SysTools Backup & Restore

Backup - G Suite 🔗

Email 🔗

Primary Objective:

User should be able to take backup of G Suite Emails into PST files.

Prerequisites:

- G Suite source admin must have access to Google APIs
- Google project must be created to get a Client ID and P12 file.
- Domain-wide scopes must be provided for source domains.
- Destination folder should have write permission.
- Destination should have enough space according to size of source account.
- Antivirus should not block the application.
- Downloading speed should be 100 Mbps.

Features

Feature Point	Description
Demo Version License	2 Users
Date Filter	From [on Sent/Received Date]
Folder Structure	Maintained as in Origin
Special Characters / Foreign Language Names For Folders	Supported
Folder Name Existing conflicts	Yes, It Creates with incremental counter.
Max PST Path Length	200
Max File Name Length	50
Trash	Not Supported
Attachments	Supported [attachment from Google drive will not be supported]
Date Time retention	Supported
Maximum PST file Size	30 GB If PST file cross 30 GB then new PST will get created and data will be stored in new PST.
PST file Naming Convention	default file will be created with "user email address.pst" and

	in case of crossing limit file will be created with incremental counter.
Multiple Email Label	Supported
Default Folder Mapping	Supported
Read/Unread	Supported
conversation	Supported
Mail Body Format [RTF, HTML and Plain Text]	Supported
All Mail Folder	Not Supported
Chat	Not Supported
Snoozed	Not Supported
Scheduled Mail	Not Supported
Starred	Not Supported [only Starred folder will get created]
Important	Supported
Delta	Supported
User Concurrency	Supported [10]

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.
Forward slash [/] in Folder name	Not Supported [because G Suite itself consider forward slash as path separator]
Delta	If user changes destination path while running delta then new file will be created
PST file limitation	If file reach to 30 Gb then new PST will be created @ given path

Known Issues:

Issue	Description
In calendar invitation mail, the .ics attachment along with other attachment(if present) is skipping	This is known issue for Aspose

For Foreign language name in To, CC and BCC it displays "?" in the UI, when clicked displays properly. Also only display name is displayed, Email-id also should be displayed.	This is Outlook view issue

API:

The application is using the Google.gmail Api Version 1.0 for interacting with G-Suite.

Google API : https://developers.google.com/gmail

Aspose Api

Calendar 🔗

Objective :

User should be able to take backup of G Suite Calendars into PST format.

Prerequisite :

- G Suite source admin must have access to Google APIs
- Google project must be created to get a Client ID and P12 file.
- Domain-wide scopes must be provided for source .
- Local destination folder must be granted with write permission.

FEATURE	DESCRIPTION
Demo Limitation	Max 2 user mailboxes are supported
.pst max file size Limit	30 GB [in case of crossing the limit incremental .pst will be created]
PST file Naming Convention	default file will be created with "user email address .pst and in case of crossing limit file will be created with incremental counter.
Drive Attachment	Need To Check [Only for the files which are owned by source users]
Folder Structure	Supported
Date Filter	Supported [on start date] [Applies to events/occurrences falls within the specified date range]
Delta Migration	Supported
Special Characters / Foreign Language Names	Supported
Recurrence	Supported
Folder Color	Not Supported

Attendees	Supported
Notification	Supported
Time Zone Mapping	Supported
All Day Event	Supported
Description	Supported
Attendees Acceptance Status	Not Supported
Status	Supported
Visibility	Supported
Future Events	The date range will be +1 year from the current date
Resources	Not Supported
Hidden Calendars	Not Supported
Reminders Calendar Folder	Not Supported
Tasks Calendar Folder	Not Supported
Trash	Not Supported
Birthday Calendar Folder	Not Supported
Holiday Calendar Folder	Not Supported
Subscribed Calendars	Not Supported
Shared Calendar/Shared Calendar Folder	Not supported
Inline attachments	Not Supported
Event Color	Not Supported
On-behalf organizer	Not Supported

Known Issues:

Issue	Description
Hangout chat	Not Supported
Duplicate calendar events will not migrate	If two or more calendars from the source user's account having the same event entry then only one event will get migrate to destination.
Organizer	For this iteration we are maintaining organizer in required list.[in this case organizer will mapped with configured user]
Daylight Time Zone	In case of Daylight applicable to timezone ,variation in time may observe.

