



**BAE SILVERSKY TO OFFICE 365
MIGRATION PLAYBOOK**

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Introduction

There are many customers looking to migrate off of BAE/Silverskys hosted exchange platform. Migrating from this platform is fairly simple and upload speeds are far quicker than your typical exchange environment. This is a step-by-step guide for migrating to Office 365 using the tools from BitTitan

Planning Phase 1: Gather All the Necessary Credentials

1. Credentials Checklist
 - a. Office 365 Global Admin Credentials
 - b. Provisor Admin Credentials
 - c. BitTitan credentials
 - d. DNS Login Credentials

Note BitTitan comes with a tool called Deployment Pro which configures Outlook profiles after the migration. This can be pushed out either through GPO or email. If you are going to be pushing this out via GPO you will additionally need:

- e. Credentials to Remote to Primary DC (RDP, TeamViewer, LogMeIn, Splashtop, etc)
- f. Enterprise Admin Credentials for Primary DC

Planning Phase 2: Gather and audit all Users part of the Migration

1. Gather Users List in CSV format, Export from the Provisor
2. If using AD Connect with password sync users will have the same password as their on prem active directory. However, if not using AD Connect then you will need to get a list of passwords from BAE users or notify them of what their password will be in 365
3. Gather Distribution List with members of Distribution list in CSV format
4. Verify Organizational Units in Active Directory that will be a part of the GPO/AD Sync

5. Take note of any 3rd partner connectors for email filtering: Symantec, Barracuda, etc. Look up necessary steps for creating connectors in 365
6. Define MX Cutover Time (Typically recommend Friday Evening)

Prep Work Phase 1: Prepare Office 365

1. Create a net new office365 tenant, tenant will be spun up with the defaulted .onmicrosoft.com domain. This can be spun up direct with Microsoft or purchased through a CSP provider
2. Go to Office 365 Admin Center>Setup Domains>Add Domain
3. Verify Domain with TXT record provided to DNS provider
4. Select "I will manage DNS records myself" and checkmark the box "Skip this step" when it ask to place all the remaining DNS settings for you
5. Domain will say "possible service issues". This is fine. We will add the remaining DNS records after the MX cutover
6. Add Users: Manually, Bulk Upload with a Powershell Script, Bulk Upload with CSV, or with AD Connect

a. Powershell Script

```
#Connecting to Exchange Online Account#
```

```
$credential = Get-Credential
```

```
Import-Module MsOnline
```

```
Connect-MsolService -Credential $credential
```

```
$exchangeSession = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
"https://outlook.office365.com/powershell-liveid/" -Credential $credential -Authentication  
"Basic" -AllowRedirection
```

```
Import-PSSession $exchangeSession -DisableNameChecking
```

Create a CSV with the Following Headers:

- UserPrincipalName
- FirstName
- LastName
- DisplayName
- Password

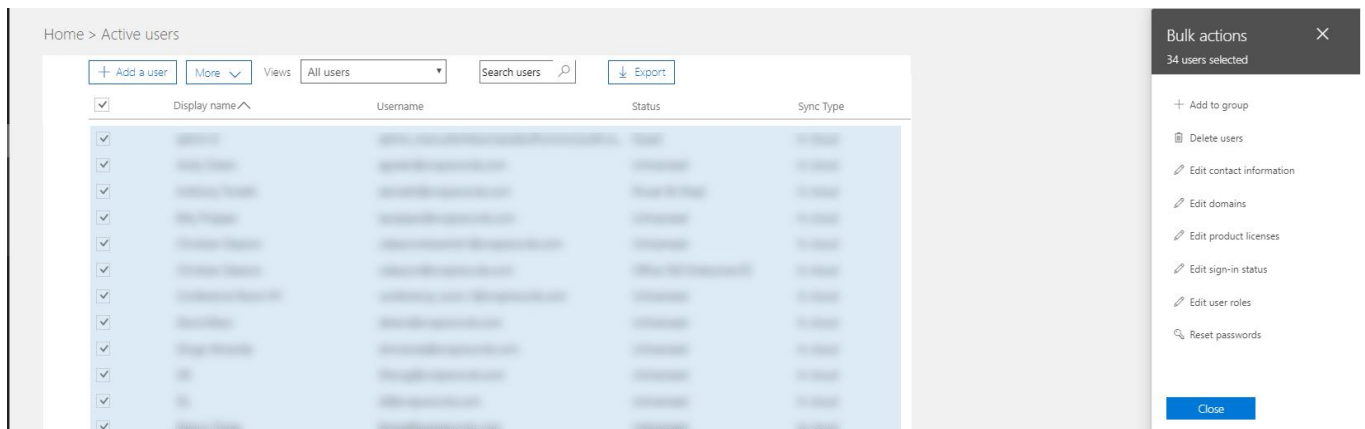
#Bulk Import Users with Passwords#

#Bulk Import Users with Passwords#

```
Import-Csv -Path 'FilePath' | foreach {New-MsolUser -UserPrincipalName
$_.UserPrincipalName -FirstName $_.FirstName -LastName $_.LastName -DisplayName
$_.DisplayName -Password $_.Password -ForceChangePassword $False}
```

- b. AD Connect Using Custom Settings: <https://docs.microsoft.com/en-us/azure/active-directory/connect/active-directory-aadconnect-get-started-custom>

7. Apply Licenses to Users by going to Active Users>Bulk Select Users>Click Edit Product Licenses



8. Click Add to existing product licenses Assignments

Assign products ×

34 users selected

Select an option

Replace existing product license assignments

Add to existing product license assignments

9. Toggle on the Appropriate License and Click Add

Add to existing products

34 users selected

Turn on products you want to add to selected users product configuration

Location

[No change]

NOTE: Once new users are set up for Skype for Business PSTN Calling, assign them a phone number in the [Skype for Business admin center](#). (If you don't see them there, check back in a few minutes.)

