 2007 and 2010 Servers and agent hosts only).

Since the MAPI CDO setup package is not available for distribution, you should download it from the Microsoft Web site. At the moment of the last document update, the download link is <http://www.microsoft.com/en-us/download/details.aspx?id=42040>.

After installing the API, restart the computer.

# Configuring the NSPI Connection Limit

**i** | **IMPORTANT:** This step must be performed only if you have any Windows Server 2008 or later domain controllers acting as Global Catalog.

By default, the maximum number of simultaneous Name Service Provider Interface (NSPI) connections equals to 50 per user for Windows Server 2008 or later domain controllers. Therefore, to avoid possible issues related to exceeding that value, you may need to increase the NSPI connection limit on all Windows Server 2008 or later domain controllers acting as Global Catalog. The recommended limit value equals the number of agent instances working simultaneously multiplied by 5.

To change the default connection limit for a domain controller, take the following steps:

1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
2. Locate and then click the following registry subkey:  
`HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\NTDS`
3. Click the **Parameters** key.
4. On the **Edit** menu, point to **New**, and then click **DWORD Value**.
5. Type **NSPI max sessions per user**, and then press **Enter**.
6. Double-click **NSPI max sessions per user**, type the appropriate maximum number of the NSPI connections, and then click **OK**.
7. Restart the computer or restart Active Directory Domain Services.

For additional information, see the following Microsoft Support articles:

- [Error: "Trying to connect to Microsoft Exchange Server" results in MAPI\\_E\\_LOGON\\_FAILED](#)
- [NSPI connection to a Windows-based domain controller causes MAPI client applications to fail and returns a "MAPI\\_E\\_LOGON\\_FAILED" error message](#)

## Setting Up Connection with the Target Exchange Organization Using SMTP Connectors

This section describes how to set up a connection with the target Exchange organization using SMTP connectors. On this step you may need to coordinate with the administrator of the target Exchange organization to set up the connection properly.

For more details, see the following topics:

- [Setting up Source Exchange Organization for Internet Mail Flow between Source and Target Exchange Organizations](#)
- [Configuring Source DNS Server for Mail Forwarding](#)
- [Testing the SMTP Connectors \(Optional\)](#)

# Setting up Source Exchange Organization for Internet Mail Flow between Source and Target Exchange Organizations

You need to establish Internet mail flow between the source and the target Exchange organizations. For that, one of the following methods can be used:

- Establishing Internet mail flow directly through a Hub Transport server.
- Establishing Internet mail flow through a subscribed Edge Transport server.

## Establishing Internet Mail Flow Directly Through a Hub Transport Server

If you choose this option, you need to create an **Internet Send** connector and **Receive** connector on an Exchange 2010 Hub Transport server that can be directly reached through the Internet.

To establish mail flow to and from the Internet through a Hub Transport server, follow these steps:

1. Create a Send connector (to send email from source Exchange 2010 organization to the Internet) on the Hub Transport server.
2. Modify the default Receive connector for the source domain to accept anonymous e-mail from the Internet
3. Add the e-mail domain used for redirection to the list of accepted domains on the Hub Transport server.

Each step is explained in further detail in the related subtopics.

**i** **NOTE:** For information about configuring Receive connectors in Exchange 2010 organization, refer to the following Microsoft Knowledge Base articles:

- Allow Anonymous Relay on a Receive Connector
- Configure the Receive connector as externally secured

## Creating Send Connector

To create a Send connector, you can use either Exchange Management Console or Exchange Management Shell.

### *To create a Send connector using Exchange Management Console*

1. Open the Exchange Management Console. Select **Organization Configuration | Hub Transport**.
2. In the action pane, click **New Send Connector**. The **New SMTP Send Connector** wizard runs.
3. When prompted, in the **Name** field, type a unique name for the connector, for example, "**QMM Send Connector**." From the **Select the intended use for this Send connector** drop-down list, select **Custom**, and then click **Next**.
4. On the **Address space** page, click **Add**. In the dialog box displayed, specify the address space you want to use for mail redirection from source to target (target to source) organization (for example, **\*.target.local** or **\*.source.local**), select the **Include all subdomains** option, click **OK** and then click **Next**.

