# IMAP Migration: Gmail to Outlook (Microsoft 365)

Step-by-step process for migrating emails from Gmail to Outlook (Microsoft 365) using IMAP, including enabling Gmail settings, setting up migration batches, and assigning licenses. The document will walk you through the entire migration process.
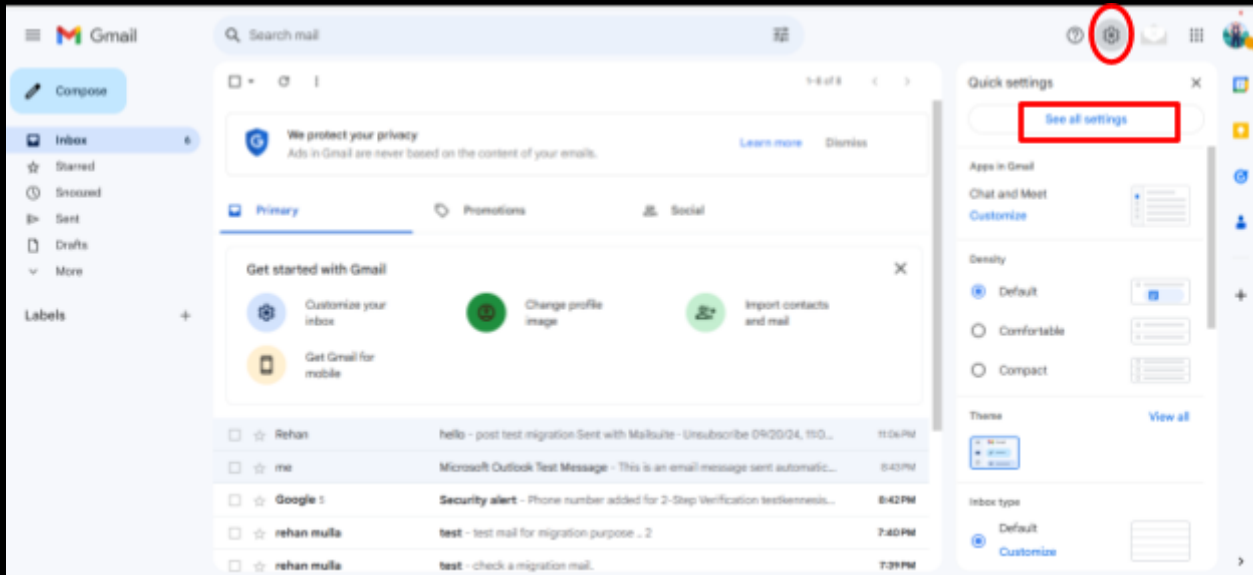
1. Enable IMAP and Generate App Password in Gmail

