

Quest® Migrator for GroupWise 4.7

**Self Service Desktop Migrator User
Guide**



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Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

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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.

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About the Self Service Desktop Migrator

The Self Service Desktop Migrator component of Migrator for GroupWise is a program that can migrate a single user's GroupWise server data, archives, personal address books and frequent contacts to a corresponding account on a Microsoft Exchange server, or to Outlook personal folder (.pst) files. All migrated messages retain their reply-ability, original date/time stamps, priority flags and other properties. The program converts GroupWise reminder notes to Outlook tasks, and converts personal address books and frequent contacts to Outlook contacts. GroupWise addresses in all migrated items are automatically converted to SMTP addresses (Internet format), so that all messaging functions — replying, forwarding and so forth — will continue to work correctly after the migration.

This *User Guide* provides instructions for running the Desktop Migrator. Each user must run this tool independently, from his or her own desktop. Follow the instructions provided by your mail administrator to choose configuration settings within this tool.

- IMPORTANT:** If the SSDM generates an error saying that the license key is invalid, ask your migration administrator if the license has recently been updated. When a Quest license key is updated, an admin must re-run Migrator for GroupWise's Directory Exporter to register the updated license with the SSDM.

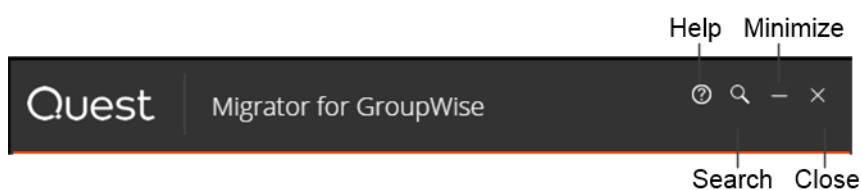
Migrating from a cached GroupWise mailbox

The SSDM will access the GroupWise client in whatever mode the client was last run. To migrate from a cached mailbox, first log in to the GroupWise client in cached mailbox mode, then close the client and start MFG's SSDM.

Online search feature

Every screen in the SSDM offers an online search feature that opens a browser window to a Quest URL of online product resources, and relays a keyword search string to the URL to find pertinent information in Quest online documentation. To launch an online search:

- 1 Click the magnifying-glass icon that appears in the masthead of any program screen:



A popup prompt then asks you to specify the keyword you want to search.

- 2 Type the search keyword, and click **Search**.

The feature then sends your query to the Quest URL, where you will find a list of resources returned by the search.

The popup search prompt closes within the SSDM, which remains running in the background while the focus shifts to the browser.

Screen and Field Notes

The Self Service Desktop Migrator program can be pre-configured by an administrator to run with one or more pre-set entry values, and to skip the screens that ask you for those pre-set values. **Some—or many—of the screens shown in this Guide therefore may not appear in a particular program run** if your administrator has pre-configured the program to make one or more screen displays unnecessary.

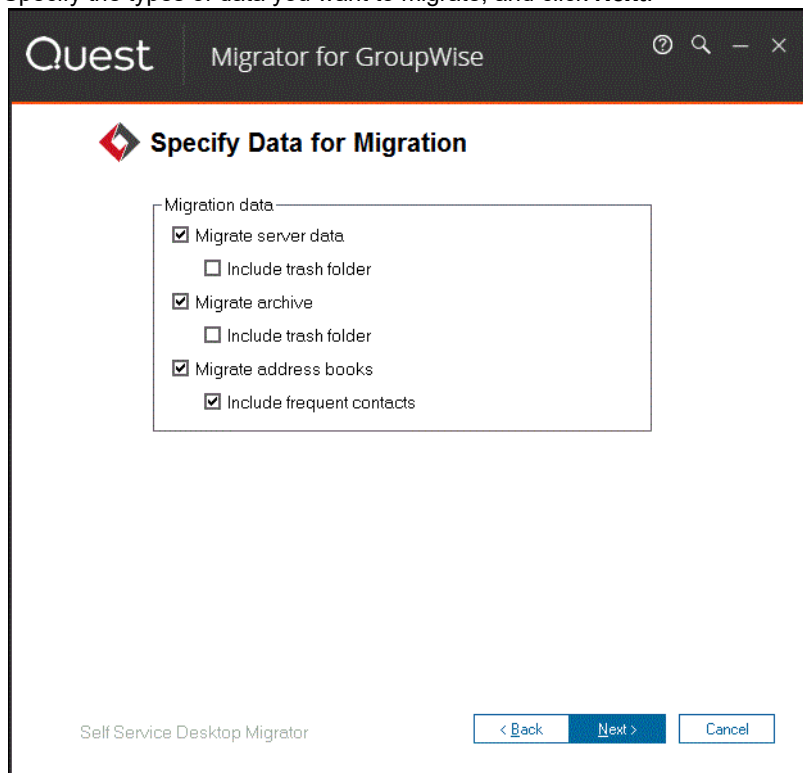
1: Welcome screen

When you start the Self Service Desktop Migrator, the program displays its *Welcome* screen to identify itself and welcome you to the process.

