

**VMware Zimbra®**

# **Zimbra Import Wizard for Microsoft Outlook**

**Administrator's Guide**

**ZCS 7.2**

**April 2012**

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# 1 Administering the Import Wizard

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The Zimbra Import Wizard for Microsoft® Outlook® (Import Wizard) lets users import the contents of a .pst file from an Outlook mailbox to accounts on the Zimbra Collaboration Server (ZCS).

The Import Wizard imports email messages, filter rules, attachments, contacts, calendars, tasks, and personal distribution lists. 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 ZCS mailbox.

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**Note:** *The Import Wizard can import .pst files from Outlook 2000 and Outlook XP, provided that the Import Wizard is run on a machine with either Outlook 2003, Outlook 2007, or Outlook 2010 installed.*

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**Note:** *If you set your computer's regional settings to a language other than English (United States), the Import Wizard might fail. Your regional settings are located on your computer at Control Panel>Regional and Language Options.*

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## Downloading Import Wizard Install Program

The Import Wizard 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 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 ZCS server:

- Create the user account on the ZCS server before they import their .pst.
- Let your users know how to get the Import Wizard file and how to complete the ZCS 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® service while importing their files.

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**Note:** *If they are prompted to log on to their Active Directory while importing files and they do not connect, some of the imported messages will have blank **From** and/or **To** headers.*

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## If Running Zimbra Proxy

If you are running Zimbra Proxy, and the **ZimbraPublicServiceHostName** has been set to proxy, you must change the local hosts file at the Windows machine that is running the Migration Wizard to point to the mailbox node where the admin user resides. The local host file can be edited to map the proxy address to the mailbox server to bypass the proxy.

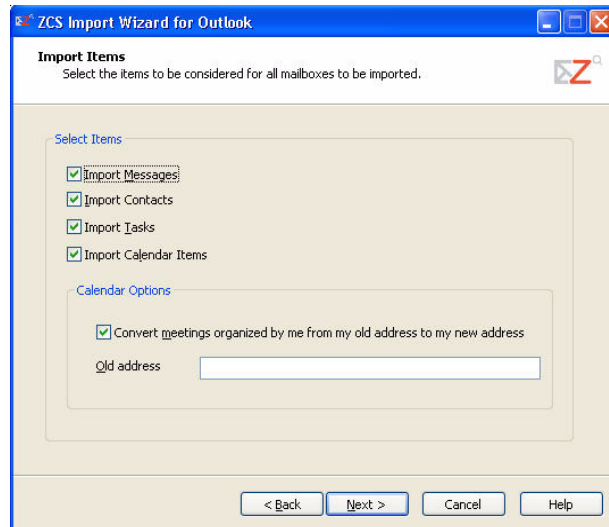
1. Go to the hosts file, which is usually located at **C:\WINDOWS\system32\drivers\etc**
2. Open the hosts file and add the following line:  
`x.x.x.x <your ZimbraPublicServiceHostName value here>`  
Where **x.x.x.x** is the ip address of the mailbox store with the admin user.
3. Save the file and run the Wizard.

## The Import Wizard Process

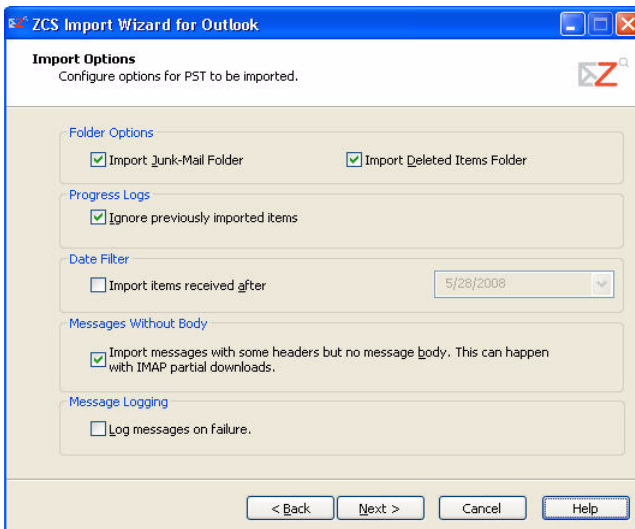
The Import Wizard asks for server information, user information, and import options. The following is a general overview of the steps.

