

Using Case Google Mail and Google Apps

Converting to Google

Moving Mail from iPlanet to Google

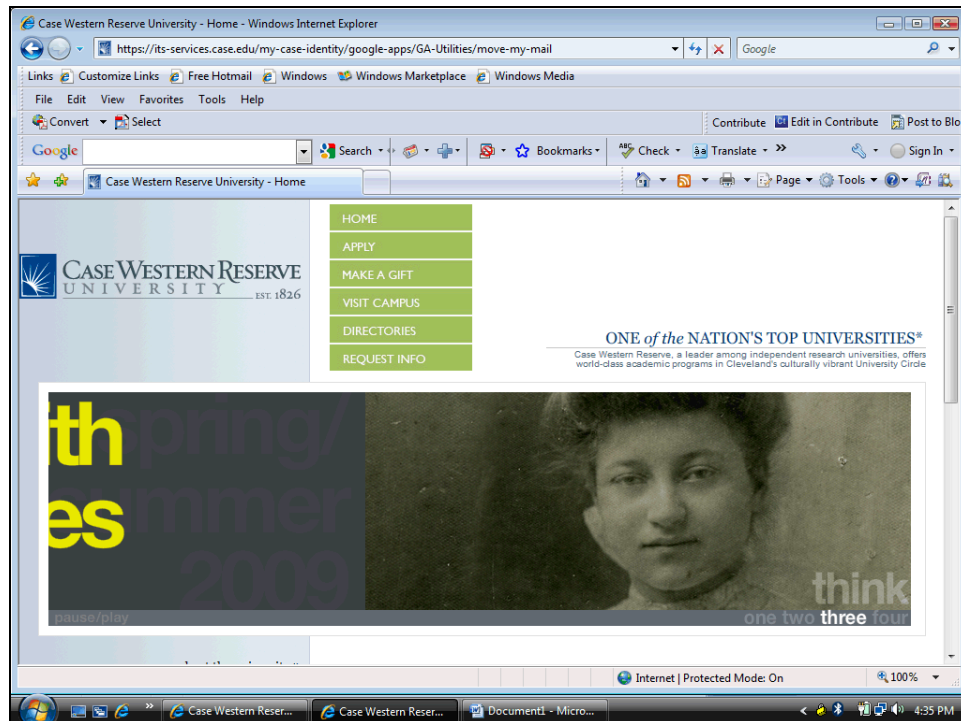
This process describes how to move your old iPlanet email to your Google mailbox.

Procedure

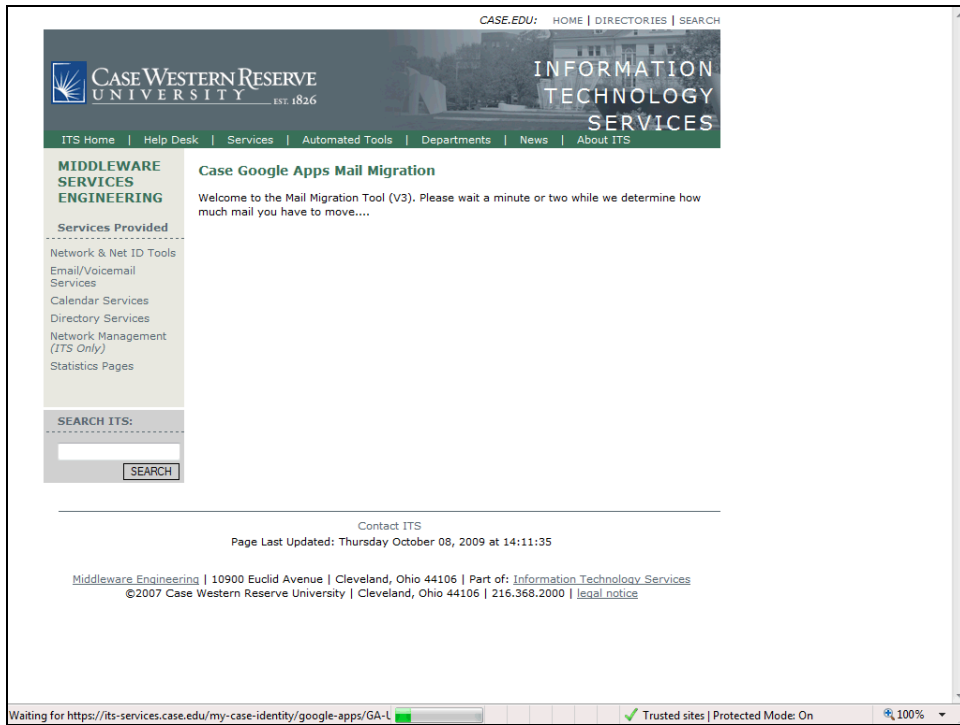
Use this process to migrate your old email from iPlanet to Google mail.

