

Postini Transition Guide

Getting started with Google Apps Vault

February 23, 2015



Contents

Introduction

- [Using this guide](#)
- [Defining the word 'transition'](#)
- [Defining the different Postini customer types](#)

Prepare for your transition: Postini Classic

- [Configure your firewall](#)
- [Configure your SPF record](#)
- [Change your directory sync settings](#)
- [Verify ownership of your domains](#)
- [Review the various domain mapping scenarios](#)
- [Confirm that your Postini admins have the correct administrative privileges](#)
- [Check your prepare screen in the Postini Transition Console](#)
- [About transitioning user accounts containing over 30 aliases](#)

Prepare for your transition: Postini Hybrid

- [If you route some of your mail to an on-premise server, change your firewall](#)
- [Configure your SPF record](#)
- [Change your directory sync settings](#)
- [Optional: We recommend that you create a pilot org in Postini with a subset of test users](#)
- [Verify ownership of your domains](#)
- [Review the various domain mapping scenarios](#)
- [Confirm that your Postini admins have the correct administrative privileges](#)
- [Check your prepare screen in the Postini Transition Console](#)
- [About transitioning user accounts containing over 30 aliases](#)
- [Set up your organizational hierarchy for Hybrid transitions](#)
 - [Before you transition: Set up a pilot org in Postini with a subset of users](#)
 - [Analyze your org hierarchy](#)
 - [Copy settings from one org to another](#)
 - [Consolidate your org hierarchy](#)
 - [Restructure your org hierarchy](#)
 - [Confirm routing for non-Gmail mailbox users](#)
 - [Configure Google Apps Directory Sync \(GADS\)](#)
 - [Complete your transition](#)

What can I do while GMD is transitioning to Vault?

Begin your service transition

- [Service transition from Postini message archiving to Google Apps Vault](#)
- [How long will it take for the service transition?](#)

Transition steps for Postini Classic customers

- [1. Prepare for your transition](#)
- [2. Review your transition invitation email](#)



- [3. Begin your service transition in the Postini Transition Console](#)
- [4. Review your confirmation email and confirmation message](#)
- [5. Update your Google Apps Directory Sync \(GADS\) settings](#)
- [6. Get started with Google Apps email settings](#)
- [8. Outbound customers only: Route your outbound mail through Google Apps](#)
- [9. Complete your final transition steps](#)

Transition steps for Postini Hybrid customers

- [1. Prepare for your transition](#)
- [2. Review your transition invitation email](#)
- [3. Begin your service transition in the Postini Transition Console](#)
- [4. Review your confirmation email and confirmation message](#)
- [5. Update your Google Apps Directory Sync \(GADS\) settings](#)
- [6. Review and verify your Google Apps settings, and modify if needed](#)
- [7. Log in to the Postini Administration Console to continue your transition](#)
 - [Change mail processing to Google Apps](#)
 - [Finish your service transition](#)
 - [Sign in to Google Apps to get started](#)
- [8. Complete your final transition steps](#)
 - [Managing spam and users during the GMS Hybrid service transition](#)

Using GADS and DSS during the transition

- [Before the transition](#)
- [During the transition](#)
- [After the transition](#)

Steps to complete your transition

- [Change your MX records to Google Apps](#)
 - [Why you need to change your MX records](#)
 - [How to change your MX records](#)
- [Route your outbound mail through Google Apps](#)
- [Remove Postini from your inbound gateway](#)

Get started with Google Apps Vault

- [What data is transitioned to Vault?](#)
- [Signing in to Vault](#)
- [Getting started: Vault administrators](#)
- [Apps user accounts, Vault licenses, and Vault privileges](#)
 - [Google Apps user accounts](#)
 - [Vault licenses](#)
- [How retention works in Vault](#)
- [Postini investigations / Vault matters](#)
- [Postini saved searches / Vault targeted legal holds](#)
- [Final steps to complete your GMD transition](#)

About GMD transition Audit reports

- [Transition settings report](#)



[Per-user manifest files / MBOX files](#)

[Transition audit report details](#)

[Export Audit History <date>.csv](#)

[Export Unrecoverable.csv](#)

[Messages Audit <user> Vault.csv](#)

[Messages Audit <user> VFE <vfe_user>.csv](#)

[Messages Audit <user> Unrecoverable.csv](#)

[Messages Summary.csv](#)

[Messages VFE Summary.csv](#)

[Remediation Audit.csv](#)

[Differences between Vault and GMD searches](#)

[How the transition works for GMD saved searches](#)

[Comparing Vault and GMD searches](#)

[GMD search features not included in Vault](#)

[Improvements in search functionality in Vault](#)

[Troubleshooting](#)

[I don't have a Postini root admin account](#)

[How will I gain access to my new Google Apps admin account after my transition?](#)

[If I don't have a Postini admin account that will receive email updates about my transition, how will I know when my transition has been initiated?](#)

[Users can't sign in to Google services](#)

[What is a conflicting account?](#)

[FAQs: Postini Transition to Google Apps](#)

[Transition Support](#)



Introduction

The Postini Transition to Google Apps enables you to copy your orgs, users, and email settings from Postini to the Google Admin console. With this transition, you'll receive email security features that are comparable to your Google Message Security (GMS) features, but through the more robust Google Apps platform. For details on transitioning your GMS service to Google Apps, see the help center to access the companion guide: [Getting started with Google Apps advanced Gmail settings](#).

Google is also taking most of the Google Message Discovery (GMD/Postini archiving) features and rebuilding comparable features into Google Apps Vault. Refer to the instructions in this guide to complete your transition and get started with both Google Apps and Google Apps Vault.

NOTE: This guide is subject to change during the Postini Transition project. The contents will not be maintained or updated after the Postini Transition project is completed. For the latest instructions on using Google Apps, see [Configure advanced settings for Gmail](#) in the Google Apps help center. For the latest instructions on using Vault, see the [Google Apps Vault help center](#).

Using this guide

This guide will help you do the following before, during, and after your transition:

- Prepare for your service transition.
- Initiate and complete your service transition.
- Get started with Google Apps and Google Apps Vault after your service transition is completed.

Defining the word 'transition'

The word *transition* is used in different ways throughout this guide:

- **Service transition**—This is the transfer of orgs, settings, and users from Postini to Google Apps. For GMD customers, this also includes the transfer of archive data from GMD to Google Apps Vault. The service transition—which is sometimes referred to as the *settings migration*—is initiated from the Postini Transition Console.
- **Transition**—In many cases, the word *transition* is referring to the *overall* transition process from start to finish. This includes all preparation steps, the process of initiating your *service transition*, and the cleanup steps that are needed after your service transition is completed.
- **Postini transition**—This is referring to the overall transition *project*, which involves the transition of several Postini customers to Google Apps and Google Apps Vault.

Defining the different Postini customer types

The steps in the transition process will vary depending on the type of Postini customer you are. The three



basic types of customer are *Classic*, *Hybrid*, and *Integrated*.

Postini Classic customers—If you use only Postini and do not use Google Apps or Gmail, you are a Postini Classic customer. This means you purchased Postini message security or message discovery (archiving) for on-premise or non-Gmail mail servers. For instructions on how to complete your transition, see [Transition steps for Postini Classic customers](#).

Postini Hybrid customers—Most customers who use both Postini and Google Apps are defined as Postini Hybrid customers. You're a Postini Hybrid customer if the following applies to you:

- You're a Google Apps customer who can route mail to on-premise mail servers.
- In addition to Google Apps, you also use Postini message security or message discovery (archiving).
- You log in to both the Google Admin console and the Postini Admin Console with separate login credentials.

For instructions on how to complete your transition, see [Transition steps for Postini Hybrid customers](#).

Postini Integrated customers—A small percentage of Postini customers are defined as Postini Integrated customers. You're a Postini Integrated customer if the following applies to you:

- You're using both Postini and Google Apps but you're not using on-premise mail servers.
- You can access both Postini and the Google Admin console with one login, and your users are automatically synchronized between the two systems.

For details, see [Transition steps for Postini Integrated customers](#) in the Google Apps help center.



Prepare for your transition: Postini Classic

Your preparation steps vary depending on the type of Postini customer you are -- either Classic or Hybrid. If you're a Postini Classic customer, follow the steps in this section.

Configure your firewall

Prior to initiating your service transition, your email server and firewall must be configured to allow mail traffic from Google IP ranges. We recommend that you make this change immediately even if you haven't received your transition invitation. For instructions, see [Allow email from Google IPs to your email server](#).

Configure your SPF record

If you already have an SPF record, you'll need to update your existing SPF record to include `_spf.google.com` to work with Google Apps and avoid failed delivery of outgoing mail. If you need to update your existing SPF record, we recommend that you make this change immediately even if you haven't received your transition invitation. For instructions, see [Configure SPF records to work with Google Apps](#).

If you do not already have an SPF record, do not create a new SPF record until after your transition is complete. Partial or incomplete SPF records may cause delivery and spam classification issues.

Change your directory sync settings

If you already use Google Apps Directory Sync (GADS) and Postini Directory Sync Service (DSS), you'll need to modify your GADS settings, and disable GADS and DSS before your service transition begins so that GADS does not delete Google Apps user accounts that are created during the service transition, such as former employee, Postini-only, and sharded user accounts.

Do not enable or re-enable GADS until you are notified that your orgs, users, and settings have transitioned from Postini to Google Apps.

For instructions, see [Using GADS and DSS during the transition](#).

Verify ownership of your domains

If you haven't yet verified ownership of your domains, you must complete this step before you can begin your transition. If this applies to you, you'll receive an email from Google with details about which domains must be verified. If you fail to verify a domain, that domain will not be transitioned -- including that domain's users and settings, as well as any archive data (if you're a Postini GMD customer).

Create the following TXT record for each of the domains you wish to have automatically transitioned:
P2A_XXXXXXX_X



For instructions, see [Add TXT records to verify Postini domain ownership](#).

Review the various domain mapping scenarios

Before you transition your Postini accounts to Google Apps, you should consider how you want to map those accounts and domains to your new or any existing Google Apps accounts and domains.

This article presents some sample scenarios for how you might want to transition accounts from Postini to Google Apps. For details, see [Domain mapping scenarios](#).

IMPORTANT: In general, your Postini domains are automatically mapped to Google Apps during your service transition. However, for a small percentage of Postini Hybrid customers, one or more Postini domains cannot be automatically transitioned because of conflicts with existing Google Apps domains.

If your transition is affected by this scenario, you'll need to take action to resolve these conflicts. For instructions, see [Transitioning Postini domains with mapping conflicts](#).

Confirm that your Postini admins have the correct administrative privileges

Before beginning your transition, make sure that only admins who need access to Postini have access. Assign root admin privileges to admins who are responsible for completing your transition steps, and remove privileges for admins who shouldn't be allowed to progress the transition. Communicate the transition plan to any admins that typically should have these rights.