Step 1: Log in to Gmail

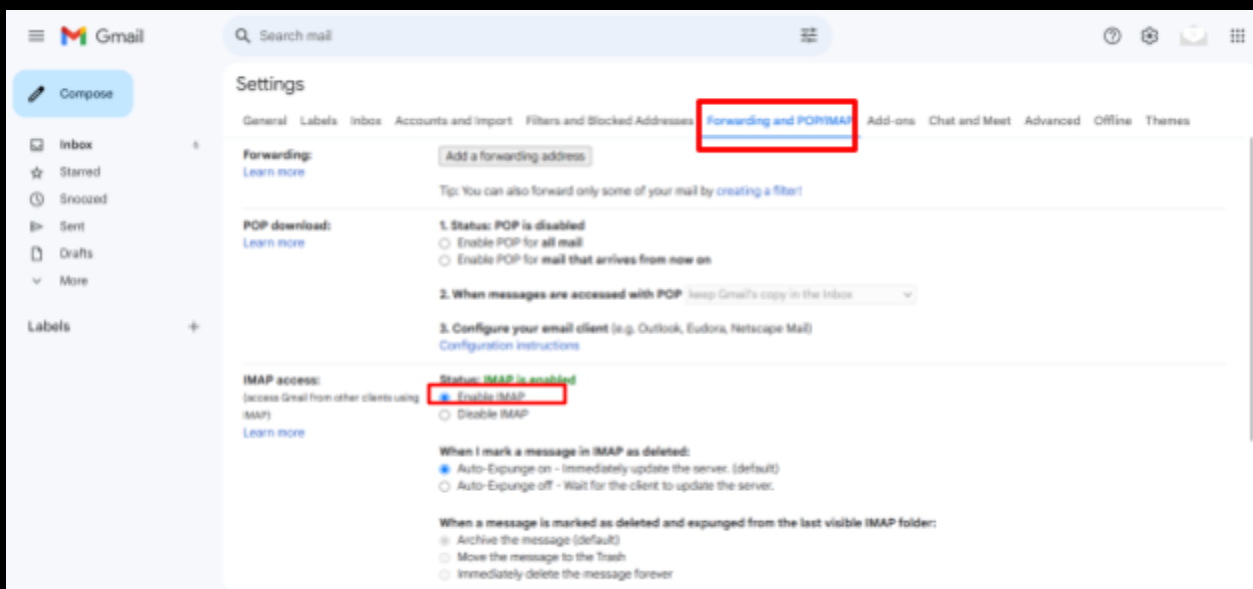- Log in to your Gmail account (for all accounts you want to migrate).
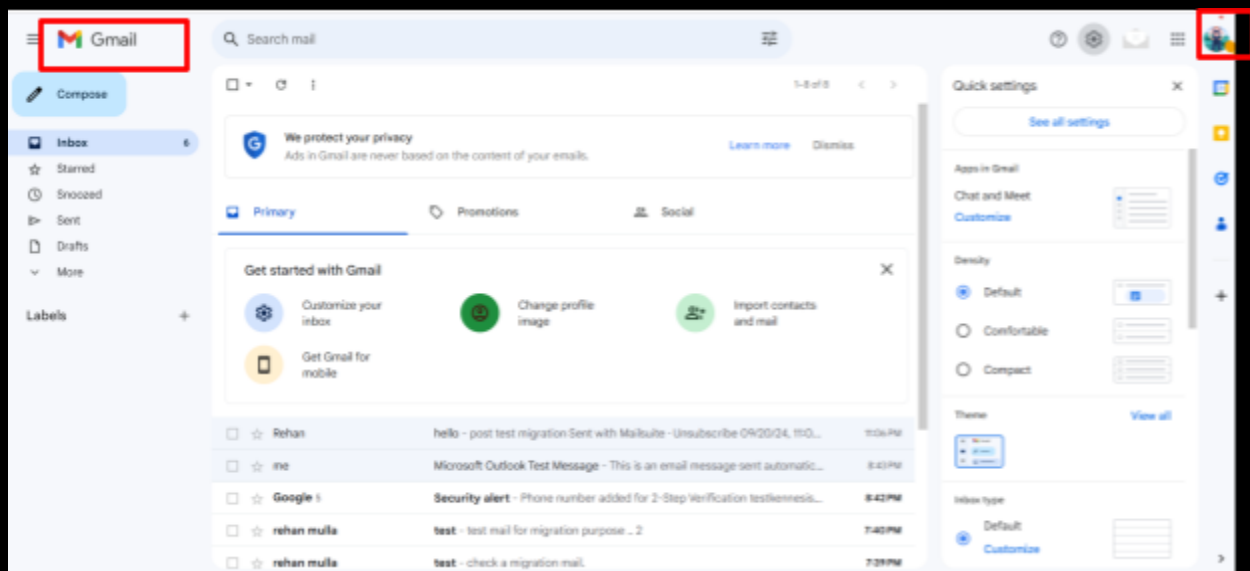
Step 2: Enable IMAP