- Office 365 Enterprise E5 Off
 You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

- Azure Information Protection Plan 1 Off
 You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

- Microsoft 365 Business Off
 You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

- Office 365 Business Premium Off
 1 of 6 licenses available

- Power BI (free) Off
 Unlimited licenses available

- Office 365 Enterprise E1 Off
 You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Back

Add

Cancel

10. Bulk Upload Distribution List (If applicable)

#Add Distribution Lists with Members#

```
Import-Csv -Path 'File Path.csv' | foreach {New-
Distributiongroup -Name $_.Name -PrimarySmtAddress $_.Address
}
```

```
Import-Csv 'File Path.csv' | foreach {Add-
DistributionGroupMember
-Identity $_.DL -Member $_.Alias}
```

Prep Work Phase 2: Prepare Source/Destination for BitTitan

1. Contact BAE support (supportdb@silversky.com) to set admin user with full impersonation rights for all accounts

“Hey Team,

Partner:

Customer:

BAE Product: (ex.BAE Systems 2010 Exchange 25GB)

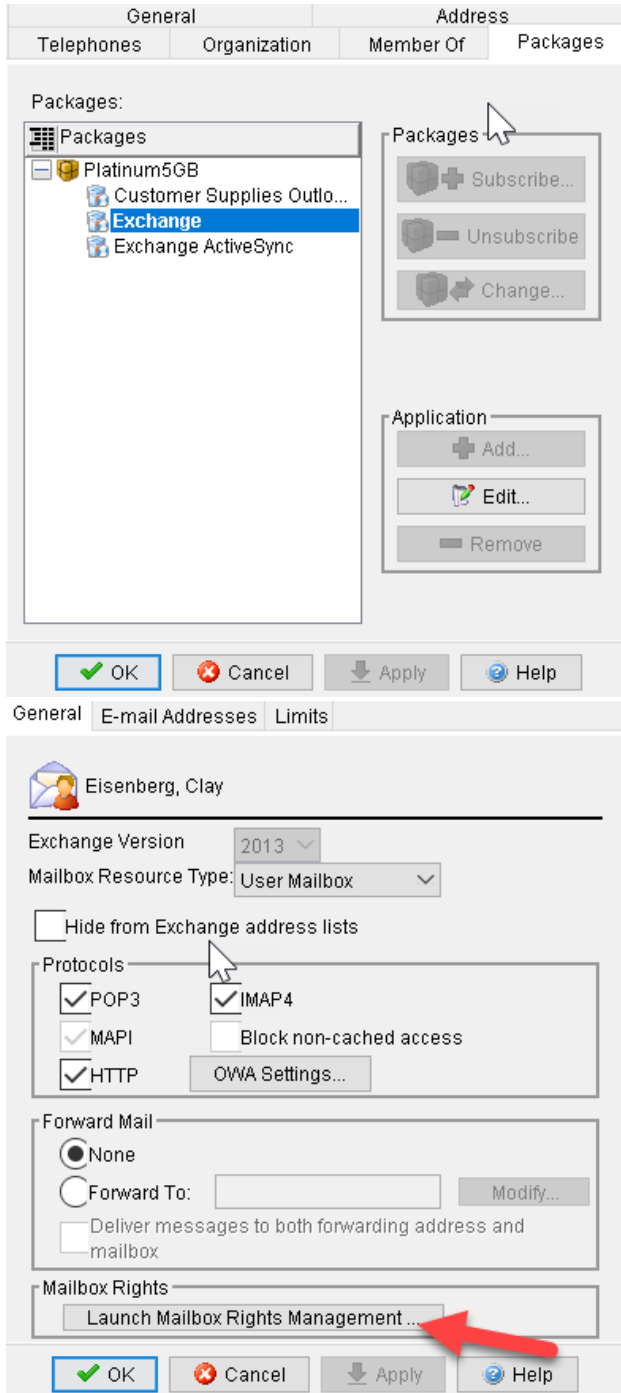
I am performing a migration for this customer. In checking the admin user for BAE, I see that they do not have sufficient permission to impersonate the users mailboxes (This avoids us having to get creds for each user). We just need to run this powershell script for the admin user for this account:

Can you please run this command for the account:

```
Get-Mailbox -ResultSize Unlimited | Add-MailboxPermission -AccessRights FullAccess -User  
<admin user>
```

Please let me know if you have any additional questions.

2. If this is a smaller migration, you can also do this manually in the provisor for each user: To give the admin user full mailbox rights to each Users, double click on the User > Packages > Highlight Exchange > Edit > Click "Launch Mailbox Rights Management" > add the cusrpt and give it Read and Full access



Please select items from the list of Available Items. Your selections will appear in the Selected Items list below.

Path: Coulson Excavating

Criteria: 50 Recursive

Available Items:

Name	Path
[Blurred]	[Blurred]
[Blurred]	[Blurred]

Selected Items:

Name	Path

Permissions

Read and Full Access	<input checked="" type="checkbox"/>
Send As	<input checked="" type="checkbox"/>
Send On Behalf	<input checked="" type="checkbox"/>

3. Change Send/Receive size in office 365 to max of 150m: <https://help.bittitan.com/hc/en-us/articles/115008108047>

Note Make sure you are still connected to exchange online in powershell

#Change Send/Receive Size#

```
Get-Mailbox | Set-Mailbox -MaxReceiveSize 150MB -MaxSendSize 150MB
```

4. Set Impersonation on Office365. This will allow you to use admin creds to impersonate all mailboxes. With this in place you will not need creds for all individual users

#Setting Impersonation#

```
Set-ExecutionPolicy Unrestricted

$LiveCred = Get-Credential

$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
https://ps.outlook.com/powershell/ -Credential $LiveCred -Authentication Basic -
AllowRedirection

Import-PSSession $Session

Enable-OrganizationCustomization

New-ManagementRoleAssignment -Role "ApplicationImpersonation" -User admin@domain.com
```

Prep Work Phase 3: Push out DMA agent

BitTitan comes with a deployment pro agent that automatically re-configures outlook profiles. This will bring over **autofill settings** and **signatures** for all users. There are two options to push this out:

- a. GPO
- b. Email

Note If we are deploying the agent via gpo, users will just receive a popup asking them to authenticate to reopen outlook after cutover. If we are pushing the agent out via email, users will receive a message in which they will have to click on a link to install the agent on their device

1. Login to the BitTitan Portal and Click All Customers on the left-hand column

The screenshot shows the MSPComplete interface. On the left, a navigation sidebar lists various options: provisioning Workgroup, Getting Started, Dashboard, Runbooks, Delivery Center, My Tasks, Personal Feed (with a red notification badge '1'), Reports, All Customers, People, and Settings. The 'All Customers' item is highlighted. The main area displays a 'Welcome to MSPComplete' message and three instructional cards: '1. Create Runbooks' (with a clipboard icon), '2. Generate Estimates' (with a calculator icon), and '3. Runbook Execution' (with a rocket icon).

