

# Migration from MS Outlook PST files to contentACCESS Email archive



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# 1 Introduction

This guide will explain how contentGATE migrates data from *Outlook PST files* to *contentACCESS Email archive*, and the required settings before starting the migration process.

## 2 Migration environment

### Required

- Windows server with **contentACCESS Email Archive**
- **Outlook PST files** to be migrated

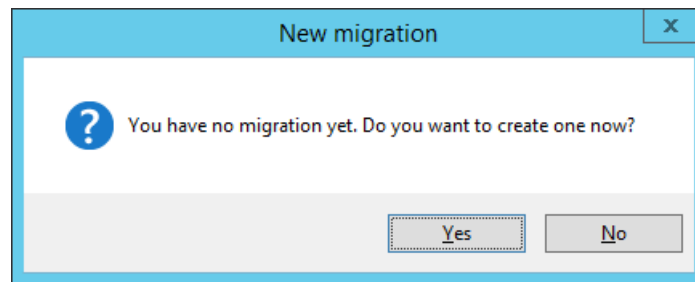
**Note:** The contentGATE application can be hosted by the same server as well.

## 3 contentGATE installation

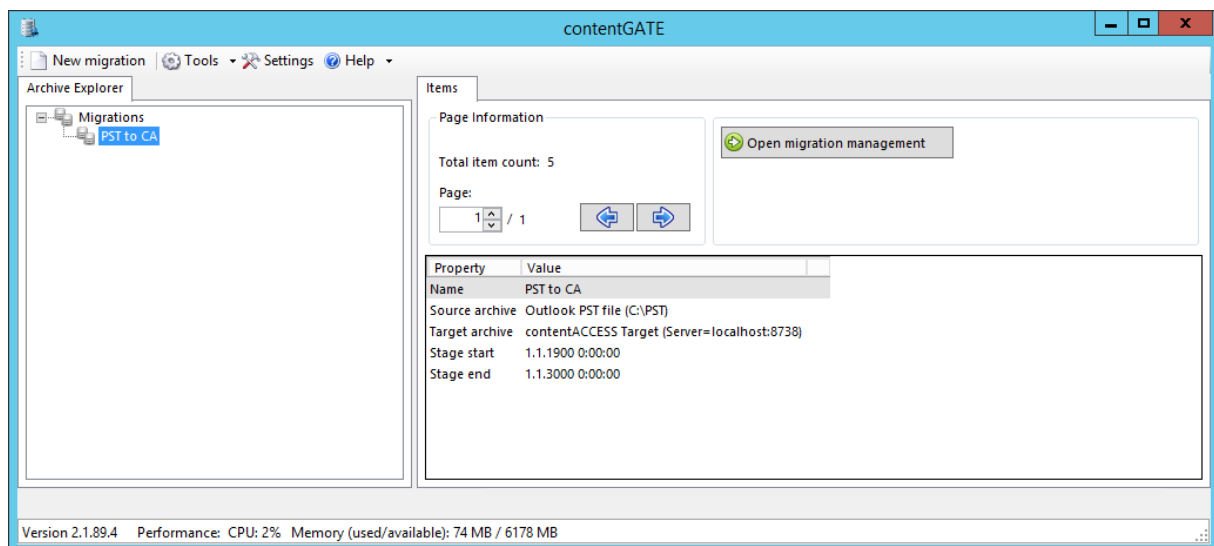
Installation of contentGATE is common for all migration types and is described on [this](#) page.

## 4 contentGATE welcome interface

When contentGATE is started for the first time, no migration is defined. The application prompts you to create one. You can click **No**. The new migration unit can be created anytime by clicking on the **New migration** option in the toolbar. The migration creation/configuration process is described later in this guide (chapter [Creating a new migration project](#)). First, the interface and general settings are detailed.



The contentGATE welcome interface features a toolbar offering easy access to general settings and functions:

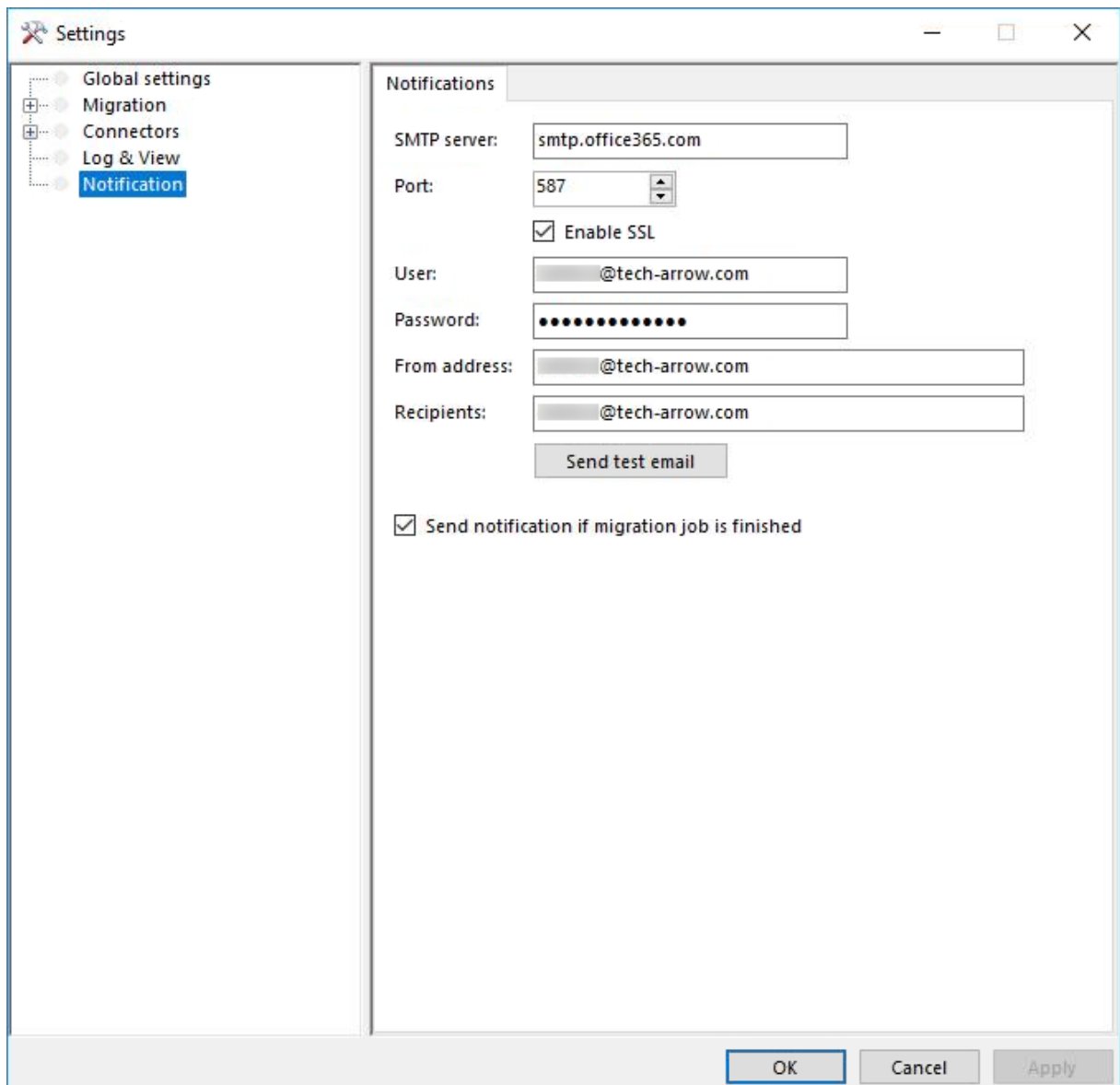


- **New migration** – creates a new migration unit under which the source archive, target archive, user mapping etc. can be configured
- **Tools** – connector specific tools are accessible from here

**Note:** These tools can be disregarded for this migration.

- **Settings** – the general contentGATE settings and individual connectors (archives) settings are accessible from here.

If you would like contentGATE to send you notification email when migration job is finished, you can configure it in this section.



The screenshot shows a 'Settings' window with a sidebar on the left containing the following items: Global settings, Migration, Connectors, Log & View, and Notification (which is highlighted in blue). The main area is titled 'Notifications' and contains the following fields and controls:

- SMTP server:** A text box containing 'smtp.office365.com'.
- Port:** A spinner box set to '587'.
- Enable SSL:** A checked checkbox.
- User:** A text box containing '@tech-arrow.com'.
- Password:** A text box filled with dots.
- From address:** A text box containing '@tech-arrow.com'.
- Recipients:** A text box containing '@tech-arrow.com'.
- Send test email:** A button.
- Send notification if migration job is finished:** A checked checkbox.

At the bottom right of the window are three buttons: 'OK', 'Cancel', and 'Apply'.

**SMTP server:** the SMTP server that you want to connect to

**Port:** 25 or 587 (for secure connection)

**Enable SSL:** check this checkbox if you want your secure connection to use the SSL (Secure Socket Layer) protocol to encrypt communication

**User and Password:** credentials of the user you want to authenticate with

**From address:** email address from which the notification emails will be sent (the email address of the authenticated user)

**Recipients:** email addresses that will be receiving notification emails from the job; multiple addresses need to be separated by semicolon



**Send notification emails if migration job is finished:** do not forget to check this checkbox, otherwise notifications won't be sent. No matter if you stop it manually or it finishes by itself, the email will be sent.

- **Help** – information about license, version etc.

The user interface below the toolbar is divided into two panes:

- **Archive Explorer** pane with a list of created migrations. Initially the pane is empty.
- **Items** pane that displays the content of a node selected in the Archive Explorer pane. Initially the pane is empty.

Use the **Open migration management** button to open the management interface of an advanced migration project that is selected in the **Archive Explorer** pane.

The **Page information** section in the **Items** pane allows you to adjust and handle items per page functionality.

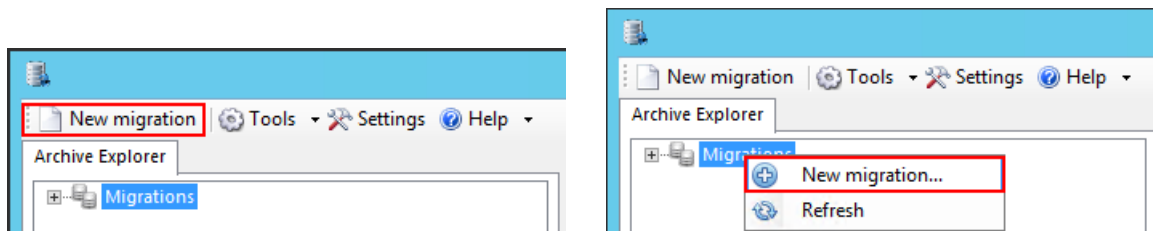
## 5 Migration “How to”

This chapter will describe how to create and configure a new migration project managing the migration of archived emails from **PST files** to **contentACCESS Email archive**. The configuration process can be divided into 2 main stages:

- 1st. **Creating the migration project** – a new migration project is created using the **contentGATE's welcome interface** described above;
- 2nd. **Configuring the migration project** – the configuration of the **migration project** is done on its **own management interface**; the migration process is triggered from this interface, too.

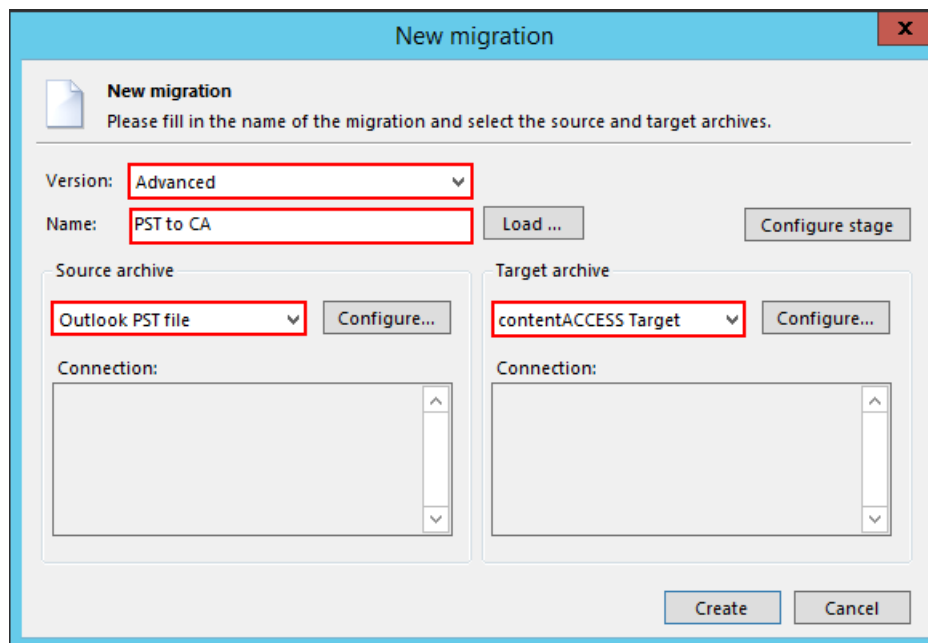
### 5.1 Creating a new migration project

The desired migration can be defined by using the “**New migration**” button, which is reachable on the toolbar and also in the context menu of the contentGATE. By clicking this button, the **New migration** window opens.



In the **New migration** dialog:

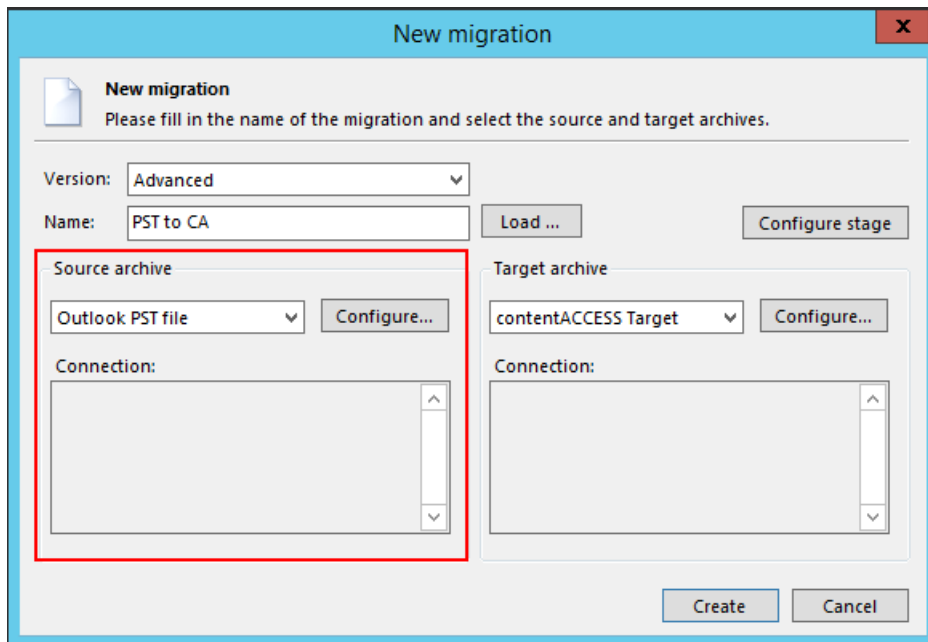
- Select the “Advanced” version from the “Versions” dropdown list.
- Name your migration project.
- Configure the Source archive (in this case **Outlook PST** file) and Target archive (in this case **contentACCESS target**) connection settings (further details in section [Specifying Source and Target archive connection settings](#)).



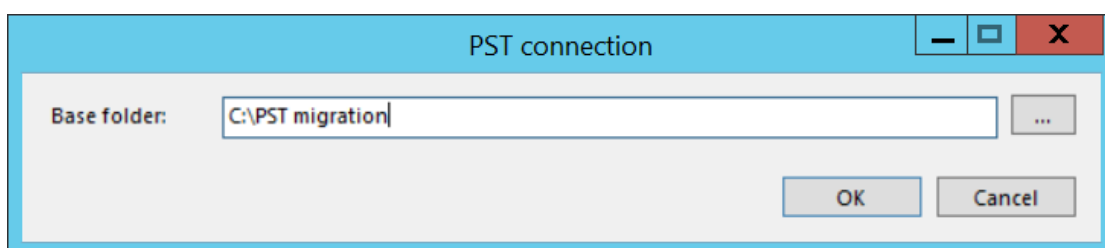
### 5.1.1 Specifying Source and Target archive connection settings

#### The Source archive (Outlook PST file)

To configure the **Outlook PST file** connection, select it in the **Source archive** dropdown-list and click the **Configure** button in the dialog.



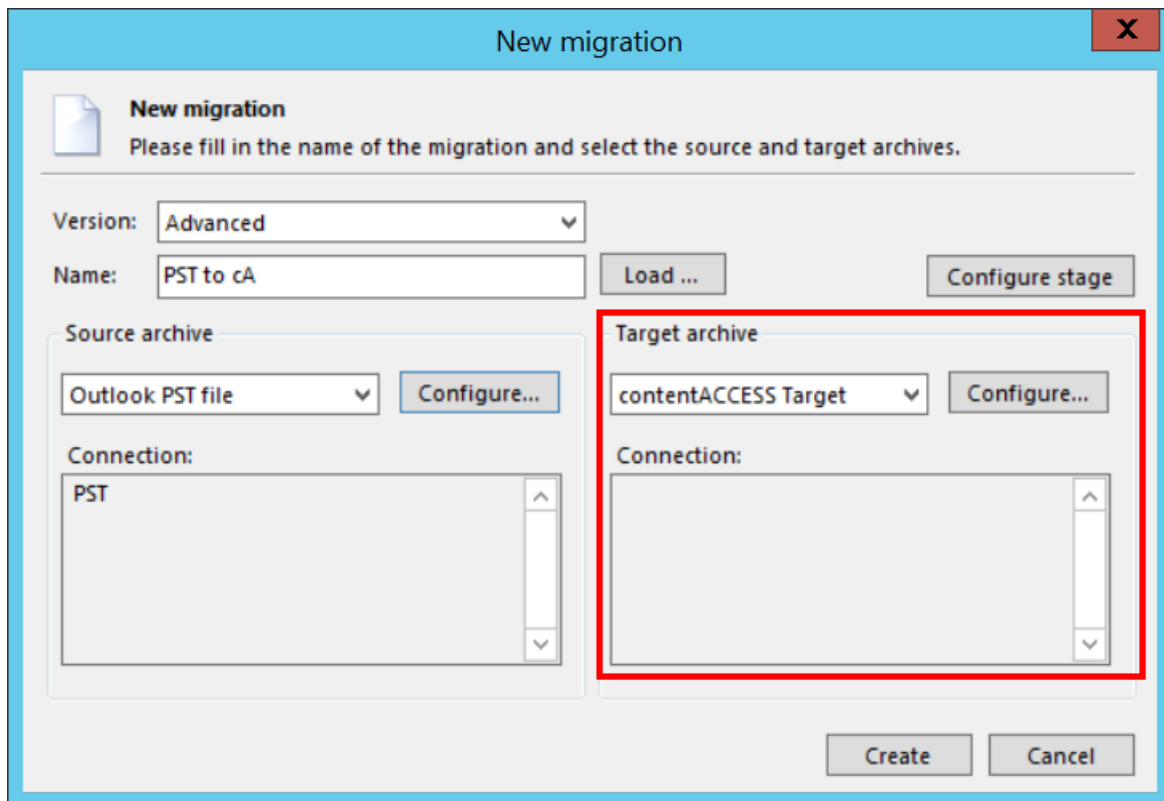
The **PST connection** dialog opens. Enter the folder path where the PST files to be migrated are located and click on "OK".



#### The Target archive (contentACCESS Email archive)

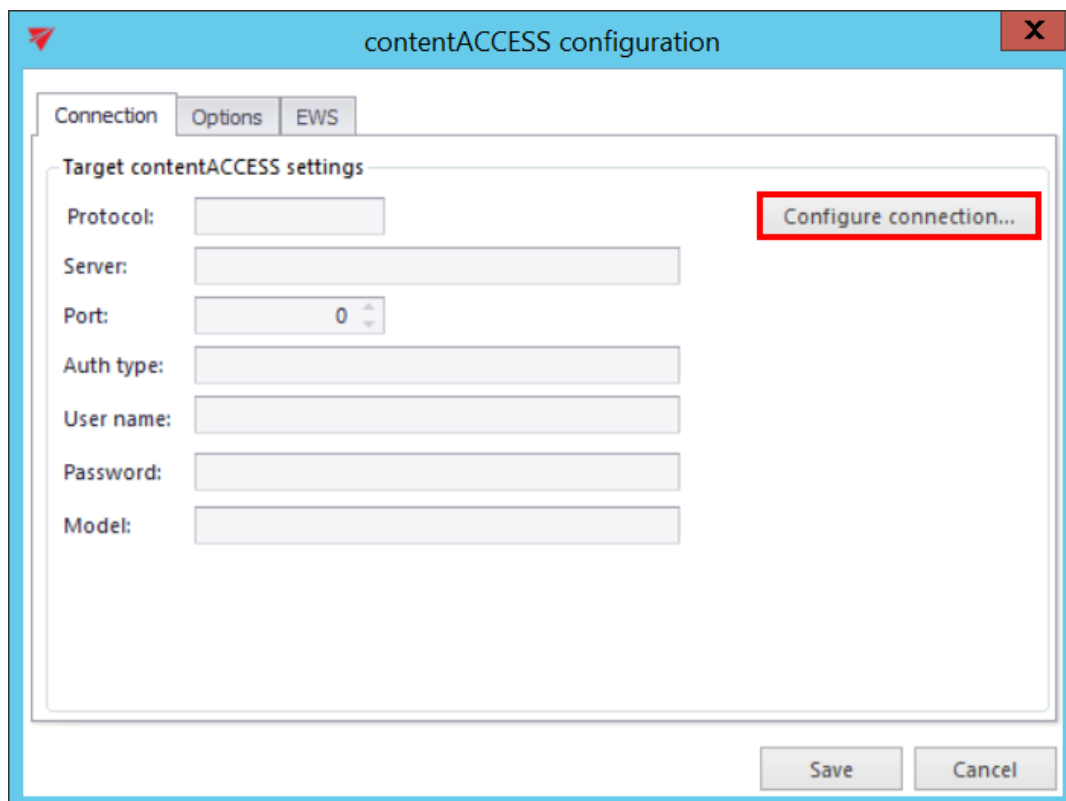
Choose **contentACCESS Target** from the list of target archives and click on **Configure**.





