

SkyKick Migration Suites FAQ for Partners

Data / Settings	POP3	IMAP	Google	SBS 2003-2011	Exchange 2003+
Email	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓
Tasks	✓	✓	✓	✓	✓
Data Journal	✓	✓	✓	✓	✓
Alias/Distribution Group	✓	✓	✓	✓	✓
Public Folders (unlimited)	n/a	n/a	n/a	✓	✓
Public Folder Permissions	n/a	n/a	n/a	✓	✓
Shared Mailbox	n/a	n/a	n/a	✓	✓
Massive Mailboxes (50GB+)	✓	✓	✓	✓	✓
Email Flags	✓	✓	✓	✓	✓
Email Categories	✓	✓	✓	✓	✓
Folder and Calendar Permissions	n/a	n/a	n/a	✓	✓
Mailbox Full Access Permission	n/a	n/a	n/a	n/a	✓
Meeting Invite Integrity/Status	✓	✓	✓	✓	✓
Outlook Profile	✓	✓	✓	✓	✓
Attach Additional Offline PSTs	✓	✓	✓	✓	✓
Address Autocomplete	✓	✓	✓	✓	✓
Signature Block	✓	✓	✓	✓	✓
Rules				✓	✓

✓ Server Sync
 ✓ Outlook Assistant
 ✓ Exchange Assistant

How long does a migration take?

The time required for a successful migration is dependent on several factors, including the number of users, the amount of data, source server health, and any additional configurations that need to be done.

Once that information is obtained through our discovery services, a more detailed timeline can be provided. Typically, a migration of 25 users can be accomplished in as few as 3-5 days.

How do you ensure no data is lost?

We use an automated tool that copies data in your current email source and populates Office 365 with that data. Multiple initial syncs ensure all data has been replicated before the cutover (when mailflow switches to Office 365). At cutover, Final and Sweep syncs ensure that no emails, data, or mailbox changes are lost or left behind.

How much of an end user's Outlook profile is replicated in Office 365?

The Outlook Assistant tool we use performs desktop readiness and remediation prior to the migration cutover, configures Outlook to work with Office 365, moves local data as required, and recreates the user's previous Outlook experience as closely as possible at the cutover time (including Signature Blocks, Address Autocompletes, and .PST reattachment), ensuring a seamless experience for the end-user.

Will there be any downtime?

The technology we use was built to avoid any downtime for the end user. The only migration scenario that may experience downtime is a migration from one Office 365 tenant to another Office 365 tenant. This is due to Microsoft's cloud infrastructure, which requires removal of the vanity domain in one tenant prior to associating with another tenant. This involves disassociating every object in the tenant from the migrating domain before it can be removed from the source tenant.

Do end users have to do anything?

In most migrations, automated email communications provide simple instructions to end users so they can successfully participate in the migration. With just a couple of clicks, end users provide credentials and install the Outlook Assistant. This ideally occurs prior to the cutover, setting them up for a zero-effort migration experience.

What happens if an end user isn't available during the migration?

Any user who has not provided their password by the time of the switch to Office 365 can easily have their mailbox migrated on-demand. At the top of their old mailbox will be a reminder email with simple instructions to click a link in the email, provide their password, and download the Outlook Assistant. This will automatically initiate the sync process and the flip of the Outlook profile to Office 365.

Start

What is the information I need for Web Planner?

The Web Planner will guide you through the required information in a step-by-step fashion designed to remove the need to ask unnecessary information. You'll need:

- An email address and password for any active user on the source email system
- If an Office 365 account already exists for the customer you'll need the account admin login credentials. If an account has not been created yet it can be automatically configured by the App.
- To take advantage of fully automated DNS Sync you'll need the credentials for the customer's domain registrar.

Throughout the planner you'll be asked to make decisions about how you'd like to architect your migration plan.

Can I do a test migration?

A test migration is not necessary because every migration includes pre-migration of the data to Office 365. This "Initial Sync" allows you to evaluate the progress and quality of the migration long prior to the cutover. You're in control leading up to project completion, so you can always postpone the actual cutover at any time. SkyKick does not charge any migration fees until the project is completed, so there is never a risk to you or your customer.

Can I place an order and then change the migration date?

Yes, you can do this right from the Migration Tracker.

What's a Migration Date?

The Migration Date is the day and time the mail flow will switch to Office 365 and the end users will begin using Office 365. This is commonly known as the "Cutover Date". Staged migrations are also available in the [Enterprise Web Planner](#).

Customer Info / Migration Sources

What is a URI, and how do I find it?

A URI is a "Uniform Resource Identifier". It is a unique address for a server, page or endpoint. For the purposes of a migration, the URI is the connection point which the SkyKick application will use to access mailbox data from the source email server.

SkyKick automatically attempts all the most common URI's for an email domain, but in some cases a URI is customized and should be provided by the current email administrator. You are not required to provide this in most situations.

Often, the URI is visible within the webmail URL.

Example: For servers that are Exchange 2007 or later, the default URI for the purposes of migrating email would substitute "EWS" for "OWA" in the webmail URL. If your webmail URL was <https://mail.myserver.com/owa> then the URI for migration purposes would be <https://mail.myserver.com/ews/exchange.asmx>

I ran the test discovery and everything is green, but the protocol discovered is incorrect?

