FAQs HDU

What can I do with the Historical Data Upload application?

Using the HDU (https://docs.mithi.com/home/user-guide-of-the-historical-data-upload-application) , you can upload historical email data from live mail boxes (https://docs.mithi.com/home/how-to-migrate-email-data-using-the-imap-protocol-from-the-historical-data-upload-application) or available in files such as PST/EML/MBOX (https://docs.mithi.com/home/how-to-migrate-email-data-in-data-files-using-the-historical-data-upload-application) into Vaultastic or SkyConnect mailboxes.

For a overview of the process of uploading historical email data to Vaultastic, refer to www.vaultastic.com/migration (http://vaultastic.com/migration) .

How do I get an account on the application?

An account on the Historical Data Upload (HDU) application will be automatically created for you when you sign up for Vaultastic (https://vaultastic.mithi.com/free-trial-email-archiving-solution) . The credentials will be shared by email on the email id used to sign up for Vaultastic.

What are the different job types supported?

The different job types supported as are per the table below:

PST	To migrate data stored in PST files
EML	To migrate data stored in EML files
MBOX	To migrate data from MBOX files
IMAP	To migrate data using IMAP protocol
O365IMAP	To migrate data using the O365 IMAP protocol
GMAILIMAP	To migrate data using the GSuite IMAP protocol
EXCHANGEIMAP	To migrate data using the MS Exchange IMAP protocol

Can I perform Bulk operations?

Yes. You can perform the following Bulk operations:
1. Add jobs
2. Verify Jobs
3. Start Jobs
4. Delete Jobs

What are the job parameters?

The parameters for a job depend on the job type.
For example, for jobs which migrate from data files having PST, EML or MBOX data, you have to specify the file co-ordinates and the details of the account to which the data has to be migrated.
For jobs which collect data from IMAP servers, the job details will include the access credentials of the IMAP account and the account to which the data has to be migrated.

How do I create a CSV for defining multiple jobs?

The input parameters depend on the Job type. Refer to the table below for the details of the CSV for your job

- PST (https://docs.mithi.com/home/how-to-migrate-email-data-in-pst-files-using-the-historical-data-upload-application#csv-file-template-for-multiple-job-creation)

- EML (https://docs.mithi.com/home/how-to-migrate-email-data-in-eml-files-using-the-historical-data-upload-application#create-jobs-in-bulk-by-importing-csv)

- MBOX (https://docs.mithi.com/home/how-to-migrate-email-data-in-mbox-files-using-the-historical-data-upload-application#csv-file-template-for-multiple-mbox-job-creation)

- O365IMAP (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-o365-using-imap#csv-file-format-for-multiple-o365-job-creation)

- EXCHANGEIMAP (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-msexchange-using-imap#csv-file-format-for-multiple-exchange-job-creation)

- GMAILIMAP (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-gsuite-using-imap#csv-file-template-for-multiple-gsuite-job-creation)

- IMAP (https://docs.mithi.com/home/how-to-use-the-historical-data-upload-application-to-migrate-email-data-from-any-imap-server-using-imap#csv-format-for-bulk-imap-job-creation)

Can I import historical data after I have started live email archiving?

Yes. In fact, this is a highly recommended approach in which we suggest that you start archiving the moment you are on-boarded (https://docs.mithi.com/home/how-to-migrate-email-data-using-the-imap-protocol-from-the-historical-data-upload-application) so all mail from that moment on are safely secured. After that you can work out a migration strategy, which includes what data to migrate, which users to target first, what methods to use and so on. You may also have to create a team to plan, supervise and execute on this. Importing historical data does not interfere with the live archiving.

Is there any limit on the amount of historical data I can upload?

Upload of historical data is available only the users who have subscribed to the TRACER, DURABILITY and HOLD plans of Vaultastic (https://vaultastic.mithi.com/email-archiving-plans) .

The TRACER, DURABILITY plan has a provision for unlimited storage, which means that you can upload any amount of historical mail data belonging to that user. You will be billed for holding the data at the rate specified here (https://vaultastic.mithi.com/email-archiving-plans)

The HOLD plan is billed by the storage consumed, but there is no limit on the amount of data you want to store for the HOLD plan users.

How do I know when a job is complete?