For instructions on changing Postini permissions, see [Viewing and Editing Authorization Records](#) in the Message Security Administration Guide.

Check your prepare screen in the Postini Transition Console

Before you begin your Postini transition to Google Apps, view the prepare screen for important transition information.

The prepare screen alerts you of any items blocking your transition and, in some cases, requires you to resolve those items; for example, preparation steps that you haven't completed yet (such as verifying your Postini domains).

Many of the items on the prepare screen are not blocking your transition, but you should be aware of them before you begin; for example, Postini features that aren't supported in Google Apps, or a Google Apps setting that behaves differently than a comparable setting in Postini.

To access the prepare screen, [log in to the Postini Administration Console](#) and click **Before your transition**.

For more details, see [Prepare screen in the Postini Transition Console](#).

About transitioning user accounts containing over 30 aliases

Google Apps supports up to 30 aliases per user account. If your Postini user accounts contain no more



than 30 aliases, the transition tool simply migrates those aliases into the corresponding user account in Google Apps.

If any of your Postini user accounts contains over 30 aliases, the transition tool manages the alias email addresses to ensure that mail routing behavior remains the same after your transition is complete. The process differs depending on whether the user account already exists in Google Apps.

While no action is required on your part, we recommend that you review the details in [Transitioning user accounts containing over 30 aliases](#) before beginning your transition.



Prepare for your transition: Postini Hybrid

Your preparation steps vary depending on the type of Postini customer you are -- either Classic or Hybrid. If you're a Postini Hybrid customer, follow the steps in this section.

If you route some of your mail to an on-premise server, change your firewall

You'll need to adjust your firewall configuration if you have non-Gmail mailboxes or delivery endpoints such as Exchange mailboxes, ticketing systems, or other on-premise systems. If this is true for you, your on-premise email server and firewall must be configured to allow mail traffic from Google IP ranges. We recommend that you make this change immediately even if you haven't received your transition invitation. For instructions, see [Allow email from Google IPs to your email server](#).

Configure your SPF record

If you already have an SPF record, you'll need to update your existing SPF record to include `_spf.google.com` to work with Google Apps and avoid failed delivery of outgoing mail. If you need to update your existing SPF record, we recommend that you make this change immediately even if you haven't received your transition invitation. For instructions, see [Configure SPF records to work with Google Apps](#).

If you do not already have an SPF record, do not create a new SPF record until after your transition is complete. Partial or incomplete SPF records may cause delivery and spam classification issues.

Change your directory sync settings

If you already use Google Apps Directory Sync (GADS) and Postini Directory Sync Service (DSS), you'll need to modify your GADS settings, and disable GADS and DSS before your service transition begins so that GADS does not delete Google Apps user accounts that are created during the service transition, such as former employee, Postini-only, and sharded user accounts.

Do not enable or re-enable GADS until you are notified that your orgs, users, and settings have transitioned from Postini to Google Apps.

For instructions, see [Using GADS and DSS during the transition](#).

Optional: We recommend that you create a pilot org in Postini with a subset of test users

During your transition steps, you can use the Postini Transition Console to route your mail through Google for specific organizational units. This will enable you to test mailflow to Google Apps for a subset of your users before completing your transition. To prepare for this step, we recommend that you set up a pilot org in Postini prior to your service transition.



Verify ownership of your domains

If you haven't yet verified ownership of your domains, you must complete this step before you can begin your transition. If this applies to you, you'll receive an email from Google with details about which domains must be verified. If you fail to verify a domain, that domain will not be transitioned -- including that domain's users and settings, as well as any archive data (if you're a Postini GMD customer).

Create the following TXT record for each of the domains you wish to have automatically transitioned:
P2A_XXXXXXX_X

For instructions, see [Add TXT records to verify Postini domain ownership](#).

Review the various domain mapping scenarios

Before you transition your Postini accounts to Google Apps, you should consider how you want to map those accounts and domains to your new or any existing Google Apps accounts and domains. This article presents some sample scenarios for how you might want to transition accounts from Postini to Google Apps. For details, see [Domain mapping scenarios](#).

IMPORTANT: In general, your Postini domains are automatically mapped to Google Apps during your service transition. However, for a small percentage of Postini Hybrid customers, one or more Postini domains cannot be automatically transitioned because of conflicts with existing Google Apps domains.

If your transition is affected by this scenario, you'll need to take action to resolve these conflicts. For instructions, see [Transitioning Postini domains with mapping conflicts](#).

Confirm that your Postini admins have the correct administrative privileges

Before beginning your transition, make sure that only admins who need access to Postini have access. Assign root admin privileges to admins who are responsible for completing your transition steps, and remove privileges for admins who shouldn't be allowed to progress the transition. Communicate the transition plan to any admins that typically should have these rights.

For instructions on changing Postini permissions, see [Viewing and Editing Authorization Records](#) in the Message Security Administration Guide.

Check your prepare screen in the Postini Transition Console

Before you begin your Postini transition to Google Apps, view the prepare screen for important transition information.

The prepare screen alerts you of any items blocking your transition and, in some cases, requires you to resolve those items; for example, preparation steps that you haven't completed yet (such as verifying your Postini domains).

Many of the items on the prepare screen are not blocking your transition, but you should be aware of them before you begin; for example, Postini features that aren't supported in Google Apps, or a Google Apps setting that behaves differently than a comparable setting in Postini.



To access the prepare screen, [log in to the Postini Administration Console](#) and click **Before your transition**.

For more details, see [Prepare screen in the Postini Transition Console](#).

About transitioning user accounts containing over 30 aliases

Google Apps supports up to 30 aliases per user account. If your Postini user accounts contain no more than 30 aliases, the transition tool simply migrates those aliases into the corresponding user account in Google Apps.

If any of your Postini user accounts contains over 30 aliases, the transition tool manages the alias email addresses to ensure that mail routing behavior remains the same after your transition is complete. The process differs depending on whether the user account already exists in Google Apps.

While no action is required on your part, we recommend that you review the details in [Transitioning user accounts containing over 30 aliases](#) before beginning your transition.

Set up your organizational hierarchy for Hybrid transitions

The [Postini Hybrid transition process](#) automatically copies your orgs, users and email settings from Postini to Google Apps. During this process, your Postini data is copied to a new organization, so your existing Google Apps configuration is not overwritten. Your Postini org structure is replicated in a new org below your top-level org in Google Apps, and your Postini users and settings are transitioned to this new hierarchy.

After your orgs, users, and settings are copied over, your mail continues to be filtered by Postini. Before you complete your transition, you can check your Google Apps configuration to verify that your settings were copied to your satisfaction. Next, you can return to the Hybrid transition console to place select organizations in passthrough mode. This enables you to test the functioning of your settings before you complete your transition. During this time, you may also need to make a few changes to your organizational hierarchy in Google Apps, as described in this section.

We recommend that you do the following during your Hybrid transition:

1. Set up a pilot org in Postini before you initiate your service transition.
2. After your service transition is completed, sign in to the Google Admin console to verify the transition of your orgs, users, and settings.
3. Analyze your org hierarchy to determine your next steps.
4. If needed, copy settings from one organization to another as you restructure or consolidate your org hierarchy.
5. If you use Google Apps Directory Sync (GADS) and Postini Directory Sync Service (DSS), [configure GADS](#) during your transition.
6. Return to the Hybrid Transition Console to complete your transition.

For details about each of these steps, see the sections below.



NOTE: Postini Hybrid customers use both Postini and Google Apps. For more details, see [Defining the different Postini customer types](#).

Before you transition: Set up a pilot org in Postini with a subset of users

During your transition steps, you can use the Postini Hybrid transition console to route your mail through Google for specific organizational units. This enables you to test mailflow to Google Apps for a subset of your users in select organizations before completing your transition.

If you have a simple hierarchical structure in Postini (one account org, one email config org, and one user org), we recommend that you create a pilot org in Postini before starting your transition. You can move a few users into this pilot org (preferably admins or power users), and you can later test your Google Apps email security settings during your Hybrid transition steps.

If you have multiple organizations in Postini, you can select an existing organization to test your settings after your transition, rather than create a pilot org.

By using a pilot org or test org, you can enable passthrough for a few users prior to enabling passthrough for everyone else. You can then test and fine-tune your Google Apps email security settings for the test or pilot org before rolling out to everyone.

For instructions on creating a new org in Postini, see [Create an Organization](#) in the Message Security Administration Guide. For more details about Hybrid transitions, see *Transition steps for Postini Hybrid customers* in this guide.

NOTE: *Passthrough* means your mail is "passed through" from Postini to Google Apps, and your MX records continue pointing to Postini temporarily. By placing Postini in passthrough, you have the option to "roll back" your transition until you are satisfied with your mail flow and the functioning of your Google Apps settings.

After you click Begin Transition Now in the Hybrid transition console to begin your service transition, the Postini Administration Console becomes read-only (you can view the settings but you can't edit them). Once you're satisfied with your settings in Google Apps, then you can complete your transition.

Analyze your org hierarchy

If your Google Apps org hierarchy differs from your Postini org hierarchy, you must decide how you want to move forward on the Apps platform. Your Postini hierarchy will be transitioned to a temporary org structure under your current Apps hierarchy. To set up your org hierarchy in Apps following your transition, you can take the following actions:

- Copy settings from some of your child orgs to the root org.
- Delete any duplicate settings in the child orgs.
- Move users from one org to another org.
- Delete any organizations not in use.
- [Configure Google Apps Directory Sync](#).

The above steps will help you either consolidate or restructure your org hierarchy. Consolidating your org



hierarchy is recommended if all of your users are just one type of user—whether it’s all Gmail users or all non-Gmail users. Restructuring your org hierarchy is recommended if you have both Gmail and non-Gmail users.

Note how your current hierarchy is set up—whether it’s by job description, group, location, application/feature access, or a combination of these. Configure your base settings (all settings that users have in common) at the root level organization. Since settings are inherited, child organizations will automatically be configured with these base settings.

See the sections below for more details and instructions.

NOTE: If your Postini configuration includes just one account org, one email config, and one user org, you will see just one transitioned org in the Google Admin console when you first sign in. In Google Apps, the account org and email config org are not necessary, so the org structure will be simplified for you. If needed, you can add sub-organizations after your service transition.

Copy settings from one org to another

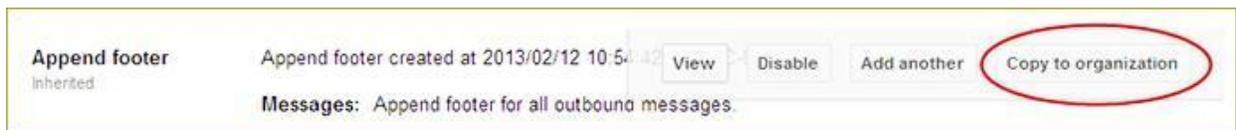
After verifying that your Postini orgs, settings, and users are successfully transitioned to Google Apps, you can make sure your Google Apps orgs are production ready by copying settings to the root org level. You can do this using the Copy to organization feature for various Google Apps email settings.