1. In Gmail, click the gear icon (⚙) in the top-right corner.

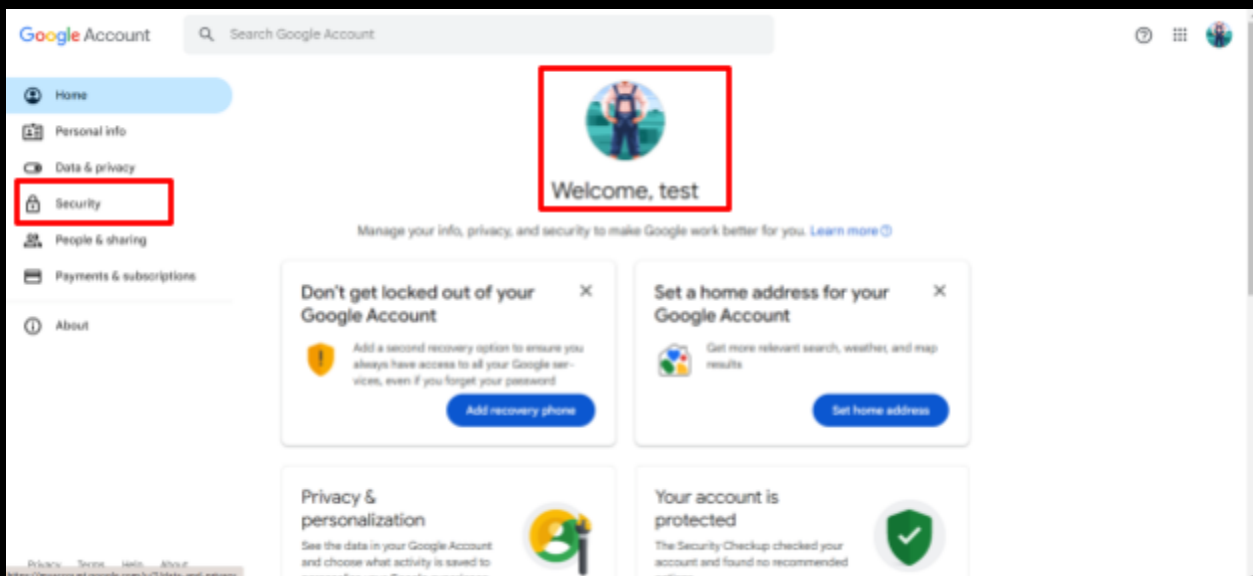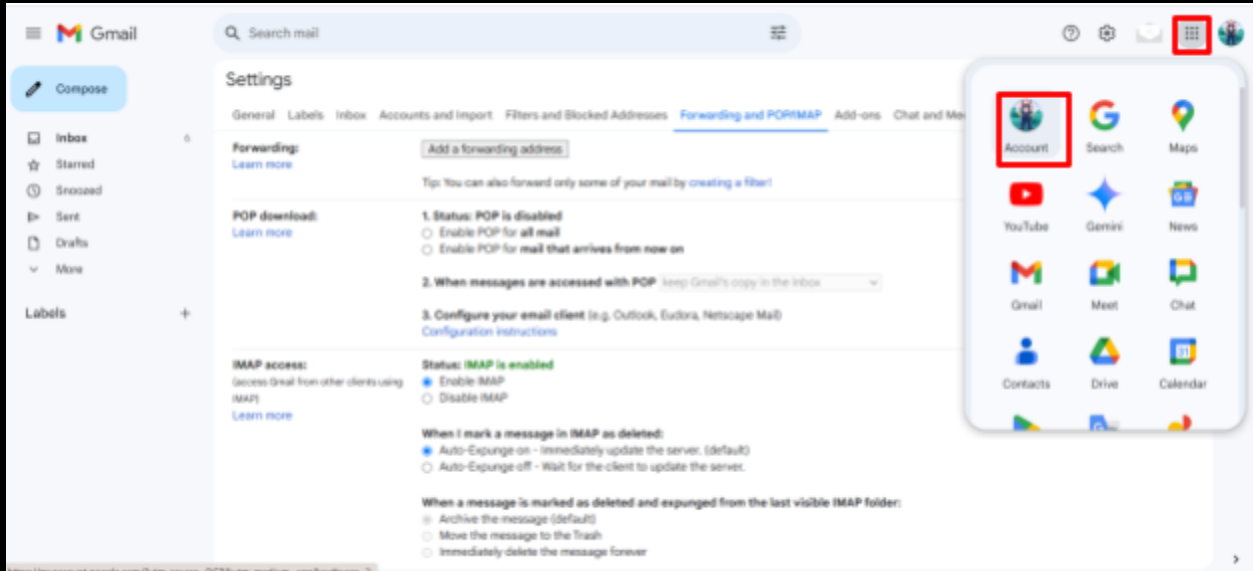2. Select See all settings.