2. Click Add Customer>Fill out Customer Name and primary Domain>Click Save

Add Customer

▼ Customers

Details

Workgroup Name
provisioning Workgroup

@ Primary Email Domain

Company Name

Primary Location (Optional)
Select Country ▼

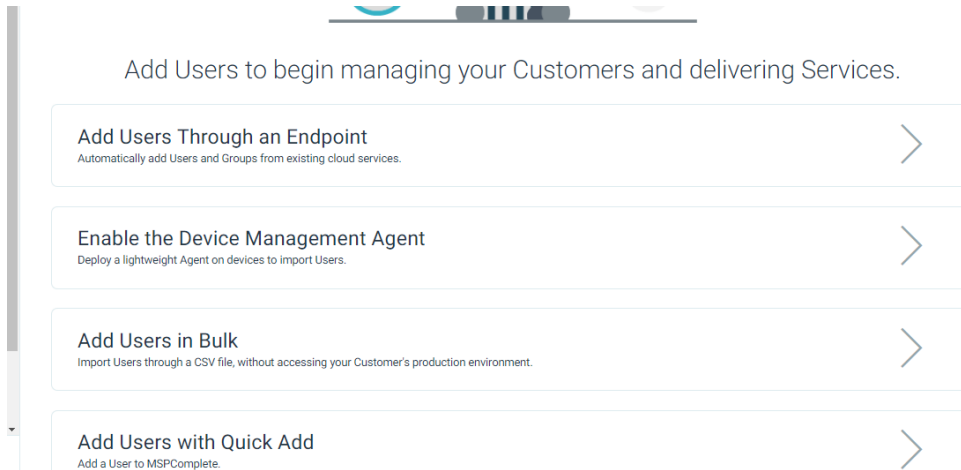
City (Optional)

Primary Industry (Optional)
Select Industry ▼

Company Size (Optional)
Select Company Size ▼

Follow Steps **3-15** if you are choosing to deploy the agent via **GPO**

3. Remote into Primary DC
4. Open Browser and Login to BiTitan.com
5. Go to All Customers>View Users on the Customer you created
6. Click “Enable the Device Management Agent”



7. Follow the steps from the following KB Article which walks you through setting up a new share, placing the exe in the share, creating the gpo, and scheduling it to run:
<https://help.bittitan.com/hc/en-us/articles/115008110847>

Add Users with a Device Management Agent

By using the Device Management Agent, you agree to comply with BitTitan's User Agreement.

Device Management

Instructions

Installing with a Group Policy Object (GPO).

1. Save the Device Management Agent setup file (i.e., BitTitanDMASetup_60577C0A954BA572_.exe) to a network share folder.
The folder needs to be accessible for all Users on the network.
2. Create a GPO that executes the DMA setup file on an Active Directory Organizational Unit's computers with an immediate scheduled task.

Script Parameters:

[Copy to Clipboard](#)

```
\\path-to-  
BitTitanDMASetup_60577C0A954BA572_.exe\BitTitanDMASetup_60577C0A954BA572_.exe
```

8. Monitor users that successfully have the agent installed by going to Customers>Select customers>Manage>Device Management>Deployment pro

You will need to put in the destination domain and add the 365 endpoint

DeploymentPro Cancel Save and Continue

What is DeploymentPro, and how does it work?

DeploymentPro is a cloud-based solution that remotely configures and manages Users' Outlook profiles.

- To start using DeploymentPro, launch the Device Management Agent.
- Once installed on Users' devices, set up the module to automate the configuration of all Users' Outlook profiles.

Launch DeploymentPro for UserActivation to View Legacy Projects

Module Configuration

Destination Domain Name
@ |
The field cannot be left blank.

Select Destination Endpoint
Office365 + ▼

Once users start to login to their computers, their device will be registered and their primary UPN will be listed “Primary Email Address” column

Search Customers
Cardinal Transport

Overview

SERVICE MODULES

HealthCheck for Office 365

DeploymentPro

Customers > Cardinal Transport > Device Management > **DeploymentPro**

DeploymentPro

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

125
Total Users

80
Total Devices

1999058
Licenses Owned

[Schedule Cutover](#)

Customers > Cardinal Transport > Device Management > **DeploymentPro**

Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

126
Total Users

80
Total Devices

1999059
Licenses Owned

[Schedule Cutover](#) [Sort](#)

Primary Email Address	Destination UPN	Module Status	Not Started	Scheduled	Running	Completed	Error
[Redacted]	[Redacted]	Scheduled on Apr 9, 2018 11:30am	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on Apr 7, 2018 12:15pm	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on Apr 7, 2018 9:45am	0	0	0	1	0
[Redacted]	[Redacted]	Not scheduled	5	0	0	0	0
[Redacted]	[Redacted]	Not scheduled	1	0	0	0	0
[Redacted]	[Redacted]	Not scheduled	1	0	0	0	0

9. Users computers will be listed and will have a "heartbeat". Once a user signs into the device their email will be tied to the device in a one to one relationship.

[Home](#) > [Customers](#) > [Cardinal Transport](#) > [Device Management](#) > **Computers**

[Services](#) **[Computers](#)**

80 Computers

Computer Name ↓	Number of Users	Agent Status
AR-004	1	✓
ARDEB	1	✓
AS400CONSOLE-PC	1	✓
BILLINGSARAH	1	✓
BROKERAGEJD-CR	1	✓
BROKERAGEJD-CR	1	✓

10.* If a status shows a ? symbol it most likely means the computer is shut down and the tool has been able to find a heartbeat in over 4 hours*

CRDTAPP	2	✓
CRDT-AR-DLS	1	?