If you have not already provisioned to Google Mail a Google account will be created for you as part of this mail migration and any iPlanet forwarding you have set up will be copied to your Google account. Before mail forwarding will take effect, you must log in at <http://webmail.case.edu> and agree to the Google Terms of Service.

If you do not log in and agree to the Google Terms of Service your mail will be placed in your Google mailbox and you will need to move that mail manually.



Step	Action
1.	In your web browser go to the Mail Mover web page by typing https://its-services.case.edu/my-case-identity/google-apps/GA-Utilities/move-my-mail Press [Enter] .



Step	Action
2.	You will need to wait a few minutes while the Google Apps "Move My Mail" tool checks your iPlanet mailbox.

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Case Mail Migration - version 3.0

You have 168.93MB of mail in 11057 messages in 5 folders to be moved.

We do not move or count voicemail messages in the "UM-Messages" folder as that folder only existed to support the telephone interface on the old voicemail system and is no longer actively used.

We do not move or count messages in your "Drafts" folder as Google does not accept messages marked as a draft for migration.

You have quite a bit of mail to move - it will probably take several minutes (up to several hours) to move. For that reason we will start your migration and periodically update a status page so you can see your progress.


To begin your migration from the old Case mail account which resides on the server mail.case.edu, click the "Begin Migration Now" button below.

Notes:

- This utility will only move mail located on the server mail.case.edu. It will NOT be able to move mail on your computer hard drive (for example Outlook mail from a mail account set to use POP). Generally you will be able to move your mail using this utility if you access mail only through <https://mail.case.edu> or you see the word "IMAP" in your mail client's mail account setup.
- Google has an attachment limit of 20MB. Due to restrictions in Google's "mail mover" interface we are also limited to moving 32MB of mail in a single message, so messages with several large attachments may also be skipped. If a message is skipped due to size restrictions, the fact that the message was skipped is included in the status page we generate. We **WILL NOT** delete a mail message that we have been unable to move for any reason.
- Google only keeps one copy of what it considers duplicate messages (messages with the same internal message ID), so you may see fewer messages in your Google "All mail" folder than we report having moved. If you habitually CC yourself in messages you send, AND keep a copy in your "Sent" folder, the difference between what we reported above, and the number of messages in your Google "All mail" folder may be large.
- In our testing, we have noticed that the Google "mail mover" interface can take a few minutes to actually put mail in your Google mailbox even after it has reported that the mail has been imported into Google. For that reason, it may take a few minutes before

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Step	Action
3.	<p>After a few minutes, the Google Apps "Case Mail Migration" page appears. You will see the amount of mail that needs to be moved in bold.</p> <p>BEFORE YOU CONTINUE! Read all the information on this page. It contains important tips and information regarding moving your old mail and mail with attachments.</p>