API Limitation:

Api Limitation	Description

API Details:

We use Google Calendar API V3 for the reading .

https://developers.google.com/calendar/

Aspose Api to write

Contact 🔗

Objective :

User should be able to take backup of G Suite Contacts into PST format.

Prerequisite :

- G Suite source admin must have access to Google contact APIs.
- Google project must be created to get a Client ID and P12 file.
- Domain-wide scopes must be provided for source domains.
- Local destination folder must be granted with write permission.

Feature Point	Status
Demo Version License	2 Users
Date Filter	Supported [on Created Date]
Folder Structure	Supported
Special Characters / Foreign Language Names For Folders	Supported
Folder Name Existing conflicts	Supported [With Incremental count]
Folder Character length	254
multiple email addresses	Supported
Phone numbers	Supported
Chat	Supported
Work (Job title,department,company name,office location,manager,assistant name,business,fax,)	Supported
Note	Supported
Profile Photo	Supported
Personal Info - First Name,Last Name,Suffix,Prefix	Supported

Addresses : Business,Home ,Other	Supported
Birthday	Supported
Event	Supported
Spouse	Supported
Hobbies	Supported
School	Supported
Personal web page	Supported
Anniversary	Supported
Nick name	Supported
Web page	Supported
Phonetic [First,Last,Middle]	Supported
File As	Not Supported
Internet Call	Supported
Custom Fields	Supported [In Body]
Duplicate Contacts	Supported
Delta Migration	Supported
Contact groups	Not Supported
Frequent Contacts	Not Supported
Directory Contacts, Duplicates	Not Supported
Custom Internet Call and Internet Call	Not Supported
Delegate contacts	Not Supported
Google Profile	Not supported
Directory Profile	Not supported

Known Issue:

Issue	Reason
Contact With multiple label	Only one label will be maintained for the contact

API:

The application is using the Google People API v1

Aspose 24.1.0

Document 🔗

Primary Objectives

User should be able to download the files from Google Drive to while keeping the original folder structure.

Prerequisites

- G Suite source admin must have access to Google APIs.

- Google project must be created to get a Client ID and P12 file.

- Domain-wide scopes must be provided for source domains.

- Local destination folder must be granted with writing permission.

Features

Feature Point	Description
Demo Version License	2 users
Date Filter	From - To supported [Modified Date Time]
Folder Structure	Original Structure Maintained
Max Path Length	250
Max File Name Length	50
Max Folder Name Length	50
File Versions	Not supported
File Timestamps	Not Supported
Trash	Not supported
Shared with me	Not supported.
Recent	Not supported
Special Characters / Foreign Language Names	Yes, Followed by windows system configuration. [Which are not supported are replaced with '_']
File/Folder Name Existing conflicts	Yes, It Creates with incremental counter.
Empty files (0 Size)	Supported
Delta Migration	Supported
Shared Drives	Not supported
Google Documents / Sheets / Presentation / Drawings	Supported [Will export in its native format]
Jamboard / Site / Form / Map	Not Supported
creation / modification date	Not Supported
Items with Owners other than me	Not Supported
Permissions	Not Supported
Activity	Not Supported

Known Issues

Issues	Description
Folder Colors	Not Supported
Starred	Not Supported

Limitations

Limitation	Description
Version History not migrated	Additional overheads

API

The application is using the G-Drive API V 3.0

https://developers.google.com/drive/api/v3/reference/

Backup - Office 365 🔗

Email 🔗

Primary Objective

User should able to take backup of Office 365 mails to PST files.

Prerequisites

- Office 365 admin user must have access to Microsoft Graph APIs.
- Office 365 Project must be created to get Client ID and .Pfx file.
- Domain-wide scopes must be provided for source domain.
- Local destination folder must be granted with write permission.
- .NET Framework 4.8.0

Features

Feature Point	Description
Demo Version License	2 users
Date Filter	From [on Sent/Received Date]
Folder Structure	Maintained as in Origin
Special Characters / Foreign Language Names For Folders	supported
Folder Name Existing conflicts	Yes, It Creates with incremental counter.