We recommend that you copy your transitioned settings to an existing Google Apps org. This enables Gmail users to have continued access to their native apps—such as Calendar, Contacts, and Drive—while also experiencing the granularity and flexibility of Google Apps email filtering.

At the same time, non-Gmail users will also get their email filtered by the Google Apps platform prior to it being delivered to the on-premise server and then on to their inbox. For example, any “needed” messages caught in quarantine can be delivered by users directly to their non-Gmail inbox via the [Quarantine Summary](#) and [Message Center](#) (these features are for non-Gmail users only). Gmail users will manage their spam via their Spam label—however, both Gmail and non-Gmail users will have the ability to train the system with regard to reporting spam. For more details, see [How Gmail spam and virus filtering differs from Postini](#).

To copy a setting from one organization to another:

1. [Sign in to your Google Admin console](#).
2. Click Google Apps > Gmail > Advanced settings.
3. Select the relevant organization from the list at the top of the page.
4. Highlight any of the email security settings—for example, the Append footer setting.
5. Click Copy to organization.
6. Choose the organization that you want to copy the setting to.



Consolidate your org hierarchy

Consolidating your org hierarchy is recommended if all of your users are just one type of user; whether it's all Gmail users or all non-Gmail users.

When you copy settings up to the Google Apps root organization, you may see duplicate settings at the child org levels. You can remove any duplicate setting by deleting the setting that's "local" to that org. Once you configure your base settings at the root level and remove any duplicate settings at the child org level(s), you can then take a more granular approach by configuring the child orgs to meet the needs of the users configured in each organization.

Once you configure your organizations as desired, you can delete any organizations not in use.

For more details about using Google Apps email settings, see [Configure advanced settings for Gmail](#) and [Guidelines for configuring advanced settings for Gmail](#). See also [modifying the organizational structure](#) in the Google Apps help center.

Restructure your org hierarchy

Restructuring your Google Apps org hierarchy is recommended if you have both Gmail and non-Gmail users. There are several factors to consider when restructuring your hierarchy—including your current setup, configuration, complexity and ratio of unique users vs. existing Apps users.

To modify or fine-tune your org structure in the Google Admin console, see [Create an organizational structure](#), [Add an organizational unit](#), and [Modify the organizational structure](#) in the Google Apps help center.

For hybrid environments that have both Gmail and non-Gmail users, only the unique users (non-Gmail or Apps users configured in Postini but not Apps) will be transitioned to Apps in a temporary organizational hierarchy. Per the process stated above, it would be most efficient to copy all of the base settings to the root org, delete any duplicates, and configure child org(s) as needed. Also remember to clean-up or delete organizations no longer in use.

For unique Gmail users that were copied over from Postini to the temporary hierarchy, you can [move those users](#) to an appropriate existing Google Apps org that's configured especially for them. If no such org exists, you can [add a suborg](#) and configure that org to the specific requirements of the users in question.

Confirm routing for non-Gmail mailbox users

During your Hybrid service transition, your Google Apps settings for your non-Gmail users are automatically configured to route mail to your non-Gmail mailboxes. However, you can review your non-Gmail mailbox settings before you complete your transition. This will help you confirm that your mail is being routed to your on-premise server.

Do the following:

1. [Sign in to the Google Admin console](#).
2. Click Google Apps > Gmail > Advanced settings.
3. In the Organizations section, highlight your domain or the organizational unit for which you want



to configure this setting (for more details, see [Configure advanced settings for Gmail](#)).

4. Scroll to the Non-Gmail mailbox section, or enter this term in the Search settings field.
5. Click Edit to edit or view an existing configuration. The Edit setting dialog box appears.

In the **Mail server** section, your on-premise mail host should be selected.

6. For more details and step-by-step instructions, see [Set options for non-Gmail mailbox users](#).

Configure Google Apps Directory Sync (GADS)

If you use GADS and Postini Directory Sync Service (DSS), you must configure GADS during your transition. For details, see [Using GADS and DSS during the transition](#).

Complete your transition

After you have completed the above steps, you'll need to return to the Hybrid Transition Console to test your pilot org(s) to make sure your Google Apps configuration is working to your satisfaction. You can place select organizations in passthrough mode to test your mail flow and the functioning of the settings. Once you are sure that your settings and mail flow are working to your satisfaction, you can complete your transition in the Hybrid transition console. For details and step-by-step instructions, see *Transition steps for Postini Hybrid customers*.



What can I do while GMD is transitioning to Vault?

What can an administrator do in the Postini Admin Console during this time?

When the Google Message Security (GMS) or Google Message Discovery (GMD) transition begins, the Postini Administration Console is in read-only mode.

What can a user do in Postini during this time?

During the transition, GMD is in read-only mode and is the system of record. While activities, such as creating new investigations or saved searches, cannot be performed in this mode, users should use GMD for eDiscovery until the data transition completes, at which time Google Vault becomes the system of record.

What can an administrator do in the Google Admin console?

When orgs, users, and settings transition, administrators can access the Google Apps Admin console to review or modify settings. However, administrators should not delete or disable any Google Apps user accounts until the GMD data transition completes. Doing so negatively affects GMD data transition.

What can an administrator do in the Vault console?

Access to the Vault console during the transition depends on whether a customer has only GMD or GMD and Vault.

- For customers with only GMD, Vault access is disabled until the data transition completes.
- For customers with GMD and Vault, administrators can access the Vault console. However, administrators should not modify any retention policies—either current or newly transitioned—until the GMD data transition completes. Modifying retention policies during the transition can result in data loss because Vault applies retention policies immediately on existing data.

What does an administrator do if a new employee joins the company during this time?

If a new employee joins the company, administrators can add and license the employee's new user account for Vault in the Google Apps Admin console.

Because mail is routed through Google Apps, all messages for new user accounts are archived in Vault. However, because this mail does not pass through Postini, administrators cannot perform eDiscovery in GMD for new user accounts; instead, administrators should use Vault for eDiscovery until the data transition completes.

NOTE: Postini Hybrid customers: See Managing spam, users, or archiving during your [GMS](#) or [GMD](#) service transition for information about completing common user and administrative tasks.



Begin your service transition

When you click **Begin Transition Now** in the Transition Console, Google will automatically transfer the orgs, users, and email settings for your domain from Postini to the Google Admin console:

- **Orgs and users** - Both primary addresses and aliases are copied over, as well as your Postini organizations and sub-organizations. In general, the parent-child relationships will be preserved; however, the account org and email config org are not necessary in Google Apps, so the org structure will be simplified for you in the case of a single Postini user org. If needed, you can add sub-organizations.
- **Domain names** - Each of your domain names are transferred to the Domain settings page in the Google Admin console. This might include just a single primary domain, or it may also include additional domains or domain aliases that were part of your Postini configuration. Domain verification will be set automatically for primary domains, as well as for additional domains and domain aliases. If your account does include multiple domains, you'll be given the option to select the primary domain for your account before you initiate your service transition in the Postini Transition Console.
- **Email settings** - Email settings are also transferred to Google Apps, including content filters, attachments filters, mail routing, and more.

NOTE: Postini Hybrid customers: See Managing spam, users, or archiving during [GMS](#) or [GMD](#) service transition for information about completing common user and administrative tasks.

Service transition from Postini message archiving to Google Apps Vault

If you're a Google Message Discovery customer (Postini message archiving), Google will automatically move your Postini archive data to Google Apps Vault. Google will automatically copy users, policies, and rules, as well as your emails, retention policies, matters/investigations, saved search results, audit logs, and legal holds. Saved searches will not be transitioned from GMD to Vault.

You'll receive two confirmation emails when this process is completed -- one to notify you when your email security settings have been transferred, and one to notify you when your GMD archive data has been transferred. During the transition process, your mail flow and filtering will continue without interruption. **GMD Hybrid customers:** To ensure that your mail flow is not impacted, Google will contact you if an email address shows a high probability of causing mail flow delays due to its size or activity.

NOTE: Your transition is not complete until you complete a few final steps; for example, changing your MX records from Postini to Google Apps. For detailed instructions, see [Final steps to complete your transition](#).

Once you click **Finish** (for Postini Hybrid customers) or click **Start** (for Postini Classic customers), you begin archiving in two places, both Vault and GMD, and continue to do so until your MX records no longer point to Postini, and your transition is complete. During this time, you'll need to search in both Vault and



GMD for a comprehensive eDiscovery search, since some messages will only be in GMD, and some messages may only be in Vault (if you change MX records, add users in Apps, etc.).

How long will it take for the service transition?

For many accounts, the process of automatically moving your orgs, users, and settings from Postini to Google Apps will be completed within a few minutes, but it may take longer for many other accounts. You'll receive a confirmation email when the process is completed, and the Transition Console -- which you can access using your Postini Admin Console username and password -- will also display updates so you can monitor the status of your transition.

If you are a Postini message discovery (archiving) customer, the process of moving your archive data will require extra time, and could take several weeks. You'll receive another confirmation email when this process is completed.

Note that your transition is not completed until you [change your MX records](#) from Postini to Google Apps.

NOTE: For details about the GMD transition to Google Apps Vault, see [Getting started with Google Apps Vault](#).

What can I do while GMD data is transitioning to Vault?

If you're a Google Message Discovery (Postini archiving) customer, the process of moving your archive data will require more time than it does for your GMS settings. If you have a large amount of archive data, the GMD transition process could take several weeks before it's completed.

During this extended period (after your GMS/GMD service transition begins, and before your GMD transition is completed), you'll have read-only access to the Postini Admin Console. GMD remains your system of record before the GMD service transition is complete, and Vault then becomes your system of record after your GMD transition is complete.

For additional details, see the following [FAQs](#).

WARNING:

- Once you begin your transition, do not delete Google Apps users or remove their Google Apps Vault license. Deleting user accounts or removing their Google Apps Vault license can negatively affect your GMD data transition. You can suspend Google Apps users and apply a Vault Former Employee license without any negative effects. For instructions, see [Assign Vault Former Employee licenses](#).
- Admins and users cannot access Vault during the GMD service transition unless the GMD customer also has Vault. In this case, admins should not change existing or transitioned Vault retention or rules until their GMD service transition is completed.



Transition steps for Postini Classic customers

The steps for your service transition will vary depending on your Postini customer type. If you're a Postini *Classic* customer:

- You use only Postini; you're not using Google Apps.
- You use an on-premise (non-Gmail) mail server.