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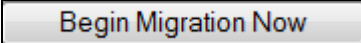
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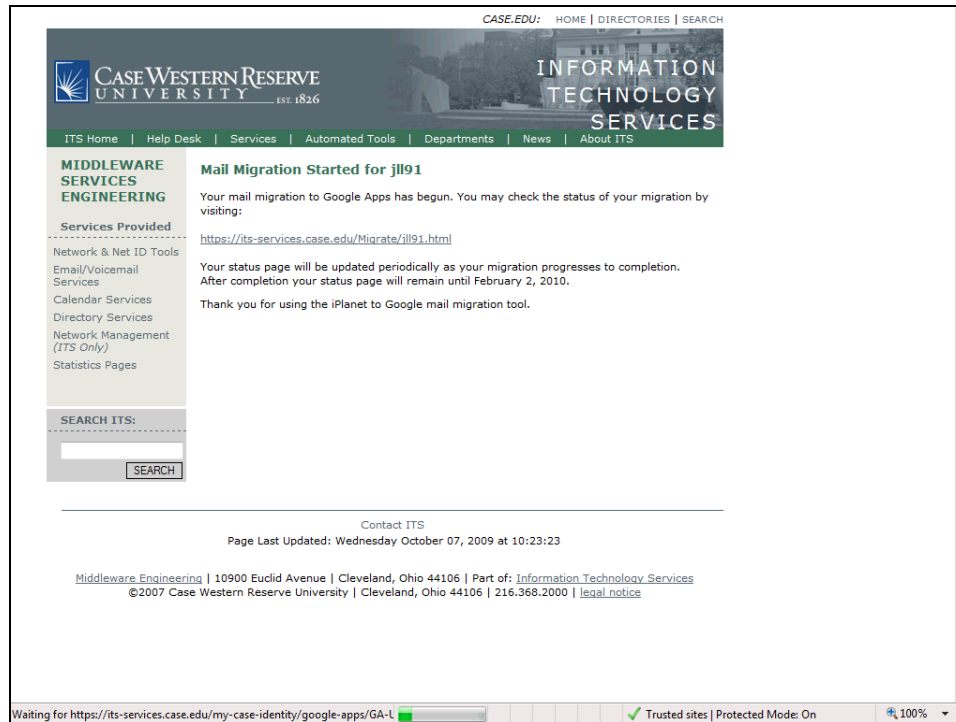
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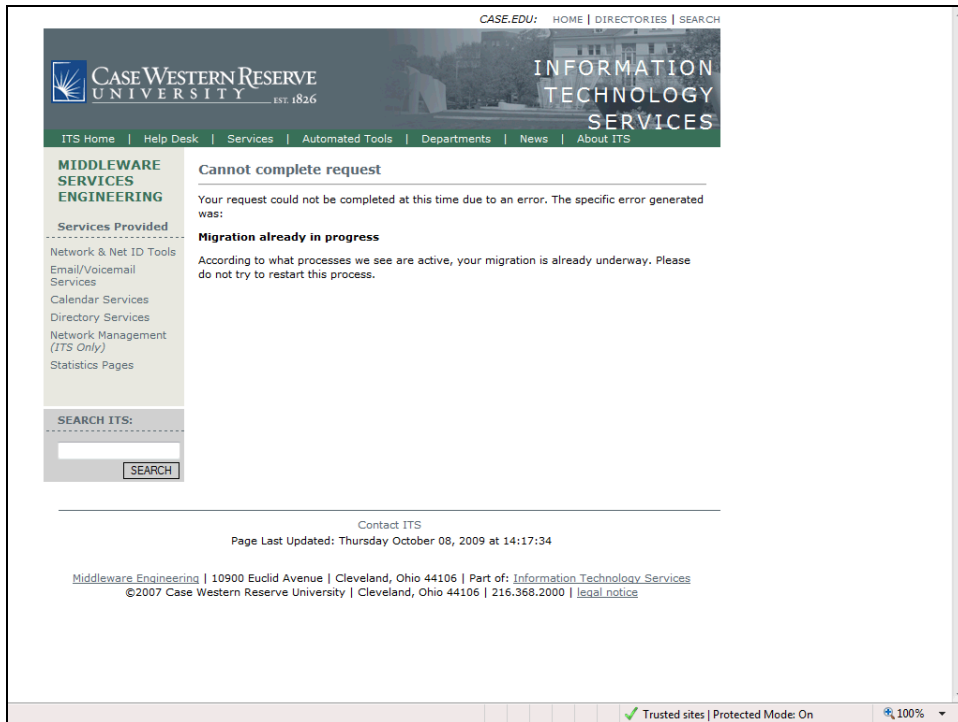
will NOT be able to move mail on your computer hard drive (for example Outlook mail from a mail account set to use PoP). Generally you will be able to move your mail using this utility if you access mail only through <https://mail.case.edu> or you see the word "IMAP" in your mail client's mail account setup.

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- In our testing, we have noticed that the Google "mail mover" interface can take a few minutes to actually put mail in your Google mailbox even after it has reported that the mail has been imported into Google. For that reason, it may take a few minutes before all your mail appears in your Google mailbox even after your status page has been updated with a "Complete" status.

Step	Action
4.	After reading the information, towards the bottom of the page, click the Begin Migration Now button. 



Step	Action
5.	<p>A new browser window opens. The Mail Migration Started for [your CaseID] will appear.</p> <p>This page will give you a link to view the status of your mail migration. This will be useful if you need to close your browser, log off your computer, or shutdown for any reason. Add this page to your favorites until your migration is complete.</p>



Step	Action
6.	<p>The Cannot complete request page will appear when your mail is being moved and you try to use the Migration Tool again (using the Migration page).</p> <p>If you receive this you can go to the status page web address that you received when the migration started to check the status of your mail being moved. The web address is https://its-services.case.edu/Migrate/xxx.html (replace xxx with your Case ID).</p>

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Mail Migration Status for Jennifer Loudiana (jll91)

Status as of Fri Oct 09 12:07:26 2009: **In Progress**

Loop: 2
 Moved: 4410
 Deferred: 4898
 Skipped: 0

Useful Definitions

The following definitions may be useful in understanding your current migration status:

Status
 The most recent status recorded for your migration to Google. If the status is "Started" you will not see any counters as we have not as yet completed the first "loop" through your mailbox.