Max PST Path Length	200
Max Folder Name Length	254
Max File Name Length	50
Trash	Not Supported
Attachments	Supported [attachment from One drive will not be supported]
Date Time retention	Supported
Maximum PST file Size	30 GB If PST file cross 30 GB then new PST will get created and data will be stored in new PST.
PST file Naming Convention	default file will be created with "user email address.pst" and in case of crossing limit file will be created with incremental counter.
Default Folder Mapping	Supported
Read/Unread	Supported
conversation	Supported
Mail Body Format [RTF, HTML and Plain Text]	Supported
Priority	Supported
Delta	Supported
User Concurrency	Supported 4 users
Permissions	Not Supported
on behalf	Supported

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.
Forward slash [/] in Folder name	Not Supported [As we are using this as path separator]

API:

The application is using the Microsoft Graph API

Graph API Microsoft Graph REST API v1.0 endpoint reference - Microsoft Graph v1.0

Calendar 🔗

Primary Objective

User should able to take backup of Office 365 user's Calendars and Events from an existing source account to an intended destination account which may or may not be a freshly created account.

Prerequisites

- The destination account should be having a valid license.
- Provide the UPN.
- The source domain should be having Calendar.Read(Graph).
- Permissions granted on the Azure project.
- The destination domain should be having Calendars.ReadWrite.All, full_access_as_app(Exchange) Calendars.ReadWrite.All, permissions granted on the Azure project.
- For writing calendar attendees we are using Exchange API.

Features

FEATURE	DESCRIPTION
Demo Limitation	Max 2 user mailboxes are supported
Folder Structure	Flat level Hierarchy Supported
Local attachment	Up to 4 MB request supported
Date Filter	Supported [on the Start date]
Delta Migration	Supported
Special Characters / Foreign Language Names	Supported
Recurrence	Supported
Folder Color	Not Supported
Attendees	Supported
Resources	Supported
Notifications	Not supported
Future events	up to +1 year supported
Reminder	Supported
Categories	Not supported
Location	Supported
Other Calendars	Supported (samples not provided)

Visibility	Supported
Time zone mapping	Supported
Private and public	Supported
Attendees status	Not supported
Read-only calendars	Not supported
Imported / web calendars	Not supported
Charm	Not supported
System calendars	Supported and mapped to destination system calendar(need to check for non english system folder)
Shared Calendars	Not supported
Group calendars	Not supported
Birthday Folder	Not Supported
United State Holidays	Not Supported

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.
User Categories aren't automatically migrated.	The feature is yet to be implemented

 API:

The application is using the Microsoft Graph API which a REST based API for interacting with Office 365,

also Microsoft Exchange Web Service API is used for Outlook 365 communication

Graph API : **https://docs.microsoft.com/en-us/graph/api/overview?view=graph-rest-1.0**

Aspose 24.1.0

API Request Volume Limit **: 10000** requests every **10** minutes**.**

Contact 🔗

Primary Objective:

User should able to take backup of Office 365 Contacts of the selected users from Source to Destination while keeping the original folder structure and Contact properties intact.

Prerequisites:

- The source account should be having a valid license.
- Provide the UPN.
- The source domain should be having Contacts.Read(Graph) permissions granted on the Azure project
- Local destination folder must be granted with write permission.
- .NET Framework 4.8.0

Features:

Feature Point	Status
Demo Version License	2 Users
Date Filter	From - To supported (on Created Date)
Folder Structure	Original Structure Maintained
Special Characters / Foreign Language Names For Folders	Yes, if in accordance with Outlook rules
Folder Name Existing conflicts	Folders remain unaffected (need to check)
multiple email addresses	Supported
Phone :Business,home and mob(1)	Supported
Phone: Other category	Not Supported
Chat	Supported (Mapped to IM address)
Yomi company ,first name,last name	Supported
Work (Job title,department,company name,manager,assistant name)	Supported
Note	Supported
Profile Photo	Supported
Personal Info - First Name,Last Name,,Prefix	Supported
Addresses : Business,Home ,Other	Supported
Other : Nick name,birthday	Supported
Significant Other	Supported (Mapped to Chat)
Other : Anniversary,Location	Not Supported
Follow up Contacts	Not Supported
Delta Migration	Supported
Fax (Home,Business,Other)	Not Supported
Suffix	Supported
Personal web page	Not supported

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to preprocess the folders first and then the contacts.

