Zimbra Collaboration Suite Import Wizard for Outlook

The Zimbra™ Collaboration Suite Import Wizard for Outlook lets users import the contents of a .pst file from a Microsoft® Outlook® 2003 mailbox to accounts on the Zimbra server.

The Import Wizard imports email messages, attachments, contacts and calendars. When the files are imported, the Outlook folder hierarchy is maintained. If categories have been assigned to messages and contacts, these are converted to tags in the user's Zimbra mailbox.

Downloading Import Wizard for Outlook Install Program

The ZCS Import Wizard for Outlook and user import instructions can be downloaded from the Administration Console>Downloads area. You should download these files to an internal directory that users can access. Users then can download the Import Wizard for Outlook file to their computers and run the executable.

Administrator's Responsibilities

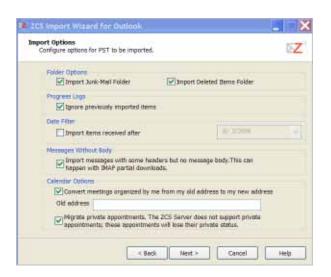You will need to do the following for users that want to import their .pst files to the Zimbra Server:

- Create the user account on the Zimbra server before they import their .pst.

- Let your users know how to get the Import Wizard file and how to complete the Zimbra server information as listed below.

- Assist users with locating their .pst files

- Give users their Exchange server name in case they are prompted to log on to their Active Directory while importing their files. If this message is displayed and they do not connect to the Active Directory server, some of the imported messages will have blank **From** and/or **To** headers.

The ZCS Import Wizard for Outlook Process

The ZCS Import Wizard asks for server information, user information, and import options. The following is a general overview of the steps.

1. Users enter information about the Zimbra server that will receive their .pst files. This is information you must provide to users, including:

   - Zimbra server domain name (DNS).

   - Which server port to use. For non secured connections, the default is 80. For secured connection, the default is 443. Your configuration can be different.

   - Whether to check **Use Secure Connection** (SSL). This box is checked to establish a secure connection to that port.

2. Users enter their Zimbra email address and password

3. Users browse to locate their .pst file

4. Users set import options for which messages to import, the import options are as follows:

   - Folder options to import their Junk-Mail folder and Deleted Items folder

   - Set a date filter to only import messages received after a specified date

   - **Import Message without Body** enables messages that do not include the body of the message to be imported. Header information only is available to be imported if users configured their IMAP to download only the header and to ask before downloading the body, thus the body is not available. If they do not check Import Message without Body, messages with only the header information are not imported.

   - Convert meetings organized by the user from their old address to their new address. They enter their old address in a field.

   - Migrate private appointments. The ZCS does not support marking appointments as private. When you import your private appointments, they are no longer private.

Users can import more than one .pst file. They run the import program once for each .pst file. When additional .pst files are imported, that data is merged with the previously imported data. The Zimbra Inbox folder contains all the items from all .pst folders that were imported.

By default, messages larger than 10 MB will not be imported. The message size includes the message and attachments. If the message is larger than 10 MB, a warning is logged to Import Wizard log file.

Any errors or warnings in the import process are displayed on the Import Complete dialog. Users should review items that are listed on this page. If issues need to be investigated, users can click the **Log File** button on this dialog and search the log for details. Once the Wizard is closed, the log file is no longer available.

If a .pst file is run through the Import Wizard more than once, users should check **Ignore previously imported items** on the Import Options dialog so that messages and contacts that have been imported are not imported again.

Outlook Features Not Imported

The following commonly used Outlook features are not imported:

- Meeting requests
- Notes
- Tasks
- Rules and alerts
- Other files the user created such as journal entries
- Personal Distribution Lists

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