

FAQs LegacyFlo (Redirected to KnowledgBase)

FAQS LegacyFlo

What can I do with the LegacyFlo application?

Using the LegacyFlo application (<https://mithidocs.knowledgeowl.com/home/user-guide-of-the-legacyflo-application>), you can migrate email data from accounts hosted on one IMAP server to another. For example, to migrate email data from a Yahoo mailbox to GSuite, you can use LegacyFlo.

You can also upload historical email data in files such as [PST/EML/MBOX](https://mithidocs.knowledgeowl.com/home/how-to-migrate-email-data-in-data-files-using-the-legacyflo-application) (<https://mithidocs.knowledgeowl.com/home/how-to-migrate-email-data-in-data-files-using-the-legacyflo-application>) into Vaultastic or SkyConnect mailboxes.

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

How do I get an account on the application?

Sign up for a LegacyFlo account from the LegacyFlo website. The login credentials will be shared by mail.

Note: If you sign up for SkyConnect or Vaultastic, an account on the LegacyFlo application will be automatically created for you.

What are the different request types supported?

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

PST or PST-MITHI-IMAP	To migrate data stored in PST files to SkyConnect or Vaultastic
EML or EML-MITHI-IMAP	To migrate data stored in EML files to SkyConnect or Vaultastic
MBOX or MBOX-MITHI-IMAP	To migrate data from MBOX files to SkyConnect or Vaultastic
IMAP or IMAP-MITHI-IMAP	To migrate data using IMAP protocol from any mail server to SkyConnect or Vaultastic
O365IMAP or O365-MITHI-IMAP	To migrate data using the O365 IMAP protocol to SkyConnect or Vaultastic

GMAILIMAP or GMAIL-MITHI-IMAP	To migrate data using the GSuite IMAP protocol to SkyConnect or Vaultastic
EXCHANGEIMAP or EXCHANGE-MITHI-IMAP	To migrate data using the MS Exchange IMAP protocol to SkyConnect or Vaultastic
O365-GMAIL-IMAP	To migrate data from O365 to GSuite using the IMAP protocol
GMAIL-O365-IMAP	To migrate data from GSuite to O365 using the IMAP protocol
YAHOO-O365-IMAP	To migrate data from Yahoo to O365 using the IMAP protocol
YAHOO-GMAIL-IMAP	To migrate data from Yahoo to GSuite using the IMAP protocol
YAHOO-OTHER-IMAP	To migrate data from Yahoo to another IMAP server
GMAIL-S3-ZIP	To backup data from a GMail account to S3
O365-S3-ZIP	To backup data from O365 account to S3
YAHOO-S3-ZIP	To backup data from Yahoo account to S3
MITHI-S3-ZIP	To backup data from SkyConnect/Vaultastic account to S3

Can I perform Bulk operations?

Yes. You can perform the following Bulk operations:

1. Submit requests
2. Verify Requests
3. Start Requests
4. Delete Requests

What are the request parameters?

The parameters for a request depend on the request type.

For example, for requests to migrate from data files having [PST](#), [EML](#) or [MBOX](#) data

(<https://docs.mithi.com/home/how-to-migrate-email-data-in-data-files-using-the-legacyflo-application>), you have to specify the file co-ordinates and the details of the account to which the data has to be migrated.

For request to migrate from IMAP servers, the request details will include the access credentials of the IMAP account and the account to which the data has to be migrated.

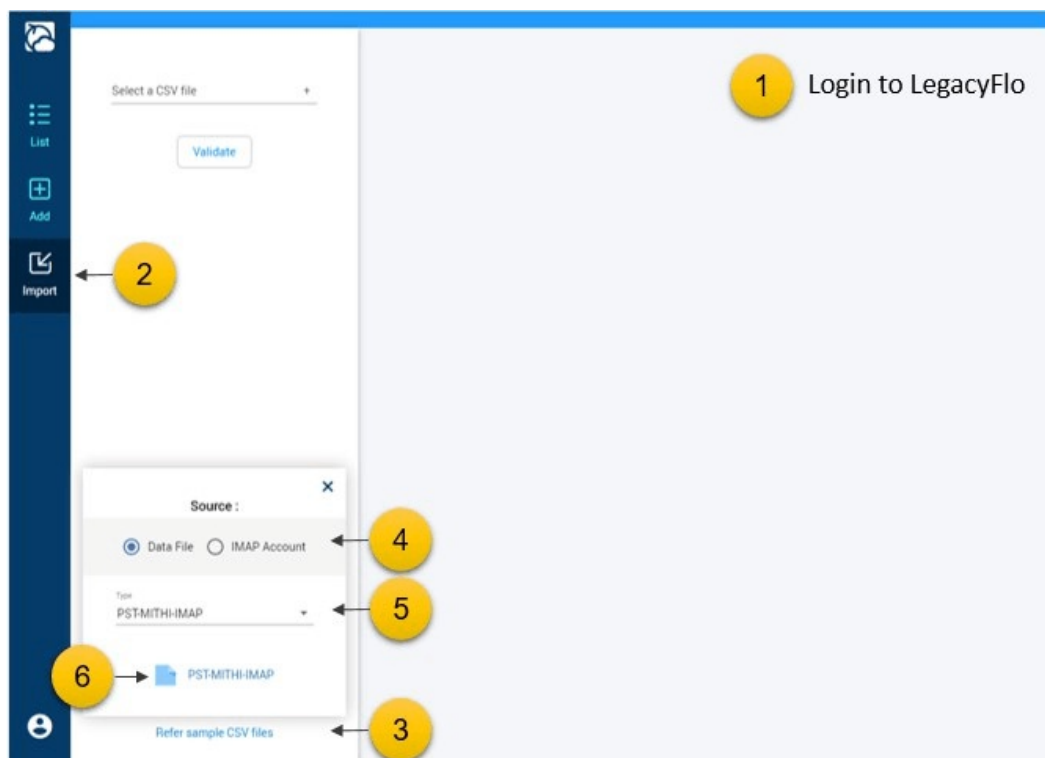
How do I create a CSV for defining multiple requests?