The transition for Postini GMD Classic customers includes the following steps:

1. Prepare for your transition.
2. Review your transition invitation email.
3. Begin your service transition in the Postini Transition Console.
4. Review your confirmation email and confirmation message.
5. Update your Google Apps Directory Sync (GADS) settings.
6. Get started with Google Apps email settings.
7. Get started with Google Apps Vault.
8. Outbound customers only: Route your outbound mail through Google Apps.
9. Complete your final transition steps.

See the sections below for detailed instructions.

1. Prepare for your transition

To prepare for your transition, you'll need to configure your firewall, configure your SPF record (if you already have one), change your Google Apps Directory Sync (GADS) and Directory Sync Service (DSS) setting (if you already use GADS and DSS), verify ownership of your domains, and confirm admin privileges. For details, see [Prepare for your transition: Postini Classic](#).

2. Review your transition invitation email

Once your account is eligible for transition, Google will send a Transition Invitation email to administrators for your domain as well as your organization's business contact. Your Transition Invitation email will provide a link to the Classic Transition Console, where you can log in using your Postini Admin Console username and password.

Your Transition Invitation will specify the deadline for you to complete your transition -- which is within 60 days of receiving this email. (Note that online customers will have 30 days to complete their transition. For details, see [What's different if I purchased Postini online?](#) in the Postini Transition Resource Center.)



Google Postini Transition

Dear Postini customer,

Your action is now required. Your Postini account is ready for transition to Google Apps, and you must complete your transition for the following domains by **12/31/2014**:

solarmora.com

Note that mail flow and filtering for your domain will not be interrupted when you start your transition.

To get started, click the following link to log in to your Transition Console:

[Start your transition](#)

Use your Postini Admin Console username and password to log in, and then follow the instructions to begin your transition.

For more information and detailed instructions, see [Transition steps for Postini Classic customers](#) and [Getting started with Google Apps email settings](#).

If you have questions during your transition, contact [Support](#).

Thank you,
The Postini / Google Apps Transition Team

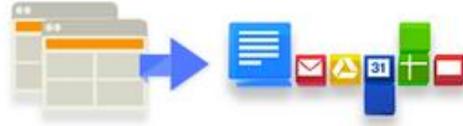
3. Begin your service transition in the Postini Transition Console

Once you open the transition console, you can click **Begin Transition Now** to automatically move your orgs, users and email settings from Postini to Google Apps. During this process, your mail flow is changed to route mail through Google Apps, and your filtering is now occurring in Google Apps. Postini is placed in passthrough mode -- which means your mail is "passed through" from Postini to Google Apps. Your MX records will continue pointing to Postini temporarily, and your Postini Admin Console will be in read-only mode.

NOTE: If you're a Postini archiving (GMD) customer, initiating your service transition also begins the automatic transfer of your GMD archive data.

If your account includes multiple domains, you'll be given the option to select the primary domain for your account before you initiate your service transition in the Postini Transition Console.

Your Postini service is ready to transition to Google Apps.



Before you begin, our records indicate that you own multiple domain names. Google Apps supports only a single primary domain name for signing in to the Google Admin panel. We will transfer all of your domains, but you need to choose one of the following as your primary domain name to transition to Google Apps:

DOMAIN	NUMBER OF USERS	EMAIL USAGE (IN LAST 7 DAYS)
<input checked="" type="radio"/> john1.in.test.postini-corp.com (recommended)	3	0
<input type="radio"/> john2.in.test.postini-corp.com	0	0
<input type="radio"/> john3.in.test.postini-corp.com	0	0
<input type="radio"/> john1alias.in.test.postini-corp.com	0	0

We will provision a Google Apps account for your domain; copy over all of your orgs, users, and settings; and switch your mail flow to Google. Your Postini settings will be set to read-only during the transition process. (For more information, see [this Help Center article.](#))

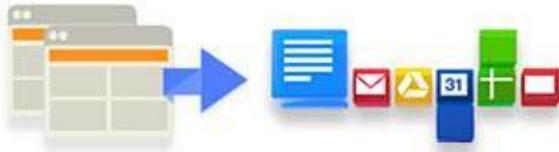
Click the button below, and your transition process will begin automatically. We will send an email to custadmin30@john1.in.test.postini-corp.com with more instructions once the process is completed.

If you have just one domain, you can initiate your service transition and message transition by clicking **Begin Transition Now**. This automatically copies your orgs, users, email settings, and messages from Postini to Google Apps.

During this process, your mail flow and filtering will continue without interruption, your MX records will continue pointing to Postini temporarily, and your Postini Admin Console will be in read-only mode. If you're a Google Message Discovery (GMD) customer, initiating your service transition also begins the automatic transfer of your GMD archive data.



Your Postini service is ready to transition to Google Apps.



We will provision a Google Apps account for your domain (solarmoracomp.com); copy over all of your orgs, users, and settings; and switch your mail flow to Google. Your Postini settings will be set to read-only during the transition process. (For more information, see this [Help Center article](#).)

Click the button below, and your transition process will begin automatically. We will send an email to administrator@solarmoracomp.com with more instructions once the process is completed.

Non-blocking items

This section contains a list of items that are not blocking your transition, but you should be aware of these details before you begin your transition. For example, the behavior of a Google Apps setting may be slightly different than the behavior of a comparable setting in Postini.

Binary attachment scanning is not available (UNS_ATTACHMENT_MANAGER_SCAN_BINARIES)

The Postini Attachment Manager "scan inside binaries" feature is not yet available in Google Apps. During your service transition, this setting will not be copied to the Google Apps *Attachment compliance* setting.

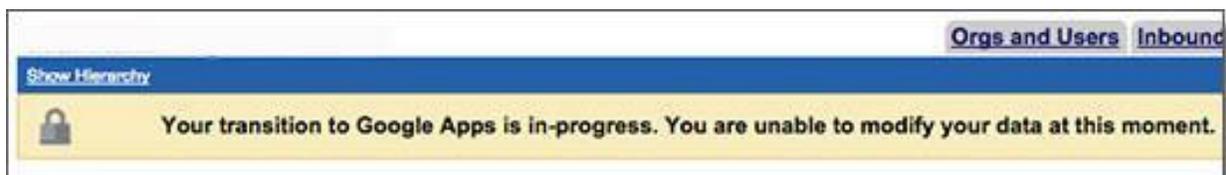
Affected organization: solarmoracomp.com

Catchall spam rejection is unsupported (UNS_UI_CATCHALL_SPAM)

You are using a Postini catchall on one or more domains, and have configured spam rejection for the domain(s). This is not supported in Google Apps. Catchall mail will be delivered to your host with a header indicating the spam status. You are encouraged to set up enumerated addresses for your domain(s) so that you do not need to accept catchall mail.

[Begin Transition Now](#)

When you click **Begin Transition Now**, the Postini Administration Console will display an in-progress message at the top of the page. The lock icon on the left signifies that Postini is in read-only mode.



4. Review your confirmation email and confirmation message

For many domains, the process of moving your orgs, users, and settings from Postini to Google Apps will be completed within a few minutes, but it may take longer for many other domains. You'll receive a confirmation email when the process is completed, and the Transition Console will display updates so you can monitor the status of your transition.

The length of time required for your transition to be completed depends on the number of users in your account. In general the process will take a few minutes, but it could take longer for some domains that include a large number of users.

If you're a GMD customer, the transition of your archive data, users, and messages to Google Apps Vault will require more time. For very large organizations, the process may take several weeks. You'll receive a separate confirmation message when the process of copying your GMD data to Google Apps Vault is completed. Additionally, you can monitor the process of your GMD transition in the Postini Transition Console by viewing a progress bar at the top of the page.



5. Update your Google Apps Directory Sync (GADS) settings

If you plan to or already use GADS:

After you are notified that your orgs, users, and settings have transitioned to Google Apps, you'll need to [create exclusion rules](#) that prevent GADS from deleting the Google Apps user accounts created during your service transition for former employees, Postini-only users, and sharded user accounts. Then, enable GADS to synchronize user accounts.

For instructions, see [Using GADS and DSS during the transition](#).

6. Get started with Google Apps email settings

Once you receive confirmation that your GMS transition is completed (your orgs, users, and settings are moved to Google Apps), sign in to the Google Admin console to review your email security settings. See [Getting started with advanced settings for Gmail](#) for a detailed mapping of Postini GMS features to Google Apps, and for links to important articles.

7. Get started with Google Apps Vault

The GMD transition process is similar to the process for Google Message Security (GMS). However, **the automatic transfer of your GMD archive data depends on the size of your archive, and likely will require a period of several weeks.** To ensure that live mail flow is not impacted while GMD data is transitioning from Postini to Vault, Google will contact you if an email address shows a high probability of causing mail flow delays due to its size or activity.

We'll notify the root admin for your domain with a confirmation email when this process is completed.



Once you receive confirmation that your GMD transition is completed, see [Getting started with Google Apps Vault](#). This article provides guidance for using Vault after your service transition, and specifies details for performing many common tasks in Vault that are comparable to Postini archiving. Before you make any changes to your Vault configuration, read all of the instructions in the above article carefully.

8. Outbound customers only: Route your outbound mail through Google Apps

If you're using Postini Outbound filtering, you'll need to follow these steps to complete your Postini transition to Google Apps:

1. Route your outbound mail through Google Apps using the SMTP relay service setting in the Google Admin Console.
2. Configure your on-premise outbound mail server to point to smtp-relay.gmail.com, port 25 or port 465.

For detailed instructions on completing these steps, see [SMTP relay service setting](#).

9. Complete your final transition steps

To complete your transition to Google Apps, you'll need to finish a few cleanup steps, including changing your MX records. You can complete these steps any time after you have clicked **Finish** (for Postini Hybrid customers) or after you have clicked **Begin** (for Postini Classic customers), although we recommend that you wait at least 1 week to change your MX records to verify mail flow. For detailed instructions, see [Steps to complete your transition](#).



Transition steps for Postini Hybrid customers

The steps for your service transition will vary depending on your Postini customer type. If you're a Postini Hybrid customer:

- You're a Google Apps customer who can route mail to on-premise mail servers.
- In addition to Google Apps, you also use Postini message security or message discovery (archiving).
- You log in to the Google Admin console and the Postini Admin Console with separate login credentials.

When you're eligible to transition, you'll receive a transition invitation email, which includes a link to the Postini Transition Console. The Hybrid Transition Console enables you to initiate your transition, test your settings and mail flow in Google Apps, and finish your transition.

Non-Google Apps Postini customers who use on-premise mail servers will use the Classic version of the Transition Console (see *Transition steps for Postini Classic customers*). Most Postini customers who use both Postini and Google Apps will use the Hybrid version of the Transition Console, which is described in this section.