The "New migration" dialog box is shown with a blue title bar and a close button (X). It contains a "New migration" section with a document icon and instructions: "Please fill in the name of the migration and select the source and target archives." Below this, there are fields for "Version:" (set to "Advanced") and "Name:" (set to "PST to cA"). There are "Load ..." and "Configure stage" buttons. The "Source archive" section has a dropdown set to "Outlook PST file" and a "Configure..." button. The "Connection:" list shows "PST". The "Target archive" section is highlighted with a red rectangle; it has a dropdown set to "contentACCESS Target" and a "Configure..." button. The "Connection:" list is empty. At the bottom are "Create" and "Cancel" buttons.

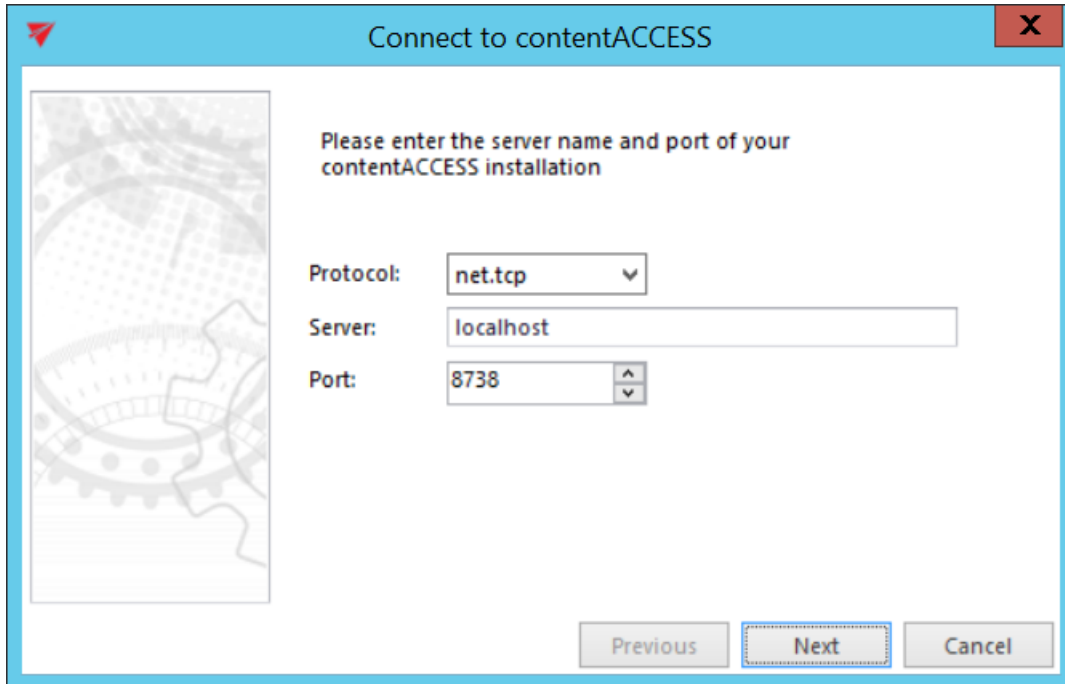
Click "Configure connection ..." in the next dialog.



The "contentACCESS configuration" dialog box is shown with a blue title bar and a close button (X). It has three tabs: "Connection", "Options", and "EWS", with "Connection" selected. The "Target contentACCESS settings" section contains fields for "Protocol:", "Server:", "Port:" (set to 0), "Auth type:", "User name:", "Password:", and "Model:". A "Configure connection..." button is highlighted with a red rectangle. At the bottom are "Save" and "Cancel" buttons.

Further enter the server name and port of your contentACCESS installation and click “Next”.

**Note:** Server “localhost” may be used if contentACCESS is installed on the machine that hosts contentGATE.



Connect to contentACCESS

Please enter the server name and port of your contentACCESS installation

Protocol: net.tcp

Server: localhost

Port: 8738

Previous Next Cancel

Choose the **Authentication type** to be used to connect to contentACCESS and enter the applicable user credentials. It is recommended to use an account with at least tenant administrator level permissions. Click “Next”.



**Connect to contentACCESS**

Choose the authentication mode and enter the credentials.  
It is recommended to use at least tenant administrator account.

Authentication type: Forms

User: system

Password: .....

Previous Next Cancel

The next dialog will list all available models based on your contentACCESS license. The text in brackets refers to the contentACCESS tenant(s). Choose the **Email archive** model that will be the target of this migration and click “Finish”.

**Connect to contentACCESS**

Select the model which will be the target of the migration.

Model: Email archive (TECH-ARROW)

Model type: File system archive (TECH-ARROW)

Tenant: Email archive (TECH-ARROW)

File system archive (RFA test)

Previous **Finish** Cancel

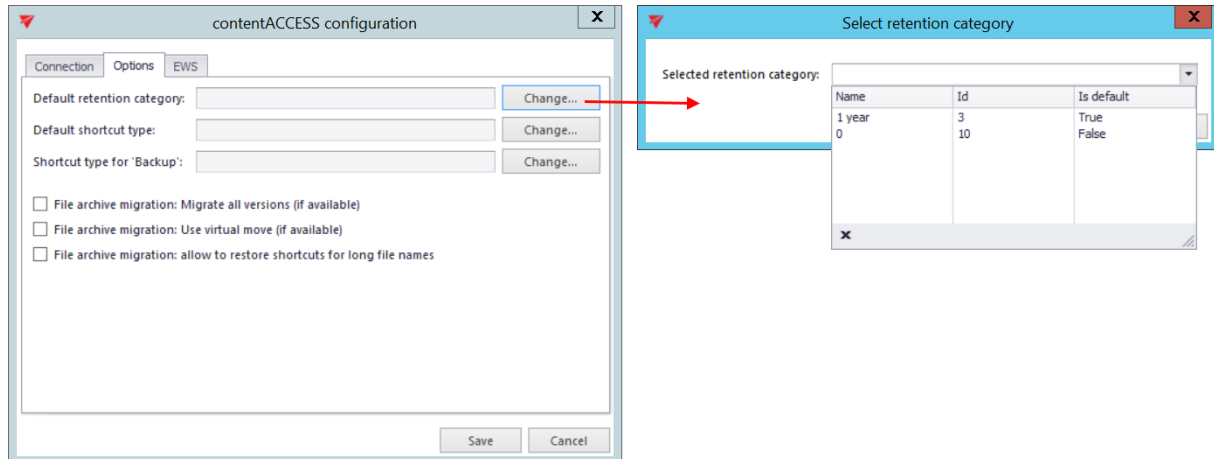
Back in the initial dialog switch to the “**Options**” tab. Use the “**Change**” buttons to set the

- default retention category,
- default shortcut type and

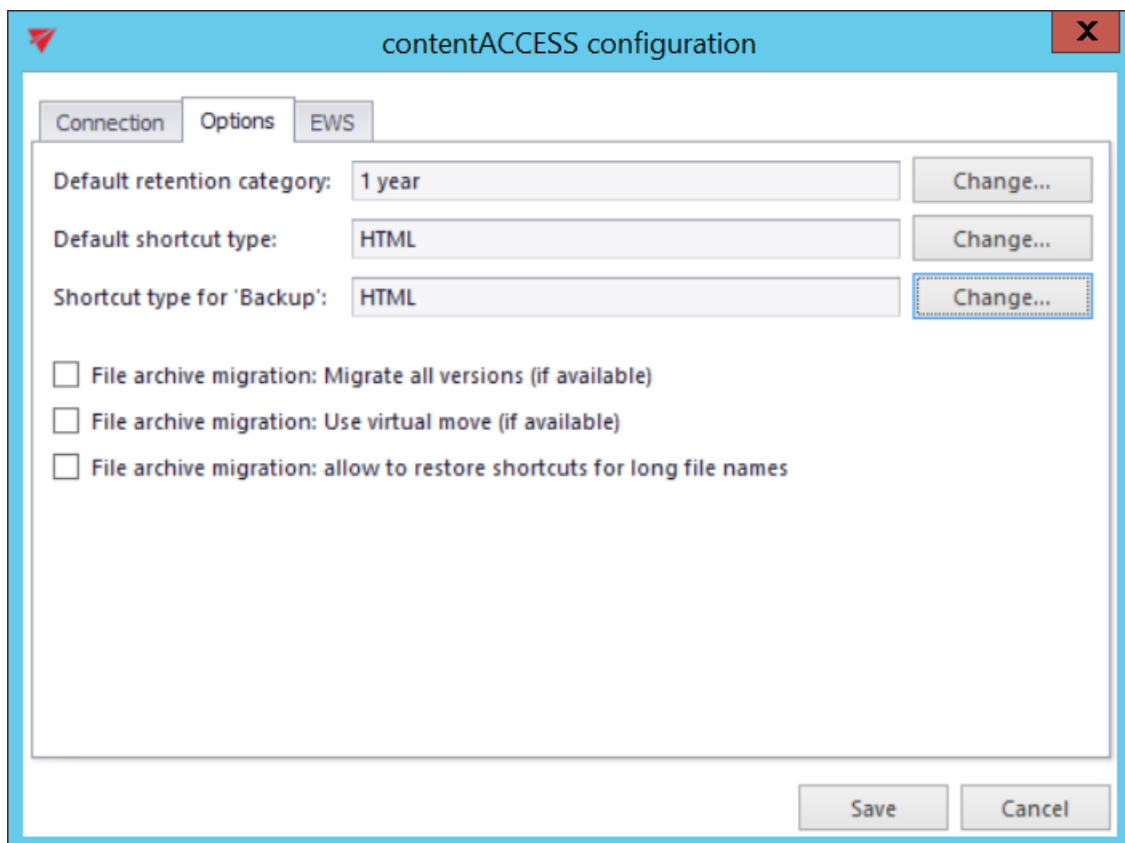
- shortcut type for “Backup”

that will be applied to the messages/shortcuts migrated into contentACCESS Email archive.

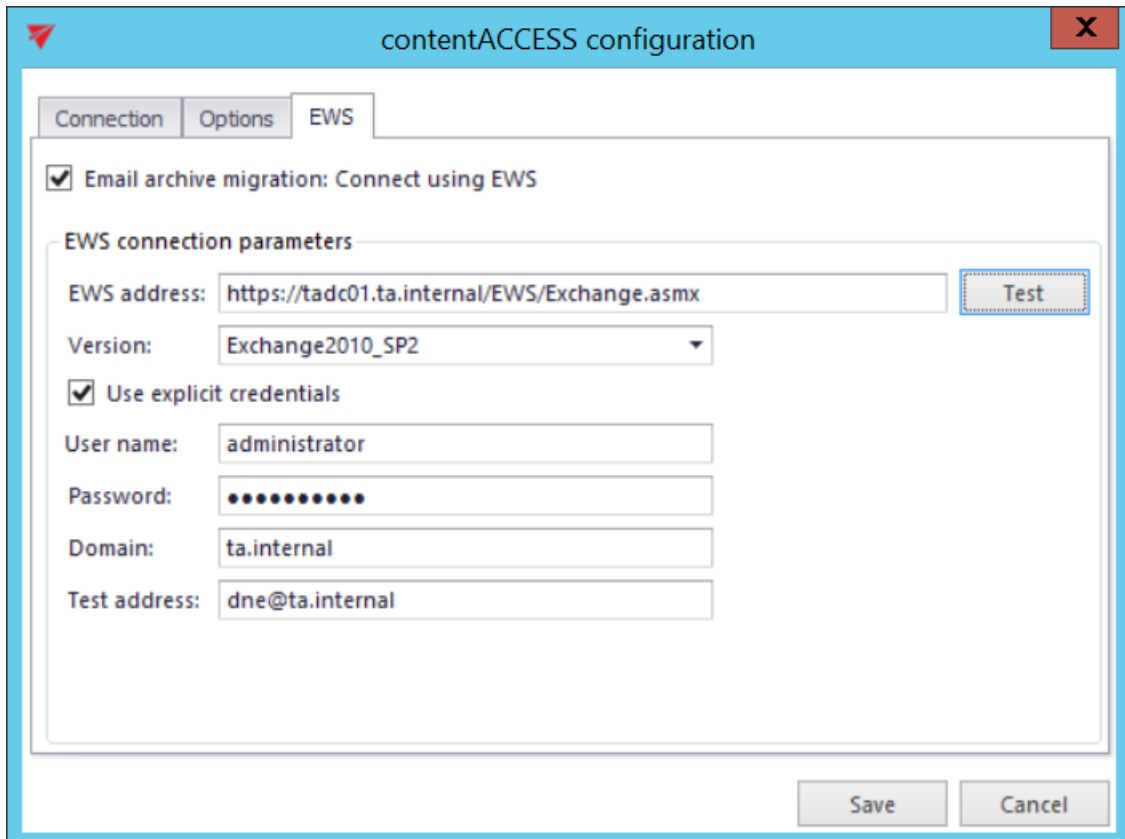
The available retention categories/shortcut types to be used in the target archive are listed based on the contentACCESS settings.



**File archive migration** checkboxes are unavailable for this type of migration, so please ignore these settings.



It is also possible to connect to contentACCESS via Exchange Web Services. To do this, click on the **EWS** tab and check the **Email archive migration: Connect using EWS** checkbox. Fill in the EWS address and select the EWS version of the server, where your email provider is running. Check the **Use explicit credentials** checkbox and enter the applicable credentials if necessary. Further specify the **Domain** name and Test address.



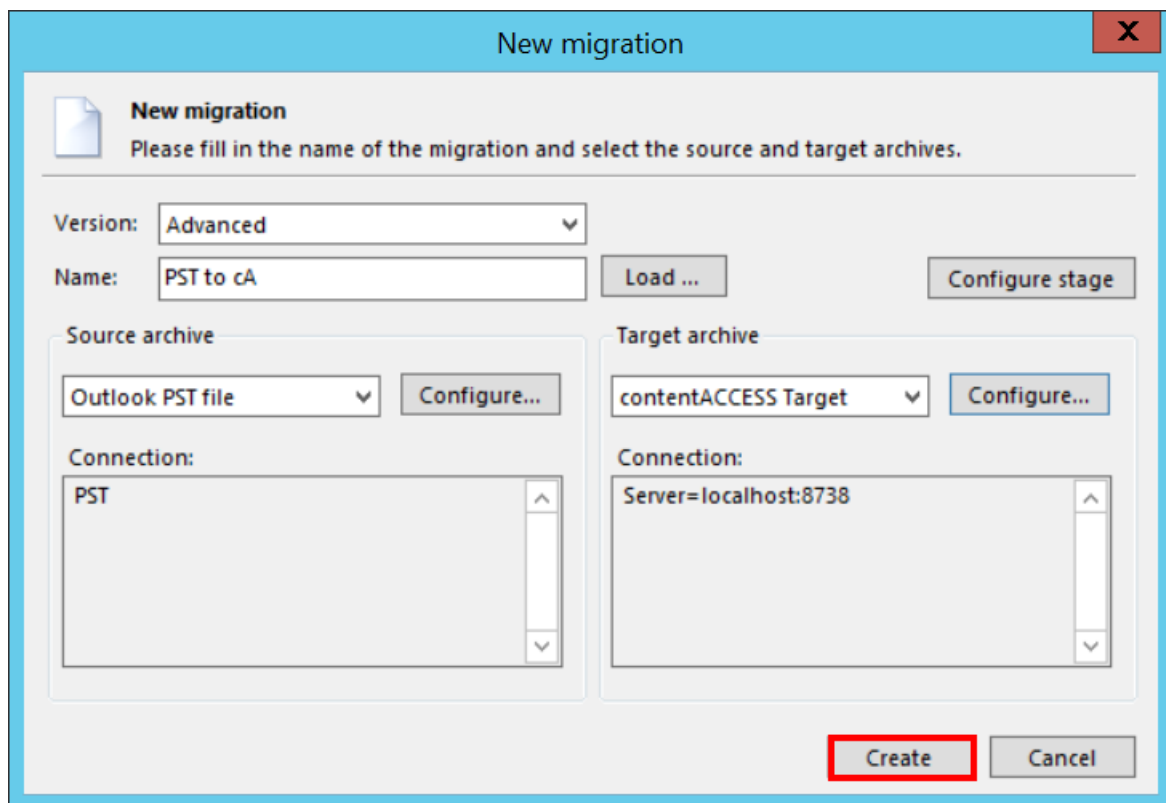
The screenshot shows the 'contentACCESS configuration' dialog box with the 'EWS' tab selected. The 'Email archive migration: Connect using EWS' checkbox is checked. Below it, the 'EWS connection parameters' section contains the following fields:

- EWS address:**
- Version:**
- ☒ **Use explicit credentials**
- User name:**
- Password:**
- Domain:**
- Test address:**

At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

Click "Save".

Once the source and target archive connection is set, click on "Create" back in the very first "New migration" dialog:

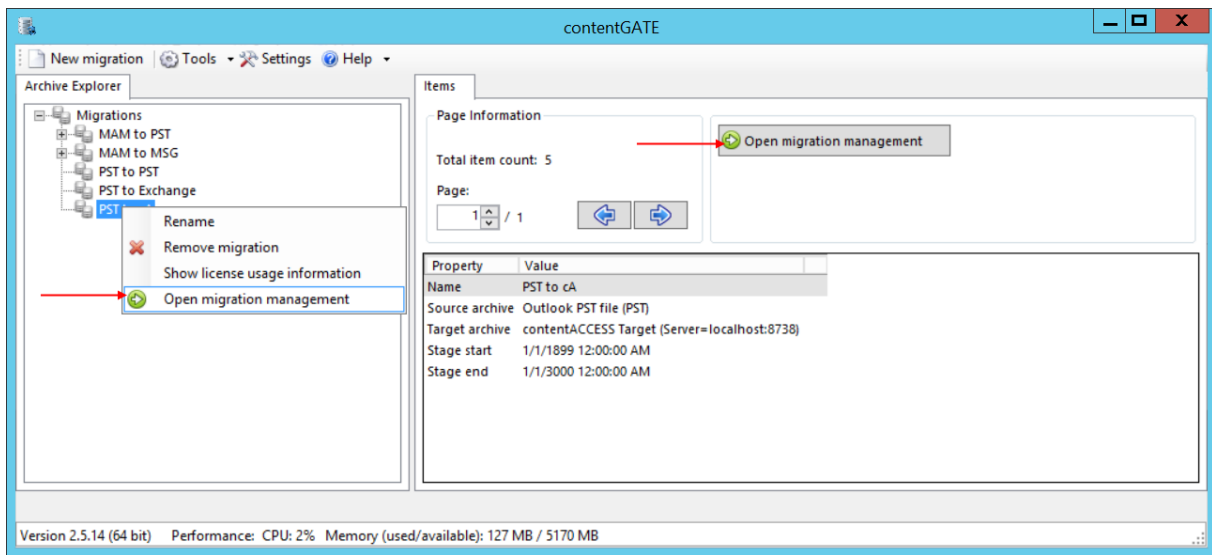


The migration project is now added to the Archive Explorer pane of contentGATE.

Now it can be configured on its management interface.

## 5.2 Migration project configuration

Open the **PST to CA** migration's management interface from the node's context menu (or via the "Open migration management" button in the **Items** pane).

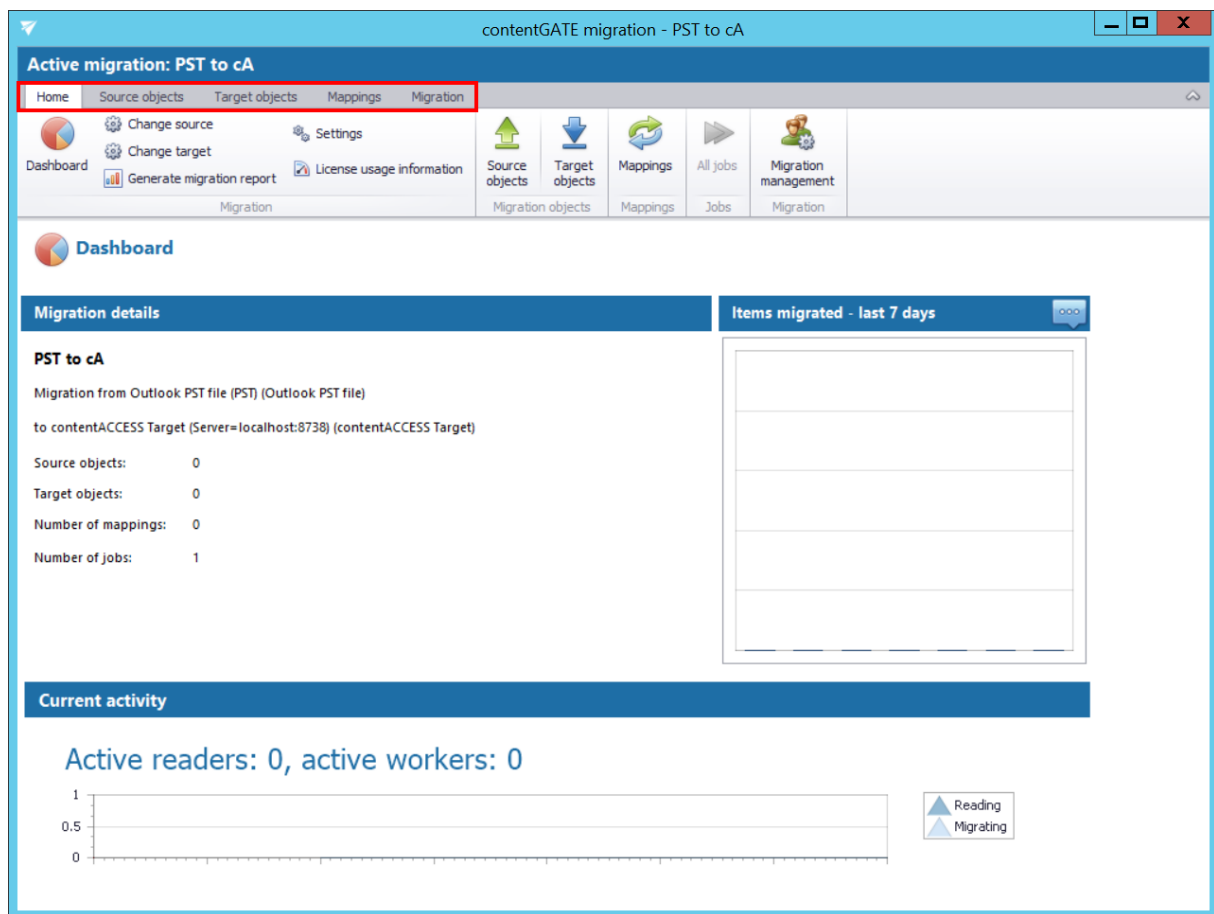


By clicking the “Open migration management” button, its management interface opens. Now we will walk through the configuration settings of our newly created migration project. These configurations enable to set

- the exact mailboxes to be migrated/excluded from the migration process
- the exact migration workflow
- migration performance etc.