- Spam filters in an environment can occasionally result in false-positives with regards to protocol discovery.
- Source environments can be complex, and occasionally migration scenarios arise wherein the source email environment uses multiple protocols.
- SkyKick will detect the protocol with the highest fidelity if multiple are returned on a given user.

What is required if customer is using spam filter?

- SkyKick's system requires a direct connection to the source email server. Spam filters can interfere with this. If you're having difficulty connecting, specify the actual connection point by clicking "Show Settings" in the "Source Email System" section. There, you can input the actual connection point (URI) and retry connecting.

Office 365

Why does SkyKick need my Office 365 credentials?

It is important to have admin credentials to the correct destination Office 365 tenant, so the SkyKick Application can access it for migration purposes, including provisioning mailboxes, licensing users, and migrating data.

What's a tenant domain?

An Office 365 "Tenant Domain" is a free domain that Microsoft provides. It follows the format of tenantname.onmicrosoft.com. While all users can technically use the tenant domain for email, users will likely want to use their actual vanity domain that their contacts know as their current email address.

Review Accounts

Can I do this later?

Migration options can be changed even after scheduling the migration. However for the best experience, reviewing these details and choosing the right migration options will help ensure a smooth migration project.

Additionally, at the bottom of each step of the Web Planner, you can save your progress and come back at a later time.

Can we just migrate a few users first to test?

A test migration is not necessary with SkyKick, because every migration includes pre-migration of the data to Office 365. This "Initial Sync" allows you to evaluate the progress and quality of the migration long prior to the cutover. You're in control leading up to project completion, so you can always postpone the actual cutover at any time.

Additionally, all users on an email domain should be migrated in one cutover. SkyKick does support Staged migrations for Exchange and Google, but additional information and steps are required. Please use the [Enterprise Application](#) to begin a Staged Migration. Most organizations of under 250 users choose a cutover migration.

Can I export the Migration Plan to Excel?

Your full migration plan can be exported to Excel at the last Final Review step in the planner, after all your migration options have been chosen. Remember that you can always return to previous steps in the planner.

Why are Shared Mailboxes shown as Individual Mailboxes?

Resource Mailboxes and Shared Mailboxes are exposed by some source servers as full Individual Mailboxes. To edit these in the Web Planner, hover over the Individual Mailbox and select the gear icon "Bulk Edit" to mark it as a Shared Mailbox.

Migration Type

Should I choose a Cutover or Staged Migration?

A cutover migration moves all of the users in one group. A staged migration allows you to select users to move in batches. Staged migrations are available for Exchange (2007-Current) and Google source servers.

What is the Outlook Assistant, and what does it do?

The Outlook Assistant (typically referred to as SKOA by the SkyKick support team) is a light weight application that is installed on users' local workstations.

For Exchange and Google migrations, SKOA is not responsible for migrating data but will automate the connection of Outlook to Office 365 at migration time, in addition to migrating some Outlook amenities like the default signature block and NK2 files (autocompletes). It will also attach any PST previously connected to the old profile to the new one.

For IMAP migrations, SKOA is responsible for migrating local calendar and contact data in addition to its other functions as noted above.

For POP3 migrations, SKOA is responsible for uploading the primary data store to Outlook (which will push the data to Office 365), in addition to its other functions as noted above.

End User

Can I edit the emails that are sent?

Automated emails cannot be edited at this time. These communications have been successfully used to migrate many organizations and their employees to Office 365. They were designed to be clear, concise, and set expectations appropriately.

Alternatively, an Excel export is available on the "Final Review" step, which contains all the fields necessary to send a mail-merge email to the end users manually via Microsoft Word.

Can I change the communications option later?

To change the communications option after scheduling the migration, please contact support.

If I turn communications off, how can passwords be provided?

Each user is assigned a unique URL to a secure online form where their information, including password, can be submitted and verified. These unique URLs are available in an Excel export in the "Final Review" step, as well as within the Migration Tracker once the migration is scheduled.

DNS

Are Name Servers automatically switched back post-migration?

DNS is not automatically switched back post-migration. Name Servers can manually be pointed back to their previous location. Please wait 72 hours after the migration date before reverting the Name Servers.

SkyKick hosts the DNS Zone free of charge indefinitely on AWS Name Servers after migration, providing you a single place to manage all of your customers' DNS.

Why is full service DNS option not available?

SkyKick's system does not offer full DNS automation for certain web hosters and DNS scenarios. These include: DNS services with dynamic IP addresses, DNS providers who offer domain forwarding, and scenarios where the DNS may be already managed outside of the Registrar's default DNS Zone. In such cases, moving the Name Servers could impact DNS-reliant services and is not recommended.

Can I switch the DNS option later?

Please finalize the DNS options prior to proceeding. Support can be contacted to change these options later, however the migration may need to be postponed to a later date than initially scheduled.

Can I choose different DNS options for different domains?

At this time, all domains must be configured to the same DNS option.

Final Review

What happens after clicking "Place Order"?

Once you click "Place Order" the migration project will begin. Depending on how you have configured the migration this may include creating the O365 tenant, creating mailboxes and purchasing or assigning O365 plans, emailing end users, and beginning to migrate data.

You will have access to the Migration Tracker where you have the control to monitor progress and make changes to the migration plan up to 4 hours prior to the Migration Date.

When does SK begin migrating data?

Migration Sync will begin moving data as soon as it has access to the source mailboxes. This occurs when end users provide their credentials or when source impersonation credentials are provided.