1. **Import Destination.** Users enter information about the ZCS server that will receive their .pst files. This is information you must provide to users, including:
  - **Hostname.** ZCS server domain name (DNS)
  - **Port.** 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.
  - **Username and Password.** Their ZCS account email address and password.
2. **Import PST.** Users browse to locate the .pst file to be imported.
3. **Import Items.** Users select which items in the .pst file to import, and select calendar options. The item options are as follows:
  - **Import Items.** Users select whether or not to import Mail, Contacts, Tasks, and Calendar Items.

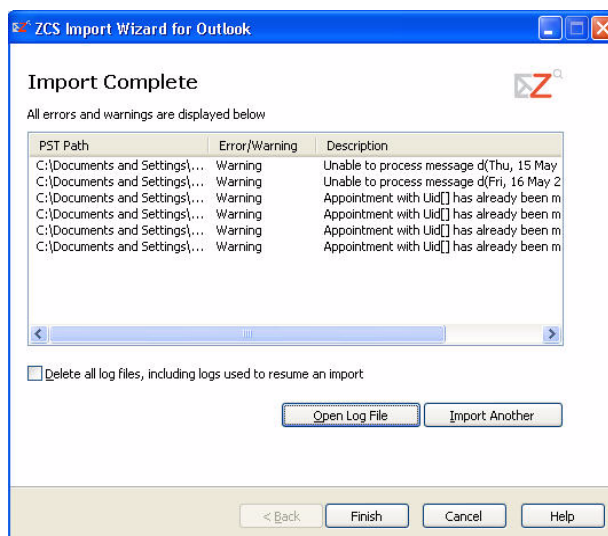
- **Calendar Options.**
  - **Convert meetings.** This converts meetings organized under the old user address to their new email address. Users must provide their old address in the field provided. Private appointments are imported by default and remain private after the migration process.



4. **Import Options.** Users set import options for which messages to import. The import options are as follows:
  - **Folder options.** Users select whether to import their Junk-Mail folder and Deleted Items folder
  - **Progress Logs.** Users select whether to ignore previously imported items. If they do not check this box, they will have duplicates of any previously imported items in their ZCS account.
  - **Date Filter.** Users select whether to import items received after a date that they provide. If users do not select to filter items by date, all items will be imported.
  - **Import Message without Body** enables messages that do not include the body of the message to be imported. If users configured their IMAP to download only the header and to ask before downloading the body, this option will import any emails that they have not downloaded the body to yet. If they do not check Import Message without Body, messages with only the header information are not imported.
  - **Log messages on failure** allows extra data to be created if the import fails. If a message is not imported and this option is enabled, the message that failed to be imported is logged on the client side. Users can inspect the message to determine if the message content was the cause of the failure.



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. If three consecutive errors are logged, the import will be halted.



Any errors or warnings in the import process are displayed on the Import Completed dialog. Users should review items that are listed on this page. If issues need to be investigated, users can click the **Open Log File** button on this dialog and search the log for details.

**Important:** If the user has checked **Delete all log files** on the completion page, the log file is no longer available when the Import Wizard is closed.

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.



## Importing Multiple PST Files

If the user has a small number of .pst files to import, they can import them on their own. For users that have a large number of .pst files to import, you can import the .pst files for them using the Windows CLI utility.

### Importing Multiple PST Files using the Import Wizard GUI

Users can import more than one .pst file by clicking **Import Another** in the Import Completed dialog. If they want to import more .pst files at a later time, they can run the Import Wizard for any additional files. Each .pst file will be merged with their previously imported .pst files.

When additional .pst files are imported, the imported items are merged with the previously imported items (e.g. Any mail from the additional .pst file will be added to the ZCS Inbox folder, where mail from previously imported .pst files has been stored).

### Importing Multiple PST Files Using the Windows CLI Utility

You can import a large number .pst files to a single ZCS account using the Windows CLI utility and an XML file specifying the import settings.