### 5.2.1 Interface overview

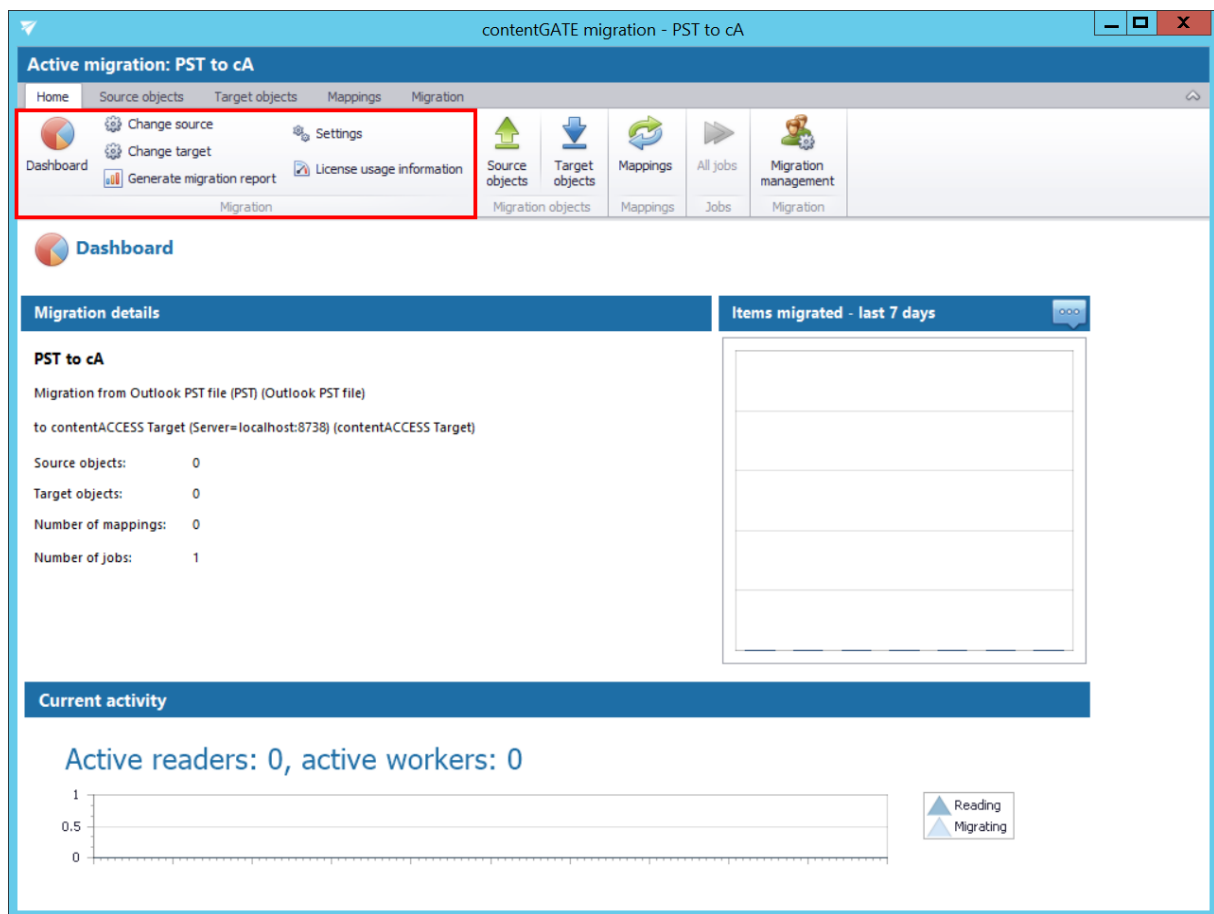
The migration project’s settings are available in the respective sections of the migration’s management interface.



The following settings are available in these sections:

- **Home** – Migration settings can be viewed and connector settings can be viewed or edited on this page.





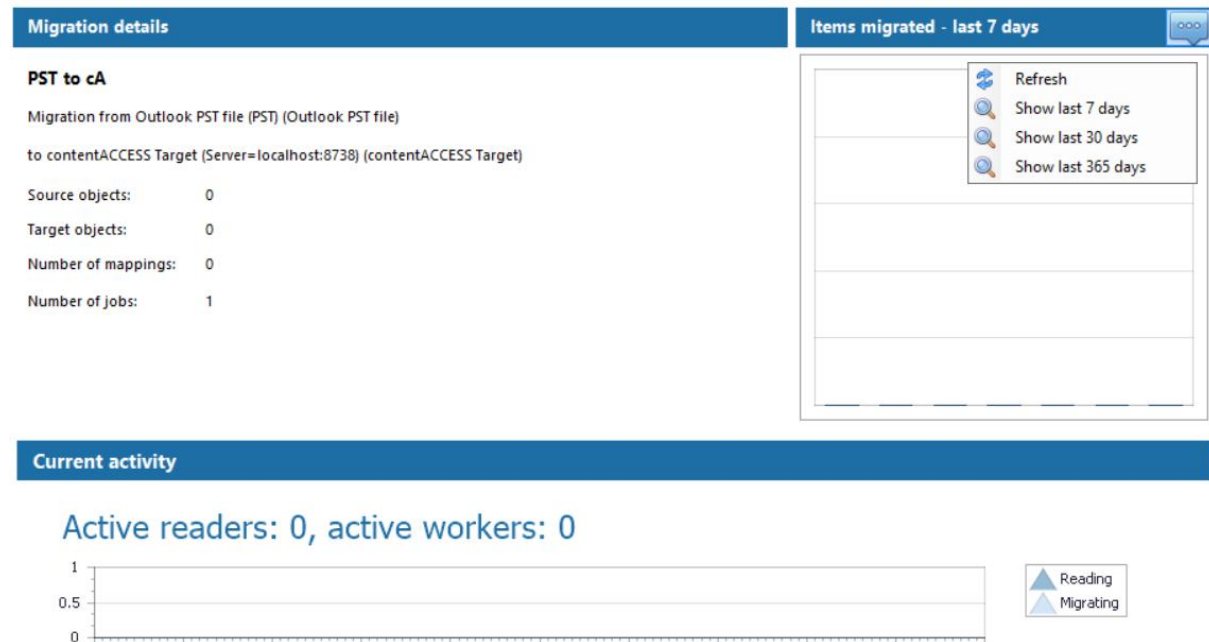
The toolbar of this page features the following options:

- **Change source** – source archive connections can be edited using this option
- **Change target** - target archive connections can be edited using this option
- **Generate migration report** – an overall migration report for all mappings can be created using this option (more details [here](#))
- **Settings** – item filtering settings, global and performance settings can be configured here (more details [here](#))
- **License usage information** – displays the data volume and number of items in the migration
- **Dashboard** – displays the basic parameters of the source and target connectors

The graph in section “Migration details” displays the number of migrated items in the last 7, 30 or 365 days. The time period is configurable using the triple dot menu in the right upper corner of the graph. Move with your cursor over the graph and the information gets displayed. Initially the value is “0”.



The current activity of reader and worker threads can be also viewed using the graph at the bottom of the window.



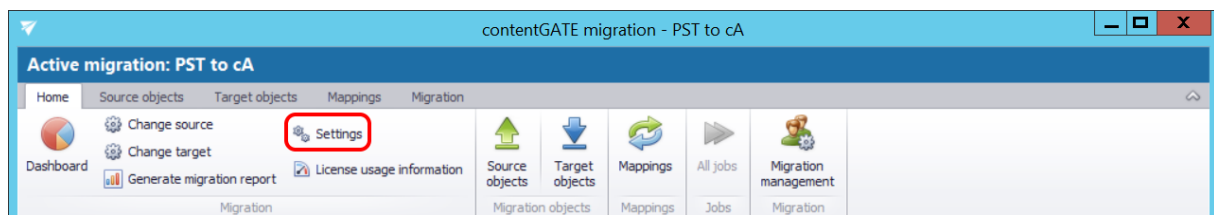
- **Source objects** – This section represents the list of the source objects (in this case Outlook PST files) that are available on the source connector. Initially the grid is empty. Source objects can be loaded either manually or automatically. (For more details click [here](#).)
- **Target objects** - Target objects (mailboxes already provisioned in the contentACCESS Email archive) can be loaded here either manually or automatically. The grid collects the targets of the migration – WHERE the data will be migrated. The list is initially empty and the objects can be added either manually, or it is possible to load them all. (For more details click [here](#).)
- **Mappings** – Before starting the archive migration procedure, the PST objects must be mapped to the provisioned objects in the contentACCESS Email Archive. This action is called **object mapping**. The objects that have not been mapped cannot be migrated. Object mappings are specified in “Mappings” section. Manual and automatic mappings are both enabled. (For more details click [here](#).)

- **Migration** – Migration jobs and groups can be created and viewed on this tab. The workflow of a migration is defined in the migration job. The job's workflow defines what exactly will be migrated. A migration job must be always assigned to a migration group, because only the mailboxes added to groups can be migrated. (For more details click [here](#) (jobs) and [here](#) (groups)).

All the above mentioned sections are initially empty. To configure these settings refer to the following sections of this user guide.

## 5.2.2 Default project settings

Before you start to configure a migration job, you can set default settings that will be applied in your migration project. To configure these default settings, click on “Settings” in the **Home** tab's toolbar.



The “Settings” window opens. The navigation pane of this window features 3 types of settings:

- **Global settings**
- **Filtering settings**
- **Performance settings**

### Global settings

Use this option to specify a target mailbox folder for mailbox items with path that cannot be found during the migration process. By default, the items without the folder path information are saved into folder “Unknown”, but this folder can be changed here. Other limitations can also be set in this section.



When checked, the option **Preserve shortcut properties during the shortcut migration** does the following:

- Finds a shortcut in the mailbox
- Reads properties that can be preserved (categories, follow up flags, read status, etc.)
- Migrates the item 1:1 – the item will be the exact same as it is in the source archive
- Upgrades the shortcut (creates new item from the .msg file)
- Applies properties that can be preserved on the new shortcut

**Note:** Information like category, follow up flag, read status, etc. are Outlook/user specific information and might be changed multiple times during an email lifetime. Therefore, it can be considered not as email specific, but rather user specific information.

This option is recommended in case the migration needs to be fully compliant. The migrated message is kept as it is, but the shortcut of the user is not losing the user specific Outlook information.

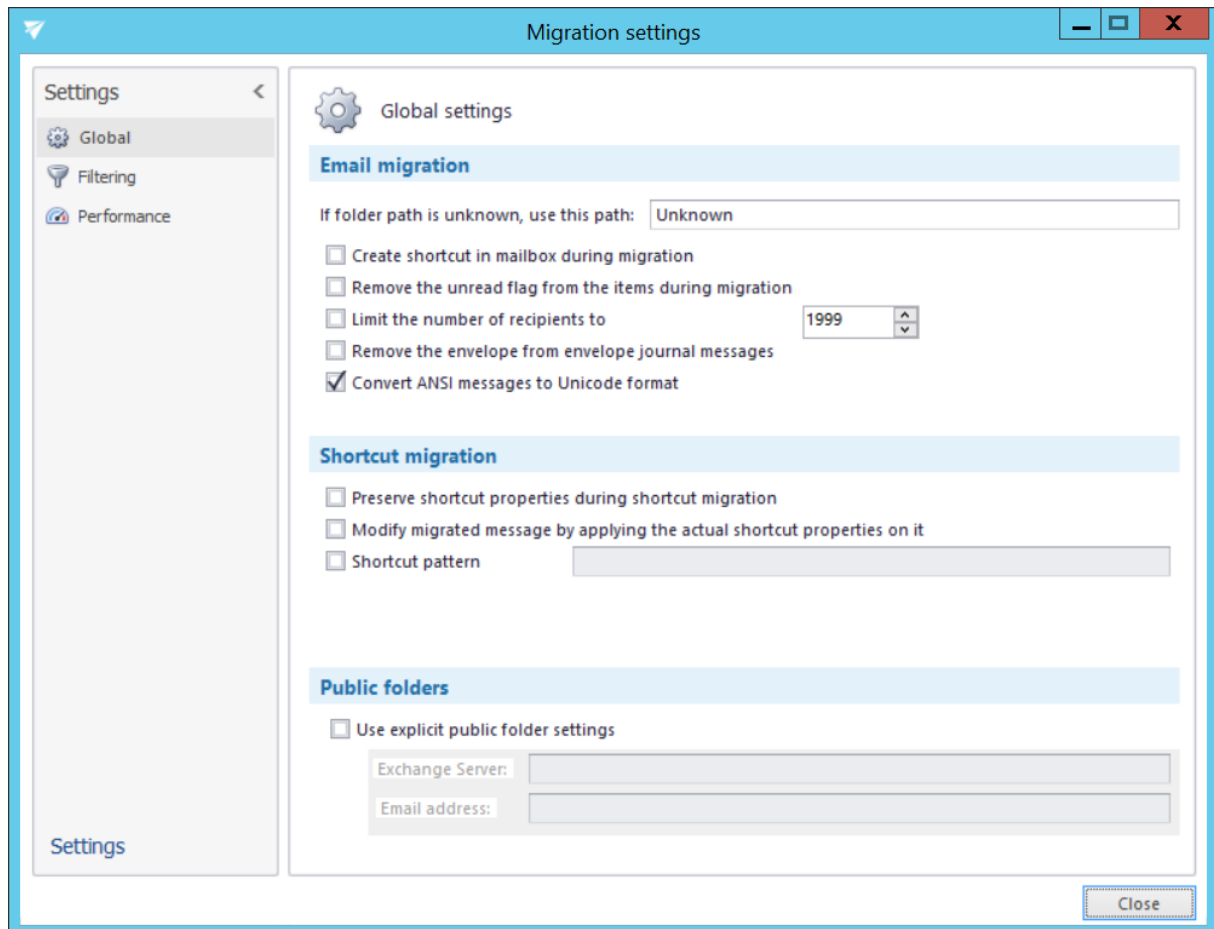
When checked, the option **Modify migrated message by applying the actual shortcut properties on it** will modify the migrated email before it is transferred to the target system and do the following:

- Find a shortcut in the mailbox
- Read properties that can be preserved (categories, follow up flags, read status, etc.)
- Read the message from the source archive and apply properties that can be preserved on the message
- Migrate the modified message to the target archive
- Upgrade the shortcut (create new item from the modified .msg file)
- The properties that can be preserved are already available on the new shortcut

This option is recommended in case the customer requires to "update" the status of the migrated emails to the current status. The email is modified during the shortcut migration; therefore, it can't be considered as fully compliant migration.

**Important:** If the item migration has already finished on the given mailbox, the option **Modify migrated message by applying the actual shortcut properties on it** makes no sense anymore, because the email was already migrated 1:1 to the target archive and can't be modified later. Therefore, please plan the migration strategy in advance, especially the sequence of the migration.

If explicit public folder settings need to be configured, it is possible to allow and configure it here.



The screenshot shows the 'Migration settings' window. On the left is a sidebar with 'Settings' and three sub-items: 'Global' (selected), 'Filtering', and 'Performance'. The main area is titled 'Global settings' and contains three sections:

- Email migration:**
  - If folder path is unknown, use this path:
  - ☐ Create shortcut in mailbox during migration
  - ☐ Remove the unread flag from the items during migration
  - ☐ Limit the number of recipients to
  - ☐ Remove the envelope from envelope journal messages
  - ☒ Convert ANSI messages to Unicode format
- Shortcut migration:**
  - ☐ Preserve shortcut properties during shortcut migration
  - ☐ Modify migrated message by applying the actual shortcut properties on it
  - ☐ Shortcut pattern
- Public folders:**
  - ☐ Use explicit public folder settings
  - Exchange Server:
  - Email address:

A 'Close' button is located at the bottom right of the window.

## Filtering settings

Filtering settings enable to exclude certain mailboxes and message classes from the migration process. The list of mailboxes to be excluded can be imported from a CSV file, SQL database or from Oracle. It is possible to import multiple lists of entries to be excluded. Already added entries will not be deleted, the list will be only updated.



To add mailboxes to be excluded, click the “import” button, select the import type (CSV file, SQL Server or Oracle) and specify the items that shouldn’t be processed by the migration project.

**Note:** Section “Excluded shortcut handling” can be ignored, it cannot be applied in this migration.

Emails may be excluded from the migration based on their message class, age and size, too.


Settings

Global

Filtering

Performance

Migration settings

 Filtering options for the whole migration

Email address filtering

☐ Allow filtering by email address

This option allows you to exclude certain mails from the migration process.

If the mail sender or recipients matches one of the entries on this list, the mail will be excluded.

Clear

Import...

Number of entries: 0

Excluded shortcut handling

Even if emails are excluded from the migration, there might still be shortcuts present.

Please decide what to do with the shortcuts which are pointing to excluded emails.

Leave the shortcut untouched

Message class filtering

☒ Allow filtering by message class

This option allows you to exclude certain mails from the migration process.

If the message class matches one of the entries on this list, the mail will be excluded.

Save

Date filtering

☒ Allow filtering by date

This option allows you to exclude emails based on their date (received or sent date)

☒ Include only emails between

1/1/0001

1/1/0001

Size filtering

☒ Allow filtering by size

This option allows you to exclude emails based on their size

☒ Include only emails between

0

0

Settings

Close

## Performance settings

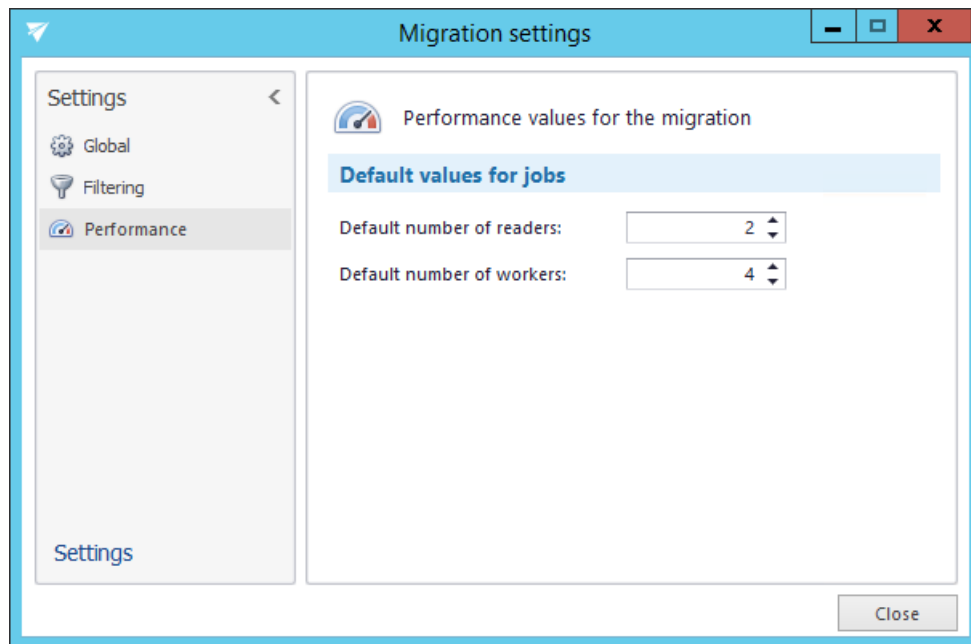
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Performance settings enable to set the default performance values for every migration job of a migration project. The administrator may set here the default number of reader and worker threads. The thread count defines the number of tasks running in parallel. The default values will be prepopulated in the migration job's settings.

