

# GroupWise to Office 365 Migration Information

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## Migration Details

The purpose of the migration process is to move the contents of your GroupWise account to your Office 365 account. It is important to note that the migration is best-effort, and there is no guarantee that all GroupWise items will be successfully migrated. Extensive testing of the migration software confirms that if an item cannot be successfully migrated, it is usually already inaccessible or unreadable within GroupWise.

On your scheduled migration date and time, the migration process will be initiated and your Office 365 account will be activated. From this point forward, all new email will be delivered to your new Office 365 account and will no longer be delivered to your GroupWise account.

GroupWise information to be migrated includes:

- Email
- Folder structure and content
- Calendars/appointments
- Address Book/contacts/frequent contacts

GroupWise information NOT included in the migration includes:

- GroupWise Rules
- Proxy Access and sharing rights you have granted to others including folders, calendars and address books
- Folders, calendars and address books that others have shared with you
- Archives
- Signatures

Your migration window may last several hours depending on the number of people in your department and the total amount of data being transferred. ITS will be rolling out the Outlook client during your migration window and will be available to assist you with configuring your mobile devices for those who do not wish to perform the steps themselves. Please refrain from accessing your GroupWise mailbox during this window, as it can result in mailbox corruption.

**Please note:** The email migration project will be in progress through late December 2017. As a result, we will be in a mixed Novell GroupWise and Microsoft Office 365 environment for several months. Some email features may not be fully functional until the entire migration project is complete. Features such as free/busy calendar information of colleagues, access to shared mailboxes/folders/address books/calendars, read receipts and other components may not be fully functional until all mailboxes have been migrated.

## Pre-Migration Checklist

Once a migration date has been established for your group, it is important that you take the recommended steps below to ensure a successful migration. ITS will be in regular contact with your department prior to your scheduled migration date to verify that everyone is engaged and prepared for the migration.

**Your Scheduled Migration Date:** \_\_\_\_\_

Below are items to check before your scheduled migration date:

- Shared Items** – If you share GroupWise folders, calendars or address books, make a list of each item and note with whom they are shared so that you may re-share them in Outlook
- Rules** - If you have created any rules in GroupWise, document the details of these rules so that you may recreate them in Outlook
- Calendar** – You may want to print a paper copy of your calendar to cover your migration window
- Clean-up** - Clean up your GroupWise account by removing unneeded emails, folders, address books or appointments
- Sender Lists** – If you have added any addresses to your “Friends” list to ensure delivery of messages from those senders, please login to <https://redcondor.noctrl.edu> and make note of your “Friend” addresses so that you can add them to the safe sender list in O365.
- Documentation** - Review the Outlook Quick Start Guide and other materials provided

## Migration in Progress

Once your migration begins, please be aware of the following:

- Do NOT access your GroupWise account
- Remove your GroupWise email profile from your mobile devices
- You will need to update your bookmarks for webmail to the new Outlook Web App address: <https://mail.office365.com>
- The GroupWise client will be uninstalled, and the Microsoft Outlook 2016 will be installed
- You will be able to access your mail no later than Monday, 8 a.m.

## Post-Migration Checklist

Please follow the checklist below to ensure that your email transition from Novell GroupWise to Microsoft Office 365 was successful. Additional information and how to's can be found on the ITS website at:

<https://its.noctrl.edu/outlook>

- Access your NCC email using the Microsoft Outlook 2016 client – you will be prompted to configure Outlook the first time you launch it - instructions are available on the ITS website at: <https://its.noctrl.edu/outlook>
- If you receive a “MAPI” error message after you launch Outlook, right-click on the “” icon on your desktop and select “Verify”
- Verify that your folder structure migrated properly
- Verify that your email messages migrated properly and all data is present and intact
- Verify that your calendar entries are available
- Verify that your contacts have migrated
- Configure your mobile device for O365 email – instructions at <https://its.noctrl.edu/outlook>
- Refer to the notes you created as part of the pre-migration checklist and re-create any rules you had previously set in your GroupWise account. Instructions for configuring rules in Outlook can be found on the ITS website at <https://its.noctrl.edu/outlook>
- Re-share any folders, calendars or address books you may have shared with others. If any items were shared with you, request that they be re-shared with you.  
**Please note:** Items can only be shared between users that have already been migrated to O365.
- Login to the Outlook WebApp at <https://mail.office365.com>. This link will allow you to access your NCC email from any Internet connection via a web browser.
- Reconfigure your signature – instructions at <https://its.noctrl.edu/outlook>
- Re-create your safe sender lists in Outlook so messages from those trusted senders bypass the Outlook’s junk folder