The transition for Postini GMS Hybrid customers includes the following steps:

1. Prepare for you transition.
2. Review your transition invitation email.
3. Begin your service transition in the Postini Transition Console.
4. Review your confirmation email and confirmation message.
5. Update your Google Apps Directory Sync (GADS) settings.
6. Review and verify your Google Apps configuration, and modify if needed.
7. Log in to the Postini Administration Console to continue your transition.
8. Complete your final transition steps.

NOTE: The *service transition* is the process of automatically copying your orgs, users, and settings from Postini to Google Apps. You set this process in motion when you click **Begin Transition Now** in the Transition Console. For most domains, this process is completed within a few minutes, but it may take longer for some domains. You'll receive a confirmation email when it's completed. The *message transition* is the process of automatically moving your messages from Postini to Google Apps. For Postini Hybrid customers, this process is set in motion by clicking **Finish transition** in the Transition Console. For larger organizations, and for organizations transitioning from GMD to Vault, this process will require much more time.

1. Prepare for your transition

To prepare for your transition, you may need to configure your firewall, configure your SPF record (if you already have one), change your Google Apps Directory Sync (GADS) and Directory Sync Service (DSS) setting (if you already use GADS and DSS), verify ownership of your domains, confirm admin privileges,

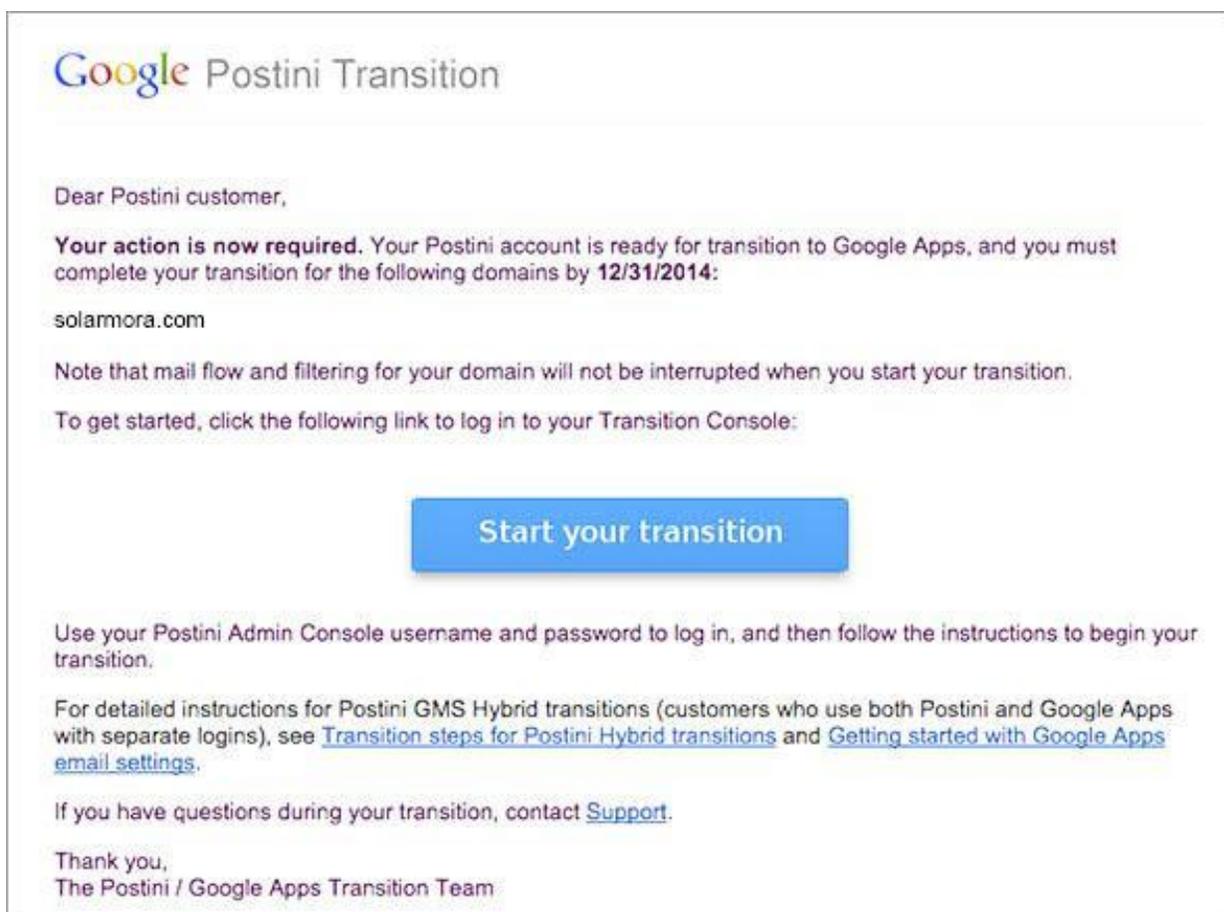


and more. For details, see [Prepare for your transition: Postini Hybrid](#).

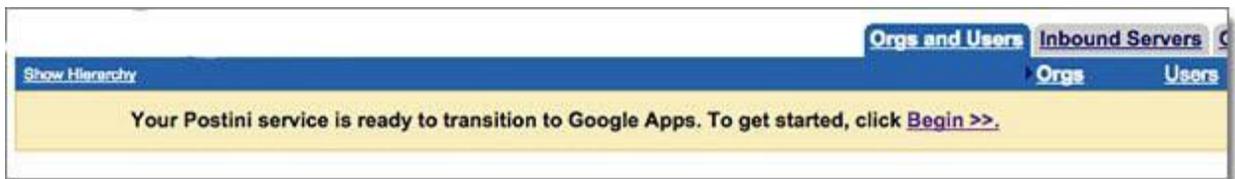
2. Review your transition invitation email

When your account is eligible for transition, Google will send a transition invitation email to administrators for your domain as well as your organization's business contact. Click **Start your transition** to access the Transition Console. You can log in using your Postini Administration Console username and password.

Your transition invitation email will specify the deadline for you to complete your transition—which is within 60 days of receiving the email. (Online Postini customers will have 30 days to complete their transition. For details, see [What's different if I purchased Postini online?](#) in the Postini Transition Resource Center.)



When your account is ready to transition, your Postini Administration Console also displays a link to the Transition Console. Similar to the transition invitation email, a message notifies you that your account is ready for transition.



3. Begin your service transition in the Postini Transition Console

If you have a single Postini account but multiple Google Apps accounts, for each domain in Postini, you must select the Google Apps account to which you want to transition that domain.

NOTE: In general, your Postini domains are automatically mapped to Google Apps during your service transition. However, for a small percentage of Postini Hybrid customers, one or more Postini domains cannot be automatically transitioned because of conflicts with existing Google Apps domains. For details, see [Transitioning Postini domains with mapping conflicts](#).

Google Postini Transition

Admin Console
Message Center
Help Center
Firewall Check
Domain Verification

Your Postini service is ready to transition to Google Apps and Google Apps Vault.



Your Postini service is ready to transition to Google Apps and Google Apps Vault for the following domains:

omgmdb.in.test.postini-corp.com, omgmdb3.in.test.postini-corp.com, omgmdb2.in.test.postini-corp.com, omgmdb4.in.test.postini-corp.com

The above domains are part of a single Postini account that you must map to multiple Google Apps accounts. Before initiating your service transition, use the section below to choose how you will map your Postini domains. Every Postini domain must be assigned to one Google Apps account.

Postini domain	Use this Apps domain
omgmdb.in.test.postini-corp.com	<input type="text" value="omgmdb.in.test.postini-corp.com"/>
omgmdb3.in.test.postini-corp.com	<input type="text" value="omgmdb.in.test.postini-corp.com"/>
omgmdb2.in.test.postini-corp.com	<input type="text" value="omgmdb2.in.test.postini-corp.com"/>
omgmdb4.in.test.postini-corp.com	<input type="text" value="omgmdb2.in.test.postini-corp.com"/>

Once you have finished mapping your Postini domains to your Google Apps accounts, click **Begin Transition Now** to transfer your orgs, users, and settings to your Google Apps accounts. We'll automatically copy your Postini data to a new organizational unit within each account, so your existing Google Apps configuration will not be overwritten.

Non-blocking items

This section contains a list of items that are not blocking your transition, but you should be aware of these details before you begin your transition. For example, the behavior of a Google Apps setting may be slightly different than the behavior of a comparable setting in Postini.

You have one or more Postini user aliases that can't be created in Google Apps (USER_ALIAS_FROM_NOT_ELIGIBLE_OR_SKIPPED_DOMAIN)

You have one or more Postini user aliases that can't be created in Google Apps, or that belong to a different Google Apps account from the users' primary email address. You'll need to transition these user aliases manually.

Affected organization: omgmdb.in.test.postini-corp.com Users

Affected organization: omgmdb.in.test.postini-corp.com Users



NOTE: For a Google Apps account to appear as a destination, it must contain at least one of your Postini account domains.

If you have just one Google Apps account, you can initiate your service transition and message transition by clicking the **Begin Transition Now** button to transfer your orgs, users, and settings to your Google Apps account. Google automatically copies your Postini data to a new organizational unit in Google Apps, so your existing Google Apps configuration will not be overwritten:

- Your Postini org structure will be replicated in a new org below your top-level org in Google Apps.
- Any users that exist only in Postini will be created within this new hierarchy.
- Your transitioned Postini settings will be created in this new hierarchy.

During this process, your mail flow and filtering will continue without interruption, your MX records will continue pointing to Postini temporarily, and your Postini Admin Console will be in read-only mode. See [Managing spam, users, or archiving during GMS or GMD service transition](#) for information about completing common user and administrative tasks.

Your Postini service is ready to transition to Google Apps.



Your Postini service is ready to transition to Google Apps for the following domain:

Click **Begin Transition Now** to transfer your orgs, users, and settings to your Google Apps account. We'll automatically copy your Postini data to a new organizational unit, so your existing Google Apps configuration will not be overwritten.

Next, you'll need to review and verify your settings in Google Apps, move users, and modify your organizational structure if needed. Then, follow the steps in this transition console to route your email through Google.

For more information and instructions, see this [Help Center article](#).

solamora.com

Non-blocking items

This section contains a list of items that are not blocking your transition, but you should be aware of these details before you begin your transition. For example, the behavior of a Google Apps setting may be slightly different than the behavior of a comparable setting in Postini.

Binary attachment scanning is not available *(UNS_ATTACHMENT_MANAGER_SCAN_BINARIES)*
The Postini Attachment Manager "scan inside binaries" feature is not yet available in Google Apps. During your service transition, this setting will not be copied to the Google Apps *Attachment compliance* setting.
Affected organization: solamora.com users

Catchall spam rejection is unsupported *(UNS_UI_CATCHALL_SPAM)*
You are using a Postini catchall on one or more domains, and have configured spam rejection for the domain(s). This is not supported in Google Apps. Catchall mail will be delivered to your host with a header indicating the spam status. You are encouraged to set up enumerated addresses for your domain(s) so that you do not need to accept catchall mail.