**Note:** The thread count may be changed in the job settings. Values defined in the migration job have always priority.



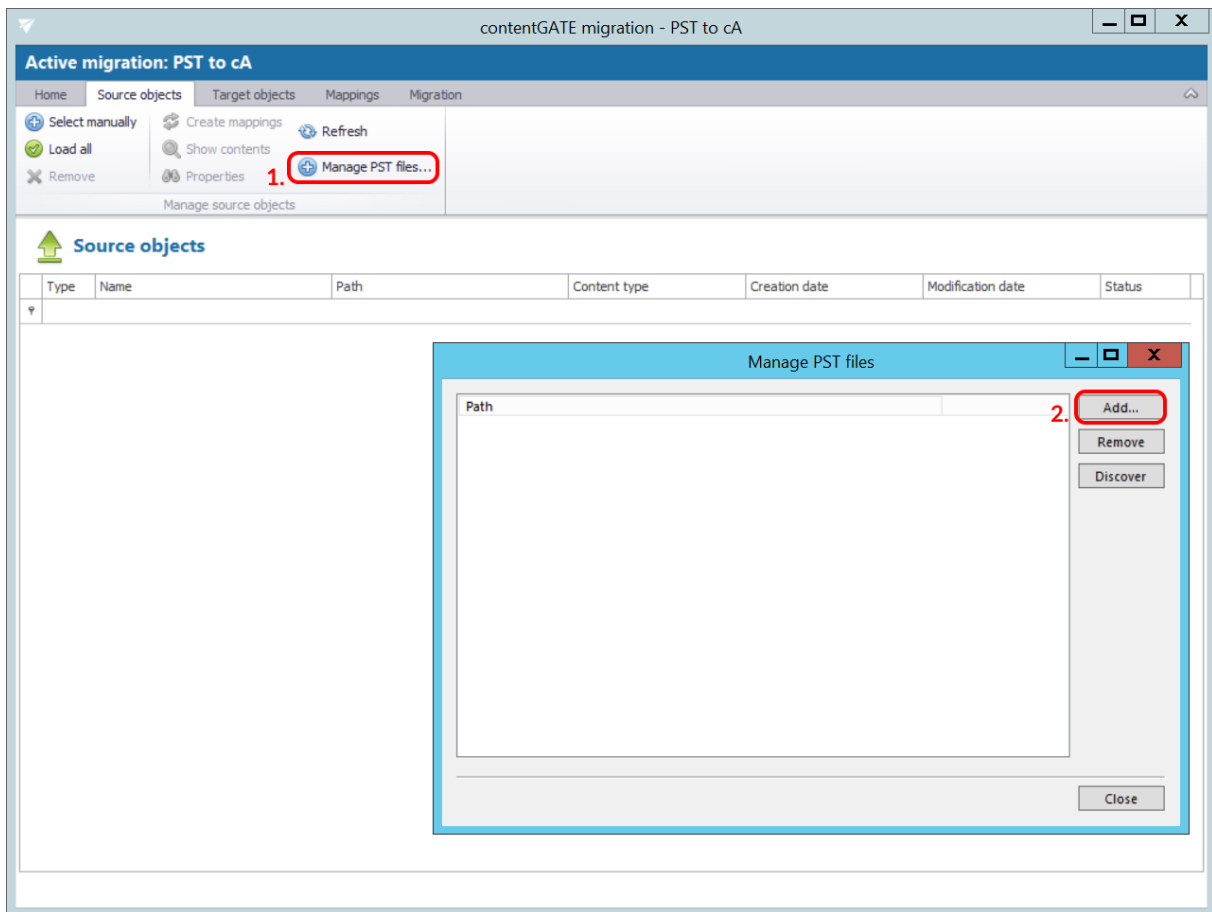
### 5.2.3 Loading source objects

**Definition of terms:** source objects = source Outlook PST files

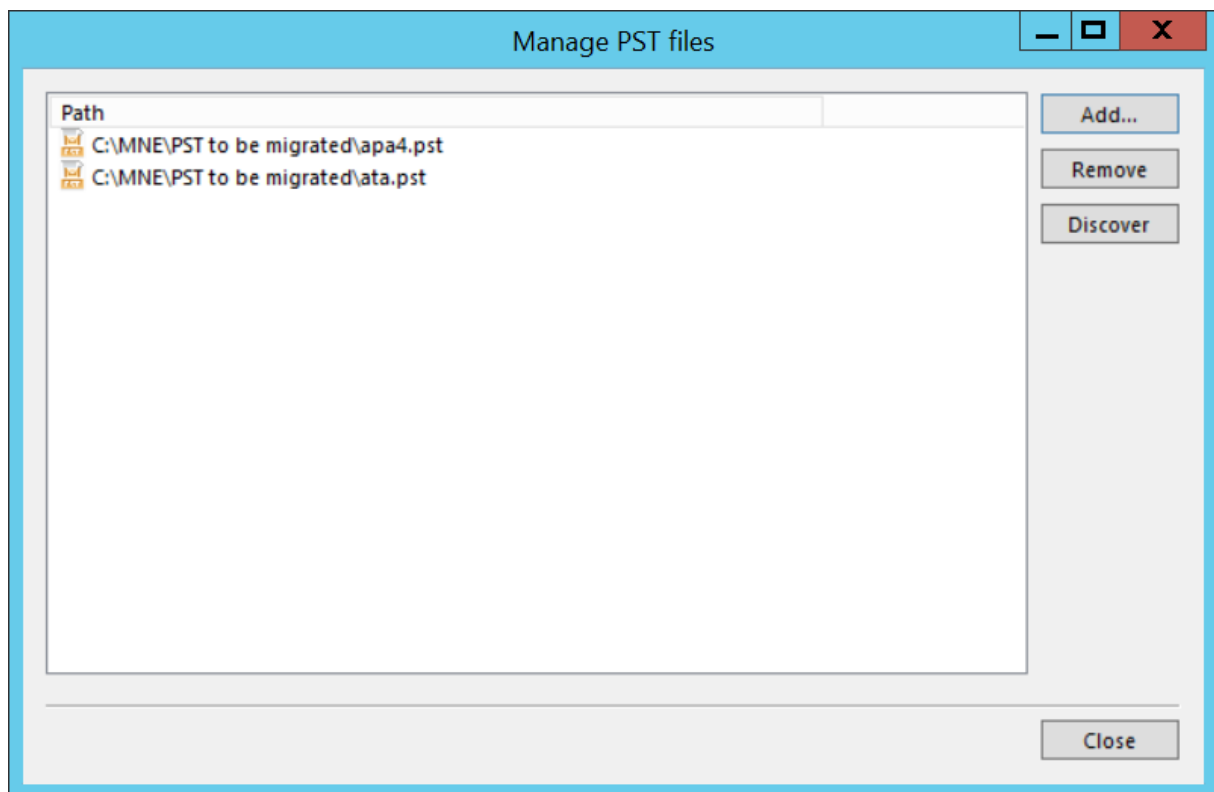
Open the “Source objects” tab. The grid of the page is initially empty, the source PST files must be added here.

First, you need to manually select the PST files that will be migrated. Click on “Manage PST files...” in the toolbar and then click on “Add” to browse for the demanded PST files to be migrated:



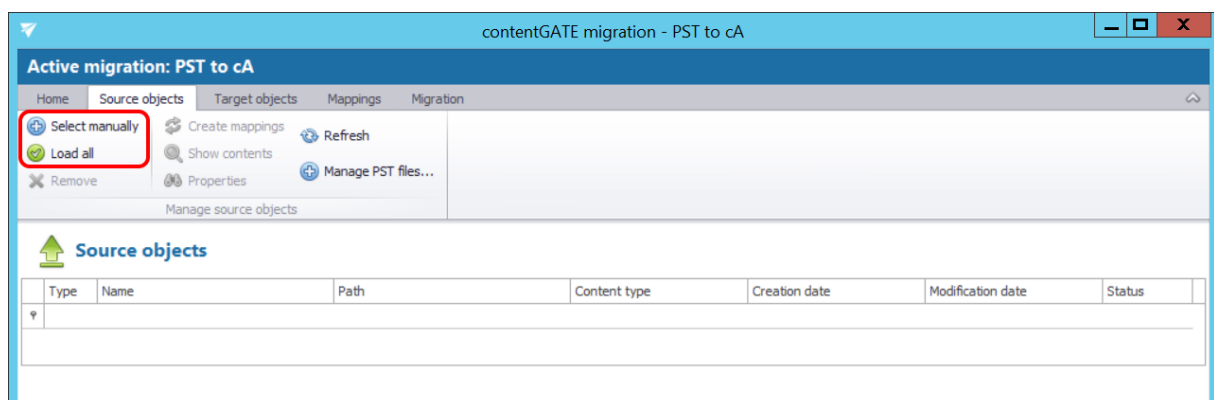


Once the PST files are added, close the dialog:



Now you can load the PST files to the source object's grid. You have multiple options how to load them:

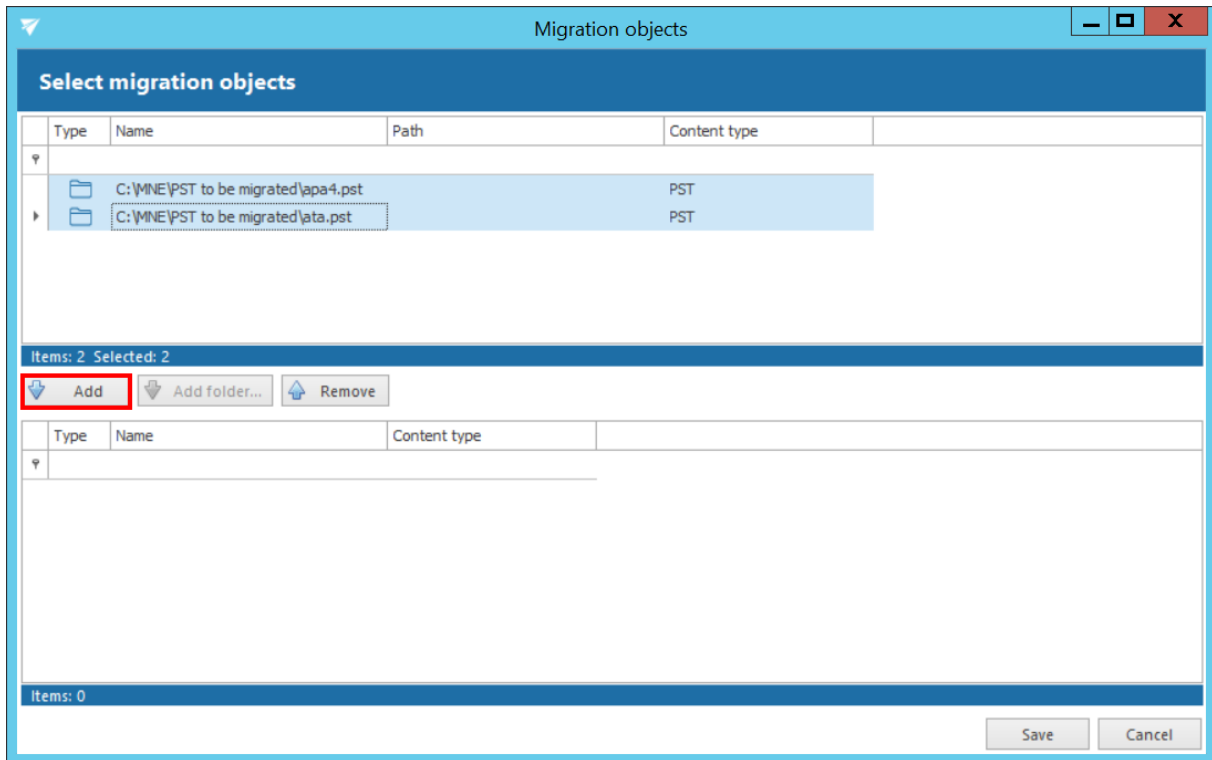
- **Load all** – use this option to load all available objects
- **Select manually** – if you do not want to load all available objects from the source connector (e.g. if you do not want to migrate all), you can use this option to pick the desired objects manually.



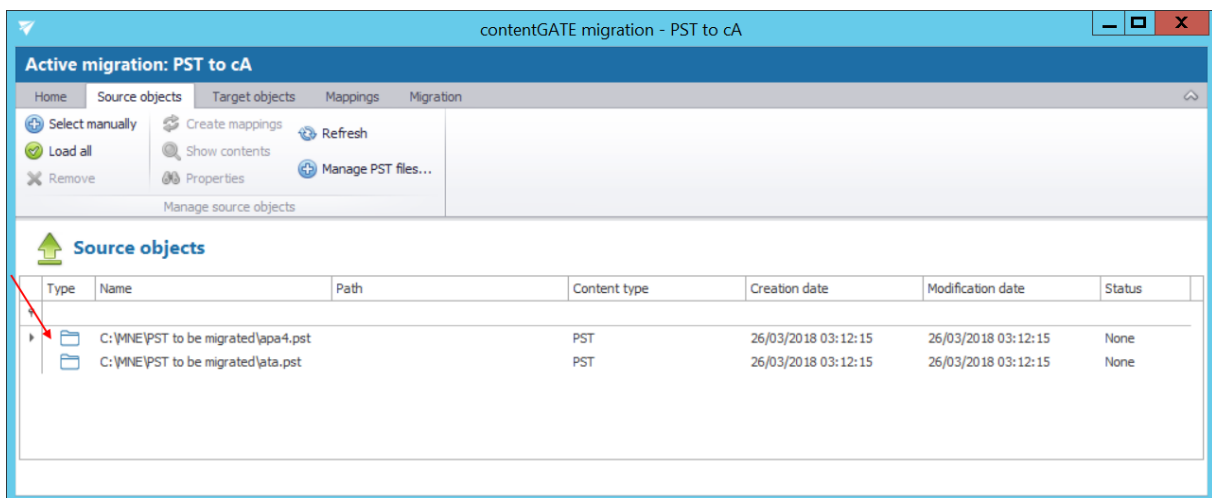


By clicking on **Select manually**, the “Migration objects” dialog opens. Pick up the desired objects from the list and click “Add”. The source objects will be shifted to the lower part of the dialog. The dialog offers to select subfolders of a source object, too (option “Add folder”).

Click “Save”.



The selected source objects are now added to the grid:





The mailbox items and attachments may be viewed using the **Show contents** option in the toolbar. Use option **Properties** to view the basic properties of a mailbox.

Once the demanded source objects are loaded, switch to section “Target objects”.

## 5.2.4 Loading target objects

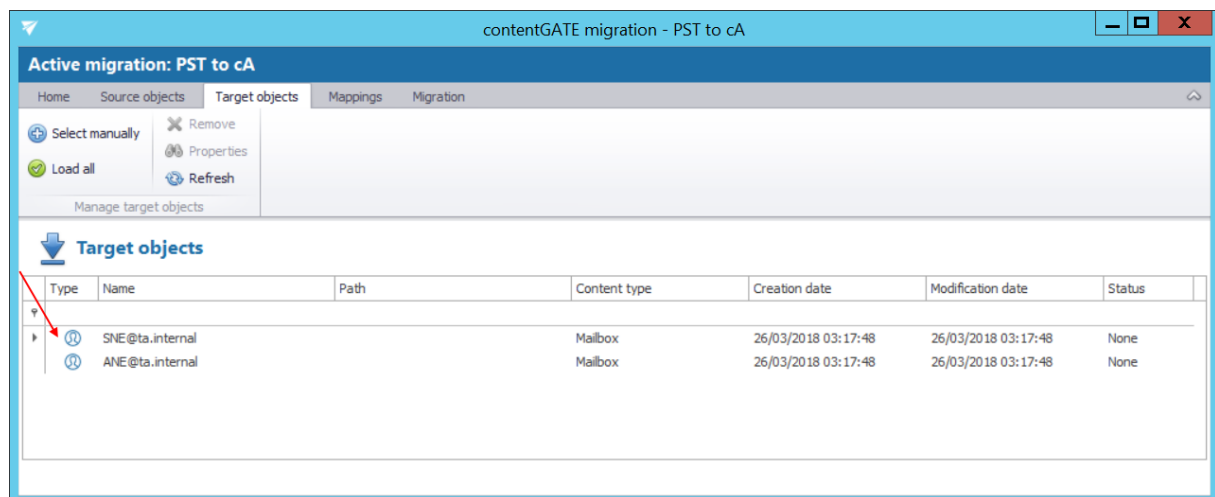
**Definition of terms:** target objects = provisioned contentACCESS Email archive mailboxes

Open the “Target objects” tab from the toolbar. Initially the grid is empty. The mailboxes provisioned in contentACCESS archive must be loaded on this page. These mailboxes will be the targets of the migration.

You have multiple options how to load the mailboxes from the contentACCESS archive:

- **Load all** – use this option to load all objects available on the source archive
- **Select manually** – if you do not want to load all available objects from the source connector, you can use this option to pick the desired objects manually.

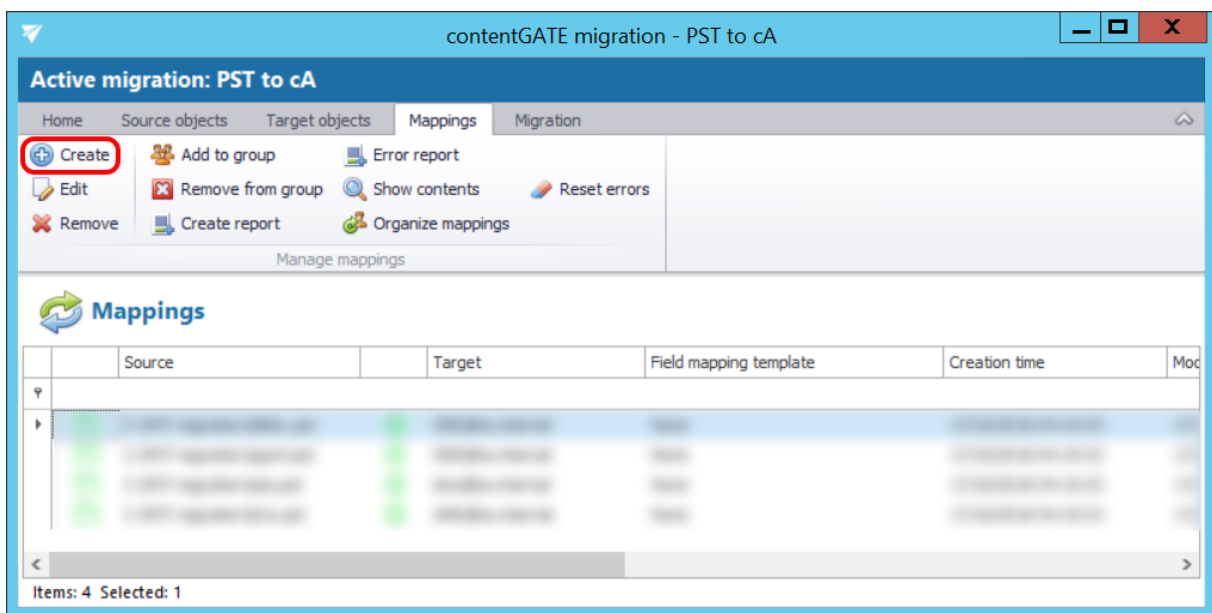
**The process is the same as with the source objects.** Load the desired objects on the target (where you will migrate TO) and switch to section “Mappings”.



## 5.2.5 Mapping source objects to target objects

**Note:** The **Error report** and **Reset errors** buttons are explained in the section [Migration report](#).

contentGATE migration requires to map the objects on the source side (in this case Outlook PST files) to the objects on the target side (contentACCESS Email archive mailboxes). Open the “Mappings” tab and click “Create” in the toolbar to create the desired object mapping(s).



The “Mappings” dialog features the

- **source** object(s) TO BE MIGRATED on the source side, and
- **target** object(s) WHERE the source objects can be migrated on the target side.

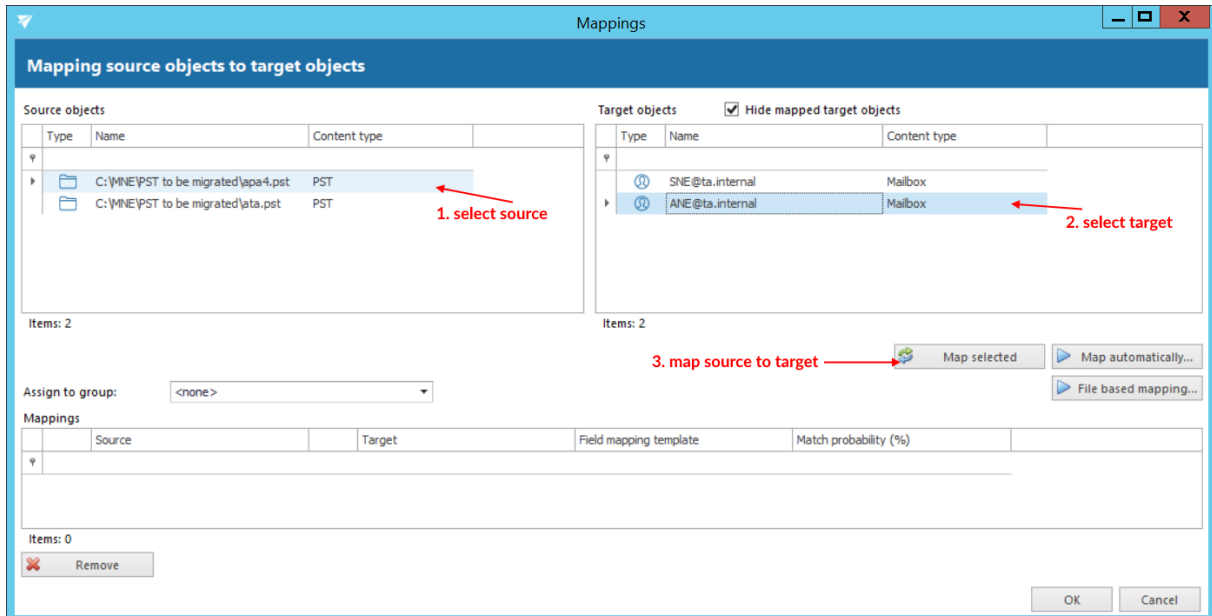
**Note:** One source object can be mapped to one target only, but one target object may be associated with multiple source objects. This is called **merging**. Wish you associate multiple source objects with the same target, uncheck option “Hide mapped target object” above the grid.