11. Once all users have populated with a and have the DMA agent installed, Schedule the cutover date for the agent to run on their computer. (This is after you cutover MX records)

Schedule DeploymentPro

Schedule for Profile Cutover

This is the date and time scheduled for DeploymentPro to run on your Users' machines. The module will install on their devices at the next heartbeat, and then run silently until:

Select a date.
May 11th, 2018 11:30am

The time specified is (America/Denver).

Subscribed Users (no license required): 1

License Consumption

Users	License per User	Total Licenses Required
1	1	0

User Destination Email

The Destination email address is the email address of the new profile after it has been configured.

Source Email	Destination User Principal Name
	<input type="text" value="@crtrans.biz"/>

Cancel

Schedule Cutover

Note If there are multiple domains involved you will have to go to "settings" in the deployment pro page and change the domain for the users who need the separate domain

12. Once the agent is scheduled successfully, all users should change to a status of "running"

25 Total Users		25 Total Devices		1999059 Licenses Owned	
<input type="button" value="Schedule Cutover"/>					
Primary Email Address	Destination UPN	Module Status	Not Started	Scheduled	Running
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	0	0	0
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 4:00pm	0	0	0
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	1	0	1
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	0	0	1

13. If the status does not say "running" but remains in "scheduled" reschedule again until it moves into a **running status**

14. If users are not being picked up with the GPO, troubleshoot with the one remote emote user:

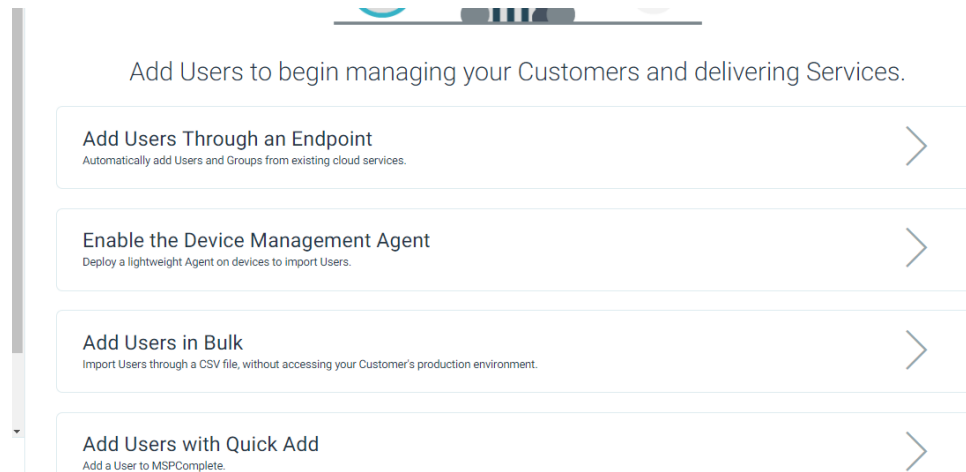
- Run Gpresult on their computer to see if the GPO is running
- If the GPO is running, try running the exe manually to see if it is blocked but a firewall setting
- If it is blocked then create an exception to the firewall to allow the exe to run.
- If it is not being blocked check to see if there are any web proxy settings that may be blocking communication back to bittitan

15. *This completes the steps for setting up DMA via GPO. If you have completed this successfully then move on to the next section. If you are deploying the agent via email, follow steps 16-26.

Deploying DMA via EMAIL

16. In the BitTitan portal, go to All Customers and select the customer you created

17. Click Add Users Through An Endpoint



The screenshot shows a user interface for adding users. At the top, there is a header with the text "Add Users to begin managing your Customers and delivering Services." Below this header are four rectangular buttons, each with a title, a brief description, and a right-pointing chevron icon. The buttons are: "Add Users Through an Endpoint" (description: "Automatically add Users and Groups from existing cloud services."), "Enable the Device Management Agent" (description: "Deploy a lightweight Agent on devices to import Users."), "Add Users in Bulk" (description: "Import Users through a CSV file, without accessing your Customer's production environment."), and "Add Users with Quick Add" (description: "Add a User to MSPComplete.").

Add Users to begin managing your Customers and delivering Services.

- Add Users Through an Endpoint**
Automatically add Users and Groups from existing cloud services.
- Enable the Device Management Agent**
Deploy a lightweight Agent on devices to import Users.
- Add Users in Bulk**
Import Users through a CSV file, without accessing your Customer's production environment.
- Add Users with Quick Add**
Add a User to MSPComplete.

18. Click Manage Endpoint>Add Endpoint

19. Add the BAE Endpoint from the “Find my Service Provider” dropdown and Provide the Administrative Credentials

Note This is found alphabetically under “Silversky”

New Endpoint

administrative action.

[+ Learn About Adding Endpoints](#)

Details

Endpoint Name

Service Provider ✕

From the drop-down menu, select a Service Provider. Based on your selection, we will complete the remaining fields for you.

Endpoint Type

Outlook Web Access URL

Provide credentials
Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

Do not provide credentials.

Note This will autodiscover users from BAE and populate them in the BitTitan portal

20. From here you can select users by checking the box next their name and selecting “Enable Device Management Through Email”

1 Users [Filter] [Search] [Add Users]

1 Selected	Apply User Migration Bundle License	Delete Users	Enable Device Management Through Email			
<input type="checkbox"/>	Primary Email Address	User Principal Name	First Name	Last Name	DMA Status	License Expiration
<input checked="" type="checkbox"/>	Demouser@test.com	Demouser@test.com	Demo	User		None

21. Enter a valid email in the “From” section of the template and click Send Email

Enable Device Management Through Email

Device Management Agent

Email details

To change the list of recipients, go back to the Users list and update your selection.

You can use Markdown syntax to format your email. [Click here for help.](#)

To: Demouser@test.com

From:

Enter email address

Subject: Action required: Install the BitTitan Device Management Agent on your computer.