3. Navigate to the Forwarding and POP/IMAP tab.
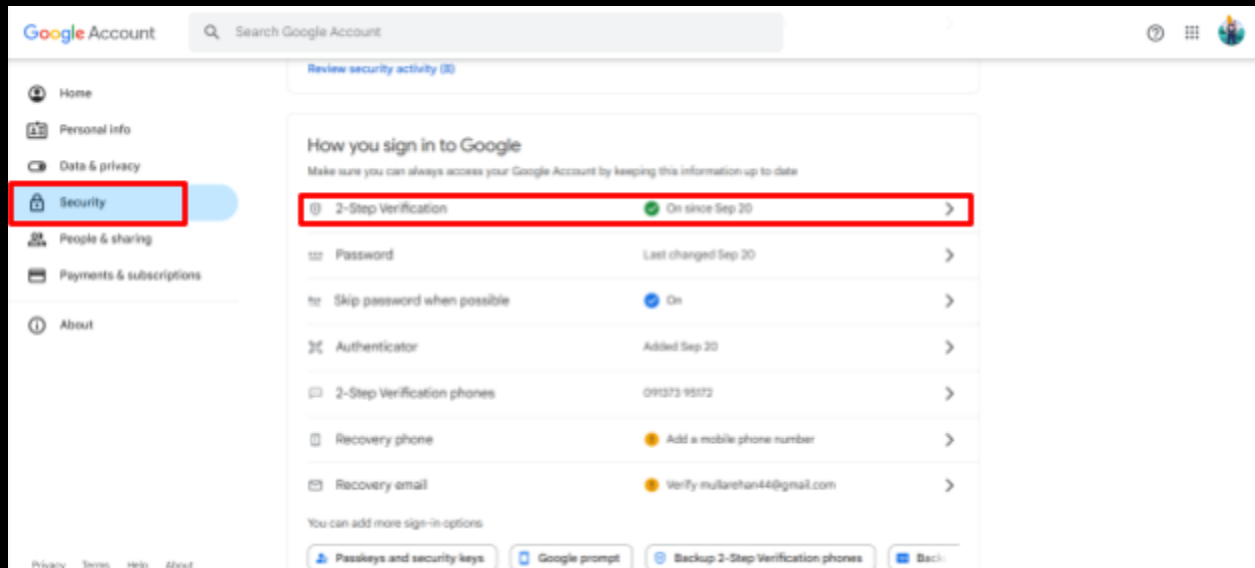
4. Under the IMAP access section, select Enable IMAP.
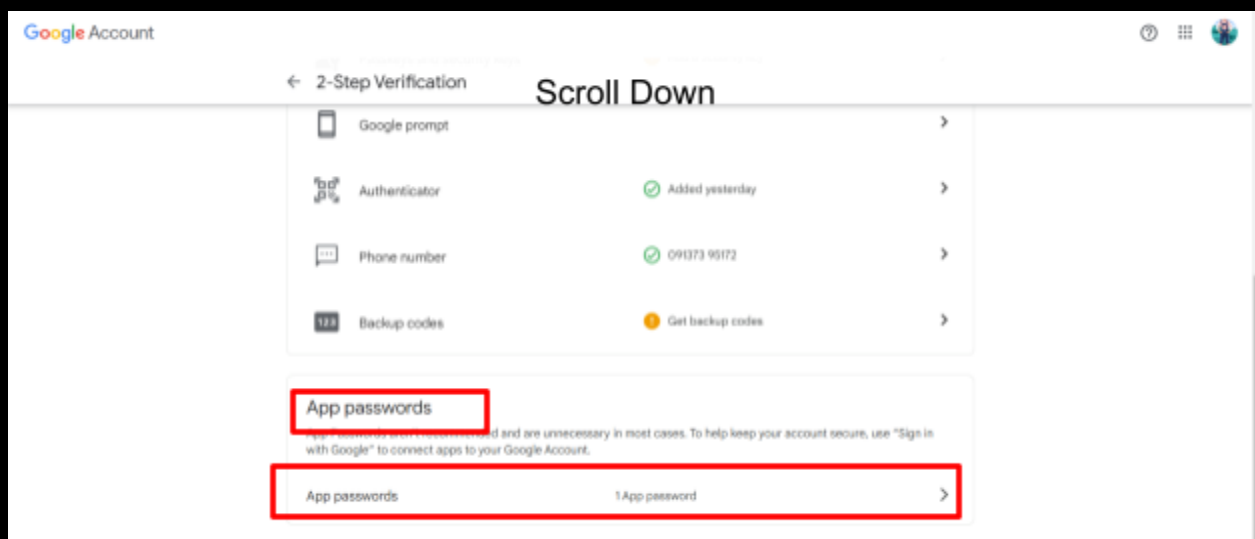
5. Click Save Changes.