Mappings in contentGATE may be specified either

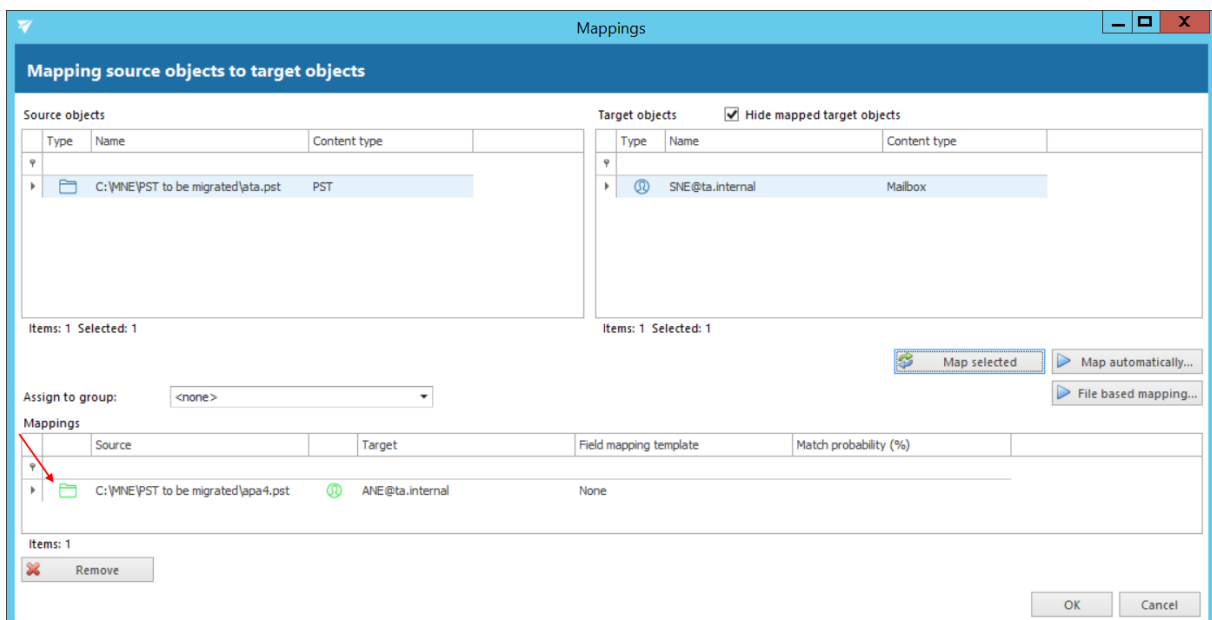
- **manually**
- **automatically**
- **file based**



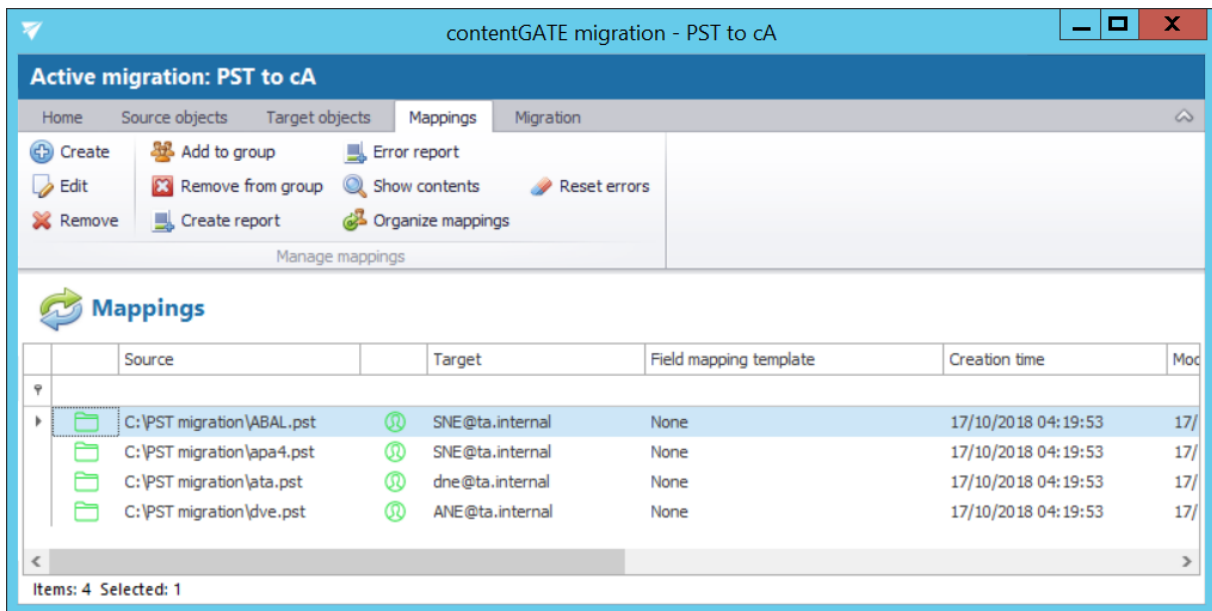
Automap is currently unavailable for **PST files to contentACCESS Email archive** migration type, so the desired mappings must be set manually. By **manual selection** select each source and target one-by-one, and map them together using the “Map selected” option.



Added mappings are shifted to the lower part of the **Mappings** dialog.

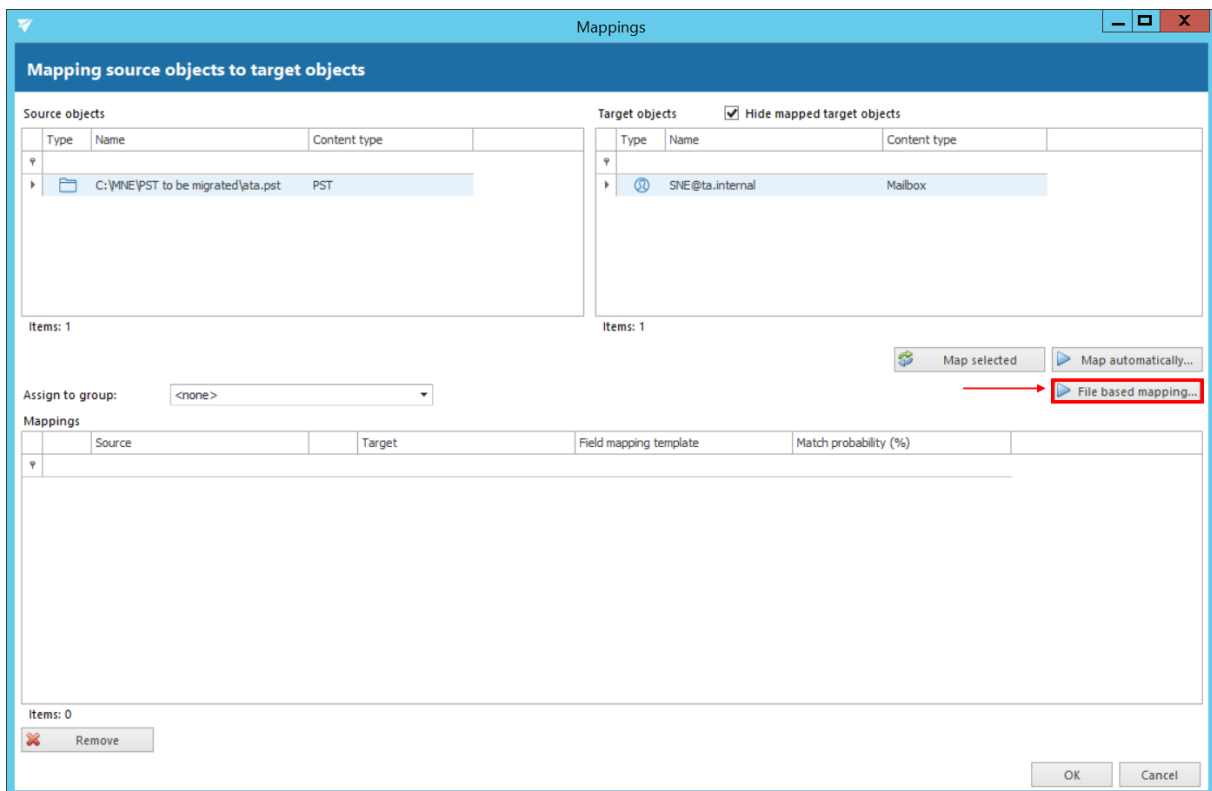


Click “OK” to add them to the grid.

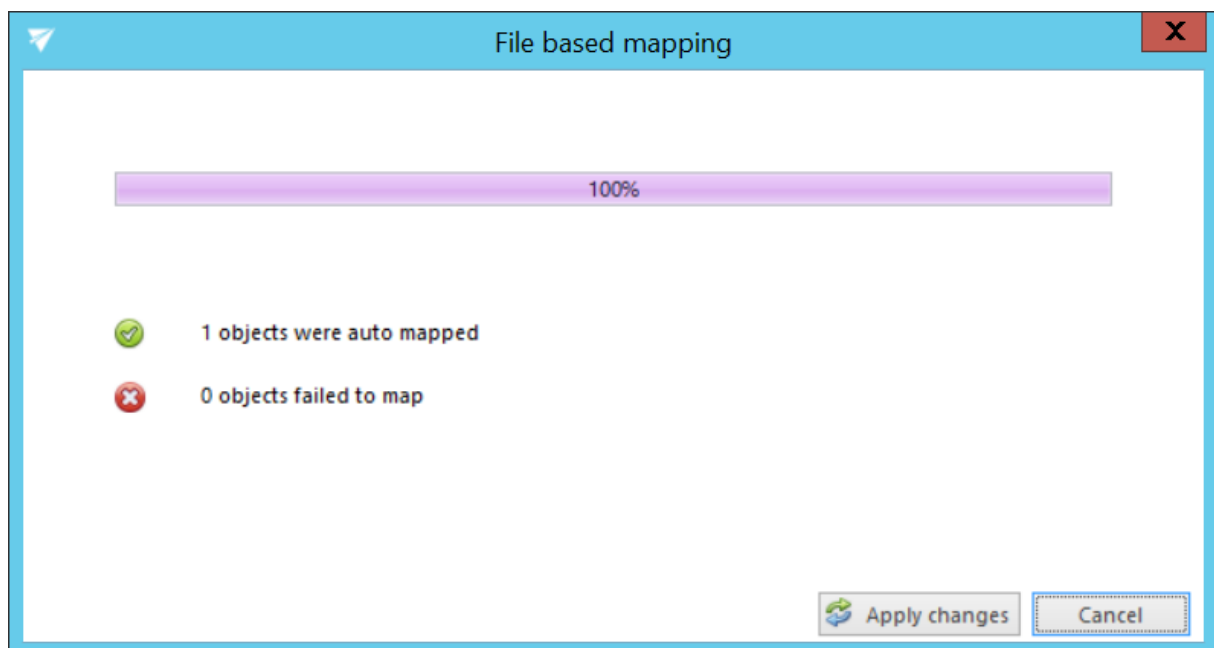
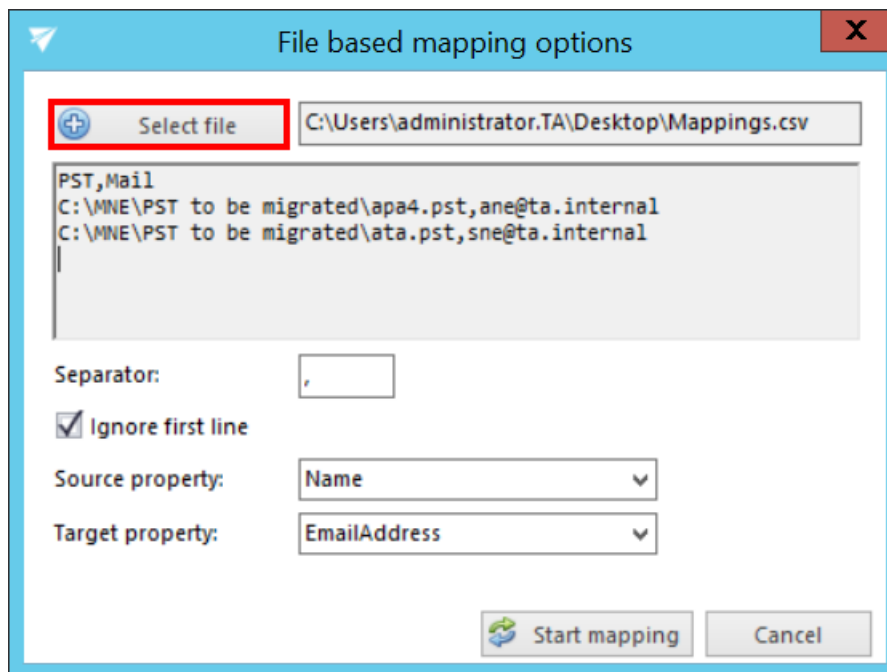


**Note:** Mapped objects are marked with **green** color in the source and target grids, while unmapped objects are **blue**.

To map objects based on a file, click on **File based mapping...** in the Mappings dialog.



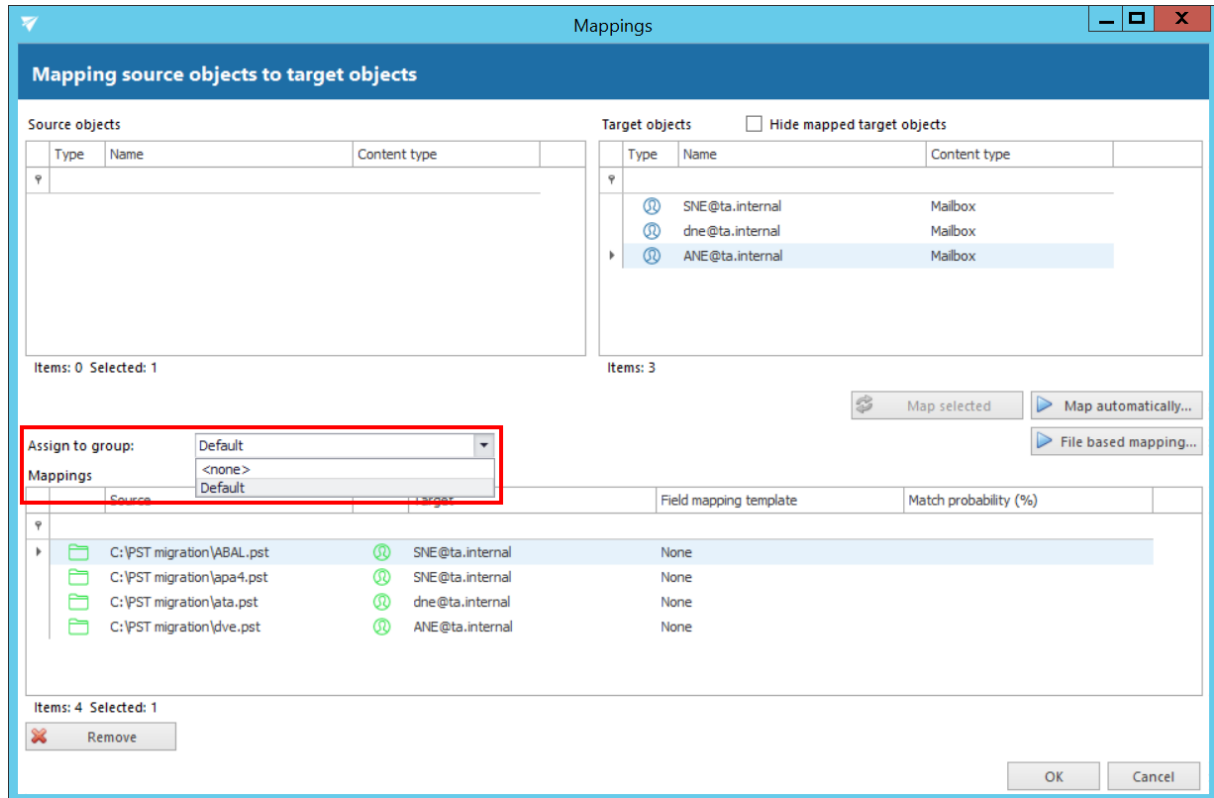
Click on **Select file** and select the file to load the data from. The location of the file will be displayed in the textbox next to the button, the file content will be displayed in the box under it. Specify the **separator** of the properties. If you want to ignore the first line of text in your file (e.g. header, as in our use case), check the **Ignore first line** checkbox. Select the **Source** and **Target** property from the dropdown lists respectively. Click on **Start mapping** and then **Apply changes**. The remaining steps are the same as when mapping manually and/or automatically.





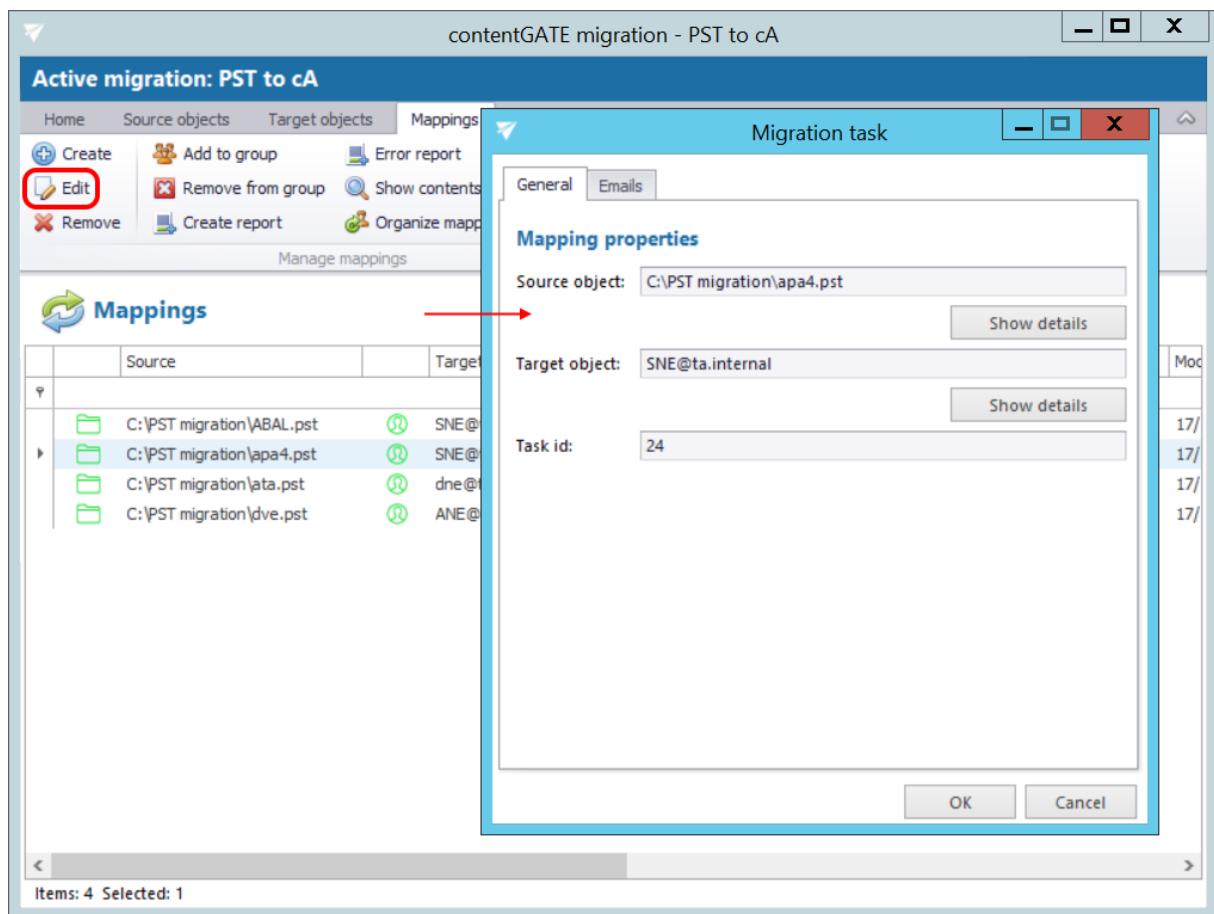
**Note:** Only .csv file format is supported.

The created mappings can be assigned to a previously created group also from the **Mappings** dialog.

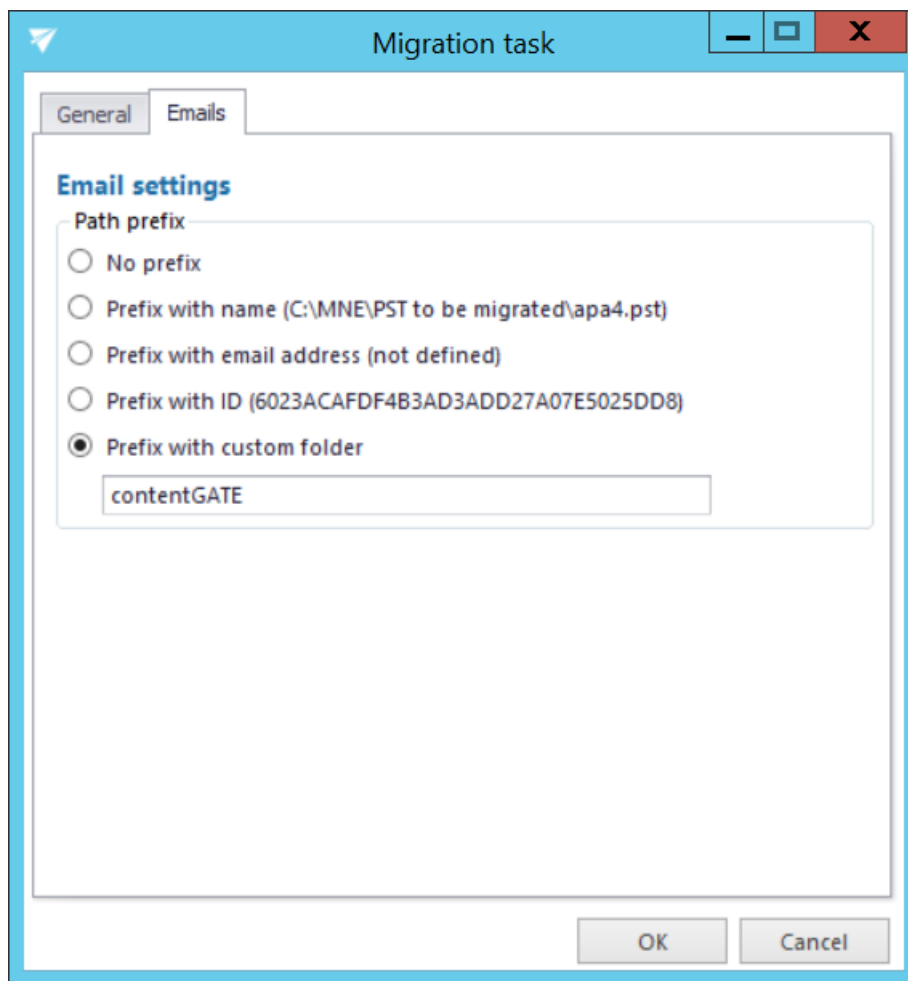


### 5.2.5.1 Editing the object mappings

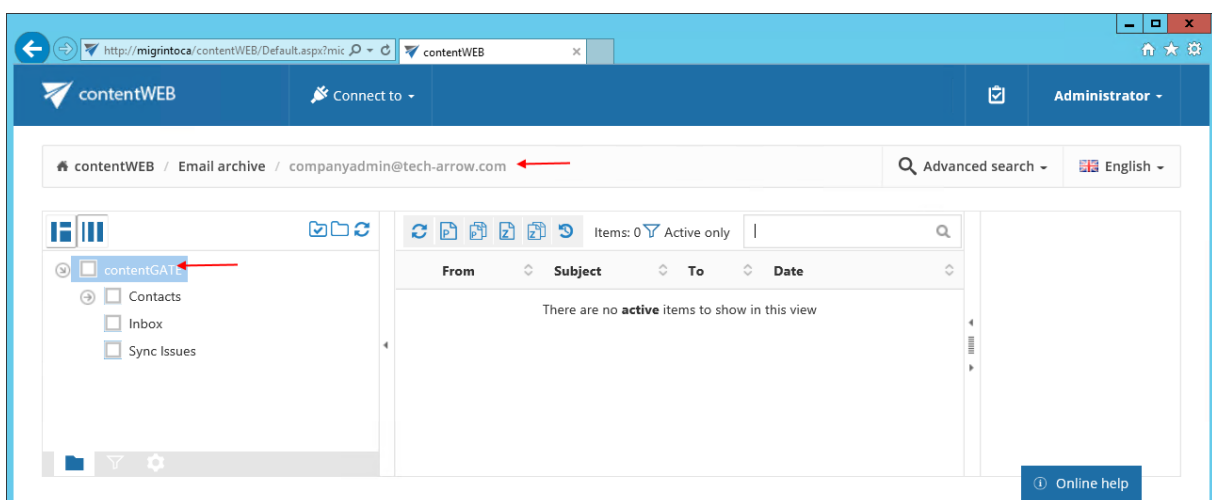
The application allows to edit object mappings using the **Edit** option in the **Mappings** tab's toolbar. The **General** tab of the dialog shows the basic properties of the source and target objects:



In the “**Emails**” settings (“**Emails**” tab) it is possible to prefix the transferred emails in the target archive (contentWEB) with a name, email address, ID or a custom folder. It is recommended to use the “**Prefix with custom folder**” method (in this use case we use folder “**contentGATE**”). The migrated mailbox folders will be prefixed with “**contentGATE**” parent folder in the archive, which enables to easily distinguish them from another folders.