Enter email subject

-- Insert a placeholder --

```

Hello {user_first_name},

### Important Announcement

We are currently planning a series of updates and improvements to our IT Services.
    
```

Note You can white label this email specific to the content you want users to receive. This email is specific to the user and cannot be forwarded to another user for them to click on the link for the exe file. The User Simply clicks on a link to open up a new page and click on one more link to download the exe file

22. Monitor users that successfully have the agent installed by going to Customers>Select customers>Manage>Device Management>Deployment pro

You will need to put in the destination domain and add the 365 endpoint

Once users start to login to their computers, thier device will be registered and their primary upn will be listed "Primary Email Address" column

Metric	Value
Total Users	125
Total Devices	80
Licenses Owned	1999058

Home > Customers > Cardinal Transport > Device Management > DeploymentPro

DeploymentPro Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

126 Total Users 80 Total Devices 1999059 Licenses Owned

[Schedule Cutover](#) Sort

Primary Email Address	Destination UPN	Module Status	Not Started	Scheduled	Running	Completed	Error
[Redacted]	[Redacted]	Scheduled on Apr 9, 2018 11:30am	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on Apr 7, 2018 12:15pm	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on Apr 7, 2018 9:45am	0	0	0	1	0
[Redacted]	[Redacted]	Not scheduled	5	0	0	0	0
[Redacted]	[Redacted]	Not scheduled	1	0	0	0	0
[Redacted]	[Redacted]	Not scheduled	1	0	0	0	0

23. Users computers will be listed and will have a "heartbeat". Once a user signs into the device their email will be tied to the device in a one to one relationship.

Home > Customers > Cardinal Transport > Device Management > Computers

Services Computers

80 Computers

Computer Name ↓	Number of Users	Agent Status
AR-004	1	✓
ARDEB	1	✓
AS400CONSOLE-PC	1	✓
BILLINGSARAH	1	✓
BROKERAGEJD-CR	1	✓
CRDT-AR-DLS	1	?

* If a status shows a ? symbol it most likely means the computer is shut down and the tool has been able to find a heartbeat in over 4 hours*

CRDTAPP	2	✓
CRDT-AR-DLS	1	?

24. Once all users have populated with a and have the DMA agent installed, Schedule the cutover date for the agent to run on their computer. (This is after you cutover MX records)

Schedule DeploymentPro

Schedule for Profile Cutover

This is the date and time scheduled for DeploymentPro to run on your Users' machines. The module will install on their devices at the next heartbeat, and then run silently until:

Select a date.
May 11th, 2018 11:30am

The time specified is (America/Denver).

Subscribed Users (no license required): 1

License Consumption

Users	License per User	Total Licenses Required
1	1	0

User Destination Email

The Destination email address is the email address of the new profile after it has been configured.

Source Email	Destination User Principal Name
<input type="text"/>	<input type="text" value="@crtrans.biz"/>

Cancel

Schedule Cutover

Note If there are multiple domains involved you will have to go to "settings" in the deployment pro page and change the domain for the users who need the separate domain

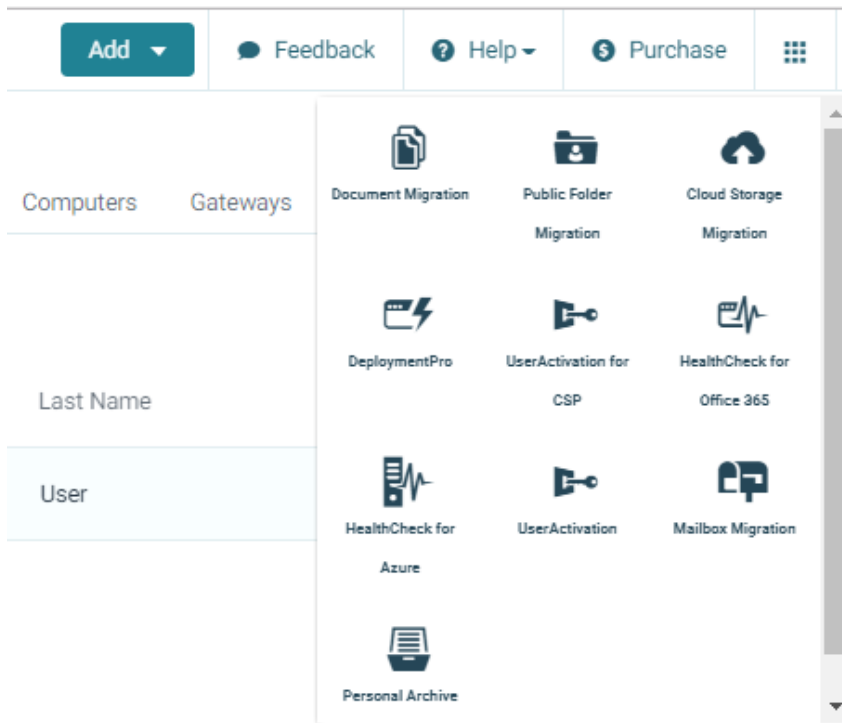
25. Once the agent is scheduled successfully, all users should change to a status of "running"

25 Total Users		25 Total Devices		1999059 Licenses Owned	
<input type="button" value="Schedule Cutover"/>					
Primary Email Address	Destination UPN	Module Status	Not Started	Scheduled	Running
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	0	0	0
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 4:00pm	0	0	0
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	1	0	1
[Redacted]	[Redacted]	Scheduled on Apr 30, 2018 9:15am	0	0	1

26.If the status does not say "running" but remains in "scheduled" reschedule again until it moves into a **running status**

Prep Work Phase 4: Setup BitTitan Project

1. In BitTitan Portal, Open MigrationWiz by clicking on waffle icon at top of the page>Click Mailbox Migration



2. Click Create Project>Select Mailbox Project

PROJECT TYPE

Select a Project Type:

<p>Create a Mailbox Project</p> <p>With Mailbox Projects, automatically migrate data related to the User mailbox. With most configurations you can migrate email, calendars, contact...</p>		<p>Create a Document Project</p> <p>With Document Projects, automatically transfer all your data (including your entire folder hierarchy) from one cloud storage solution to anothe...</p>	
<p>Create a Public Folder Project</p> <p>Public Folder Projects fully automate the migration process of moving Public Folders, including Public Folder structure and permissions, from one...</p>		<p>Create a Personal Archive Project</p> <p>With Personal Archives, you can automatically migrate all of your archived...</p>	
<p>Create an Archive Migration Service Project</p> <p>With Archive Migration Services, you can migrate large-scale, enterprise-level archived...</p>		<p>Create a Cloud Storage Project</p> <p>With Cloud Storage Projects, migrate large-scale and unstructured...</p>	
<p>Create a Collaboration Project</p> <p>With Collaboration Projects, you can automatically migrate data from one collaboration platform to...</p>		<p>Create A Database Project</p> <p>Database Projects enable you to migrate on-premises Microsoft SQL Server 2005 and later to Microsoft SQL Server 2012 and later, as well as Microsoft...</p>	

2. Name the Project and select your customer from the dropdown>Click Next Step

PROJECT INFORMATION

Mailbox

With Mailbox Projects, automatically migrate data related to the User mailbox. With most configurations you can migrate email, calendars, contacts, journals, tasks, and notes.