Step 3: Enable 2-Step Verification and Generate App Password

1. Go to your Google Account and select Security from the side menu.

2. Under Signing into Google, enable 2-Step Verification (if it is not already enabled).

3. Once 2-Step Verification is enabled, go to the App passwords section.
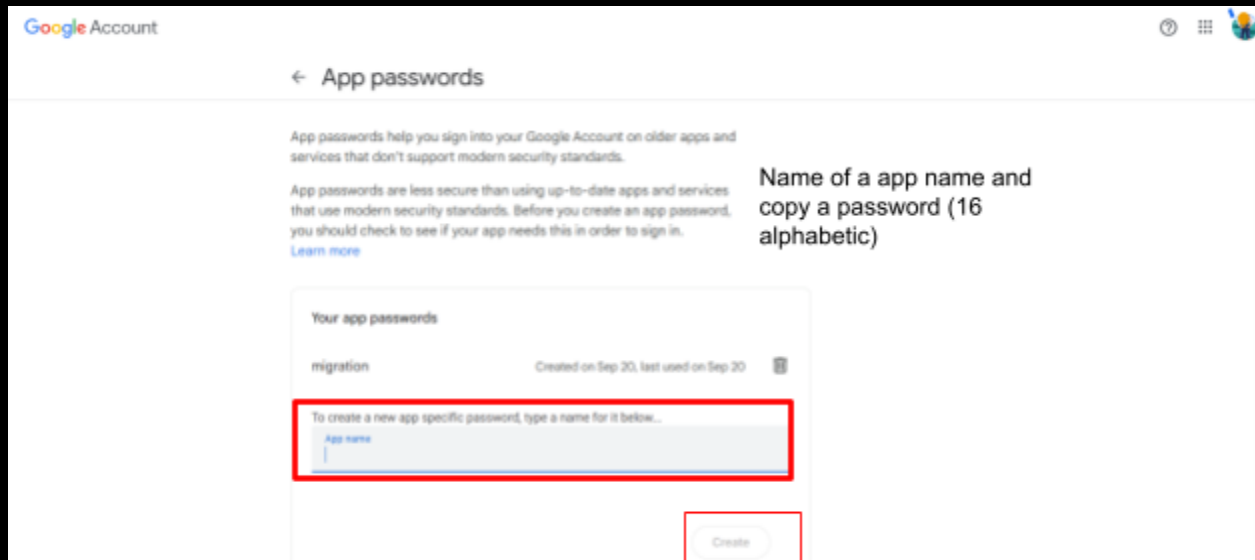
4. Choose an app and device, then generate an App password.

5. Copy the 16-digit app password—this will be used for migration.

 Step 4: Repeat for All Users

- Enable IMAP and generate app passwords for all Gmail users to be migrated.

2. <u>Create User Accounts in Microsoft 365</u>

 Step 1: Log in to Microsoft 365 Admin Center
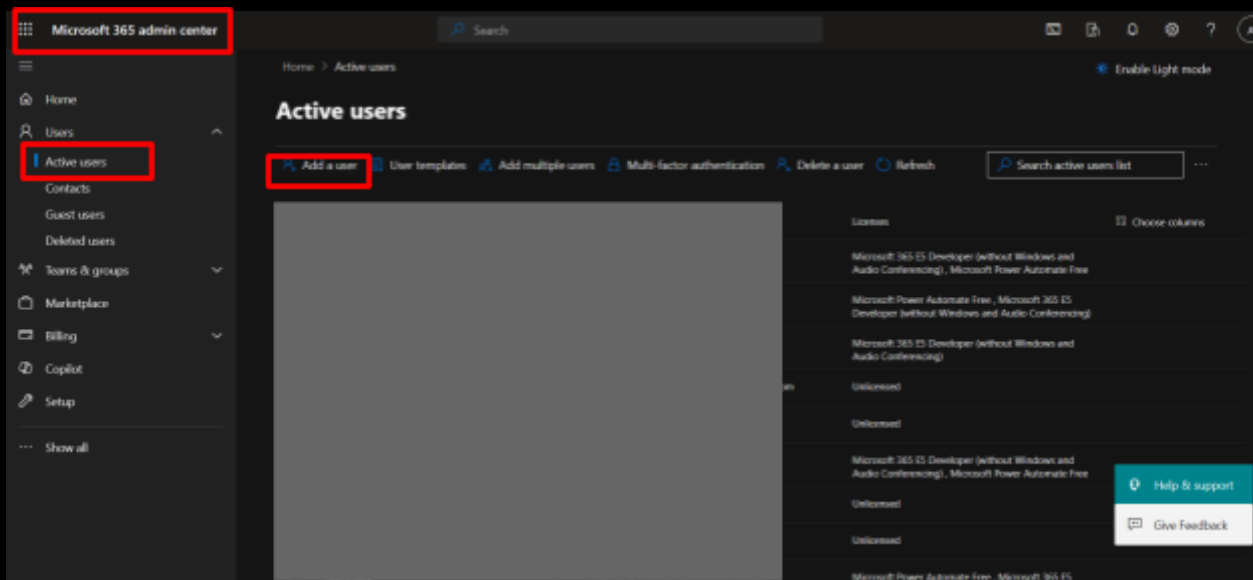
1. Log in to the Microsoft 365 Admin Center as an administrator.