The XML file must contain five elements inside of the XML root element, **ZCSImport: Server, Account, Data, Options, and Import**. Each element, except for the **Import** element, should have a name attribute. These name attributes will be used in the **Import** element to distinguish between elements that have been used more than once.

The following list contains all elements that should be contained in the root element, and their child elements.

- **Server**. This element contains information about the ZCS server that will receive the .pst files.
  - **serverName**. The value of this element is the name of the ZCS server.
  - **port**. The value of this element is the server port to use. The default is 443.
  - **sslEnabled**. The value of this element indicates whether to use a secure connection (SSL). A value of 0 indicates that SSL will not be used. A value of 1 indicates that SSL will be used. The default value is 1.
- **Account**. This element contains login information for the specified account. There can be more than one **Account** element. You will specify in the **Import** element whether the account should be the import target or the authentication account.
  - **userName**. The value of this element is the ZCS user account in the form of user@domain.com.

- **password** (optional). The value of this element is the password for the specified user in the **userName** element. If the password element is not included, you will be prompted for the password at the time of import. In order to import a user's documents without their password, create an additional **Account** element for an administrator's ZCS account, and specify the administrator's account as the **authAccount** in the **Import** element.
- **organizerEmail** (optional). The value of this element is the old account of the user in the form of user@domain.com. When included, this element indicates that meetings organized with the target user's old account will be converted to their new account.
- **Data**. This element contains information indicating which .pst files will be imported. There can be more than one **Data** element.
  - **PST**. The value of this element is a single .pst path. Use this element for each .pst file to import.
- **Options**. This element contains information indicating the import settings for the .pst files being imported. There can be more than one **Options** element.
  - **importDeletedItems**. The value of this element indicates whether to import items in the target user's Deleted Items (trash) folder. A value of 0 indicates that deleted items will not be imported. A value of 1 indicates that deleted items will be imported. The default value is 1.
  - **importJunk**. The value of this element indicates whether to import items in the target user's Junk-Mail folder. A value of 0 indicates that junk mail will not be imported. A value of 1 indicates that will be imported. The default value is 1.
  - **importPartialMails**. The value of this element indicates whether to import messages without a body. Users who have configured their IMAP to download only message headers will be affected by this element. A value of 0 indicates that messages without a body will not be imported. A value of 1 indicates that messages without a body will be imported. The default value is 1.
  - **ignorePreviouslyImported**. The value of this element indicates whether to ignore previously imported items. A value of 0 indicates that previously items will be imported again. A value of 1 indicates that previously imported items will be ignored. The default value is 1.
  - **startDate** (optional). The value of this element specifies what date to begin importing messages. The date should be in the form of MM/DD/YYYY. If this element is not present, all messages will be imported.
  - **ADLookup** (optional). This element contains the Active Directory server. If this element is not present, automatic ADLookups will be attempted to resolve Exchange addresses. If the automatic ADLookups fail, the Exchange addresses will not be resolved and some of the imported emails will have blank **To** and **From** fields.

- **ADServer.** The value of this element is the name of the Active Directory server.
- **ADUser.** The value of this element is the user's Active Directory user name.
- **ADPassword.** The value of this element is the user's Active Directory password. If this element is not present, and the **AD user** value is different than the currently logged on user, an error is logged and the Import Wizard will quit.
- **InvalidSSLOk.** The value of this element indicates whether to continue in the case of an invalid SSL certificate. A value of 0 indicates not to continue. A value of 1 indicates to continue. The default value is 0.
- **IgnoreCoreDump.** This value of this element indicates whether to continue without the ability to generate a core dump in the case of unexpected errors. A value of 0 indicates not to continue. A value of 1 indicates to continue. The default value is 0.
- **Import.** This element specifies with its attributes which of the above elements to use. There can be more than one **Import** element. The following items are attributes of the **Import** element.
  - **Server.** This attribute specifies the name of the **Server** element to use.
  - **TargetAccount.** This attribute specifies the name of the **Account** element containing the account to import the .pst files to. You can specify multiple **TargetAccount** attributes.
  - **AuthAccount** (optional). This attribute specifies the name of the **Account** element used to log in to the ZCS server. If this attribute is not present, the **TargetAccount** attribute will be used to log in to the ZCS server. If you are specifying more than one **TargetAccount**, the **AuthAccount** should contain an account with administrator access.
  - **AdminPort.** This attribute specifies the port to use when using the account specified in the **AuthAccount** element. This attribute must be present if the **AuthAccount** is present.
  - **AdminSSLEnabled** (optional). This attribute indicates whether to use a secure connection (SSL) when using the account specified in the **AuthAccount** element. A value of 0 indicates not to use SSL. A value of 1 indicates to use SSL. The default value is 1.
  - **Data.** This attribute specifies the name of the **Data** element containing the .pst files to import. You can specify multiple **Data** attributes.
  - **Options.** This attribute specifies the name of the **Options** element containing the import options to use.