Review the welcome message and click **Next** to begin the program run.

2: Specify Data for Migration

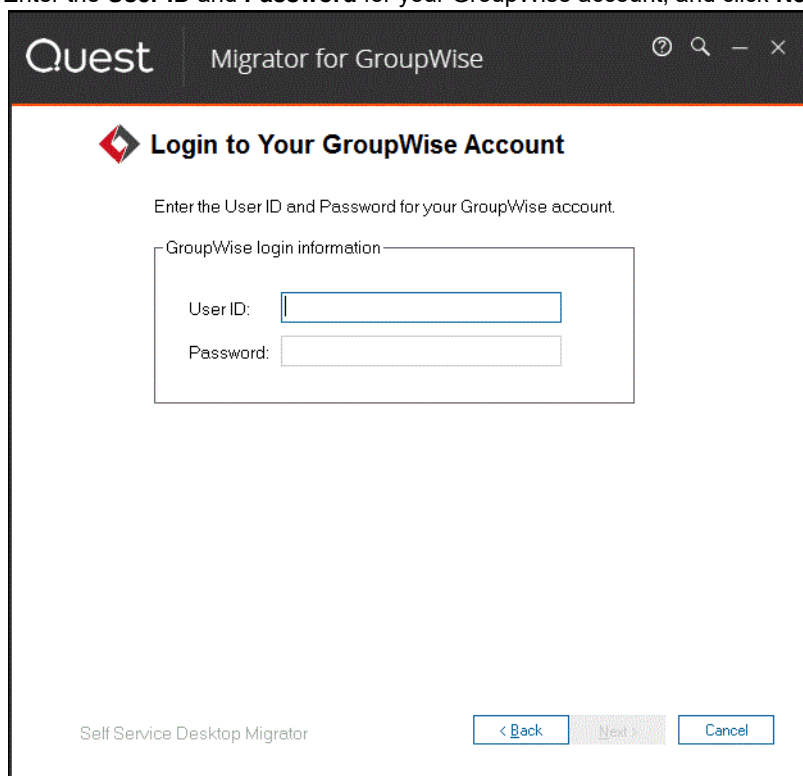
Specify the types of data you want to migrate, and click **Next**.



Different types of GroupWise data may be migrated independently, in any combination you like. Mail, appointments and tasks from the GroupWise server are migrated to corresponding folders in your Exchange mailbox. Archives are migrated to .pst files. For either server data or archive data, or both, you may also **Include Trash Folder in Migration**. Personal address books are migrated to corresponding folders in your Exchange mailbox, with the exception of your default personal address book, which is placed in the *Contacts* folder. If you migrate PABs, you may also **Migrate Frequent Contacts**.

3: Login to Your GroupWise Account

Enter the **User ID** and **Password** for your GroupWise account, and click **Next**.



4: Select Date and Size Filters

This screen appears only if your admin has enabled it by setting `[General] AskFilter=1` in the `gwdtapp.ini` file. (Your admin has more information about this in a separate *MFG Scenarios Guide*.) The screen is off (`AskFilter=0`) by default. To use date and size filters with the SSDM, your admin may need to register the `mscal.ocx` file.

This screen lets you limit the items migrated by date and/or by size. You can tell the program to migrate only items dated on or before or after a particular date, or within a range of dates. You can set date filters for mail only, or for calendar items only, or for both. You can also tell the program to migrate only mail attachments that are smaller than a particular size (in kilobytes).

Use the form on the screen to set any date and/or size filters you want to apply, and then click **Next**.

Select Date and Size Filters

Select mail dates, calendar dates and attachment sizes for migration.