 Step 2: Create Users

1. Navigate to Users > Active users.

2. Click Add a user.

3. Enter the required information for each user, such as:

   - First name: `Migrate`(username as per your's)

   - Last name: `Contoso`

   - User name: `mmigrate@contoso.com`

4. Click Next.

 Step 3: Assign Licenses
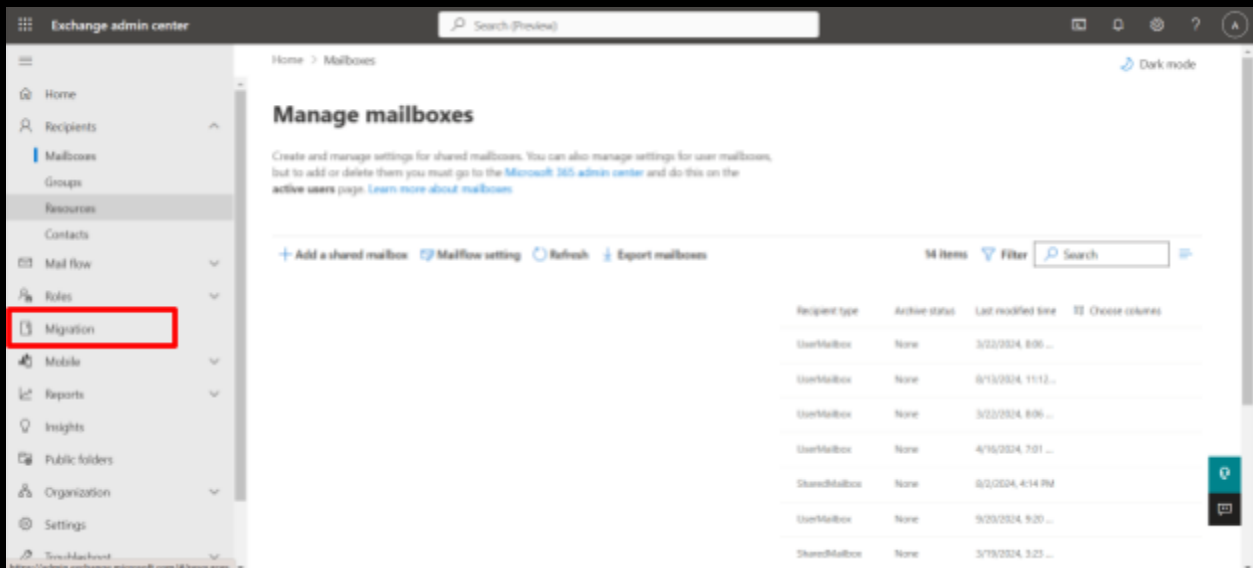
1. In the license section, assign each user the appropriate Microsoft 365 license (e.g., Microsoft 365 Business Standard or Office 365 E3).