The following is an example of an XML settings file:

```
<ZCSImport>

<Server name="server">
<serverName>172.16.0.90</serverName>
<port>443</port>
<sslEnabled>1</sslEnabled>
</Server>

<Account name="user">
<userName>user</userName>
<organizerEmail>user@domain.com</organizerEmail>
</Account>

<Account name="admin">
<userName>admin</userName>
</Account>

<Data name="psts">
<PST>C:\Documents and Settings\administrator\Local
Settings\Application Data\Microsoft\Outlook\Outlook.pst</
PST>
<PST>C:\Documents and Settings\administrator\Local
Settings\Application Data\Microsoft\Outlook\archive1.pst</
PST>
<PST>C:\Documents and Settings\administrator\Local
Settings\Application Data\Microsoft\Outlook\archive2.pst</
PST>
</Data>

<Options name="config1">
<importDeletedItems>1</importDeletedItems>
<importJunk>1</importJunk>
<importPrivateAppts>1</importPrivateAppts>
<importPartialMails>1</importPartialMails>
<ignorePreviouslyImported>0</ignorePreviouslyImported>
</Options>

<Import Server="server" TargetAccount="user"
AuthAccount="admin" AdminPort="443" AdminSSLEnabled="1"
Data="psts" Options="config1" />

</ZCSImport>
```

When you have created the XML file with your import settings, save it to the same location as the Import Wizard. In order to use this XML file to import multiple .pst files, use the following steps:

### To import .pst files from the Windows CLI

1. Go to the Start Menu, and click **Run**.
2. Type the full path to your Import Wizard executable file. Alternatively, you can click **Browse** and locate the path using the Browse window.
3. Type the name of the XML file after the full path to your Import Wizard.

For example:

“C:\Documents and Settings\User\ZCSPSTImportWizard.exe” configuration.xml

4. Click **OK**.

The Import Wizard will begin to import the .pst files according to the settings in your XML file. If you have not specified passwords in your XML file, you will be prompted for them during the import process.

## Registry Keys for the Import Wizard

Below is a list of all the registry keys for the Import Wizard.

**Important:** Before you change any registry key values, be sure to create a backup of the original registry key values.

Key Name	Value Type	Description
The following keys are located under <b>HKCU\Software\Zimbra\PSTMigration</b>		
HostName	<b>REG_SZ</b>	Default host name of the mailbox server.
Port	<b>REG_DWORD</b>	Default port on which the administrator and non-administrator services run.
SecureCon	<b>REG_DWORD</b>	Default status for using a secure connection.
AdminPort	<b>REG_DWORD</b>	Default port on which the administrator services run.
AdminSecureCon	<b>REG_DWORD</b>	Default status for using a secure connection.
The following keys are located under <b>HKCU\Software\Zimbra</b>		
MaxAttachSizeMB	<b>REG_DWORD</b>	By default, messages larger than 10 MB will not be imported. The limit can be changed by modifying the registry. The key value should be specified in megabytes (MB). A value is zero, there is no limit to the size of message attachments.
ErrorThreshold	<b>REG_DWORD</b>	By default, after three consecutive errors the Import Wizard for Outlook will stop. The limit can be changed by modifying the registry. If the value is zero, the wizard will not stop.

## Outlook Features Not Imported

The following commonly used Outlook features are not imported:

- Meeting requests
- Notes
- Alerts
- Other files the user created such as journal entries