

Quest® Migration Manager 8.15

Post-Migration Activities



© 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 Post-Migration Activities

Updated - April 2020

Version - 8.15

Contents

Post-Migration Activities	1
Stop the Mailbox and Calendar Synchronization Jobs	1
Stop the Public Folder Synchronization Jobs for Migrated Folders	2
Stop the Free/Busy Synchronization Job	2
Stop Directory Synchronization	2
Disable Source Accounts	2
Clean Up the Service Attributes Used for Migration	3
Clean Up SIDHistory Attributes	3
Clean Up Legacy Account Permissions	4
Decommission Migrated Environments	4
Uninstalling Migration Manager for Exchange	5
About us	6
Technical support resources	6

Post-Migration Activities

After migration has come to an end and you are absolutely sure that all the objects have been successfully migrated to the target environment, you might want to perform the following activities:

1. Stop the mailbox and calendar synchronization jobs for migrated servers and uninstall the mail and calendar agents.
2. Stop the public folder synchronization jobs for migrated folders and uninstall the public folder synchronization agents.
3. Stop the Free/Busy synchronization and uninstall the Free/Busy Synchronization agent.
4. Stop directory synchronization.
5. Disable source accounts.
6. Clean up the service attributes used for migration.
7. Clean up SIDHistory attributes.
8. Clean up permissions for legacy accounts.
9. Decommission the migrated Exchange servers and collapse the source Exchange organizations.

Stop the Mailbox and Calendar Synchronization Jobs

When all the mail data from a server is migrated to the new Exchange servers, you can stop the mailbox synchronization job and uninstall the mail agents. By this time all the users who had mailboxes on the server should already use their target Exchange mailboxes.

If you do not need to synchronize Calendar details (appointments and meetings), you can also stop the Calendar Synchronization Agent.

To stop and uninstall the agents, take the following steps from the Migration Manager console:

1. Right-click the source server and stop the **Mail Source Agent**, the **Calendar Synchronization Agent** (if running on the source server), and the **Transmission Agent**. Alternatively, you can right-click a job in the management tree and click Stop All Agents on the shortcut menu. Note that the Transmission Agent can also be involved in public folder synchronization; in this case you should not stop it.
2. If the target servers do not participate in any other mailbox synchronization jobs, stop the **Mail Target Agent** on each of the target servers.

3. Delete the mailbox and calendar synchronization jobs for the server.
4. Uninstall the stopped agents by clicking **Install/Uninstall Agents** on the **Actions** menu.

Stop the Public Folder Synchronization Jobs for Migrated Folders

After all the users have been switched to the target servers and are using the target public folders, you can stop the public folder synchronization jobs, as follows:

1. Right-click each of the source and target servers and stop the **Public Folder Source Agent**, the **Public Folder Target Agent**, and the **Transmission Agents**. Alternatively, you can right-click a job in the management tree and click **Stop All Agents** on the shortcut menu. Note that in this case you might occasionally stop an agent that is involved in other synchronization jobs, for example if public folders from different source servers are synchronized with the same target server.
2. Delete the public folder synchronization jobs.
3. Uninstall the stopped agents by clicking **Install/Uninstall Agents** on the **Actions** menu.

Stop the Free/Busy Synchronization Job

After all the users get switched to the target servers, you can stop the free/busy synchronization job and uninstall the Free/Busy Synchronization Agent, as follows:

1. Right-click each of the source and target servers and stop the **Free/Busy Synchronization Agent**. Alternatively, you can right-click a Free/Busy synchronization job in the management tree and click **Stop All Agents** on the shortcut menu.
2. Delete the Free/Busy synchronization job.
3. Uninstall the stopped agents by clicking **Install/Uninstall Agents** on the **Actions** menu.

Stop Directory Synchronization

After all the objects have been successfully migrated to the target environment, the directory synchronization job can be stopped and the **Directory Synchronization Agent** uninstalled.

Disable Source Accounts

Once you are sure that the migration was indeed carried out smoothly, that access to resources has been preserved, and that your help desk is not experiencing a sharp increase in the number of calls, it is good practice at this stage to disable the source accounts and thus make sure that all users are logging on with their target accounts.

We recommend that you wait some time after disabling the source accounts to make sure that all users are using their target accounts before beginning cleanup.

Clean Up the Service Attributes Used for Migration

To clean up the service attributes used by the Directory Synchronization Agent during migration and synchronization, you can use the **Active Directory Cleanup Utility for Migration Manager**. The utility is available in the Migration Manager for Active Directory Resource Kit.