When a job is complete, either successfully or it fails, a mail will be sent to you with the details.

What are the different stages in the upload process and how long will it take in each stage?

The table below shows the different stages of the process. These stages are highlighted in the Status column.

The meaning and the estimated time in each stage is given in the table below:

STAGE/STATUS	DESCRIPTION
Pending	A newly created job is in the Pending stage. It will move from this Stage to the submitted, only when the admin clicks the Start or Start All button.
Verifying	A job moves into this stage when the admin clicks on Verify or Start. In this stage the job parameters are validated.
Invalid	A job with invalid parameters is moved to the Invalid stage after the Verifying stage
Submitted	A verified job moves to the the Submitted stage. Here the job enters a queue of jobs that are to be scheduled. A job will remain in the submitted phase until it can be scheduled for processing which in turn depends on the number of jobs in the submitted, scheduled or processing stage. The number of jobs than can be scheduled concurrently, is controlled by a threshold value. For example, if the threshold is 5, only 5 simultaneous jobs can be running. Therefore, the time to move to the next stage will depend on the number of jobs being currently executed. If the number of running jobs have reached the threshold, then your job will be submitted once the running jobs and the jobs in the queue before yours have completed.
Scheduled	A job in the Scheduled phase is just waiting on the resources to start processing and will start in 1 - 15 minutes. When a job moves to the processing state, an email notification is sent to the email id specified in the job definition.
Processing	A job in the Processing stage is processing the input data and converting it into Vaultastic data. The time the job will remain in this stage depends on the size of the job and the method of migration. Typically, an IMAP job will migrate 3 GB / hr, migrating from a PST/EML or MBOX file from a S3 bucket will have a rate of 600 MB/ hr.

STAGE/STATUS	DESCRIPTION
Re-submitted/ Terminated	A job in the processing state may get suspended and be automatically re-submitted for processing. This happens when the resources allocated for the job are re-allocated to another higher priority job. Once the job is re-submitted, it will have to wait for resources similar to a submitted job. Once the resources are available, the job will move to the scheduled state and then the processing state. In the processing state, the job will resume from where it was suspended. **This whole flow is automatic and no intervention required from you.**
Processed	A job which has completed successfully will be in the Processed stage. A mail with the details will be sent.
Failed	A job which terminated with failures. Details of the failure will be sent by email. Such a job can be resubmitted.

Can I cancel a running job?

No, a job once started cannot be cancelled.

Can one organization have more than one account on the application?

A single account is created for each organization. Using this account, the administrator can submit multiple upload jobs. Only the jobs submitted by the user will be visible on subsequent logs. It is therefore not advisable to have more than one account as the jobs will be split across the accounts and it will be difficult to monitor the overall status.

My job on the Historical Data Upload portal failed. How do I recover?

If your job fails, then the error message can be seen by hovering over the "i" icon next to the status.
The table below gives the error messages and descriptions, including the steps to be taken to re-submit the the job.

ERROR MESSAGE	DESCRIPTION
HOST1 AUTH FAILURE	The authentication to the source server failed. This error occurs if the username, domain name or password provided to connect to the source is incorrect. To retry, correct the job parameters using the Historical data upload app and resubmit the job.

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ERROR MESSAGE	DESCRIPTION
HOST1 SERVER NOT AVAILABLE	The application could not connect to the source server. This error occurs if the source server IP or DNS name provided is incorrect or unreachable. To retry, correct the job parameters using the Historical data upload app and resubmit the job. If problem persists, try after some time or contact Mithi customer support at support@mithi.com.
HOST2 AUTH FAILURE	The authentication to the destination server (either a Vaultastic or SkyConnect server) failed. This error occurs if the username, domain name or password provided to connect to the destination is incorrect. To retry, correct the job parameters using the Historical data upload app and resubmit the job.
HOST2 SERVER NOT AVAILABLE	The application could not connect to the destination server. This error occurs if the destination server IP or DNS name provided is incorrect or unreachable. To retry, correct the job parameters using the Historical data upload app and resubmit the job. If problem persists, try after some time or contact Mithi customer support at support@mithi.com.
Internal server error	One possible cause of this error is that the source or destination password of the account contains a double quote character("). Change the password and re-execute the job. If the problem persists, contact Mithi customer care at support@mithi.com.