Project Name*

Customer*

4. If you followed the steps for email deployment for the DMA agent you should be able to select your endpoint from the dropdown. If you did not, Select New and fill out the fields as shown below:

New Endpoint

administrative action.

[+ Learn About Adding Endpoints](#)

Details

Endpoint Name

Service Provider ✕

From the drop-down menu, select a Service Provider. Based on your selection, we will complete the remaining fields for you.


Endpoint Type

Outlook Web Access URL

Provide credentials
Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

Do not provide credentials.

5. In the Destination Settings, Click New, and add the 365 endpoint. Providing the admin credentials

 **New Endpoint**

Exchange server, Office 365, etc.). Endpoints can be reused for projects across all BitTitan products, and are managed from the Customer Dashboard. Endpoints allow you to perform migrations, the discovery of Users and Groups, and administrative action.

[Learn About Adding Endpoints](#)

Details

Endpoint Name

If you don't know your Server Type, click the button:

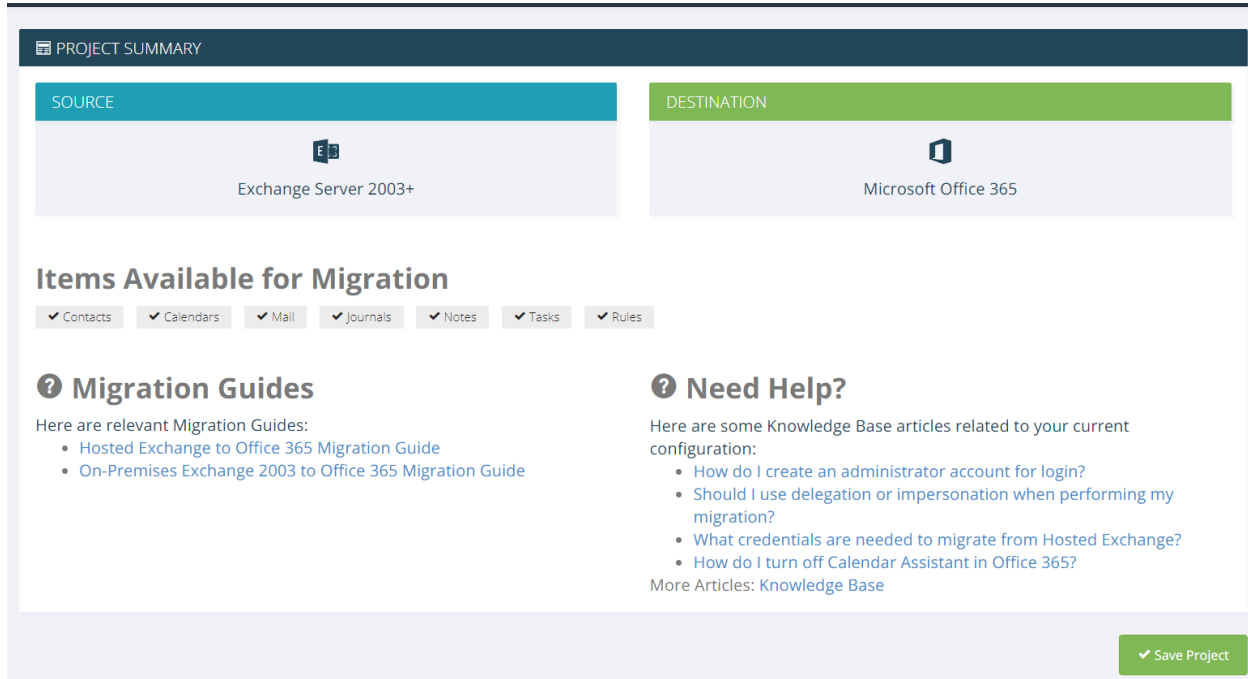
[+ Find My Service Provider](#)

Endpoint Type

Provide credentials
Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

Do not provide credentials.
If credentials are not provided at the endpoint level, you will need to provide per-user credentials when using the endpoint as part of your projects.

6. Click “Save and Go to Summary” This tells you whats eligible to move and give you additional KB articles you can reference:



PROJECT SUMMARY

SOURCE
Exchange Server 2003+

DESTINATION
Microsoft Office 365

Items Available for Migration

▼ Contacts ▼ Calendars ▼ Mail ▼ Journals ▼ Notes ▼ Tasks ▼ Rules

Migration Guides

Here are relevant Migration Guides:

- [Hosted Exchange to Office 365 Migration Guide](#)
- [On-Premises Exchange 2003 to Office 365 Migration Guide](#)

Need Help?

Here are some Knowledge Base articles related to your current configuration:

- [How do I create an administrator account for login?](#)
- [Should I use delegation or impersonation when performing my migration?](#)
- [What credentials are needed to migrate from Hosted Exchange?](#)
- [How do I turn off Calendar Assistant in Office 365?](#)

More Articles: [Knowledge Base](#)

[Save Project](#)

7. Add items to your project. If you already added users to the MSP complete portal either through GPO or an endpoint. You can select “Add from MSP Complete”. If you have not yet, then you can select Autodiscover items to import users to the portal

Add items to your Project.

Click the "Add" menu in the toolbar, and select an option for adding items.

- Add From MSPComplete**
Add Users from an existing Customer.
- Quick Add**
Add one item at a time.
- Bulk Add**
Use our online spreadsheet, or a file of your own, to add items.
- Autodiscover Items**
Use MigrationWiz to automatically discover all of your items.

8. Audit User names and Domains on both the Source and Destination (Make sure they match BAE and 365), Cleanup user list.