Loop
 A counter that indicates how many times we've "looped" or run through your mailbox while migrating your mail. Depending on how many messages you have in your mailbox, it may take many "loops" to completely migrate all your mail.

Moved
 A counter describing how many messages from your mailbox have been successfully migrated to your Google mailbox so far.

Deferred
 A counter describing how many messages from your mailbox have not yet been successfully migrated to your Google mailbox. There are many reasons why a message might be deferred, the most common being that the Google migration server was busy at the point where we try to move any particular message. Messages that are deferred remain in your mailbox and an attempt is made to migrate the message again on following "loops".

Skipped
 A counter describing how many messages in your mailbox have been skipped (no attempt will be made to migrate them) because the message size is greater than Google's limit (typically because of a large attachment).

Unable to be moved

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Step	Action
7.	<p>Your Mail Migration Status for [your name and Case ID] page appears when you click the link on the Mail Migration has started page. For example: https://its-services.case.edu/Migrate/xxx.html (xxx is your Case ID)</p> <p>This page shows the status of the migration as of the date and time you are accessing the page. It will also show four status items - Loop, Moved, Deferred, and Skipped.</p> <p>Refer to the Useful Definitions section of the page or the Note below for details on what each of these means.</p>



Useful Definitions

The following definitions may be useful in understanding your current migration status:

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Loop: A counter that indicates how many times we've "looped" or run through your mailbox while migrating your mail. Depending on how many messages you have in your mailbox, it may take many "loops" to completely migrate all your mail.

Moved: A counter describing how many messages from your mailbox have been successfully migrated to your Google mailbox so far.

Deferred: A counter describing how many messages from your mailbox have not yet been successfully migrated to your Google mailbox. There are many reasons why a message might be deferred, the most common being that the Google migration server was busy at the point where we try to move any particular message. Messages that are deferred remain in your mailbox and an attempt is made to migrate the message again on following "loops".

Skipped: A counter describing how many messages in your mailbox have been skipped (no attempt will be made to migrate them) because the message size is greater than Google's limit (typically because of a large attachment).

Unable to be moved: A counter describing how many messages in your mailbox (excluding messages skipped due to size) we were unable to migrate to Google. This counter is only displayed after the migration process has completed. This counter will typically be 0, however some messages, like those with an attachment with an .EXE extension, will not be accepted by Google for migration. Such messages are left in your mailbox so that you may log in to <http://mail.case.edu> and determine if you wish to remove the attachment and manually move the message.

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Mail Migration Status for Jennifer Loudiana (jl91)

Status as of Fri Oct 09 12:31:22 2009: **Completed**

Moved:	7119
Unable to move:	0
Skipped:	0

Useful Definitions

The following definitions may be useful in understanding your current migration status:

Status
The most recent status recorded for your migration to Google. If the status is "Started" you will not see any counters as we have not as yet completed the first "loop" through your mailbox.

Loop
A counter that indicates how many times we've "looped" or run through your mailbox while migrating your mail. Depending on how many messages you have in your mailbox, it may take many "loops" to completely migrate all your mail.

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A counter describing how many messages from your mailbox have not yet been successfully migrated to your Google mailbox. There are many reasons why a message might be deferred, the most common being that the Google migration server was busy at the point where we try to move any particular message. Messages that are deferred remain in your mailbox and an attempt is made to migrate the message again on following "loops".

Skipped
A counter describing how many messages in your mailbox have been skipped (no attempt will be made to migrate them) because the message size is greater than Google's limit (typically because of a large attachment).

Unable to be moved
A counter describing how many messages in your mailbox (excluding messages

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Step	Action
8.	<p>Your Mail Migration is completed when you see a status of Completed on your Mail Migration Status page.</p> <p>You will see the final update to your status items.</p> <p>Items in the Unable to Move: status, will not be migrated to your new Google Mailbox.</p> <p>Items in the Skipped status will not be moved due to their message size.</p> <p>After the migration process you can log into your iPlanet mailbox at http://mail.case.edu to view those message that have been Skipped or Unable to Move and take the appropriate action.</p>
9.	<p>The Mail Migration process has been completed.</p> <p>End of Procedure.</p>