Begin Transition Now

Non-blocking items

If there are relevant items to display for your account, the Transition Console also reminds you of any non-blocking items you should be aware of before beginning your transition. For example, the behavior of a Google Apps setting may be slightly different than a comparable setting in Postini.

Message transition

From the Transition Console, you can initiate the transition of your email messages later in the process, when you click Finish transition. If you're a Google Message Discovery (GMD) customer, you'll also initiate the transition of your archive data and messages later in the process. For more details, see "Change mail processing to Google Apps."

IMPORTANT:

When you've been invited to transition, you have no blocking items preventing you from transitioning, and you have passed the dry-run tests. Initiating your service transition will not disturb your existing configuration in Google Apps.

Additionally, because you can set up your organizations in passthrough mode during the Hybrid transition process, this enables you to "roll back" your transition temporarily as you test your settings and mail flow. Passthrough mode means your mail is "passed through" from Postini to Google Apps, and your MX records continue pointing to Postini temporarily. Passthrough enables you to test the functioning of your settings before you complete your transition.

The transition process is only irreversible when you click **Finish transition** on the last page of the Transition Console.

4. Review your confirmation email and confirmation message

After your orgs, users, and settings are copied to your Google Apps account, you'll receive a confirmation email that will prompt you to continue your transition by returning to the Transition Console.

5. Update your Google Apps Directory Sync (GADS) settings

For details, see [Using GADS and DSS during the transition](#).

6. Review and verify your Google Apps settings, and modify if needed

After your Postini orgs, users, and settings are copied to a new organizational unit in Google Apps, you'll need to sign in to the Google Admin console to [review](#) and verify your settings in Google Apps (see [Getting started with advanced settings for Gmail](#)), move users, [modify your organization structure](#) if needed, and adjust your routing settings. While making these adjustments, mail will still flow from Postini. You will be asked to change mail processing to Google Apps in later steps in the Transition Console.

During your service transition, your Postini GMS OU structure is replicated in a new OU below your top-level OU in Google Apps. After this is done, you may wish to adjust your orgs by moving users and/or copying settings. To review your Google Apps settings and org structure, sign in to the [Google Admin console](#). Note that while making adjustments to your Google settings, mail will still flow from Postini.

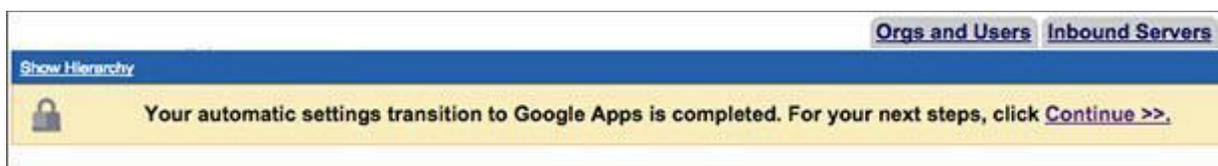


From the Google Admin console, do the following:

- Review and verify your transitioned settings (see [Getting started with advanced settings for Gmail](#)).
- If needed, copy your transitioned Postini settings to the appropriate organizational units. For example, you might want to copy settings from one of your transitioned Postini OUs to an OU that's already existing in your Apps org structure. For instructions on how to copy a setting to another OU, see [How to use the controls on the Advanced settings page](#).
- Review your organizations, and if needed modify your organizational structure (see [Modify the organizational structure](#)).
- Review your users, and if needed, move your users to the appropriate organizational units (see [Move a user to an organizational unit](#)).
- If needed, enable domain default routing (see [Default routing setting](#) for instructions).
- Verify routing to your on-premise mail hosts. If needed, adjust the Non-Gmail mailbox routing setting (see [Non-Gmail mailbox routing](#)).

7. Log in to the Postini Administration Console to continue your transition

Once you have reviewed your Google Apps configuration, return to the Postini Transition Console to complete your transition. The Admin Console displays a message at the top of the page. Click Continue to access the Transition Console. (The lock icon on the left signifies that Postini is in read-only mode.)



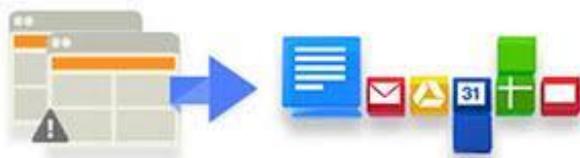
How to access the Postini Transition Console

Your Transition Invitation email provides a link to the Transition Console, where you can log in using your Postini Admin Console username and password, or you can [sign in directly](#) to Postini and click the links to the Transition Console. You'll need to follow the steps in the Transition Console to route your email through Google, and then observe mail flow in your domain before completing your transition.

After you verify your Google Apps settings, check all of the boxes on this page, and click Next.



Modify and verify your Google Apps configuration



Your Postini orgs, users, and settings have been copied to a new organizational unit in Google Apps. Sign in to the [Google Admin console](#) to verify your settings in Google Apps, move users, modify your organizational structure if needed, and adjust your routing settings. While making these adjustments, mail will still flow from Postini. You will be asked to change mail processing to Google Apps in the next step. See this [Help Center article](#) for instructions.

Once you have verified your Google Apps settings, highlight the following check boxes and click **Next** to confirm:

- I have reviewed and verified my transitioned settings
- I have reviewed my organizational structure, and have modified, if needed
- I have reviewed my users, and have moved them to the appropriate organizational units, if needed
- I have enabled default routing, if needed
- I have applied and verified routing to my on-premise mail hosts, if needed

Next

Change mail processing to Google Apps

During your service transition, your Postini orgs, users, and settings were copied to a new organizational unit (OU) in your Google Apps account, and the Postini Admin Console was placed in read-only mode. However, your mail continues to be routed through Postini temporarily, and Postini filtering remains in effect.

Once you have verified your Google Apps configuration, it's time to re-route your Postini mail to Google Apps. Before you do this, test your mail flow by selecting ON for a subset of organizational units, or select ON for all OUs. You can then test mail flow to and from users in your domain, and click OFF if needed.

NOTE: As a preparation step for your transition, we recommend that you create a pilot org in Postini before you initiate your service transition—especially if you have a simple hierarchical structure in Postini (one account org, one email config org, and one user org). This enables you to test mail flow to Google Apps for a subset of your users in select organizations before completing your transition. If you have multiple organizations in Postini, you can select any existing organization to test your settings after your transition, rather than create a pilot org.

Once your Google Apps configuration is working to your satisfaction, select ON for every organizational unit, and click Finish transition.

If you're a Postini archiving (GMD) customer, clicking Finish transition also begins the transfer of your

GMD archive data.

Change mail processing to Google Apps



During your service transition, your Postini orgs, users, and settings were moved to a new organizational unit (OU) in your Google Apps account, and the Postini Admin Console was placed in read-only mode. However, your mail continues to flow through Postini temporarily, and Postini filtering remains in effect.

Now that you have verified your Google Apps configuration, it's time to change your mail processing from Postini to Google Apps. First, check that you're satisfied with your Google Apps settings by selecting **ON** for a subset of organizational units, or select **ON** for all OUs. By doing this, Postini filtering is disabled, but mail flows through, thereby relying solely on filters and policies configured in Apps. You can then test mail flow to and from users in these OUs, and click **OFF** if you need to reinstate Postini filters while you make adjustments in Apps.

Once your Google Apps configuration is working to your satisfaction, select **ON** for every organizational unit, and click **Finish Transition**.

Organization	Re-route mail
solarmora.com Account	<input type="button" value="OFF"/>
solarmora.com Email Config 1	<input type="button" value="OFF"/>
solarmora.com Users	<input type="button" value="OFF"/>

When you click **ON**, you'll be asked to confirm your selection:

Are you sure you want to re-route mail for this organizational unit to Google Apps?

Include all sub-orgs

NOTE: At this point in the process, you can still change your routing back to Postini if needed.

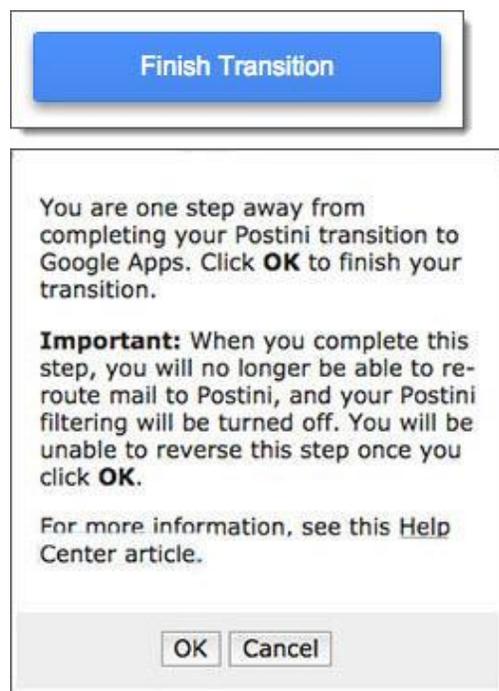
Finish your service transition

Once you're satisfied with the functioning of your settings in Google Apps, and once you have confirmed proper mail flow, select ON for all of your organizations, click Finish Transition, and click OK to confirm.

WARNING: When you complete this step, you'll no longer be able to re-route mail to Postini, and your



Postini filtering will be turned off. You will be unable to reverse this step once you click OK. By clicking Finish Transition, and then confirming by clicking **OK**, you are initiating the transition of your email messages to Google Apps. If you're a GMD customer, this also initiates the transition of your archive data and messages.



When this process is completed, you'll receive an email confirmation message. The length of time required for your transition to be completed depends on the number of users in your account. In general the process will take a few minutes, but it could take longer for some domains that include a large number of users. You'll receive a confirmation email when this process is completed.

If you're a GMD customer, the transition of your archive data, users, and messages to Google Apps Vault will require more time. For very large organizations, the process may take several weeks. You'll receive a separate confirmation message when the process of copying your GMD data to Google Apps Vault is completed. Additionally, you can monitor the process of your GMD transition in the Postini Transition Console by viewing a progress bar at the top of the page.

Sign in to Google Apps to get started

Once you receive confirmation that your orgs, users, and settings are transitioned and then finish your transition in the Postini Transition Console, we recommend that you sign in to the Google Admin console to review your Postini settings and to familiarize yourself with how the transferred settings appear, and to make any adjustments if necessary.

For instructions on how to perform many common tasks in the Google Admin console that are comparable to Postini, and to learn how to modify specific Google Apps settings after your service transition, see the chapters below.