Mail dates

- Migrate all messages with no filtering based on date.
- Migrate only messages that are dated on or after
- Migrate only messages that are dated on or before
- Between (inclusive) and

Calendar dates

- Migrate all calendar data with no filtering based on date.
- Migrate only calendar data that are dated on or after
- Migrate only calendar data that are dated on or before
- Between (inclusive) and

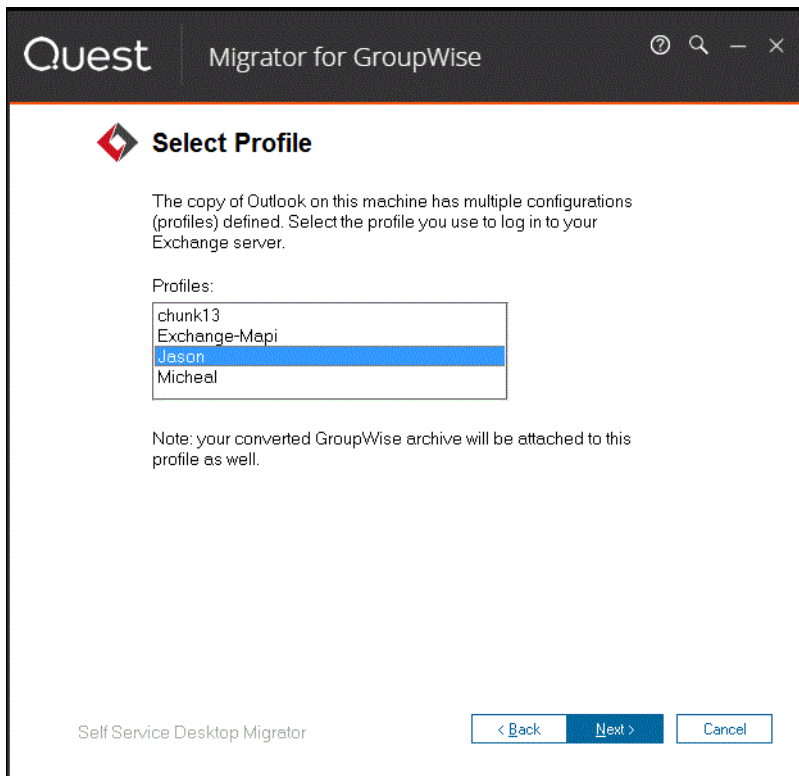
Attachment sizes

- Migrate all attachments with no filtering based on size.
- Migrate only attachments that are smaller than

Administrator Driven Batch Migration

5: Select Profile

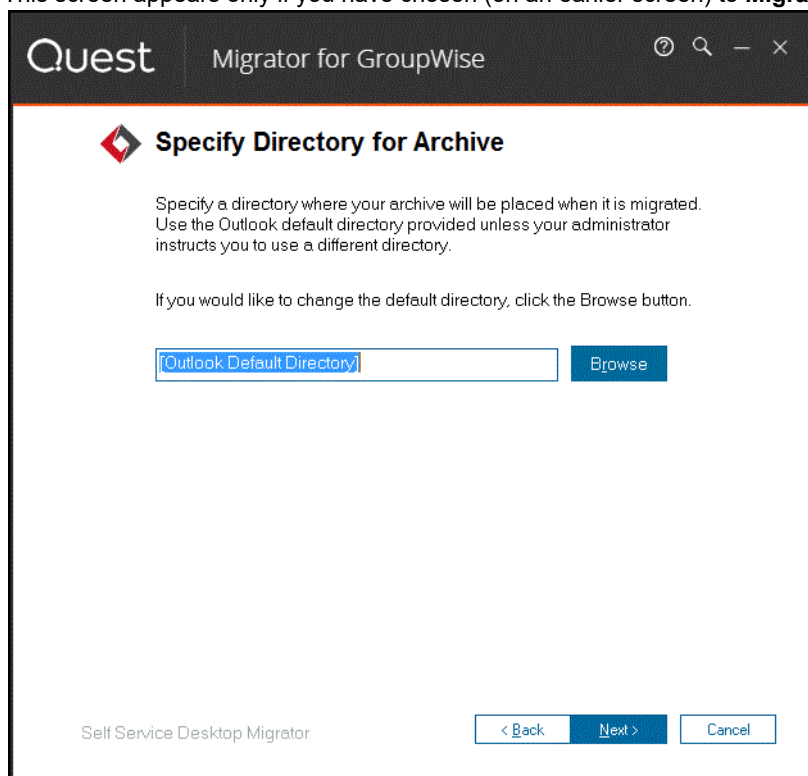
This *Select Outlook Profile* screen appears only if the program finds more than one Outlook profile on your desktop.



Current Outlook profiles are listed in the **Profiles** list. Select the profile that you want to migrate — the one into which your GroupWise server data, archive and/or personal address books should be placed — and click **Next**.

6: Specify Directory for Migrated Archive

This screen appears only if you have chosen (on an earlier screen) to **Migrate archive**.