9. Select All Users>Verify Credentials

Source Email	Last Updated	Migrated	User Migration Bundl...	Error	Status
Demouser@test.com	May 9, 2018 2:49pm	0 bytes	No	0	Not Submitted

10. There are numerous errors that could appear here. Most of the steps I made for prep work will make it so that you avoid most of these errors. Refer to BitTitans KB articles for most common errors and how to troubleshoot. <https://help.bittitan.com/hc/en-us/sections/115003465187-Mailbox-Error-Lookup?page=2>

Unsuccessful verification will show a “Failed” Message

Source Email	Destination Email	Last Updated	Migrated	User Migration Bundl...	Error	Status
Demouser@test.com	Demouser@test.onmicr...	May 9, 2018 2:53pm	0 bytes	No	0	Failed

You can click on the Failed icon to show a detailed message of what failed

DEMOUSER@TEST.COM — MICROSOFT OFFICE 365 TO MICROSOFT OFFICE 365 MIGRATION (FAILED)

FOLDER SUMMARY

No Data.
This item hasn't started migrating..

0 of 0 folders completed.

MIGRATED ITEMS

Type	Success	Errors
Total	0 (0 bytes)	0 (0 bytes)

MIGRATION ERRORS

⚠ Your migration failed checking source credentials. Office 365 user names should always be specified as email addresses. Ensure user names are specified as email addresses.

Source Server 8 minutes ago

[Learn More](#)

Click on “Learn More” to access BitTitan’s Relevant kb articles specific to the error:

❓ OFFICE 365 USER NAMES SHOULD ALWAYS BE SPECIFIED AS EMAIL ADDRESSES

[Open In New Window](#)

Office 365 user names should always be specified as email addresses: This error indicates that the specified Office 365 user name is invalid. Office 365 requires users to log in with an email address, not a user name as in "John Doe" or "domain\johndoe".



Resolution:

We recommend the following:

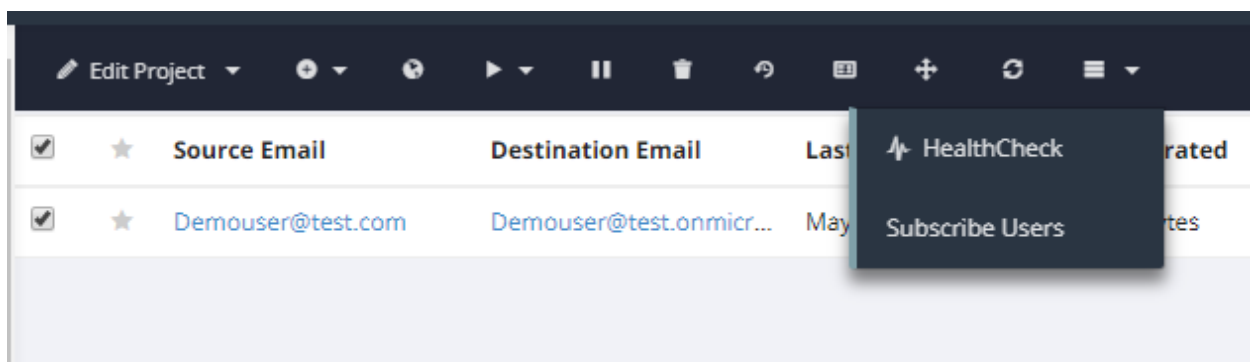
1. If using administrative credentials for Office 365, check the admin user name specified on your project.
2. If not using administrative credentials for Office 365, check the mailbox owner user name specified on the mailbox.
3. In all cases, make sure the user name work when logging in at <https://login.microsoftonline.com>.

Close

Successful Verification will show a “Completed(Verification)” message

<input type="checkbox"/>	★ Source Email	Destination Email	Last Updated	Migrated	User Migration Bundl...	Error	Status
<input checked="" type="checkbox"/>	★ accounts-payable@vel...	accounts-payable@vel...	May 9, 2018 2:52pm	267.17 KB	No	0	✓ Completed (Verifica...  

11. After all users have successfully completed verification, Select All users>Click on the Hamburger icon at the top of the toolbar> Click Subscribe Users



12. This will bring you back to the MSP complete portal. Select all users>Click Apply User Migration Bundle

1 Users

Primary Email Address	User Principal Name	First Name	Last Name	DMA Status
<input checked="" type="checkbox"/>	Demouser@test.com	Demouser@test.com	Demo	User

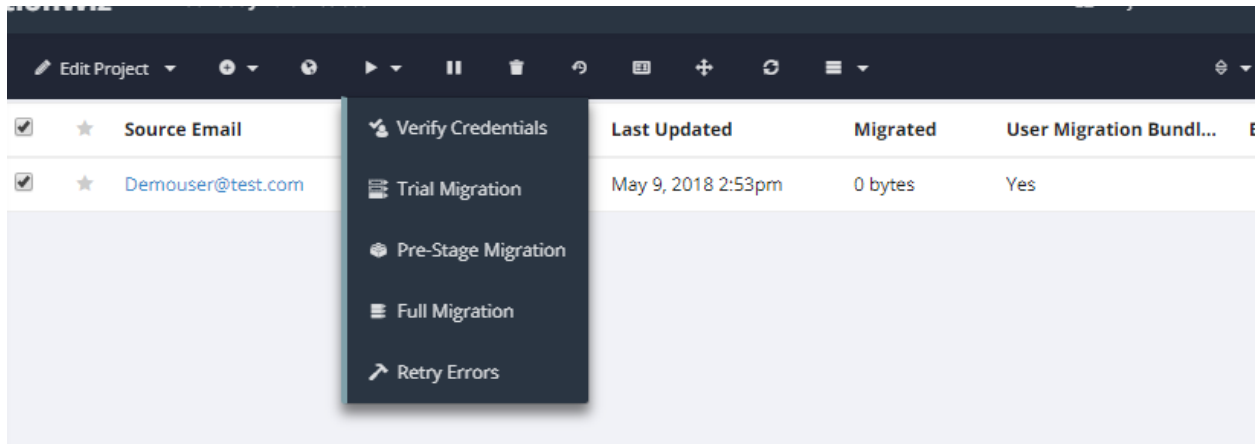
13. This takes a couple of minutes to propagate but after, in the migrationwiz portal the “User Migration Bundle” column will change from “No” to “Yes”

User Migration Bundl...