8. Complete your final transition steps



To complete your transition to Google Apps, you'll need to finish a few cleanup steps, including changing your MX records. You can complete these steps any time after you have clicked **Finish** (for Postini Hybrid customers) or after you have clicked **Begin** (for Postini Classic customers), although we recommend that you wait at least 1 week to change your MX records to verify mail flow. For detailed instructions, see [Steps to complete your transition](#).

Managing spam and users during the GMS Hybrid service transition

This table identifies when filtering services transition from Postini to Google Apps and in which system users and administrators perform common tasks during GMS Hybrid service transition.

		Invited	Transition started	Passthrough enabled	Transition completed
Services	MX records	Postini	Postini	Postini/Apps	Apps
	Mail filtering	Postini	Postini	Apps	Apps
Users	View spam	Postini	Postini	Apps	Apps
	Change blacklist/whitelist	Postini	X	Apps	Apps
Administrators	Add users	Postini	Apps*	Apps	Apps
	Remove users	Postini	Apps*	Apps	Apps
	Suspend users	Postini/Apps	Apps*	Apps	Apps
	Change display name	Postini/Apps	Apps	Apps	Apps
	Change primary email address	Postini	Apps	Apps	Apps
	Add a user alias	Postini	Apps	Apps	Apps
	Auto-assign licenses	Apps	Auto OFF	Manual ON	Apps
	Move OU	Postini	Apps	Apps	Apps
	Change user password	Postini	Apps	Apps	Apps
	Change spam filters	Postini	X	Apps	Apps



	Access reports	Postini	X	Apps	Apps
* Takes effect when Postini is in passthrough state. See the FAQs at the end of this guide for more information about passthrough.					

Using GADS and DSS during the transition

If you use Google Apps Directory Sync (GADS) and Postini Directory Sync Service (DSS), there are a few steps to you'll need to complete as part of your transition. These changes are important to the transition process, and will help prepare your environment for life after Postini, including new user types such as Vault Former Employee and Postini only user accounts.

NOTE: Though not mandatory for transition, we recommend that you upgrade to [GADS 4.0.1](#) for its new features and bug fixes and to avoid using deprecated APIs. For more information about deprecated APIs and timelines, see this [Google Apps Update](#).

Before the transition

1. Set up GADS to [suspend Google Apps users](#) not found in Lightweight Directory Access Protocol (LDAP).
2. Disable DSS. DSS is not used after the transition.
3. Disable the GADS scheduled sync or cron job so that GADS does not make changes during the transition.

During the transition

After you are notified that your orgs, users, and settings have been transitioned from Postini to Google Apps, continue synchronizing user accounts:

Before you enable GADS again, ensure that GADS does not want to delete users, groups or organizational units created in the transition.

1. Set up these [Google Apps Exclusion Rules](#) in GADS:

Type	Match type	Exclusion rule
Organization Complete Path	Substring match	Copied from Postini
Organization Complete Path	Substring match	Former Employees
Group Email Address	Substring match	_extra_aliases@



2. Simulate a GADS sync to verify changes.
3. Enable the GADS scheduled sync or cron job.

After the transition

After your service transition completes, you may want to:

- Combine the **Former Employees** organizational unit with any existing organizational unit for deprovisioned users.
- Merge your previous organizational unit structure with organizational units created for the transition and use GADS to manage all user accounts. You may need to restructure your organizational units and their settings and ensure that all users that are created during the transition are in your LDAP system.



Steps to complete your transition

To complete your transition, you'll need to finish the following clean-up steps. You can complete these steps any time after you receive a confirmation email that your mail is now routed through Google Apps and your orgs, users, and settings have been transitioned to Google, although we recommend that you wait at least 1 week to change your MX records to verify mail flow.

NOTE: We recommend that you wait to change your Postini inbound gateway until after you change your MX records.

1. Change your MX records to Google Apps

Changing your mail exchange (MX) records is one of the final steps in your transition from Postini to Google Apps. Once your orgs, users, and settings have been moved to Google Apps, you will need to update your domain settings (your MX records) to route email messages through the Google Apps mail servers.

This can be done any time after you have clicked **Finish** (for Postini Hybrid customers) or after you have clicked **Begin** (for Postini Classic customers), although we recommend that you wait at least 1 week after this step to verify mail flow.

To learn more about your inbound and outbound mail flow after you change your MX records, see [After your transition: Google Apps mail flow diagrams](#).

Why you need to change your MX records

Until you change your MX records, your mail is unnecessarily routing through the Postini data center. You will experience the best results -- for both your users and administrators -- after you change your MX records to Google Apps.

How to change your MX records

To complete this step, use the administration console for your domain provider. From there, you can create MX records that point to Google Apps.

For step-by-step instructions and other important details, see [Set up MX records](#) and [MX record values](#). See also the guidelines below.

Insert the following DNS MX records for each of your domains:

Priority	Mail server
1	ASPMX.L.GOOGLE.COM.
5	ALT1.ASPMX.L.GOOGLE.COM.



5	ALT2.ASPMX.L.GOOGLE.COM.
10	ALT3.ASPMX.L.GOOGLE.COM.
10	ALT4.ASPMX.L.GOOGLE.COM.

Each record points to a Google mail server. You enter these values at your domain host, not in your Google Admin console. Note that some hosts use different labels for the name and value fields, and many domain hosts also require a trailing period at the end of the server name.

Important guidelines for changing your MX records:

- **ASPMX.L.GOOGLE.COM must be the top priority record.**
The Priority column shows the relative priorities of the Google mail servers. Mail is delivered to the server with the highest priority first. If for some reason that server isn't available, mail is delivered to the server with the next highest priority, and so on through all your the servers. Priority values don't need to be exactly like those shown in the table. And in fact, different domain hosts have different systems for setting MX record priority. Regardless of your domain host's system for indicating priority, ASPMX.L.GOOGLE.COM must be the top priority record.
- After changing your MX records to Google Apps, be sure to remove all MX records that contain .PSMTP.COM (the Postini MX records).
- If your domain provider enables you to set the Time to Live (TTL) value for the record, set it to 3600 seconds if there is no suggested value from your domain provider. The TTL is the number of seconds before subsequent changes to the MX record go into effect. See [Time To Live \(TTL\)](#) for more details.
- Changes to MX records can take up to 48 hours to propagate throughout the Internet.

If you have difficulty changing MX records, contact your domain provider for assistance. For more instructions, see [MX record values](#) and [Understand MX records](#).

2. Configure your Exchange server to forward journal messages

If your organization uses Microsoft Exchange and if you have journaling turned on, you'll need to configure your Exchange server to forward journal messages to Vault.

For instructions on how to complete this step, see "Configure your Exchange server to forward journal messages to Vault" in [this Help Center article](#).

The [Vault Settings for Exchange Journals](#) feature in the Google Admin console enables you to specify an email address in your domain that will receive your Exchange journal messages. However, note that you won't need to configure this setting during your transition to Google Apps Vault. During the automatic transition process to Vault, a value for the "Receive journal messages at the following address" setting will be applied automatically.

NOTE: Make sure the "Receive journal messages at the following address" field matches the address



that you specify when you configure your Exchange server(s) for journaling. Microsoft refers to this address as the *custom SMTP recipient*, because the Exchange journaling server will forward all journal reports to this address using SMTP.

3. Route your outbound mail through Google Apps

If you're using Postini Outbound filtering, you'll need to follow these steps to complete your Postini transition to Google Apps:

1. Route your outbound mail through Google Apps using the SMTP relay service setting in the Google Admin Console.
2. Configure your on-premise outbound mail server to point to smtp-relay.gmail.com, port 25 or port 465.

For detailed instructions on completing these steps, see [SMTP relay service setting](#).

WARNING: If you're using Exchange journaling, you must change your Exchange journal address before adjusting the outbound host. For instructions, see the step above: *Configure your Exchange server to forward journal messages*.

4. Remove the 'indefinite' retention policy that was created during your service transition

As part of the transition process, Google took steps to ensure that no data was purged from either Vault or GMD. To ensure this, a custom retention policy was created in Vault to "Retain data indefinitely", which ensured that no data was inadvertently lost due to Vault's auto-purge functionality. To return the retention policies to the retention periods you maintained in GMD, you will need to remove this policy. However, before doing so, we strongly encourage you to review your policies and settings to ensure that the retention policies will meet your needs. Once you have reviewed your retention policies to ensure they are satisfactory, you can remove the "indefinite" retention policy.

For general instructions about changing your Retention settings, see [Set retention rules](#) and [How retention works](#).

To change the Retention rule by adding date-range restrictions:

1. Sign in to Vault at <https://ediscovery.google.com>.
2. Click **Retention**.
3. Click the rule.
4. Modify the following information, and then click **Save**.

Organization

Choose the entire domain or organizational unit.

Sent Date

Enter a date range, or leave blank.



Terms

During your service transition, GMD email will be sent to Gmail mailboxes with the **^deleted** label to avoid interference with existing Gmail user mailboxes and to ensure the messages remain in an “archived” state -- visible only in Vault (unless the GMD user is also an Apps user that still had the message live in their Gmail mailbox). The Retain data indefinitely retention policy will protect accidental purging of these **^deleted** archive messages during your service transition.

If you want users to be able to keep their messages in Gmail as long as they want, but you want to ensure that Vault maintains the data for the duration of your retention period, do not remove the **label:^deleted**. If you remove the **label:^deleted** in the search terms of your retention policy, all content older than the retention period will be removed from the user’s Gmail box and set for purge.

Retention period

Vault’s retention periods are different than GMD and operate differently. GMD allowed only up to 10 years of retention, and retention policies for existing data could not be altered. Additionally, GMD took no action on the users’ mail accounts. Meanwhile, Vault allows retention from one day up to an indefinite time period, and retention policy changes **will** impact existing data in your users’ mail accounts unless you create new policies with a date range restriction.

You should take this time to review your retention requirements and make any changes accordingly. If you are to make changes, determine which of the following options meet your requirements:

- Choose the option to retain data for a specified number of days (anywhere from 1 to 36,500 days). By choosing this option, user content is retained in Vault for this period of days and then expunged shortly thereafter.
- Choose Retain data indefinitely. By choosing this option, user content is permanently available in Vault unless a custom rule applies to it.
- If you want users to be able to keep their email as long as they want (even if longer than the retention period) and if you also want to ensure it is kept by Vault for the duration of the retention period (even if the user deletes), your policy should include **label:^deleted** in the search terms of the retention policy.

NOTE:

- If you do not specify a retention period, user content is under user control unless a custom rule applies to it or unless the user account containing the content is on hold.
- As long as a user has a Vault license -- either as an active, suspended, or former account -- there is no additional fee for Vault storage.

5. Remove Postini from your inbound gateway

To complete your transition to Google Apps, you’ll need to remove Postini IP addresses from your inbound gateway setting. For instructions, see [Inbound mail gateway](#).