2. Click Finish adding.

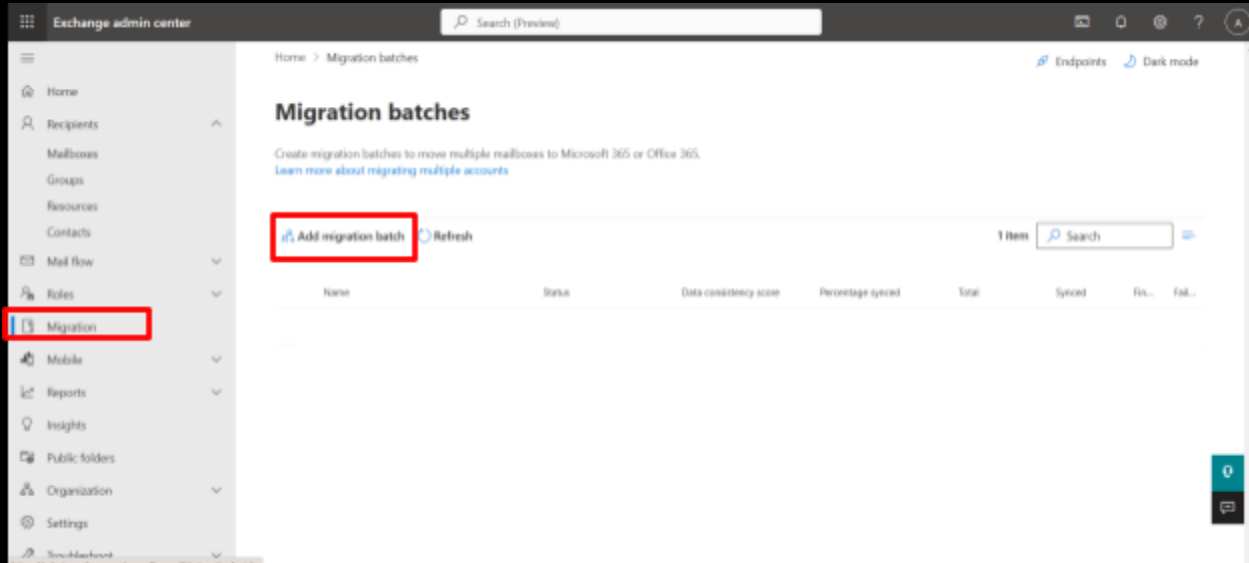### 3. IMAP Migration Setup in Exchange Admin Center