Yes

Migration Phase 1

1. Preferably start at beginning of the week, plan for MX Cutover on Friday evening
2. Select All Users>Click on the start button>Pre-stage Pass



3. Select a time range from the dropdown of prior to 90 days>Start Migration

▶ Start Pre-Stage Migration

Migrate older items, in preparation of a later final switch to your new system. Older items are migrated because they do not change, but typically represent the majority of the data. Use this type of migration before MX record cutover. Fill the mailbox with older email; this reduces the amount of data to migrate after cutover.

1 Items Selected

0 will migration using licenses.

0 Cannot Migrate

1 will migrate using subscriptions.

Select what you want to migrate: ? Remember my selection for this Project.

Mail

Migration Scheduling

Migrate items with a date that is earlier than the specified date. ?

90 Days Ago

Automatically start the migration at ?

✕ Cancel
✔ Start Migration

4. This will give you a status bar and show the amount of data moved over in the “bytes” column. If any users fail, it’s usually do to server timeout. Simply rerun the pre-stage pass on these users to restart where it left off. If you click on any user’s name, you can see metrics like upload speeds:

MIGRATION HISTORY

Verify Credentials ✔ Success a few seconds

Start: May 9, 2018 2:51pm
End: May 9, 2018 2:52pm

Full Migration ✔ Success 3 minutes

Start: May 8, 2018 6:51am
End: May 8, 2018 6:55am

Full Migration ✔ Success 2 minutes

Start: May 7, 2018 8:11pm
End: May 7, 2018 8:13pm

Full Migration ✔ Success 2 minutes

DURATION AND SPEED

Statistic	Source	Destination
Active Duration	6 minutes	a few seconds
Passive Duration	Less than a second	6 minutes
Data Speed	3 MB/hr	146 MB/hr
Item Speed	97 items/hr	5,597 items/hr

? Performance Analysis

5. Once the pre-stage migration has run for all users and is in a "Completed" Status

			May 8, 2018 6:53am	441.16 MB	No	0	✓ Completed	
			May 8, 2018 6:53am	506.66 MB	No	0	✓ Completed	
			May 8, 2018 6:53am	6.09 GB	No	23	✓ Completed	
			May 8, 2018 6:52am	29.49 MB	No	0	✓ Completed	
			May 8, 2018 6:57am	25.17 GB	No	31	✓ Completed	

6. Next we are going to perform a full migration to bring over copies of remaining mail plus calendars, contacts, notes, journals, rules. Select All users>Click on the start button>Full Migration

The screenshot shows a software interface for migration. At the top, there is a toolbar with icons for 'Edit Project', 'Add', 'Refresh', 'Play', 'Pause', 'Trash', 'Undo', 'Redo', 'Zoom In', 'Zoom Out', and 'Menu'. Below the toolbar is a table with columns: 'Source Email', 'Last Updated', 'Migrated', and 'User Migration Bundl...'. The first row shows a checked checkbox, a star icon, and the email 'Demouser@test.com'. A context menu is open over the first row, listing options: 'Verify Credentials', 'Trial Migration', 'Pre-Stage Migration', 'Full Migration', and 'Retry Errors'. The 'Full Migration' option is highlighted.

7. You can schedule this to start at a specific time if you would like:

▶ Start Full Migration

What is a Full Migration? [?](#)

Use this type of migration for Big Bang (Single-Pass) Migrations, or for following an earlier Pre-Stage Migration. Use this after MX record cutover to make sure you are not missing any data.

▶ 1 Items Selected

▶ 0 will migration using licenses.

▶ 0 Cannot Migrate

▶ 1 will migrate using subscriptions.

Select what you want to migrate: [?](#) Remember my selection for this Project.

<input checked="" type="checkbox"/> Contacts	<input checked="" type="checkbox"/> Calendars	<input checked="" type="checkbox"/> Mail	<input checked="" type="checkbox"/> Journals
<input checked="" type="checkbox"/> Notes	<input checked="" type="checkbox"/> Tasks	<input checked="" type="checkbox"/> Rules	

Migration Scheduling

Automatically start the migration at [?](#)

May ▼

10 ▼

2018 ▼

0 ▼

0 ▼

(Local Time)

✕ Cancel

✔ Start Migration

8. Confirm all users go into a "Completed" Status

Migration Phase 2: MX Cutover/Delta Pass

1. At Designated time, login to DNS provider and change you MX records to point to Office365
 - a. You can find this in the 365 Admin Center by going to Setup>Domains
 - b. Office365 MX record follow this format **Domain-com.mail.protection.outlook.com**
2. Run another Full Pass. This will perform a **delta sync** to pull over any residual data that may have been missed.

Migration Phase 3: Post Migration Cleanup

1. Audit Destination Environment Mailflow for Inbound/Outbound Mail
2. Login to BitTitan>Go to All customers>Select customer>Manage>Device Management>Deployment Pro
3. Make sure DMA status has moved into "Completed" status. If in "error" status it means the users failed authentication 3x. Reschedule the tool to run at the next time interval available

Customers > CEI > Device Management > DeploymentPro

DeploymentPro Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

11 Total Users 11 Total Devices 1999059 Licenses Owned

Schedule Cutover Sort Q

Primary Email Address	Destination UPN	Module Status	Not Started	Scheduled	Running	Completed	Error
[Redacted]	[Redacted]	Scheduled on May 4, 2018 1:00pm	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on May 7, 2018 11:00am	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on May 7, 2018 11:00am	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on May 7, 2018 11:00pm	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on May 4, 2018 1:00pm	0	0	0	1	0
[Redacted]	[Redacted]	Scheduled on May 4, 2018 1:00pm	0	0	0	1	0

4. Reconfigure any mailbox permissions
5. Send out guides on reconfiguring mail on Iphone/Andriod:
 - a. <https://support.office.com/en-us/article/set-up-email-using-the-ios-mail-app-7e5b180f-bc8f-45cc-8da1-5cefc1e633d1>
 - b. <https://support.office.com/en-us/article/set-up-email-in-android-email-app-71147974-7>
6. Perform and account clean up that is required