Known Issues:

Issue	Reason
Callback,Car_Phone_Number, Fax1, EmailAddress,Pager,ISDN,Radio,Primary, Telex, TTY	no API endpoint
List and Groups not supported	no API endpoint
Deleted items	no API endpoint
Directory	no API endpoint
Follow up Contacts	no API endpoint
frequently contact list	no API endpoint
Favorites	no API endpoint
Requests Timed Out in Logs	Slow Internet connection
Assistant Phone	No API endpoint
Account configured to outlook	Not Supported
Linked Contact	Will not be display as linked but treat as separate contact

API:

The application is using the Microsoft Graph API which a REST based API for interacting with Office 365,

Graph API : **https://docs.microsoft.com/en-us/graph/api/overview?view=graph-rest-1.0**

https://docs.microsoft.com/en-us/graph/api/resources/contact?view=graph-rest-1.0

https://docs.microsoft.com/en-us/graph/outlook-get-shared-contacts-folders

Aspose 24.1.0

https://docs.aspose.com/display/emailnet/Working+with+Outlook+Contacts

https://apireference.aspose.com/email/net/aspose.email.personalinfo/contact

API Request Volume Limit **: 10000** requests every **10** minutes**.**

Document 🔗

Primary Objective:

User can download the files from OneDrive while keeping the original folder structure.

Prerequisites:

- The source account should be having a valid license.
- The source domain should be having Files.Read.All permissions granted on the Azure project
- Account should be pre-provision.
- Local destination folder must be granted with writing permission.

Features:

Feature Point	Description
Demo Version License	2 Users
Date Filter	From - To supported [Modified]
Folder Structure	Original Structure Maintained
Max Path Length	250
Max File Name Length	50
Max Folder Name Length	50
File Versions	Not supported
File Timestamps	Note Supported
Recycle bin	Not supported
Shared with me	Not Supported
Recent	Not supported
Special Characters / Foreign Language Names	Yes, Followed by windows system configuration. [Which are not supported are replaced with '_']
File/Folder Name Existing conflicts	Yes, It Creates with incremental counter.
Empty files (0 Size)	Not supported
Delta Migration	Existing files/folders are preserved untouched, new additions in source are migrated.
creation / modification date	Not Supported
Permissions	Not Supported

Limitations:

Limitation	Description
Version History not migrated	Additional overheads
OneNote	no API endpoint
Shared Libraries	no API endpoint
Discover folders	no API endpoint

SharePoint	Not Supported

API:

The application is using the Microsoft Graph API which a REST based API for interacting with Office 365.

Reference : **https://docs.microsoft.com/en-us/graph/api/overview?view=graph-rest-1.0**

Backup - Office 365 Archive 🔗

Email 🔗

Primary Objective:

As a User I should be able to export Office 365 In-Place Archive Emails into PST format.

Prerequisites:

- Destination folder should have write permission.
- Destination should have enough space according to size of source account.
- Bandwidth should be minimum 10 Mbps.
- Proxy Settings should not block the network call.
- Antivirus should not block the application.
- In-Place Archive should be enable for source account.
- Microsoft O365 Admin ID required for authentication for Source.
- The source domain should be having Mail.Read(Graph) , full_access_as_app(Exchange) permissions granted on the Azure project.
- Provide the UPN.
- Project should be created on Azure portal.

Features:

Feature Point	Status	Description
Demo Version License	2 Users allowed	
Date Filter	Supported	Applicable on Creation Date Time
Folder Structure	Original Structure Maintained	If folder hierarchy reaches its folderpath limit then we create folder at root level and the items of remaining folders will get exported to that folder.
Unicode Character Names For Folders	Supported	
Special Characters / Foreign Language Name For Folders	Supported	
Folder Name Existing conflicts	Supported	It Creates with incremental counter.