5. On the **Network settings** page, select **Use Domain Name System (DNS) "MX" records to route mail automatically**. Select the **Use the External DNS Lookup settings on the transport server** option.
6. Next, on the **Source Server** page, click **Add**. In the dialog box displayed, select one or more **Hub Transport** servers in your organization, click **OK** and then click **Next**.
7. Finally, on the **New Connector** page, click **New**, and then on the **Completion** page, click **Finish**.

### ***To create a Send connector using Exchange Management Shell***

Run the following command for the source Exchange organization:

```
new-SendConnector -Name 'QMM Send Connector' -Usage 'Custom' -AddressSpaces 'SMTP:*.target.local;1' -IsScopedConnector $false -DNSRoutingEnabled $true -UseExternalDNSServersEnabled $true -SourceTransportServers 'ServerName'
```

where:

- **\*.target.local** is the address space you want to use for mail redirection from source to target organization.
- **ServerName** is the Hub Transport server name.

Run the following command for the target Exchange organization:

```
new-SendConnector -Name 'QMM Send Connector' -Usage 'Custom' -AddressSpaces 'SMTP:*.source.local;1' -IsScopedConnector $false -DNSRoutingEnabled $true -UseExternalDNSServersEnabled $true -SourceTransportServers 'ServerName'
```

where:

- **\*.source.local** is the address space you want to use for mail redirection from target to source organization.
- **ServerName** is the Hub Transport server name.

## **Modifying Default Receive Connector**

To modify the default Receive connector for the source or target Exchange 2007/2010 organization to receive mail from the Internet, you can use either Exchange Management Console or Exchange Management Shell.

### ***To modify the default Receive connector using Exchange Management Console***

1. Run Exchange Management Console. Select the **Server Configuration | Hub Transport** node.
2. In the **Hub Transport** pane select the appropriate Hub Transport server.
3. On the **Receive Connectors** tab, select the **Default <Server Name>** connector. In the **Actions** pane, click **Properties** for this connector.
4. In **Default <Server Name> Properties** dialog box, open the **Permission Groups** tab.
5. Select **Anonymous Users** to add anonymous permissions.
6. Click **OK** to apply the settings.

### ***To modify the default Receive connector using Exchange Management Shell***

Run the following command:

```
Set-ReceiveConnector -PermissionGroups 'AnonymousUsers, ExchangeUsers, ExchangeServers, ExchangeLegacyServers' -Identity 'ServerName\Default ServerName'
```



Where ServerName is the Hub Transport server name.

## Adding E-mail Domain Used for Redirection to the List of Accepted Domains on Hub Transport Server

To add a new Accepted domain on a computer that has the Hub Transport server role installed, you can use either Exchange Management Console or Exchange Management Shell.

### *To add a domain to Accepted Domains list using Exchange Management Console*

1. Run the Exchange Management Console and select the **Organization Configuration | Hub Transport** node.
2. In the **Actions** pane, click **New Accepted Domain**. This will start the **New Accepted Domain** wizard.
3. On the first page, provide the following information:
  - **Name**—Specify the accepted domain in the user interface, such as **source.local** (target.local).
  - **Accepted Domain**—Specify the SMTP namespace for which the Exchange organization will accept e-mail messages, such as **\*.source.local** (\*.target.local).
4. Select the **Authoritative Domain. E-mail is delivered to a recipient in this Exchange organization** option for the accepted domain type.
5. Click **New**.
6. On the **Completion** page, click **Finish**.

### *To add a domain to Accepted Domains list using Exchange Management Shell*

Run the following command for the source Exchange organization:

```
new-AcceptedDomain -Name 'source.local' -DomainName '*.source.local' -DomainType 'Authoritative'
```

where **\*.source.local** is the address space you want to use for mail redirection from the target to the source organization.

Run the following command the target Exchange organization:

```
new-AcceptedDomain -Name 'target.local' -DomainName '*.target.local' -DomainType 'Authoritative'
```

where **\*.target.local** is the address space you want to use for mail redirection from the source to the target organization.

## Establishing Internet Mail Flow through a Subscribed Edge Transport Server

The second option for establishing Internet mail flow between the target and the source Exchange organizations ( or between the source and the target Exchange organizations) is to subscribe the **Edge Transport** server to an Active Directory site. The connectors that establish mail flow to the Internet are created automatically when you subscribe an Edge Transport server to an Active Directory site by using the Edge Subscription process.