Prefixing the items to migrate with "contentGATE" folder



Prefixing items in the archive – contentWEB



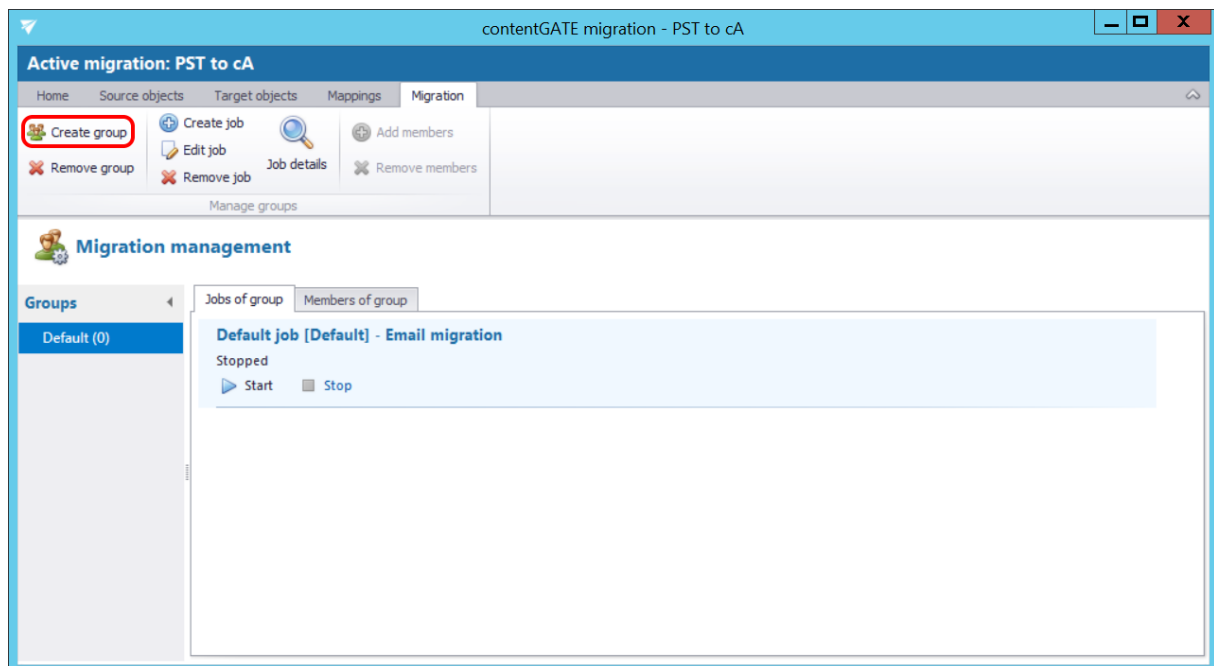
In next steps we will learn how to create a migration group and add our mapped mailboxes to this group.

## 5.2.6 Creating migration group(s) and adding group members

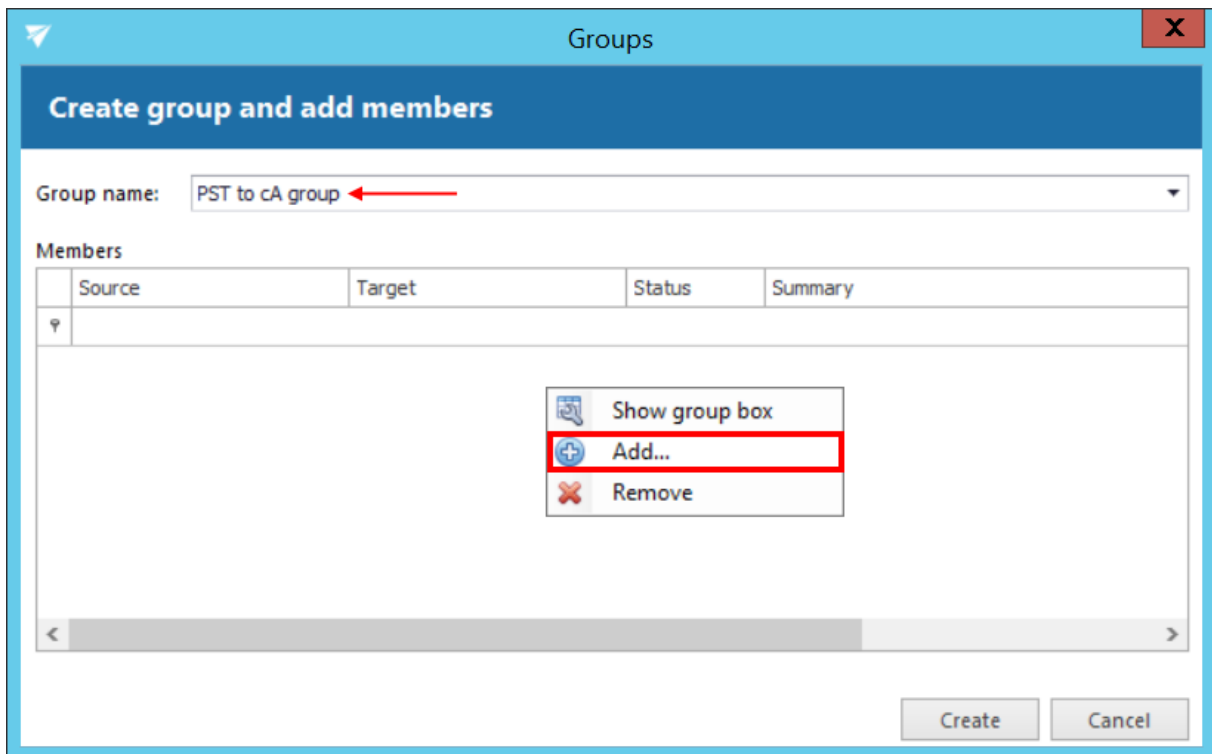
In the next step we need to create a migration group and associate our mapped mailboxes with it. Since a migration can be started on group level only, mailboxes that are not group members cannot be processed.

Group management makes the migration process more transparent and manageable. You may check which mailboxes have been already migrated, and it also helps to define priorities, i.e. to migrate the most important mailboxes in the first round.

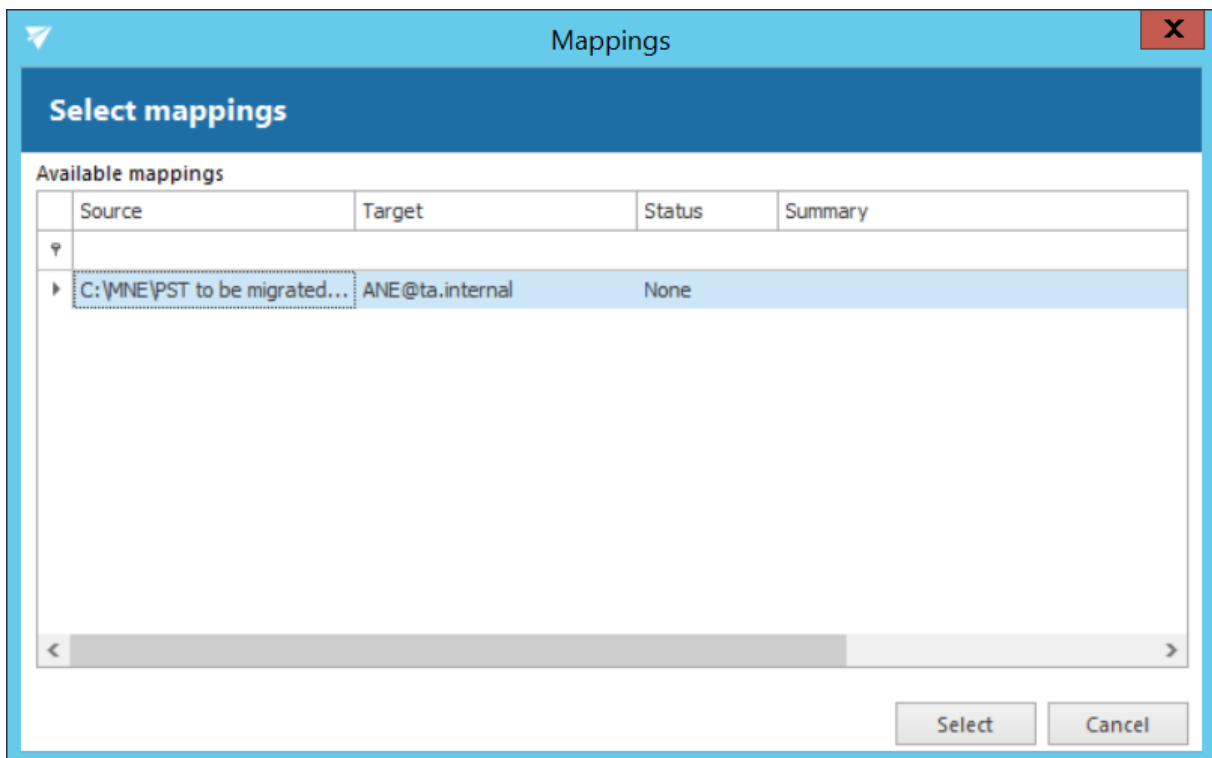
- **Create a migration group and add members to it.** Navigate to “**Migration**” tab. As you can see, there is initially a **Default** group. Click “Create group” in the toolbar to create a new group (if you don’t want to use the default one).



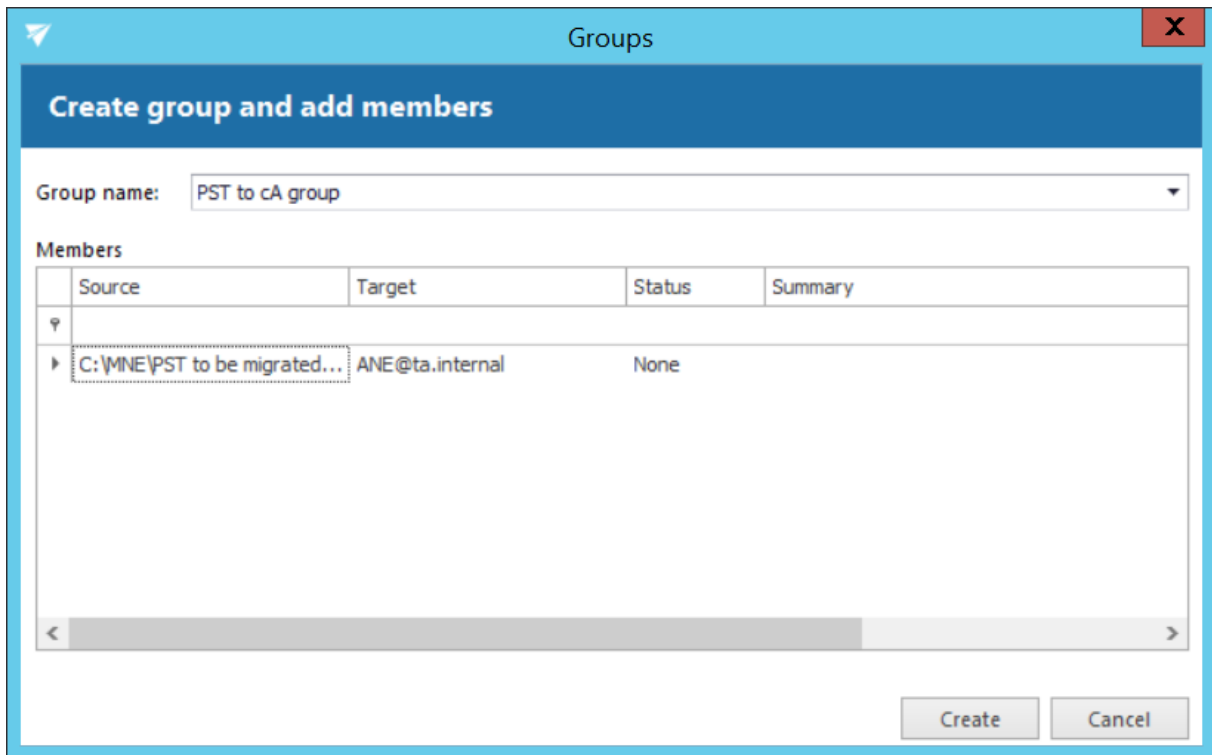
Name the group and add members to it using the context menu:



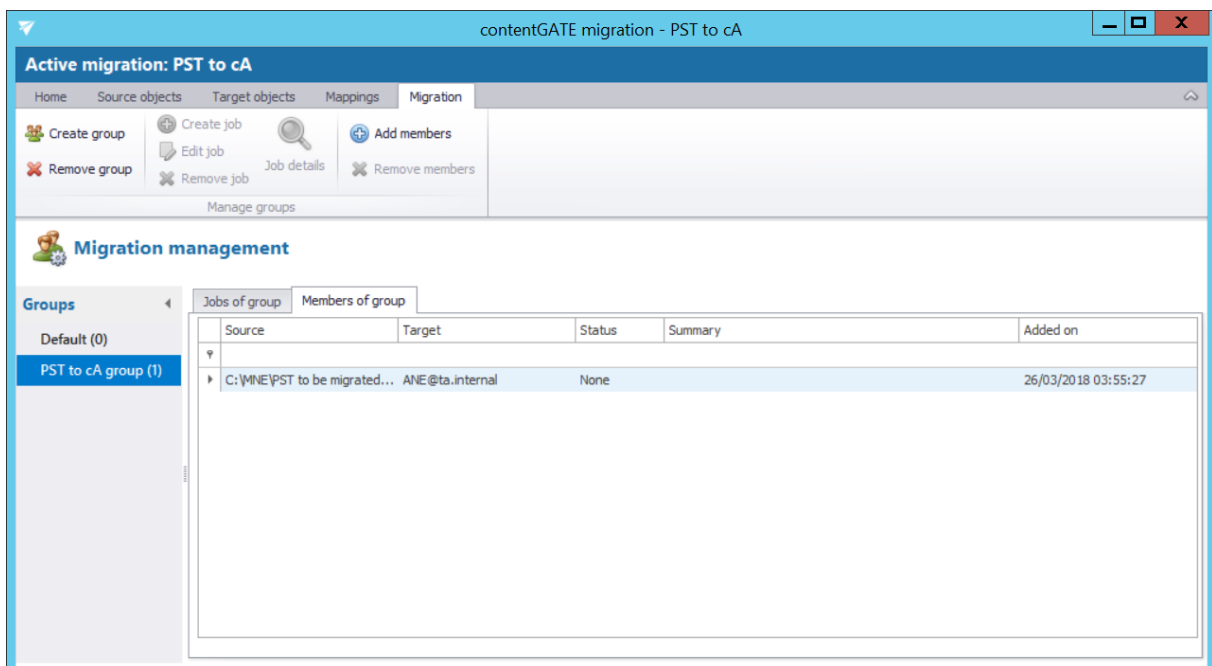
The next pop-up dialog displays all available mappings that can be added to the group. Pick the desired mappings and click “Select”.



In the next pop up dialog click “Create”.



Mailboxes to be migrated are now added to the “Members of group” grid as seen on the picture below:



The “Jobs of group” grid is still empty. In the following subchapter we will learn how to add an **Email migration job** (Outlook PST migration job) to our migration group.

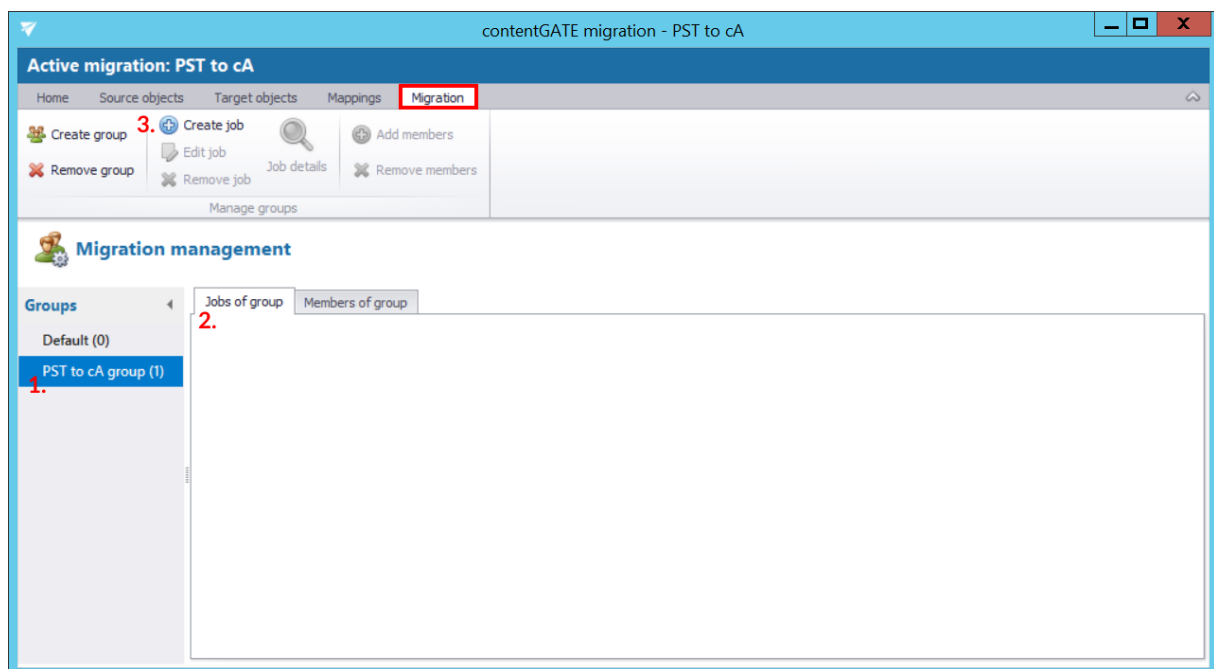
### 5.2.7 Creating migration job(s) to your migration project

A migration job manages the migration process and it defines what exactly will be migrated. For the migration *Outlook PST files to contentACCESS Email archive* only one migration job type is available: the **Email migration job**.

The administrator may create multiple job instances from this job type. E.g. one job will be responsible for migrating the *PST to cA group's* PST files, another job will manage the PST files of the *Accounting group* etc.

**Note:** Please ignore the **Email shortcut migration job** when migrating PST files to contentACCESS Email archive.

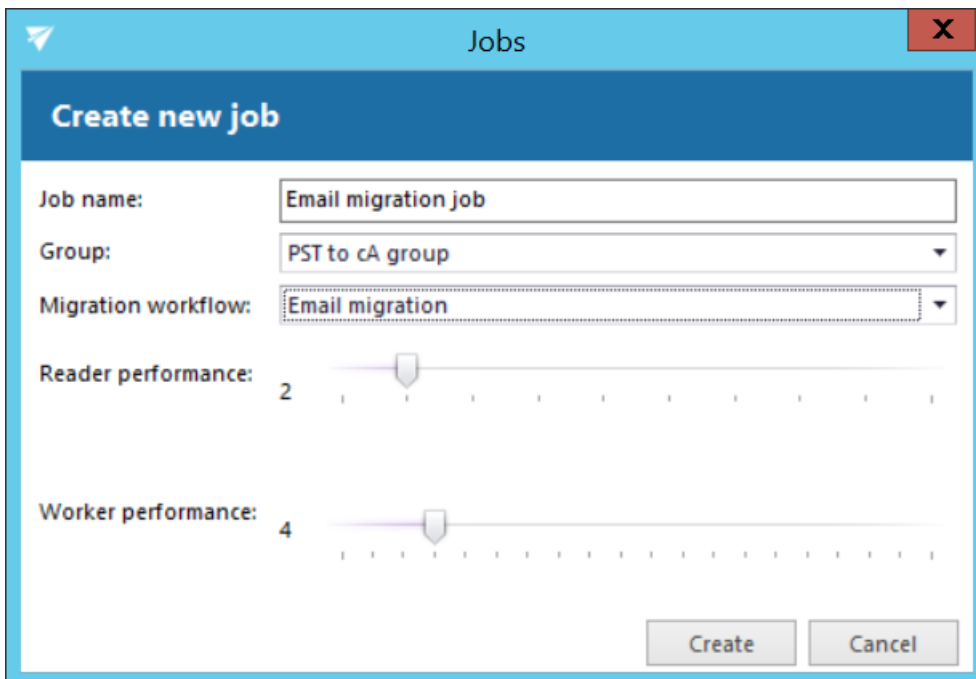
A migration job is always assigned to a migration group. It can be created by 1. selecting the group in the pane, 2. switching to “Jobs of group” tab and 3. clicking option “Create job” in the toolbar:



By clicking the **Create job** button, the “Create new job” dialog opens. It requires to:

- **name** the job
- assign the job to a **group** – The group is already selected if the job is created for a group directly (from the Migration tab). The job will process the members of this migration group.
- specify the migration **workflow** - The workflow defines the migration procedure. The migration of *PST files* to the *contentACCESS Email archive* is managed by the *Email migration* job, the *Email shortcut migration* job can be ignored.
- adjust **thread performance**; this is set to the default values specified in [Default project settings](#). The configurations of the migration job always overwrite the settings specified in the default project settings.