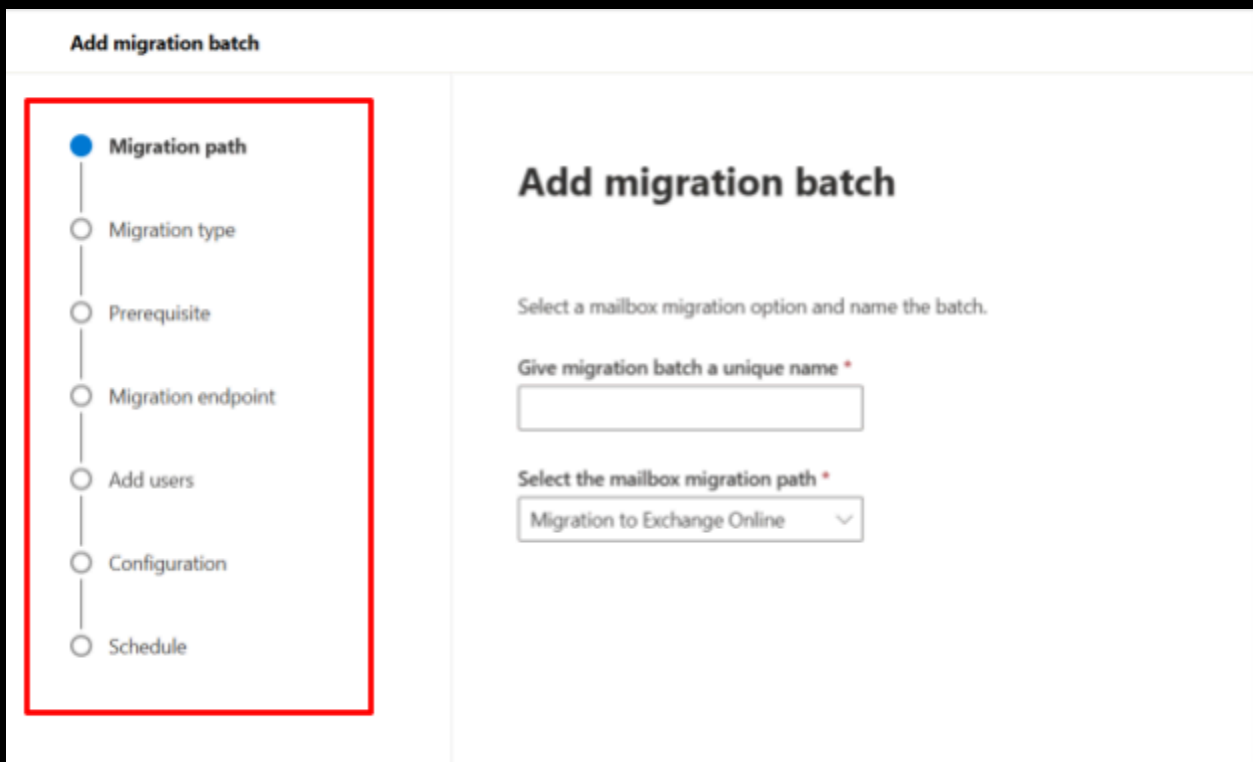
Step 1: Open Exchange Admin Center

1. Navigate to Microsoft 365 Admin Center.

2. In the left-hand menu, select Show all > Exchange to open the Exchange Admin Center (EAC).

Step 2: Configure Migration Endpoint

1. In the Exchange Admin Center, go to Recipients > Migration.

2. Click the + icon and select Migrate to Exchange Online.

3. Choose IMAP migration.

4. Create a new migration endpoint with the following settings:

   - IMAP server: `imap.gmail.com`

   - Port: `993`

   - Encryption: SSL

5. Click Next to validate the settings.

Step 3: Prepare the CSV File

1. Create a CSV file with the following fields:

EmailAddress	UserName	Password
MMigrate@contoso.onmicrosoft.com	testcontoso@gmail.com	kjta zhdv akkc cxwn

```
EmailAddress,UserName,Password

user1@contoso.com,user1@gmail.com,app-password1

user2@contoso.com,user2@gmail.com,app-password2

```
```

2. Save the CSV file on your computer.

Step 4: Create a Migration Batch

1. In the Migration tab, click + and select IMAP migration.

2. Upload the prepared CSV file.

3. Name the migration batch (e.g., `GmailToOutlookMigration`).

4. Choose the migration endpoint configured earlier.

5. Click Next.

Step 5: Configure Migration Batch Options

1. Specify the target delivery domain (your Microsoft 365 domain, e.g., `contoso.com`).

2. Choose Automatically start the batch and Automatically complete the migration.

3. Click Save to begin the migration process.

4. Monitor and Complete the Migration

Step 1: Monitor the Migration

1. In the Migration tab, you can view the status of the migration batch.

2. Check for errors and ensure that all mailboxes are syncing correctly.

 Step 2: Complete the Migration

1. Once all emails are migrated, click Complete in the Migration tab to finalize the migration.

2. Users will now be able to access their migrated emails in their Outlook mailboxes.

 5. Post-Migration Tasks

 Step 1: Notify Users

- Inform users that their emails have been migrated and instruct them to log in to their new Outlook accounts.

Step 2: Update DNS (if required)

- If changing domains, update the MX records to point to Microsoft 365 after the migration.

You can successfully perform an IMAP migration from Gmail to Microsoft 365, ensuring a smooth transition for your users and preserving all their email data. Make sure to monitor the migration process and resolve any issues that may arise.

Common IMAP Errors and Troubleshooting

1. IMAP Server Not Responding

- Cause: This error often occurs due to network issues or incorrect server settings.

- Troubleshooting Steps:

  - Check Network Connection: Ensure your internet connection is stable. Reconnect your network cable or Wi-Fi if necessary.

  - Enable IMAP Settings: For Gmail, ensure IMAP is enabled in your account settings under "Forwarding and POP/IMAP".

  - Verify IMAP Settings: Check that the server address, port numbers (usually 993 for IMAP), and authentication settings are correct in Outlook.

2. IMAP Login Failed

- Cause: This can happen due to incorrect login credentials, or an IP address being blocked.

- Troubleshooting Steps:

  - Check Username and Password: Verify that you are using the correct email address and password. Ensure there are no typos or extra spaces.

  - IP Address Blocked: If you have entered incorrect credentials multiple times, your IP might be temporarily blocked. Wait a while or contact your provider to unblock it.

  - Too Many Connections: Limit the number of simultaneous connections to avoid being flagged by the server as a security threat. Migrate or back up mailboxes one at a time if needed.

3. IMAP Authentication Error

- Cause: This error indicates a failed authentication attempt, which may be due to incorrect settings or server restrictions.

- Troubleshooting Steps:

  - Confirm Server Settings: Ensure you have the correct IMAP server and port settings configured.

  - Check for Firewall Restrictions: Verify that your firewall or network settings are not blocking the IMAP connection. Consult with your IT department if necessary.

4. IMAP Settings Incorrect

- Cause: This typically occurs when the configuration for the email client is not set up properly.

- Troubleshooting Steps:

  - Double-check Configuration: Ensure that both IMAP and SMTP settings are correct, including server addresses and port numbers.

  - Update Email Client: Make sure you are using the latest version of your email client, as updates can resolve bugs related to connectivity.