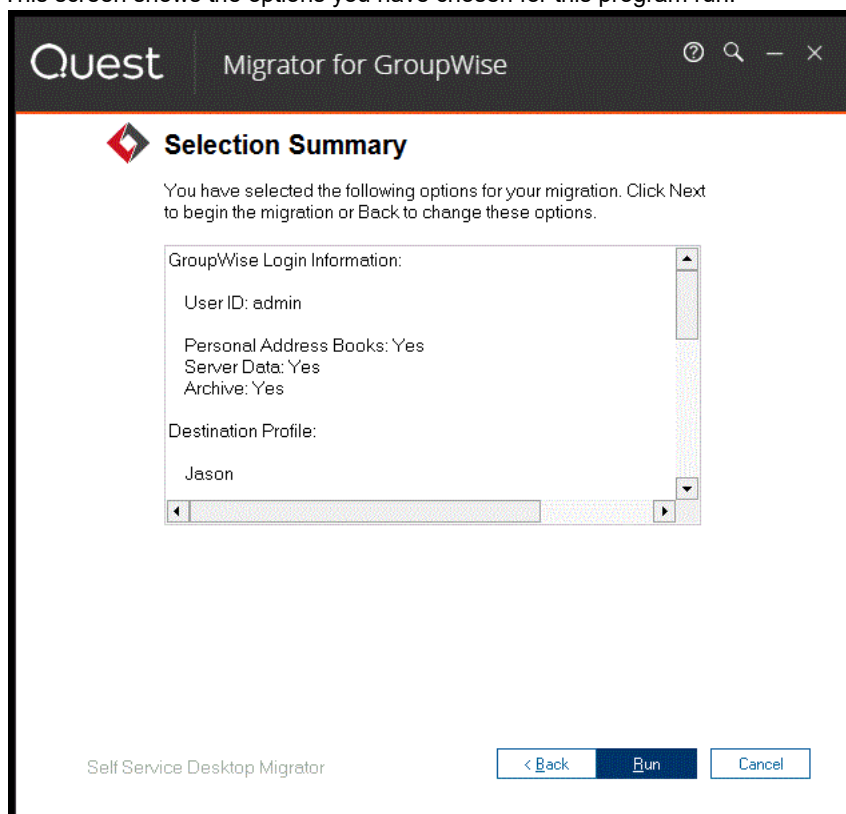


The screenshot shows a window titled "Quest Migrator for GroupWise". The main heading is "Specify Directory for Archive". Below the heading, there is instructional text: "Specify a directory where your archive will be placed when it is migrated. Use the Outlook default directory provided unless your administrator instructs you to use a different directory." and "If you would like to change the default directory, click the Browse button." A text input field contains "[Outlook Default Directory]" and a blue "Browse" button is to its right. At the bottom left, it says "Self Service Desktop Migrator". At the bottom right, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

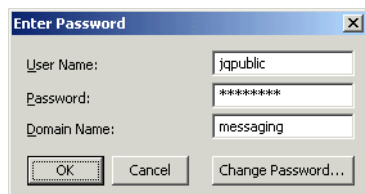
This screen lets you specify a directory where your migrated archive will be placed. Use the **Browse** feature to locate and specify a destination directory for your migrated archive (or just type the directory specification into the text box), and click **Next**. Use the *Outlook Default Directory* provided unless your administrator instructs you to use a different directory.

7: Selection Summary

This screen shows the options you have chosen for this program run.



If you want to change any settings, click **Back** to return to earlier screen(s), make any changes, and then click **Next** to return to this screen. When the options shown here describe what you want to accomplish, click **Run** to begin the migration.