According to the below displayed screenshot we have created an **Email migration job**, which will manage the migration process of the **PST to cA group** group’s PST files.



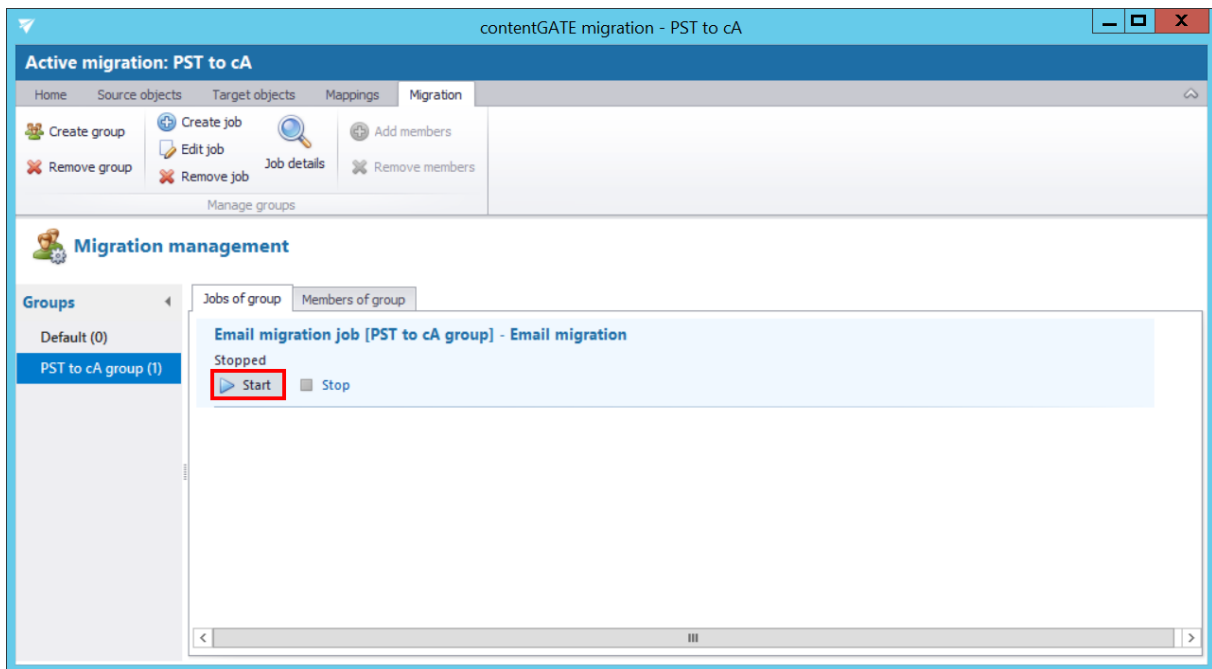
Now every configuration is done and you can proceed with the migration.



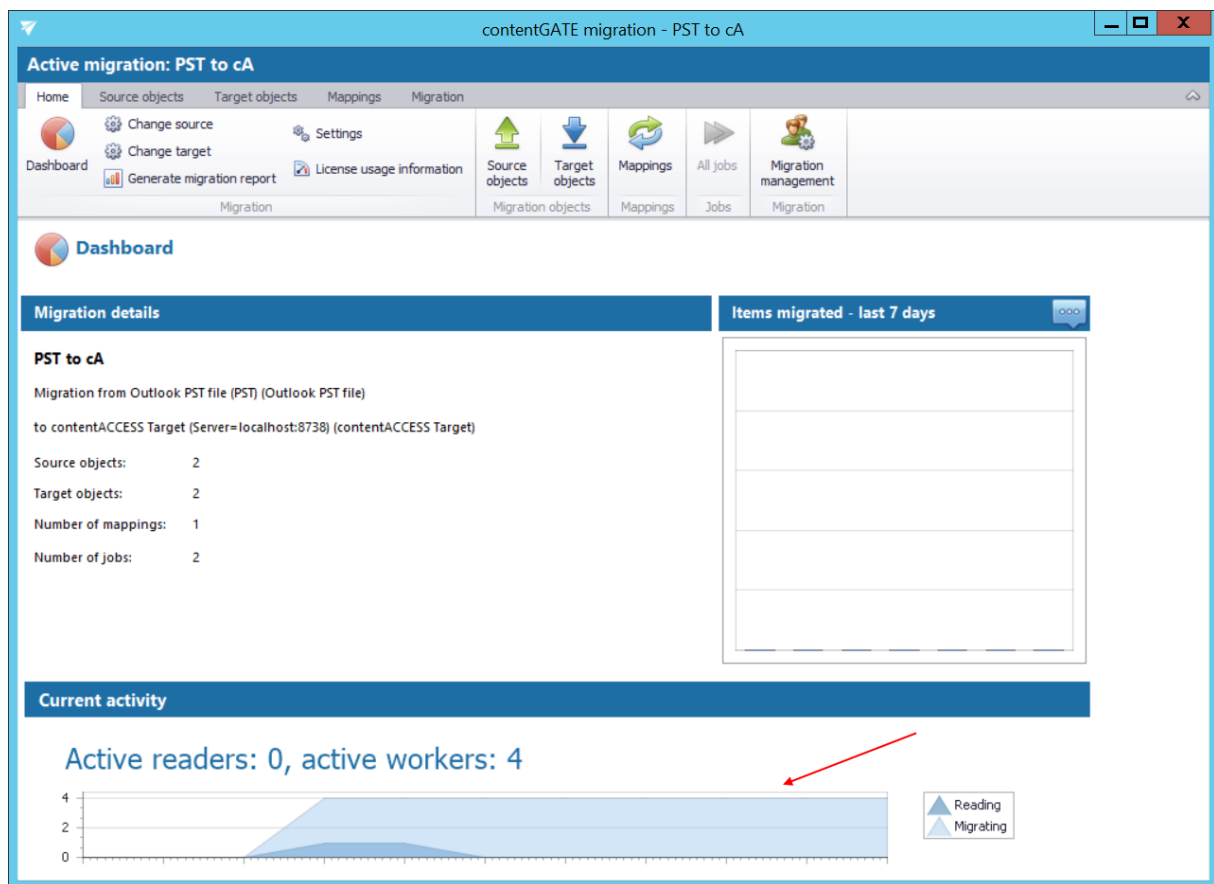
## 6 Starting the migration

The migration job can be started from the grid of jobs on the **Migration** page. The job can be stopped or paused from this grid, too. If paused, the migration will continue from the point where it was aborted.

Click on **Start** in the grid and wait until the job completes the migration process.

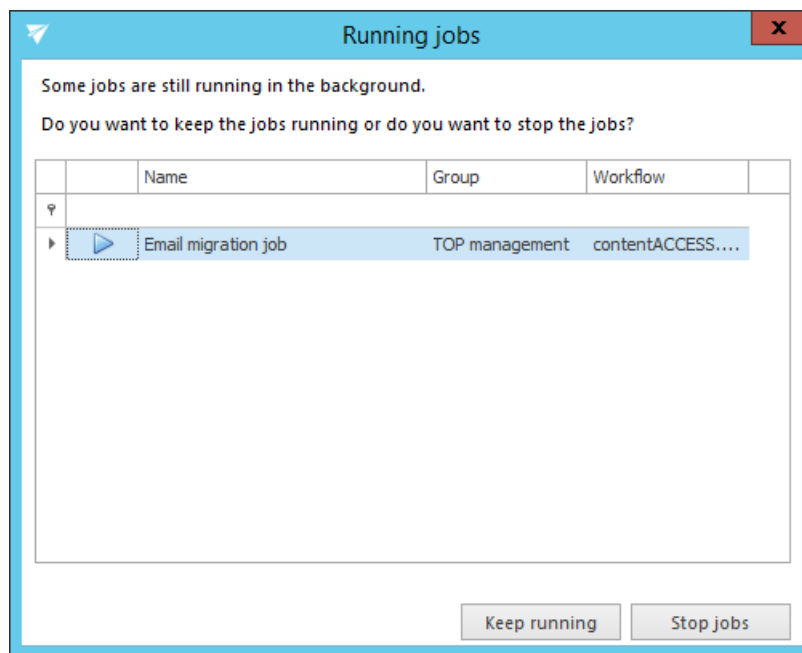


The current thread activity can be checked on the project's dashboard, too:



If the project management interface is closed when one or more migration job(s) are already running, the application will prompt about this. The administrator can choose what to do with the running job(s):

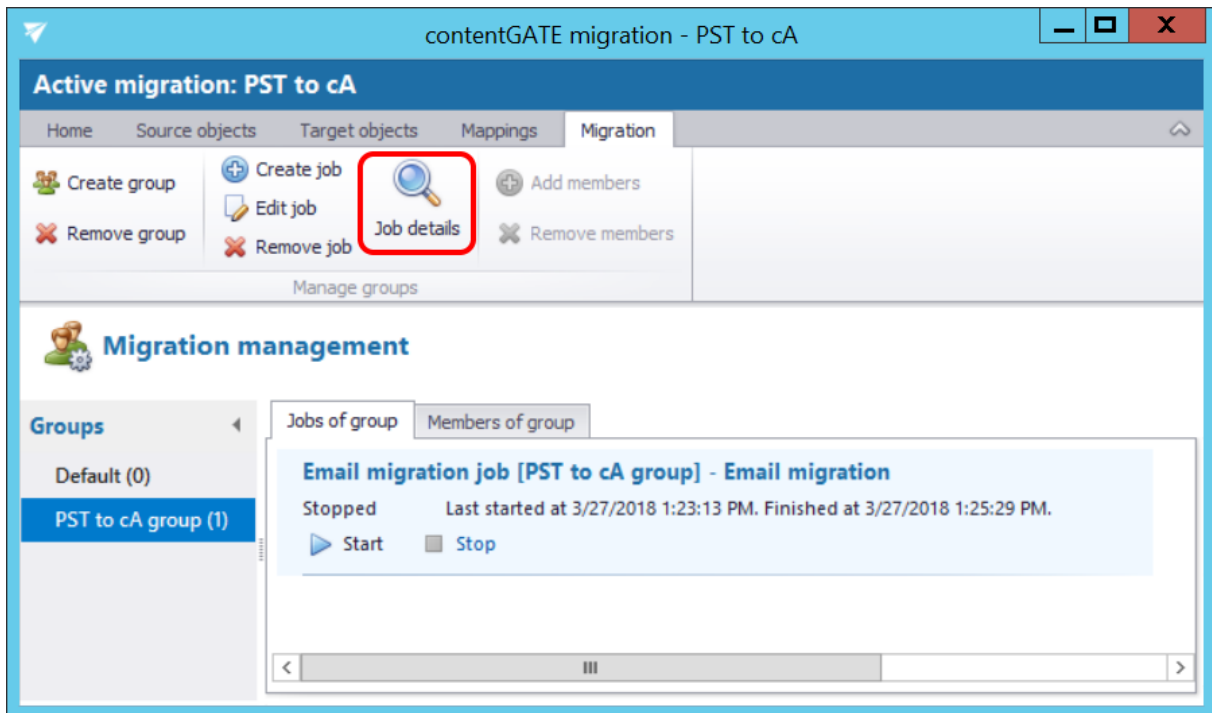
- keep them running – this option allows to complete the tasks in the background
- stop the job(s)



## 7 Job details

The details of a respective job's last running can be viewed in jobs details, which are accessible by clicking on the **Job details** option in the **Migration** toolbar. In case that the job is currently running, the current progress will be displayed.

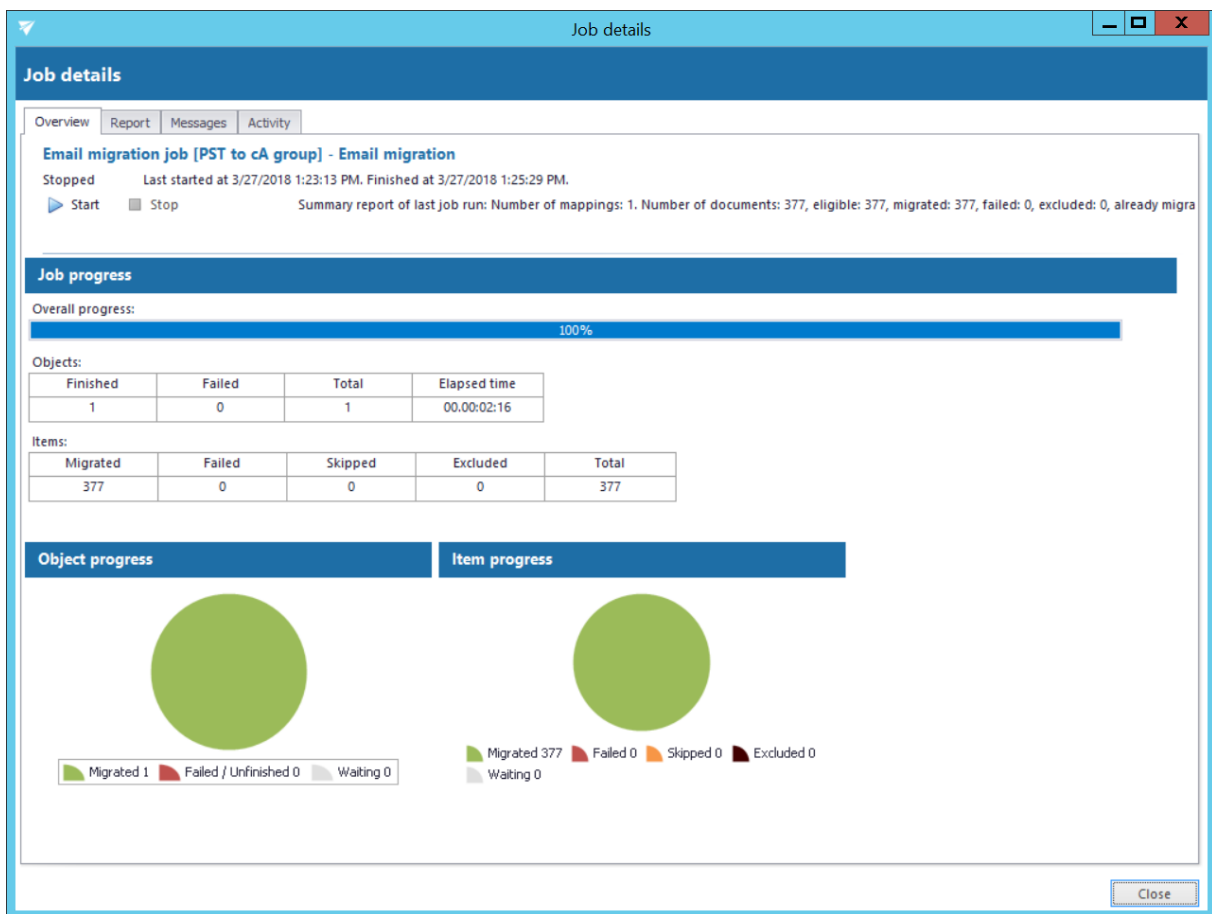
Select the group with the desired job, click **Job details** and the **Job details** window will open.



The window consists of 4 tabs:

➤ **Overview**

An overview of the selected job's last run/current running can be viewed here.



## ➤ Report

The tab features the source and the target objects, the total number of migrated items, the number of filtered, last migrated and failed. The user may sort by these column headers, too.

Job details

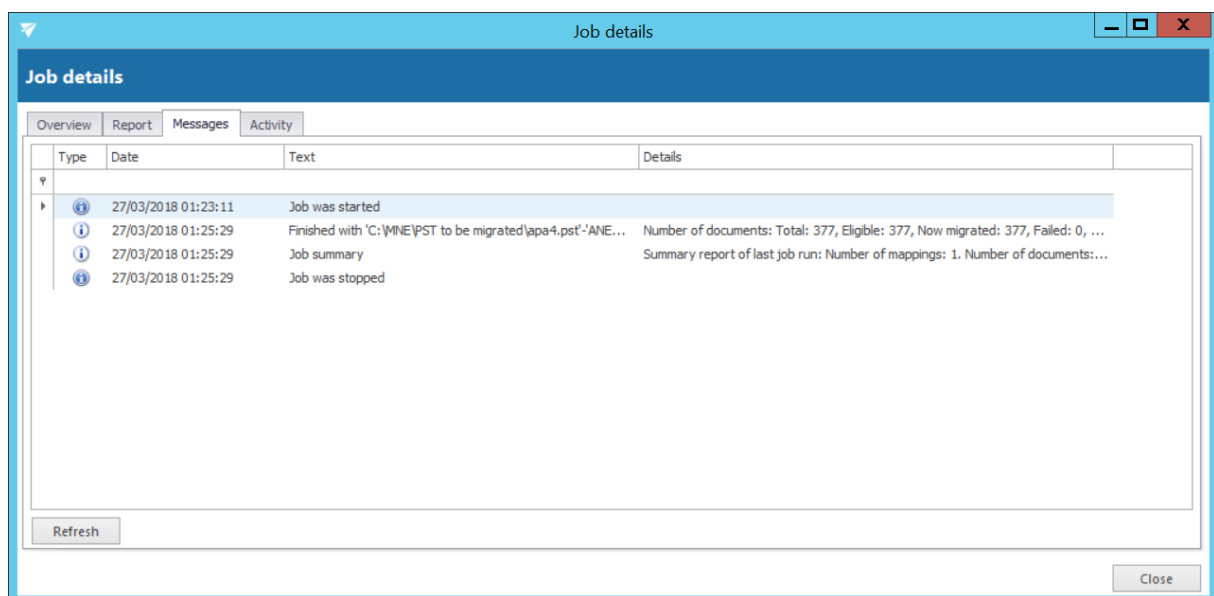
Overview Report Messages Activity

TaskID	Source	Target	Reading completed	Completed	Total	Filtered	Migrated	Failures
6	C:\MINE\PST to be migrated\apa4.pst	ANE@ta.internal	Yes	Yes	377	377	377	0

Close

## ➤ Messages

The **Messages** tab shows the last activities of the selected job in more details; when the job was started, if the job was paused/stopped, how many items the given job processed etc. Any possible failures in the migration process can be easily detected here. The messages related to the job's running are listed in a grid consisting of the following columns: Type, Date, Text and Details. Sorting by these columns is enabled. The grid of messages can be refreshed by clicking the “**Refresh**” button at the bottom of the window.



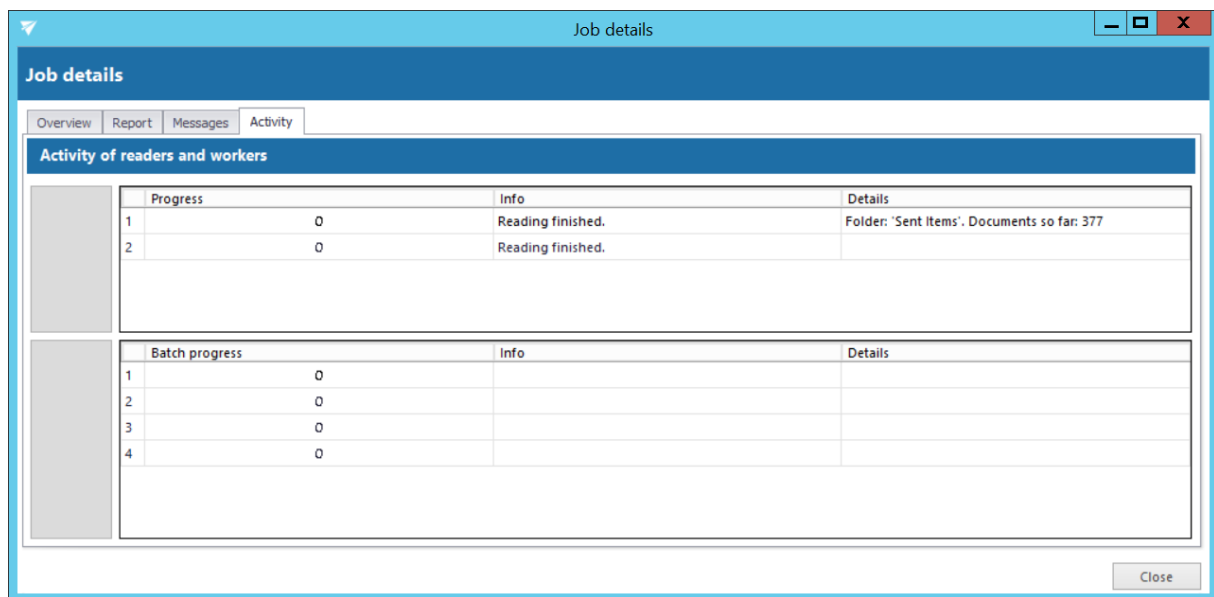
## ➤ Activity

The **Activity** tab features the

- progress of reading and working threads
- batch progress

The **Batch progress** table is filled by the reading thread that is grouping the documents into batches and pre-fills the common information.

**Note:** Migration batch is a collection of documents belonging to the same mapping (task).



## 8 Migration reports

A migration report is used to keep the results of the data migration in a document of optional format. The reports can be viewed at any time in the future to verify that the migration has been completed successfully.