Before you begin this procedure, verify that the following prerequisites are met:

- Authoritative domains are configured on the Hub Transport server.
- E-mail address policies are configured on the Hub Transport server.
- Network communications over the secure LDAP port 50636/TCP are enabled through the firewall separating your perimeter network from the Exchange organization.

**To establish mail flow to and from the Internet through a subscribed Edge Transport server, follow these steps:**

1. Export the Edge Subscription file from the Edge Transport server.
2. Import the Edge Subscription file on the Hub Transport server.
3. Force EdgeSync synchronization to begin on the Hub Transport server.

Each step is explained in further detail in the related subtopics.

## Export the Edge Subscription file from the Edge Transport Server

1. Run the following command on the Edge Transport server, providing the complete file path of the Edge Subscription file that you are creating.
 

```
New-EdgeSubscription -FileName "C:\EdgeSubscriptionInfo.xml"
```
2. Copy the resulting XML file to the Hub Transport server.

## Import the Edge Subscription file on the Hub Transport Server

On the Hub Transport server, run the following command:

```
New-EdgeSubscription -filename "C:\EdgeSubscriptionInfo.xml" -
CreateInternetSendConnector $true -CreateInboundSendConnector $true -site "Site-Name"
```

Where Site-Name is the name of Active Directory site where the Hub Transport server is located.

## Force EdgeSync Synchronization

To force EdgeSync synchronization, run the following command from the Exchange Management Shell on the Hub Transport server:

```
Start-EdgeSynchronization
```

# Configuring Source DNS Server for Mail Forwarding

After you have completed setting up the source Exchange 2007/2010 organization for Internet mail flow between source and target Exchange organizations, you should also add the Mail Exchanger (MX) record for the source domain to the DNS server. This is necessary to forward the mail (redirected to the additional SMTP addresses added by the Directory Synchronization Agent) to the source Exchange 2007/2010 server.

We will use the following additional address space given as example on the steps above:

- `@source.local`—to redirect mail from target to source mailboxes. A secondary SMTP address will be added to each source mailbox by the Directory Synchronization Agent according to this template.

### **To set MX record for the source domain**

1. In the DNS snap-in, connect to the source DNS server and browse to the **Forward Lookup Zones** container.
2. Right-click the **Forward Lookup Zones** and select **New Zone**.
3. In the New Zone wizard, select the Primary zone to be created.
4. Type local for the Zone name and complete the wizard.
5. Right-click the zone object local again, and click **New Mail Exchanger** on the shortcut menu.
6. In the **New Resource Record** dialog box, type source for the **Host or child domain**.
7. Click **Browse** and select the Exchange server in the source domain to which mail sent to the *@source.local* domain will be redirected.
8. Click **OK**.

## Testing the SMTP Connectors (Optional)

After both source and target Exchange organizations have been set up for Internet mail flow as well as both source and target DNS servers have been configured for mail forwarding, it is recommended to test the connection between the source and the target organizations.

**! CAUTION:** This step should be performed in coordination with the administrator of the Exchange organization.

### **To test the SMTP connectors:**

1. Create test mailboxes on the source and target Exchange servers. In this example, both mailboxes will be called **mbx1**.
2. Set the same primary SMTP address for both mailboxes.
3. In this example the primary address for both mailboxes will be **mbx1@Westland.Exchange.com**.
4. Set additional addresses for both mailboxes.
5. In this example additional address for the source mailbox will be **mbx1@source.local**, and **mbx1@target.local** for the target mailbox.
6. Create a contact on the source Exchange server and point it to the additional SMTP address of the target Exchange mailbox (**mbx1@target.local**).
7. Create a contact on the target Exchange server and point it to the additional SMTP address of the source mailbox (*mbx1@source.local*).
8. Open the test source mailbox and send a message to the source contact.
9. Open the test target mailbox and make sure that the message has arrived.
10. From the test target mailbox, send a message to the target contact, and make sure the e-mail has reached the source test mailbox.

# About us

---

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit [www.quest.com](http://www.quest.com).

## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product