Trash	Not supported	
Max File Name length	50 Characters	
Subject, To, Multiple To, Cc, Multiple Cc, Bcc , Multiple Bcc	Supported	
Categories	Not Supported	
Read/Unread Status	Not Supported	
Mail Attachments	Supported	
Mail Timestamp Retention	Supported	Mail Sent/Received times maintained.
Drafts Timestamp Retention	Supported	
Maximum Mail Size	Supported	
Importance (high, Normal, Low)	Supported	
Plain Body	Supported	
HTML body	Supported	
Calendar Invitation	Supported	
Foreign Language Subject, Body, Attachment Name	Supported	
Follow-Up Flags	Not Supported	
Signature Settings	Not Supported	
Mail Folder contain Calendar Item (Inbox and Sent items)	Not Supported	
Folder path length	Supported	244 Characters

Shortcomings and Limitations:

Limitation	Reason
All folders will be present even if they are outside the date filter's range.	The application is designed to pre-process the folders first and then the files.

Restore to Office 365 🔗

Email 🔗

Primary Objective:

User should able to restore PST file Emails, Contacts & Calendars into Office 365 user's account.

Prerequisites:

- The destination account should be having a valid license.
- Provide the UPN.
- The destination domain should be having Mail.ReadWrite(Graph) , Mail.ReadWrite, full_access_as_app(Exchange)---need to check , permissions granted on the Azure project.
- PST file should not be in use in other programs/application.

Features:

Feature Point	Status
Date Time Retention	Supported
Demo Version License	Yes, two users full data will be migrate
Date Filter	Supported [On Created]
Folder Structure	Supported
Special Characters / Foreign Language Names For Folders	Supported special characters are replaced with "_"
Folder Name Existing conflicts	Supported and mapped with existing folder
Folder Name Length	as per Office 365 Limitation
Archive Folder	Supported
Deleted Items	Not Supported
Sharing Permissions	Not Supported
Policies	Not Supported
Categories -default or custom	Supported
Read/Unread Status	Supported
Mail Attachments	Supported
Inline Images	Supported
Signature setting	Not Supported
Follow-up Flags	Supported
Conversation Threads	Supported
Mail Timestamp Retention	Supported
Maximum Mail Size	35 MB
Importance	Supported
Shared/Group Folders	Not Supported
corrupted file	not supported
Encryption	Not Supported
password protected file	Supported

HTML Formatting RTF Plain Text	Supported
Voting buttons	Not supported
.Delta	supported (add new file for delta)
Categories	Supported
Calendar Invitation	Supported

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.

Calendar 🔗

FEATURE	DESCRIPTION
Demo Limitation	Max 2 user
PST File	Supported (ANSII and Unicode)
Folder Structure	Not Supported [All the Calendars will be created at flat level]
Local attachment	up to 4 MB
Date Filter	Supported [on Start Date]
Delta Migration	Supported [Only new PST]
Special Characters / Foreign Language Names	Supported
Recurrence	Supported
Attendees	Supported
Resources	Supported
Notifications	Not Supported
Future events	Supported [Up to 1 year]
Reminder	Supported

Categories	Supported
Location	Supported
Other Calendars	need to check holidays ,birthday (not found sample)
Visibility	Supported
Attendees status	Supported
System calendars	Supported and mapped to destination system calendar
Shared Calendars	Not Supported
Inline Images	Supported[will come as attachment]
RTF Body Formatting	Supported
Calendar folder under mail folder	Supported [it will come at root level]
Recipient Mapping	Supported
Embedded Attachment	Supported

Shortcomings and Limitations:

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.

Known Issues:

Issue	Reason
Organizer	It will not be maintained in Office 365

Contact 🔗

Feature Point	Status
Demo Version License	Yes, 2 users data
Date Filter	From - To supported (on Creation Date)
Folder Structure	All the sub folders will create under at flat level hierarchy
Special Characters / Foreign Language Names For Folders	Yes, if in accordance with Outlook rules
Folder Name Existing conflicts	Folders remain unaffected