The input parameters depend on the request type. Refer to the samples in the application.

The input parameters depend on the request type.

To refer the sample csv file,

1. [Login](https://docs.mithi.com/home/how-to-login-to-the-legacyflo-application) to the LegacyFlo portal
2. From the left menu bar, click the **Import** button
3. Open the link **Refer sample CSV files**
4. Choose from the options **Data file** or **IMAP account**
5. Select the request **Type** from the list.
6. Click to download the sample csv file.



Can I import historical data to a Vaultastic account after I have started live email archiving?

Yes (<https://docs.mithi.com/home/faqs-on-uploading-legacy-email-data#can-i-import-historical-data-to-a-vaultastic-account-after-i-have-started-live-email-archiving->).

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

Refer this [FAQ](https://docs.mithi.com/home/faqs-on-uploading-legacy-email-data#is-there-any-limit-on-the-amount-of-historical-data-i-can-upload-) (<https://docs.mithi.com/home/faqs-on-uploading-legacy-email-data#is-there-any-limit-on-the-amount-of-historical-data-i-can-upload->).

How do I know when a request is complete?

When a request is complete, either successfully or it fails, a mail will be sent to you with the details or you can login to the LegacyFlo app and view the list of requests submitted by you. The **Status** column will show the **current status** (<https://docs.mithi.com/home/faqs-about-the-legacyflo-application#what-are-the-different-stages-in-the-upload-process-and-how-long-will-it-take-in-each-stage->) of the request.

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 submitted request 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 request moves into this stage when the user clicks on Verify or Start. In this stage the request parameters are validated.
Invalid	A request with invalid parameters is moved to the Invalid stage after the Verifying stage.
Submitted	<p>A verified request moves to the Submitted stage. Here the request enters a queue of requests that are to be scheduled. A request will remain in the submitted phase until it can be scheduled for processing which in turn depends on the number of requests in the submitted, scheduled or processing stage.</p> <p>The number of requests than can be scheduled concurrently, is controlled by a threshold value. For example, if the threshold is 5, only 5 simultaneous requests can be running. Therefore, the time to move to the next stage will depend on the number of requests being currently executed. If the number of running requests have reached the threshold, then your request will be submitted once the running requests and the requests in the queue before yours have completed.</p>
Scheduled	<p>A request in the Scheduled phase is just waiting on the resources to start processing and will start in 1 - 15 minutes.</p> <p>When a request moves to the processing state, an email notification is sent to the email id specified in the request definition.</p>

STAGE/STATUS	DESCRIPTION
Processing	<p>A request in the Processing stage is processing the input data and converting it into destination data. The time the request will remain in this stage depends on the size of the request and the method of migration.</p> <p>Typically, an IMAP request 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.</p>
Re-submitted/ Terminated	<p>A request in the processing state may get suspended and be automatically re-submitted for processing.</p> <p>This happens when the resources allocated for the request are re-allocated to another higher priority request.</p> <p>Once the request is re-submitted, it will have to wait for resources similar to a submitted request.</p> <p>Once the resources are available, the request will move to the scheduled state and then the processing state.</p> <p>In the processing state, the request will resume from where it was suspended.</p> <p>This whole flow is automatic and no intervention required from you.</p>
Processed	A request which has completed successfully will be in the Processed stage. A mail with the details will be sent.
Failed	A request which terminated with failures. Details of the failure will be sent by email. Such a request can be resubmitted.

Can I cancel a running request?

No, a request once started cannot be canceled.