A report can be created to the:

- a) **migration project as a whole** (e.g. project “PST to CA” like in this use case) – this report contains the
  - **status of the migration project**
  - **item migration details** of all objects available in the migration project

This report type can be created from the dashboard using the “**Generate migration report**” option in the toolbar.



contentGATE migration - PST to cA

Active migration: PST to cA

Home

Source objects

Target objects

Mappings

Migration

Dashboard

Change source

Change target

Generate migration report

Settings

License usage information

Source objects

Target objects

Mappings

All jobs

Migration management

Dashboard

Migration details

Items migrated - last 7 days

PST to cA

Migration from Outlook PST file (PST) (Outlook PST file)

to contentACCESS Target (Server=localhost:8738) (contentACCESS Target)

Source objects: 2

Target objects: 2

Number of mappings: 1

Number of jobs: 2

Current activity

Active readers: 0, active workers: 0

1

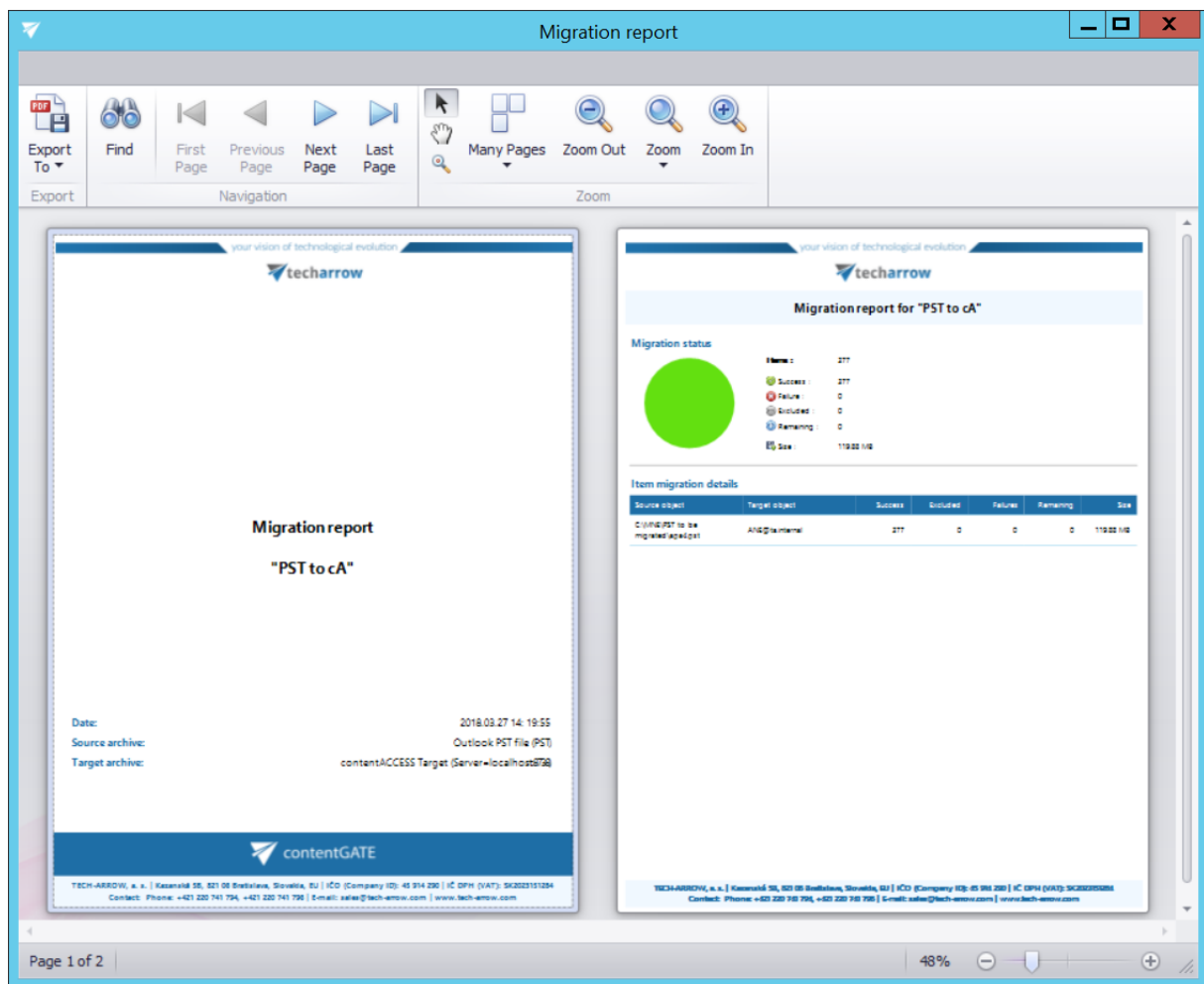
0.5

0

Reading

Migrating



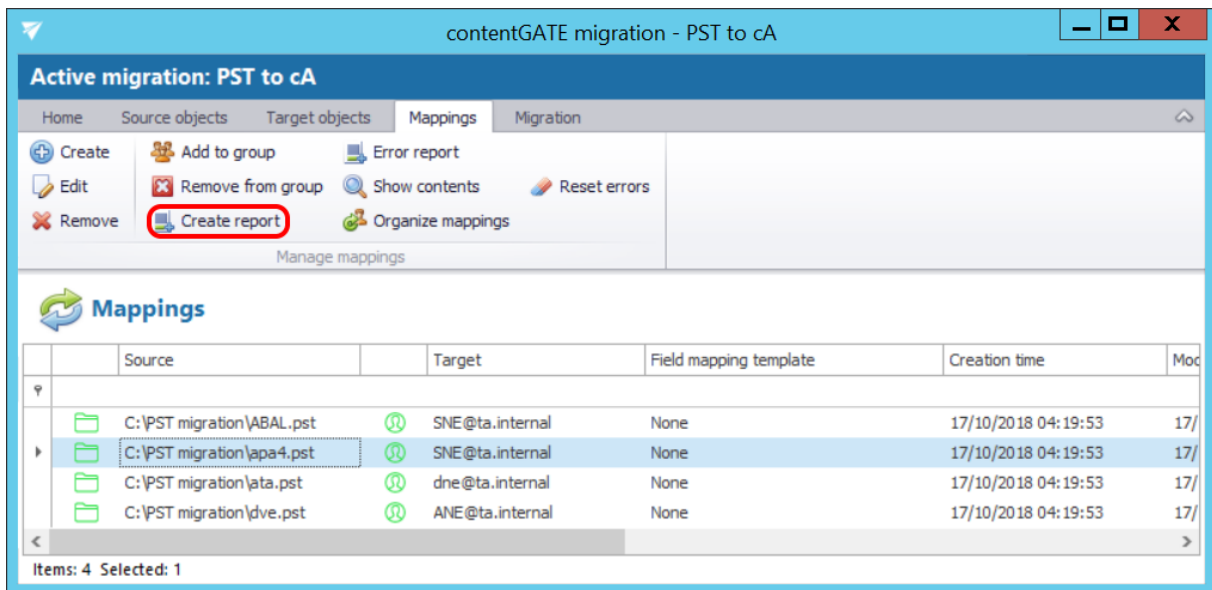


Screenshot A: Migration report for project "PST to cA"

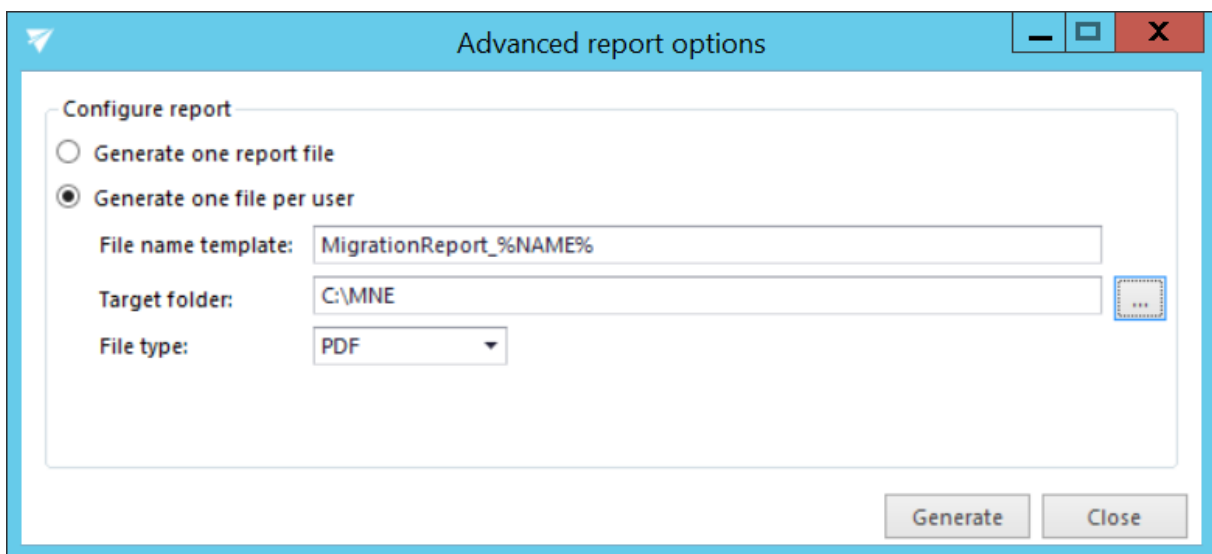
b) **mapped object(s)** – this report type contains the

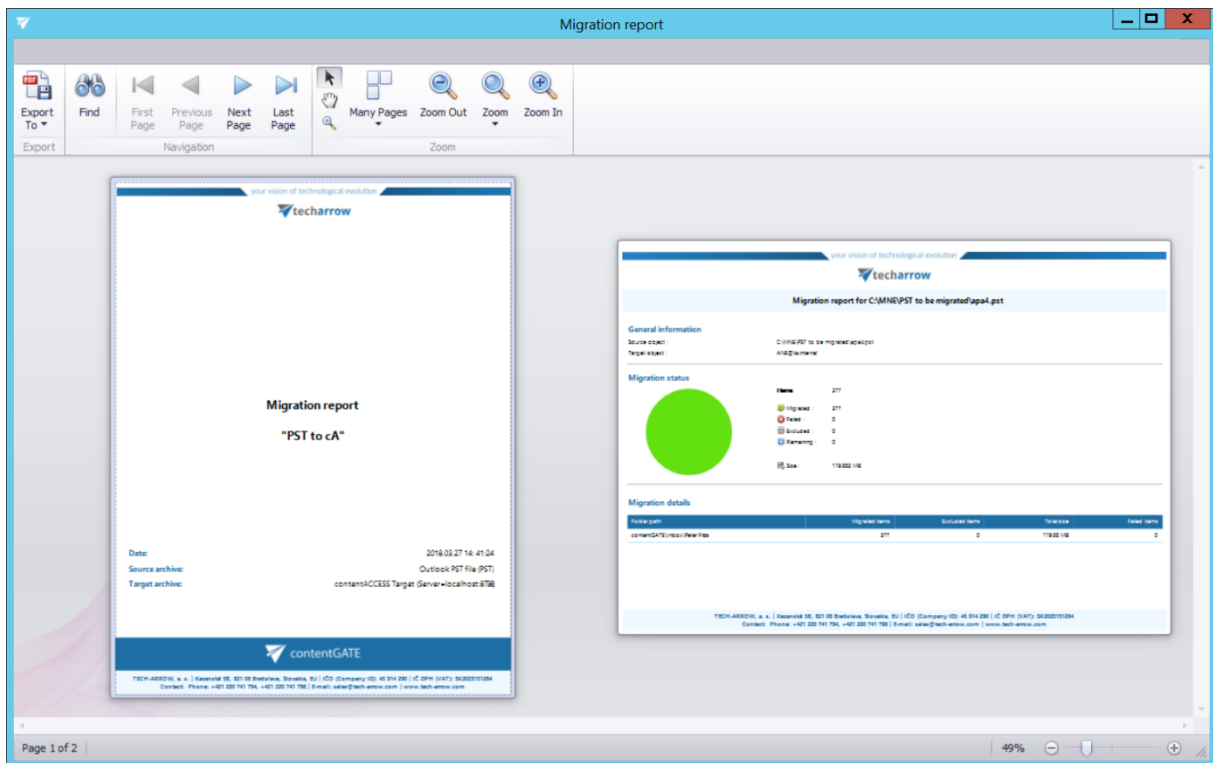
- **general information** about the selected migration object
- **migration status** of the selected migration object
- **migration details** of the selected migration object

This report type can be created from the **Mappings** tab using the “**Create report**” option in the toolbar.



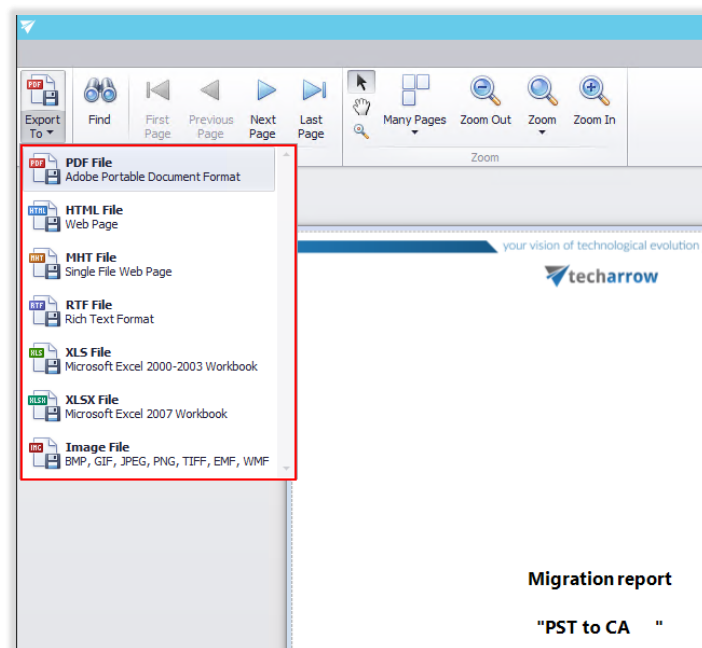
The user may choose if he wants to create only one file altogether, or one file for every user.





Screenshot B: Migration report for the ane's PST files

Migration reports can be saved in one of the following formats: PDF, HTML, MHT, RTF, XLS, XLSX and as an image file.

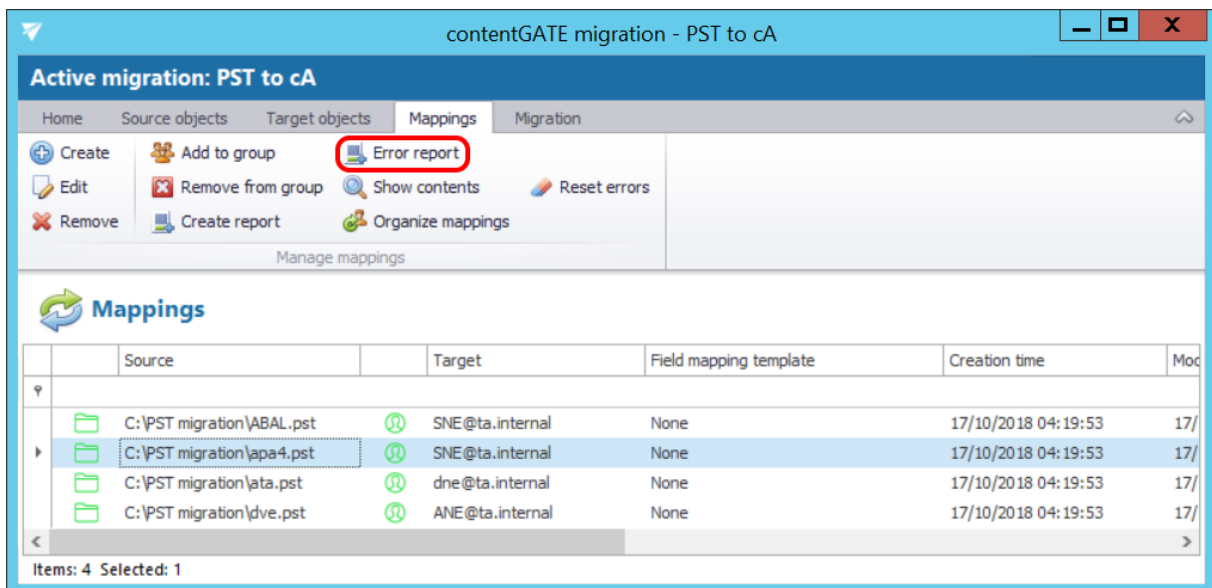


## Error handling

To handle errors better and have a better overview of them, there are two buttons on the [Mappings](#) tab:

### Error report

This button allows you to save the migration failures/errors of a selected mapping to a CSV file.



contentGATE migration - PST to cA

Active migration: PST to cA

Home Source objects Target objects **Mappings** Migration

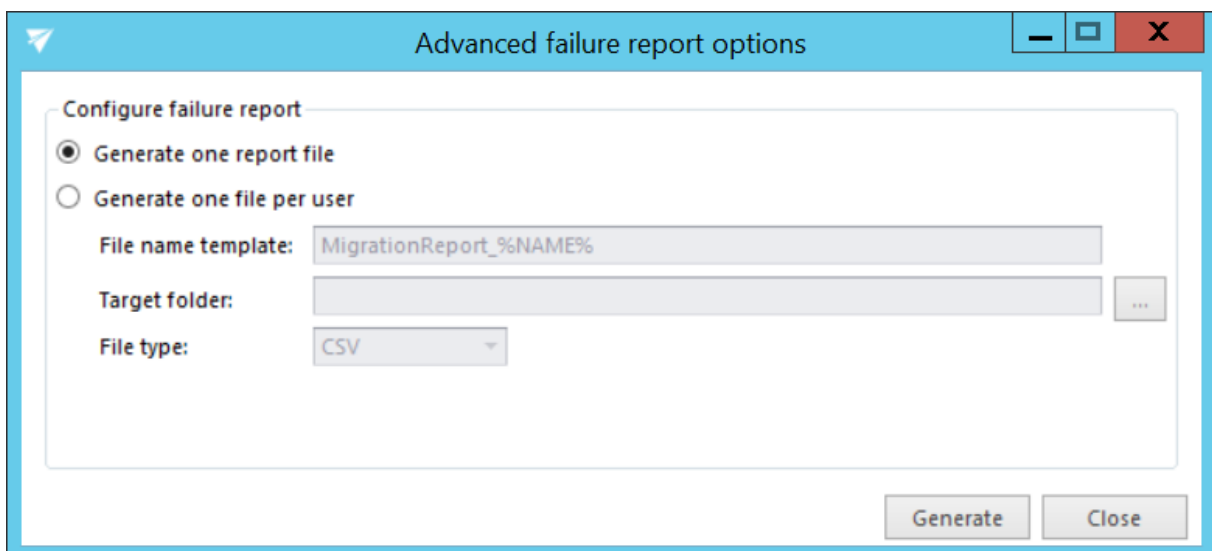
Create Add to group **Error report** Show contents Reset errors  
 Edit Remove from group Create report Organize mappings  
 Remove

Manage mappings

**Mappings**

	Source	Target	Field mapping template	Creation time	Mod
	C:\PST migration\ABAL.pst	SNE@ta.internal	None	17/10/2018 04:19:53	17/
	C:\PST migration\apa4.pst	SNE@ta.internal	None	17/10/2018 04:19:53	17/
	C:\PST migration\ata.pst	dne@ta.internal	None	17/10/2018 04:19:53	17/
	C:\PST migration\dve.pst	ANE@ta.internal	None	17/10/2018 04:19:53	17/

Items: 4 Selected: 1



Advanced failure report options

Configure failure report

☒ Generate one report file  
☐ Generate one file per user

File name template: MigrationReport\_%NAME%

Target folder:  ...

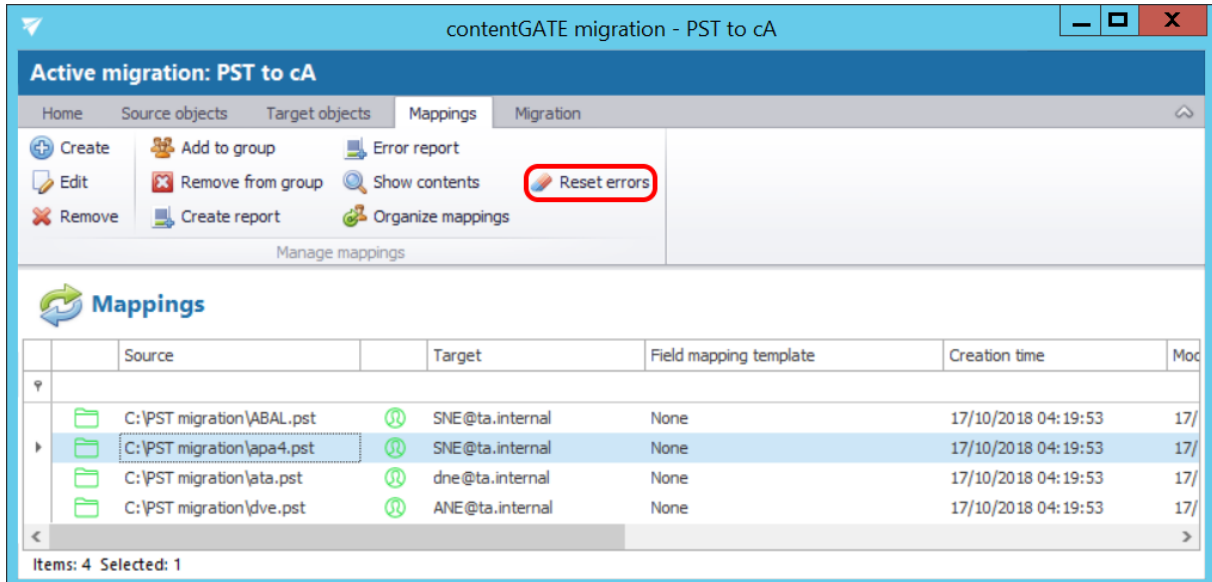
File type: CSV

Generate Close

### Reset errors



This button allows you to reset the shortcut migration errors. This is very useful in case you want to get rid of the errors in shortcuts that are no longer in the mailbox but are still figuring in the migration report.



A pop-up window will open. If you are sure you want to reset the errors, confirm the process by clicking on the **Reset** button.