System Folder	Support
Multiple Email Addresses	Supported
Attachment	Not Supported
Creation date TIME	Supported
Categories	Supported
Mailing Address	Not Supported
Sensitivity	Supported(Added in body)
Pager, ISDN, Primary, Radio, Telex, TTY/TDD, Company Main	Supported(Added in body)
Callback	Supported(Added in body)
Spouse, Children	Supported
Flag Completed date, flag status	Supported(Added in body)
Modification date time	Supported
Phone :Business,home and mob	Supported
Phone: Other category(car)	Supported(Added in body)
IM address	Supported
Yomi company ,first name,last name	Not Supported
Work (Job title,department,company name,office location,manager,assistant name)	Supported
Note	Supported(only plain)
Custom fields	Not Supported
Profile Photo	Supported
Fax(Home,Business,Other)	Supported
Personal Info - First Name,Last Name,Prefix	Supported
Addresses : Business,Home ,Other	Supported
Other : Nick name,birthday,web page,hobbies	Supported
Other : Anniversary	Supported
Delta Migration	Supported
suggested Contacts	Supported
Organizational ID Number	Supported(Added in body)
Billing Address	Not supported
Customer ID	Supported(Added in body)
Computer network Name	Supported(Added in body)

Language	Supported(Added in body)
Free Busy Location	Supported(Added in body)
Gender	Supported(Added in body)

Shortcomings and Limitations

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to preprocess the folders first and then the contacts.

Known Issues

Issue	Reason
Inline Images	Not Supported
List and Groups not supported	Not Supported
deleted items	Need to check
directory	Not Supported
Follow up Contacts	Not Supported
frequently contact list	Not Supported
Favorites	Not Supported
Requests Timed Out in Logs	Slow Internet connection

Document 🔗

Primary Objectives

User can Restore the files to One Drive from NTFS while keeping the original folder structure.

Prerequisites

- The destination account should be having a valid license
- The destination domain should be having Files.Readwrite permissions granted on the Azure project
- Account should be pre-provision.
- Local destination folder must be granted with reading permission.

Features

Feature Point	Description
Demo Version License	2 Users

Date Filter	On Created Date
Folder Structure	Original Structure Maintained
Max Path Length	250
Max File Name Length	50
Max Folder Name Length	66
File Versions	Not supported
File Timestamps	Supported
Recycle bin	Not supported
File Size	20GB
Network Drive	Support
Special Characters / Foreign Language Names	Yes, Followed by windows system configuration. [Which are not supported are replaced with '_']
File/Folder Name Existing conflicts	Yes, It Creates with incremental counter.
Empty files (0 Size)	Supported
Delta Migration	Supported
creation / modification date	Supported
Password protected files	Supported
Corrupted files	Not Supported
File open scenario	Not Supported

Known:

Issues	Explain
Network Drive name change	in case of name change there might be duplication .

Limitations

Limitation	Description

API

The application is using the Microsoft Graph API which a REST based API for interacting with Office 365.

Reference : **https://docs.microsoft.com/en-us/graph/api/overview?view=graph-rest-1.0**

Restore to G Suite 🔗

Email 🔗

Primary Objective

As a User I should be able to read Emails from PST file which is backup by our SysTools Backup & Restore tool and Restore it to G Suite account.

Prerequisites

- G Suite admin user must have access to Google APIs.
- Google project must be created to get Client ID and P12 file.
- Domain-wide scopes must be provided for destination domain.
- Local source folder must be granted with read permission.
- PST file should be backuped by Systools Backup&Restore
- PST should not be open in any other application

NOTE: In case of restore path it will automatically pick the path in which backup has been taken.

Features

Feature Point	Description
Demo Version License	2 users
Date Filter	From [on Sent/Received Date]
Folder Structure	For Source and Destination having same account language: Maintain as Original For Source and Destination having different account language: Not Supported
Special Characters / Foreign Language Names For Folders	supported
Deleted Items	Not Supported
Attachments	Supported
Date Time retention	Supported
Email Labeling	Not Supported [only one label will be maintained]
Default Folder Mapping	Supported
Read/Unread	Supported
Conversation	Supported
Mail Body Format [RTF,HTML and Plain Text]	Supported
All Mail Folder	Not Supported
Chat	Not Supported
Snoozed	Not Supported

Scheduled Mail	Not Supported
Starred Email	Not Supported [only Starred folder will get created]
Importance	Supported
Delta	Supported
User Concurrency	Supported [5]
Category	Not Supported

Shortcomings and Limitations

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.
Forward slash [/] in Folder name	Not Supported [because G Suite itself consider forward slash as path separator]

Known Issues:

Issue	Description

APIS

The application is using the Google.gmail Api Version 3.0 for interacting with G-Suite.