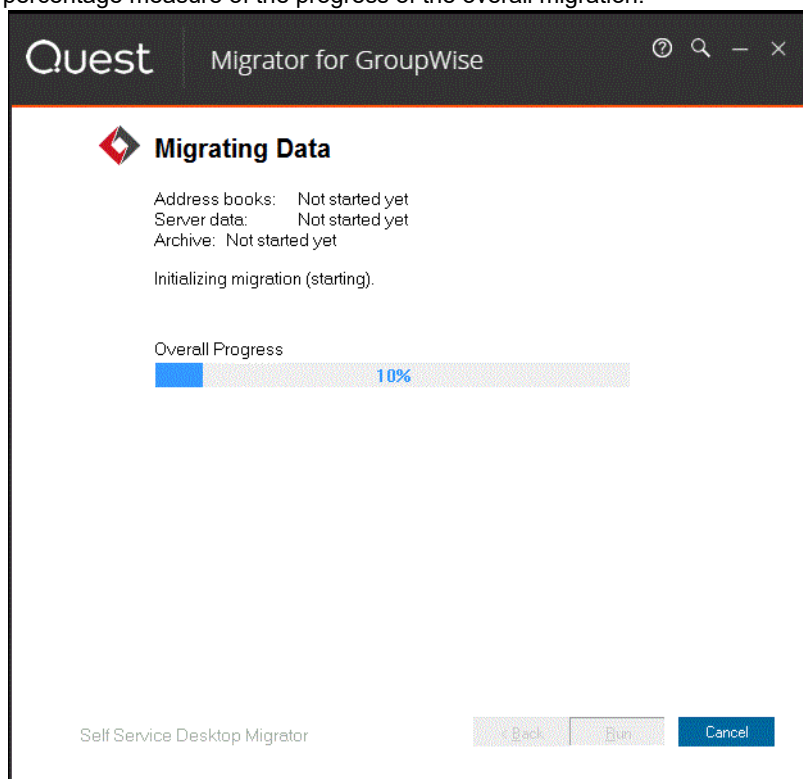


When you click **Run** from the *Selection Summary* screen, Microsoft's messaging subsystem prompts you for your access credentials, as shown here. This is a Microsoft prompt, not a Quest (SSDM) prompt.

Enter your **User Name**, **Password**, and the **Domain Name** for your Exchange mail server, and click **OK**.

8: Migrating Data

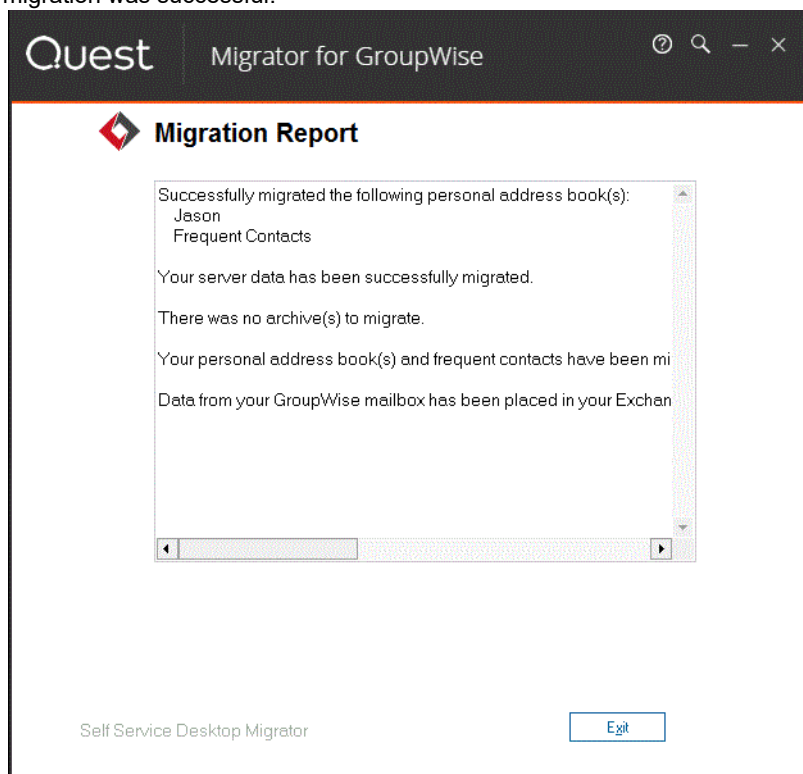
The *Migrating Data* screen reports the current status of the migration process as it runs: the program's progress with your address books, server data and archive, the name of the currently migrating folder, and also a percentage measure of the progress of the overall migration.



The program will automatically advance to its final *Migration Report* screen when the process is complete.

9: Migration Report

The *Migration Report* screen appears after the migration process is completed. The screen indicates whether the migration was successful.



If your migration is successful, just click the **Exit** button to close the program, and thereafter you can start Outlook normally.

Your personal address book(s) and frequent contacts have been migrated to contact folders in your Exchange mailbox. Data from the GroupWise mailbox is placed in the new Exchange mailbox. Data from the GroupWise archive is placed in a personal folders file (.pst) called *GroupWise Archive*.

If any errors occur, this *Migration Report* offers an **Error Report Log** button, so you can view the program log file for more information about the error(s):

An error has occurred while migrating your data. Contact your migration administrator or help desk for assistance.

Click the Error Report Log button below to view the log information that your migration administrator or help desk will need to assist you. You can save this information to a file or print it.

[Error Report Log](#)

From the *Error Report Log*, you may also save the log file or print a copy for your system administrator.

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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:

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- 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.