! CAUTION: The Directory Synchronization Agent adds to the proxy address list of each synchronized target user an x500 address that is equal to the legacyExchangeDN attribute of the matching source user. Do not delete these x500 addresses unless you are certain they are no longer needed. The x500 addresses are used for the following purposes:

- If you migrated mailboxes in Remote Users Collections, preserving their OST files, these x500 addresses are used to link the original OST files with the target mailboxes.
- If an e-mail was received from a source recipient and delivered to the source mailbox before this e-mail was migrated to the target mailbox by the agents, the x500 address is used to reply to the e-mail.

If you delete these x500 addresses from the proxy address list of the target mailbox later, the OST file associated with the mailbox will become inaccessible and other users will no longer be able to reply to old e-mail sent by users whose addresses have been deleted.

Therefore, you should never delete auxiliary x500 addresses added by the Directory Synchronization Agent unless you are absolutely sure that the ability to reply to the old e-mails is no longer needed and you want to rebuild the OST files.

Clean Up SIDHistory Attributes

After the distributed resources and BackOffice servers have been processed, we recommend you wait some time to ensure that everything is working right before cleaning up SIDHistory attributes from the target user accounts.

SIDHistory cleanup is done by the **Active Directory Processing Wizard**. Choose the **Cleanup objects SIDHistory** option for Active Directory processing. Refer to the *Active Directory Processing* section of *Migration Manager for Active Directory Resource Processing Guide* for more details.

If after SIDHistory cleanup some users cannot access resources, SIDHistory can be re-applied back to the accounts that lost access only by re-migrating these accounts (with the merge option). This will give you time to check whether the resources were processed correctly for these accounts, fix the problem, and clean up SIDHistory again.

After SIDHistory is cleaned up, wait some time to ensure that all target users can access the resources they used before the migration.

Clean Up Legacy Account Permissions

Once your users have started to log on under their new accounts in the target domain and are not experiencing any problems with access to resources, you may want to remove unnecessary references to the original source accounts in groups, user rights, and object security descriptors.

! CAUTION: Cleanup is hard to undo, so it is recommended that you clean up permissions only when you are sure that all users are using their target accounts for all applications and have no problems accessing resources.

Cleanup of legacy account permissions is performed by the same wizards used to update resources. Refer to the table below to choose the resource updating tool and the right option to cleanup legacy account permissions from distributed resources, Active Directory, and BackOffice servers.

To clean up legacy account permissions for	Tool to use	Re-permissioning option to choose	References
Distributed resources	Resource Updating Manager	Clean up legacy local group membership, user rights and permissions of migrated users. This option is available when you create a processing task in Resource Updating Manager.	See the <i>Distributed Updates in Resource Updating Manager</i> section of the <i>Migration Manager for Active Directory Resource Processing Guide</i> .
Active Directory	Active Directory Processing Wizard	Clean up group membership and permissions of migrated users	See the <i>Active Directory Processing</i> section of the <i>Migration Manager for Active Directory Resource Processing Guide</i> .
Exchange servers	Exchange Processing Wizard	Clean up legacy object ownership and permissions of migrated users	See the <i>Exchange Processing</i> section of the <i>Migration Manager for Active Directory Resource Processing Guide</i> .
Systems Management servers	SMS Processing Wizard	Clean up object ownership and permissions of migrated users	See the <i>SMS Processing</i> section of the <i>Migration Manager for Active Directory Resource Processing Guide</i> .

! CAUTION: After the cleanup, users from the source domain will lose their access rights. If cleanup is done before running Resource Updating Manager with the Reassign local group membership, user rights, and object permissions to target users option selected, there will be no way to get these permissions back, nor will there be a way to reassign permissions to target users by Resource Updating Manager. You will have to restore resources from a backup.

Decommission Migrated Environments

In an Exchange migration, after mailbox migration is completed, you can clean the source mailboxes and move them to another server in the same administrative group. This ensures the uninterrupted collaboration for the

other users of source organization and frees up hardware.

The last server of the source administrative group should be kept and maintained until the whole Exchange migration is completed.

Uninstalling Migration Manager for Exchange

To uninstall Migration Manager for Exchange including all installed updates perform the following steps:

1. Start the Migration Manager console.
2. Switch to the **Exchange Data** tab.
3. Go to the **Agent Management** node of the navigation tree.
4. In the middle pane, select all agent hosts where legacy Exchange agents and/or Migration Agent for Exchange are installed
5. Perform the **Revoke Roles | All Roles** operation for all hosts where legacy Exchange agents and/or Migration Agent for Exchange are installed.
6. Close Migration Manager Console.
7. Open **Programs and Features** in the Control Panel and select **Quest Migration Manager 8.15** and click **Uninstall**.

i **IMPORTANT:** Quest Migration Manager 8.15 product updates should not be uninstalled from the list of installed updates in the **Installed Updates** section. The product update removal is not supported. You can only completely uninstall Quest Migration Manager for Exchange 8.15. This will do the complete uninstall for the whole product, including installed Public Update.

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.

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