Google API : https://developers.google.com/gmail

Aspose Api : Aspose.Email 20.3

Calendar 🔗

Objective :

Restoration of a user's calendar from an existing source PST to an intended G Suite account which may or may not be a freshly created account.

Prerequisites

- The destination application should be having Calendar.ReadWrite permission
- destination user should have access to calendar
- PST file should not be in use in other programs/application
- PST file should be backuped by Systools Backup&Restore
- Minimum network bandwith should be 100 mbps
- 5Gb minimum Space required

Features Calendar

FEATURE	DESCRIPTION
Demo Limitation	Max 2 user
Folder Structure	Not Supported [All the Calendars will be created at flat level]
local attachment	upto 4mb [only appliable for O365 backup because Gsuite calendar does not have local attachments,every attachment is drive attachment in calendar]
Date Filter	Supported [on Start Date of event]
Delta Restore	Supported Delta will support only when user take delta backup
Special Characters / Foreign Language Names	Supported
Recurrence	Supported
Attendees	Supported
Resources	Supported
Notifications	Not Supported
Reminder	Supported
Categories	Not Supported
Location	Supported
Other Calendars	Not Supported
Visibility	Supported
Attendees status	Supported
System calendars	Supported and mapped to destination system calendar
Shared Calendars	Not Supported
Inline Images	Not Supported[we get images as attachment and in suite calendar attachment not supported]
RTF Body Formatting	Supported
Recipient Mapping	Supported
Embedded Attachment	Supported
Time Zone	Supported
Organizer	Supported[Maintained as per PST]

On Behalf Organizer	Not Supported
Holidays	Not Supported

Shortcomings and Limitations

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the files.

Known Issues:

Known	Reason
Max 35 Calendars Folders created per day	Google API limitation. It throws error **Calendar usage limits exceeded. [403]** If there are more than 35 calendar folders and application fail to create all the folders, the application will not migrate any event to destination. It's mandatory to create all the folders before migrating events.

API:

Aspose.email

https://developers.google.com/calendar/

Contact 🔗

Objective:

Restore the Contacts from an existing PST source Files to Destination while keeping the original Contact properties intact.

Prerequisites

- The destination account should be present at destination domain
- The destination domain should be having Contacts.ReadWrite permissions granted on the google console project
- The backup for source user must be taken
- Local backup folder must be granted with reading permission.
- File should not be open in any other application.
- Google Drive must be enabled for the destination user.
- Client ID and P12 file must be provided.
- Minimum network bandwidth should be 100 Mbps.
- 5 GB minimum Space required.

Features

Feature Point	Status
Demo Version License	Yes, 2 users data
Date Filter	From - To supported (on Creation Date)
Folder Structure	All the sub folders will create under at flat level hierarchy
Special Characters / Foreign Language Names For Folders	Supported
Folder Name Existing conflicts	Folders remain unaffected
System Folder	Support
Multiple email addresses	Supported
Attachment	Not Supported
Creation date TIME	Supported
Categories	Supported[in body]
Mailing address	Not Supported
Sensitivity	Supported(Added in body)
Pager, ISDN,Primary,Radio,Telex,TTY/TDD,Company Main	Supported(Added in body)
Callback	Supported(Added in body)
Spouse, Children	Supported
Flag completed date, flag status	Supported(Added in body)
Phone :Business,home and mob	Supported
Phone: Other category(car)	Supported(Added in body)
IM address	Supported
Yomi company ,first name,last name	Not Supported
Work (Job title,department,company name,office location,manager,assistant name)	Supported
Note	Supported(only plain)
Custom fields	Maintain in body
Profile Photo	Supported
Fax(Home,Business,Other)	Supported
Personal Info - First Name,Last Name,Prefix	Supported
Addresses : Business,Home ,Other	Supported
Other : Nick name,birthday	Supported

Web Page	Business is mapped and home page,blog and other will be in body
Hobbies	Supported(Added in body)
Other : Anniversary	Supported(Added in body)
Delta Migration	Supported
Suggested Contacts	Supported
Display As	Not supported

Shortcomings and Limitations

Limitation	Reason
All folders present even if they are outside the date filter's range	The application is designed to pre-process the folders first and then the contacts.