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 requests. Only the requests submitted by the user will be visible on subsequent login. It is therefore not advisable to have more than one account as the requests will be split across the accounts and it will be difficult to monitor the overall status.

My request on the LegacyFlo portal failed. How do I recover?

If your request fails, then the error message can be seen in the status column.

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 request parameters using the LegacyFlo app and resubmit the request.
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 request parameters using the LegacyFlo app and resubmit. If problem persists, try after some time or raise a ticket to the Mithi Support team (https://docs.mithi.com/home/helpdesk-for-customers#raising-a-ticket).
HOST2 AUTH FAILURE	The authentication to the destination server failed. This error occurs if the username, domain name or password provided to connect to the destination is incorrect. To retry, correct the request parameters using the LegacyFlo app and resubmit.
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 request parameters using the LegacyFlo app and resubmit. If problem persists, try after some time or raise a ticket to the Mithi Support team (https://docs.mithi.com/home/helpdesk-for-customers#raising-a-ticket).
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, raise a ticket to the Mithi Support team (https://docs.mithi.com/home/helpdesk-for-customers#raising-a-ticket).

How do I use LegacyFlo with internal servers with restricted IMAP access?

LegacyFlo is used to migrate email data from mail servers.

There are two ways to do this. One is to extract data from the source mail systems in EML or PST format, which is then given as input to LegacyFlo.

The second way is to access the accounts on the source mail system using IMAP.

However the IMAP ports of source mail server may not be accessible to world. In which case Mithi will set up a secure NATing server to NAT a public IP to the internal mail server. The public IP of this NAT server can be used to securely access the IMAP accounts on the internal mail server

This document describes the steps and responsibilities of the setup.

Step 1: Share the details of the internal mail server with Mithi to setup the NAT.

Step 2: The Mithi team will configure the NAT server. The configuration depends on whether you will be accessing the Mithi services over VPN or over the Internet. Typically the configuration will take about 3-5 working days, after which the team will share the IP address of the NAT server. For connectivity over the Internet, this will be a Public IP. For connectivity over the VPN, this will be the private IP.

Step 3: The corporate firewall will have to be updated by you to allow access from this Public/Private IP address to the internal mail server on the IMAP and IMAPS ports.

Step 4: Mail migration using LegacyFlo.

In the IMAP requests submitted to the LegacyFlo system, the Server in the Source Information has to be the Public IP address of the NAT server.

Will I know which mail did not get uploaded?

The LegacyFlo application can inform you on the number of mail in Vaultastic after sync. It will not be able to identify the exact mail which did not get synced.

How long does the migration take?

The time taken to sync mail from an IMAP server to Vaultastic using LegacyFlo depends on factors such as:

- a. Speed of the IMAP server
- b. Rate limits at the IMAP server.

On average, an IMAP sync request takes approximately 1 hr to migrate 1 GB of data.

For details on the stages of migration and the estimated time in each stage, [refer to this FAQ](#).

(<https://docs.mithi.com/home/faqs-about-the-legacyflo-application#what-are-the-different-stages-in-the-upload-process-and-how-long-will-it-take-in-each-stage->)

Why don't the counts in the source and destination match?

In some rare cases, the conversion tool may not be able to convert source mail files to a Vaultastic compatible format. In such a case the mail will be skipped.

If we resubmit the request, will there be duplication on the destination server?

If a failed request is restarted, there will be no duplication. However if a processed request is resubmitted with the same destination folder, then there will be mail duplication on Vaultastic.

What are the source IMAP servers supported?

LegacyFlo supports all IMAP servers and has been tested with GSuite, O365 and SkyConnect. If you need support for other IMAP servers, do contact us and we would be happy to help.

Why don't the counts in the source and destination match?

When syncing from a live mail box using IMAP, any changes to the state of the mailbox after the sync has started will affect the actual mails being synced.

For example if new mail arrive after a sync request has started, they may not get synced. Similarly mail deleted or moved between the start and end time of a sync request may not get synced.

In addition, in some rare cases the conversion tool may not be able to migrate certain mail due to their structure. Such mail will be skipped.

My job request failed due to an authentication error. What could be the reason?

If the source or destination user password contains special characters (space) and "(double quote) job request will fail the verification showing an authentication error.

To avoid the authentication error, update the source and destination user password before submitting the request.

Which special characters are allowed in the source or destination user password?

Special characters Double quote (") and Space are allowed in the source or destination user password.

If the source or destination user password contains special characters (space) and "(double quote) job request will fail the verification showing an authentication error.

My GMAILAUTH-S3-ZIP job failed due to error -Source IMAP access is disabled for your domain. What to do?

IMAP should be enabled for the source domain, before migrating data from Gmail to S3 bucket using GMAILAUTH service.

Follow the steps mentioned [here](https://support.google.com/a/answer/105694?hl=en) (<https://support.google.com/a/answer/105694?hl=en>) to enable the IMAP access for your organization.