Known Issues

Issue	Reason
List and Groups not supported	Not Supported
Directory	Not Supported
Frequently contact list	Not Supported
Favorites	Not Supported
Requests Timed Out in Logs	Slow Internet connection
System Folders	Coworkers, Family, Friends, Contacts these are the system Folders of G Suite(not visible on UI but we receive it via API) hence mapping them with system folders
Contact are getting failed if folder contain more than 25000 items	https://support.google.com/contacts/answer/148779?hl=en&visit_id=637140660501777156-3710646890&rd=1

API

Aspose.Email

The application is using the Google Contacts API version 3.0

https://developers.google.com/contacts/v3/

Document 🔗

Primary Objectives:

User should be able to restore the files to Google Drive from NTFS while keeping the original folder structure.

Prerequisites:

- The destination account should be present at destination domain.
- The destination domain should be having Files.Readwrite permissions granted on the google console project.
- The backup for source user must be taken.
- Local backup folder must be granted with reading permission.
- File should not be open in any other application.
- Google Drive must be enabled for the destination user.
- Client ID and P12 file must be provided.
- Minimum network bandwidth should be 100 Mbps.
- 5 GB minimum Space required.

Features:

Feature Point	Description
Demo Version License	2 Users
Date Filter	On Created Date [Source Platform Date]
Folder Structure	Folder Structure Maintained as per local NTFS
Max Path Length	250
Max File Name Length	50
Max Folder Name Length	66
File Versions	Not supported
File Timestamps	Supported
Recycle bin	Not supported
File Size	20 GB
Special Characters / Foreign Language Names	Supported [as per file name created during backup on local NTFS]
Empty files (0 Size)	Supported
Delta Migration	Supported [Newly Created Files/Folders]
Creation / Modification date	Supported
Password protected files	Supported
Corrupted files	State of file will remain same. We are not doing any recovery for corrupted file.

	[Files can not be open due to corruption]
Folder permission / File Permission	Not supported
Shared with me	Not Supported
Starred	Not Supported
Folder color	Not Supported

API

The application is using the Google API which a REST based API for interacting with Google drive.

Reference : **https://developers.google.com/drive/api/v3/about-sdk**

Restore to Office 365 Archive 🔗

Email 🔗

Primary Objective:

User should be able to restore PST file Emails into Office 365 In-Place Archive.

Prerequisites:

- PST file should not be in use in other programs/application.
- The source folder should have read permission.
- Bandwidth should be minimum of 10 Mbps.
- Proxy Settings should not block the network call.
- Antivirus should not block the application.
- In-Place Archive should be enabled for destination accounts.
- Microsoft O365 Admin ID is required for authentication for Destination.
- The destination domain should be having Mail.ReadWrite(Graph) , full_access_as_app(Exchange) permissions granted on the Azure project.
- Provide the UPN.
- The project should be created on the Azure portal.
- The destination account should be having a valid license.

Features:

Feature Point	Status	Description
Demo Version License	2 Users allowed	
Date Filter	Supported	Applicable on Creation Date Time
Folder Structure	Original Structure Maintained	If folder hierarchy reaches its folderpath limit then we create folder at root level and the items of remaining folders will get exported to that folder.

Unicode Character Names For Folders	Supported	
Special Characters / Foreign Language Name For Folders	Supported	
Folder Name Existing conflicts	Supported	It Creates with incremental counter.
Trash	Not supported	
Max File Name length	50 Characters	
Subject, To, Multiple To, Cc, Multiple Cc, Bcc , Multiple Bcc	Supported	
Categories	Not Supported	
Read/Unread Status	Not Supported	
Mail Attachments	Supported	
Mail Timestamp Retention	Supported	Mail Sent/Received times maintained.
Drafts Timestamp Retention	Supported	
Maximum Mail Size	Supported	
Importance (high, Normal, Low)	Supported	
Plain Body	Supported	
HTML body	Supported	
Calendar Invitation	Supported	
Foreign Language Subject, Body, Attachment Name	Supported	
Follow-Up Flags	Not Supported	
Signature Settings	Not Supported	
Mail Folder contain Calendar Item (Inbox and Sent items)	Not Supported	
Folder path length	Supported	244 Characters

Shortcomings and Limitations:

Limitation	Reason
All folders will be present even if they are outside the date filter's range.	The application is designed to pre-process the folders first and then the files.