Complete this step only after you have changed your MX records to Google Apps. Once you change your MX records, mail coming from Postini should no longer get special treatment, as Postini is no longer an



expected mail source.

6. Update your Google Apps Directory Sync (GADS) settings

If you plan to or already use GADS--After you are notified that your orgs, users, and settings have transitioned to Google Apps, you'll need to [create exclusion rules](#) to prevent GADS from deleting the Google Apps user accounts that are created during your service transition for former employees, Postini-only users, and sharded user accounts. Then enable GADS to synchronize user accounts.

IMPORTANT: Once you begin your transition, do not delete Google Apps users who have archive data you would like to retain -- either manually or via GADS during your service transition. Deleting user accounts can negatively affect your GMD data transition. You can suspend Google Apps users and apply a Vault Former Employee license without any negative effects. For instructions, see [Assign Vault Former Employee licenses](#).

We will notify you when your GMD transition process is completed, after which time you may want to [combine pre- and post-transition OU structures](#) so that GADS manages all user accounts.

Get started with Google Apps Vault

IMPORTANT: This article provides guidance for using Google Apps Vault after your service transition, and specifies details for performing many common tasks in Vault that are comparable to Postini archiving. **Before you make any changes to your Vault configuration, read all of the instructions in this article carefully.**

For details about how the transition process works, see [Transition steps for Postini Classic customers](#) and [Transition steps for Postini Hybrid customers](#). For more details about getting started with Google Apps Vault after your transition, see [Get started: Postini customers](#) in the Vault help center.

During your transition from Google Message Discovery (GMD) to Google Apps Vault, Google automatically transfers your users, policies, and rules, as well as your emails, retention policies, matters/investigations, saved search results, audit logs, and legal holds.

During this process, your mail flow will continue without interruption, and you can continue to sign in to GMD to search your archive, so the service transition is non-disruptive to your users and admins. GMD Hybrid customers: To ensure that your mail flow is not impacted, Google will contact you if an email address shows a high probability of causing mail flow delays due to its size or activity.

When your GMD transition is complete, your Postini administrator will receive a confirmation email from Google. From that point forward Vault will be the system of record for your eDiscovery. Once you receive confirmation that your Postini data has been copied to Vault, you need to sign in to your Vault account to review your archive and retention settings.

To finish your transition, you'll need to make a few changes that are specified at the end of this article. Read this article to become more familiar with Vault functionality and terminology before you make any changes.



NOTE: Vault administrators without a Vault license may be unable to sign in to <https://ediscovery.google.com>. As a [workaround](#), have your Google Apps administrator temporarily disable and then re-enable Vault access.

What data is transitioned to Vault?

During your service transition, Google will copy the following data:

- **User accounts**
- **Retention/archiving policies**
- **Investigations**—Investigations are mapped to matters in Vault.
- **Legal holds**—Full-account holds and targeted (date range) holds will be transitioned. Saved search results are transitioned as targeted legal holds. While your saved search results will be transitioned, the criteria used to create this data will not be.
- **Transition audit reports**—These reports provide details about what happens to your archived messages during your transition. Some of your messages may not be delivered successfully to Vault during your transition, and your audit reports provide an accounting of these details.

Audit reports are exported from Postini as a CSV and uploaded to Google Drive to a folder named GMD Migration Artifacts (yyyy-MM-dd), where yyyy-MM-dd is the date when reports were created. For additional details about audit reports, see [About GMD transition audit reports](#).

- **Manifest files**—During your transition, some of your archived messages were extracted from GMD, but could not be delivered to Vault, so they are assembled into an MBOX file in your Drive account. There is one manifest file for each MBOX file, displayed by user. Similar to transition audit reports, manifest files are exported to a Google Drive folder named GMD Migration Artifacts. For additional details about manifest files, see [About GMD transition audit reports](#).
- **Transition settings report**—This report displays a summary of the settings that are copied over during your GMD-to-Vault transition—for example, your retention policies and holds. Similar to the above reports, the transition settings report is uploaded to Google Drive to a folder named GMD Migration Artifacts. For additional details about settings reports, see [About GMD transition audit reports](#).
- **Messages**—Messages that Gmail and Vault support will be transitioned. Messages will be transitioned with the header, footer, sent and received date, subject and content intact; there will be no change to the content or the header and footer metadata, including the sent and received date.

Messages that cannot be transitioned to Vault will be exported to mbox files and stored in Drive with a corresponding CSV report file. These uploaded messages will not be discoverable/searchable in Vault, and will include the following message types:

- Messages over 25 MB. Gmail supports messages up to 25 MB in size



- Messages with attachment types not permitted in Vault or Gmail. These include .exe files, virus infected files, and other types of files that Gmail and Vault do not support (see [Some file types are blocked](#))
- Any other messages that did not transition to Vault

Messages stored in mbox files will include Postini_GMD_Export in the file name—for example, *Postini_GMD_Export_Jim_Smith_2014_1.mbox*. These messages are placed in a GMD Migration Artifacts folder in the domain administrator's Drive and shared with other administrators. Messages are aggregated per user per year, or in 500MB batches, whichever comes first.

IMPORTANT: If you have configured Vault or Drive for Work ahead of your transition, Google will transition only your *messages* as described in this section; while retention/archiving policies, investigations, and legal holds will not be transitioned.

During the transition process, auto-purge in Postini is disabled, and Vault is enabled with a policy that will ensure no messages are purged via an indefinite retention policy. Though you will not be able to place a legal hold until the transition completes, the data in GMD and Vault is being preserved. The indefinite retention policy placed on data in Vault should not be removed until all data is transitioned and any new matters/investigations and legal holds are created. As long as a legal hold is created before any Vault administrator modifies the indefinite retention period, data that was in the archive or added to the archive during the transition will be preserved as part of the legal hold.

At the end of the transition, Google will provide transition documentation that includes audit logs that include manifest files for each mbox file exported, split by user, and the transition settings report as described above, which include retention policies and holds. The combination of messages that are successfully transitioned and placed in Vault and the exception message types contained within the mbox files and listed in the corresponding CSV report files will constitute all the messages in your GMD archive at the time of transition.

NOTE: Some users' mail may be located in Vault former employee accounts (VFEs). For more details, see Apps user accounts, Vault licenses, and Vault privileges in the section below. See also [Transitioning large mailboxes for GMD customers](#).

IMPORTANT: During and after your transition, do not delete Google Apps users or remove their Google Apps Vault license. Deleting user accounts or removing their Google Apps Vault license can negatively affect your GMD data transition. You can suspend Google Apps users and apply a Vault Former Employee license without any negative effects. For instructions, see [Assign Vault Former Employee licenses](#).

Signing in to Vault

You can sign in to Google Apps Vault only if your organization's Google Apps administrator has granted you access to the service. See [Understand and grant Vault privileges](#) for more information. Other authorized employees in your domain will sign in to Vault the same way after you've given them access.

1. Go to <https://ediscovery.google.com>.
2. Sign in with your Google Apps username and password.



NOTE: You should be able to use the same username and password that you used for Postini. If your password cannot be transferred during your service transition, we'll email a new temporary password to your account's administrator.

Getting started: Vault administrators

To get started with Google Apps Vault, see the [Vault help center](#), [Get started: Vault administrators](#), and [Vault Investigator Quick Start Guide](#).

For details about the differences between Postini archiving and Vault, see the sections below.

Getting started: Vault users

Your company can allow specific users in your domain to manage matters, place holds, create retention policies, or perform any other functions in Vault. Instead of granting full Vault management privileges to those users, your company can limit what they can do or view in Vault by granting them a subset of privileges.

If you have not done so already, ensure that your Vault users have the required privileges to access Vault. You'll need to do this from the Google Admin console. For instructions, see [Understand and grant Vault privileges](#).

For help with getting your users started with Vault, see [Get started: Vault users](#).

Apps user accounts, Vault licenses, and Vault privileges

Google Apps user accounts

- During your service transition, Google will create accounts for users that do not already exist in Google Apps. If you already have Gmail users, those users will keep the same accounts while non-Gmail customers will have accounts created for each user.
- If a Google Apps user account exists for a Postini user before the transition, then an additional VFE account will be created under certain conditions. See the *Former employee accounts* section below for more information.

Vault licenses—To use Vault and have their data archived in Vault, your Google Apps users need to have a Vault license. During the GMD service transition, transitioned GMD users are automatically given Vault licenses so that they can use Vault and have their data archived in Vault (see *Vault licenses* below for more details).

Vault administrator privileges—Postini archiving privileges are also mapped over to Vault. A Google Apps user with a Vault license will have the ability to search Vault, manage matters, and create holds if they are assigned certain Vault privileges (see *Administrator privileges* below for more details).

Former employee accounts—Accounts for former employees are created in Google Apps Vault during



your transition. These accounts will use the new Vault Former Employee (VFE) license. **This is a \$0 license, and a Google Apps license is not required.** All former employee users will have “VFE.x.” prepended to their user name to signify former employees -- for example: VFE.1.johndoe@xyz.com, VFE.2.johndoe@xyz.com, and [VFE.3.johndoe@xyz.com](#).

The VFE account is created because GMD data cannot be mapped to the existing Google Apps account with certainty. Even if a Google Apps user account exists for a Postini user before the transition, then an additional VFE account will be created to archive GMD data if the user’s Postini account is in one of the following states:

- Postini account is Inactive
- Postini account is Active, Postini archiving is disabled, and archive data exists
- Postini account is Deleted
- Postini account is Suspended
- Apps account has too much traffic to be able to accept archive traffic
- Apps account is a group, not a user
- Apps account is a reserved username (postmaster@, abuse@)
- Large user mailbox that requires sharding

For more details about how large mailbox sharding works, and for more information about VFE accounts, see [Transitioning large mailboxes for GMD customers](#). See the [Vault Former Employee licensing FAQ](#) for more information about using and obtaining VFE licenses.

NOTE: Google Apps Vault does not support catchall archiving, that is, archiving for users who are not provisioned in Google Apps.

To review the users in your account:

1. [Sign in to the Google Admin console](#).
2. Click Users.

Vault licenses

Each user whose data you will want to search, hold, export, or retain in Vault must have a Vault license, and each user who will have administrator privileges must also have a Vault license. You can assign Vault licenses to individual users or organizational units (partial-domain licensing) or to all users in a domain (full-domain licensing).

IMPORTANT: Do not delete or unlicense a user without understanding the results of those actions. If you unlicense a user, that user is no longer searchable in Vault; holds on the user's data will be removed; retention policies will no longer apply to the user's data; and email or chats deleted by the user will be purged from Google's systems. See these [FAQs](#) for information about Vault licenses.

To review and/or assign your Vault licenses:

1. [Sign in to the Google Admin console](#).
2. Click **Billing**.
3. Under Google Apps Vault, click the **Manage Licenses** icon on the right side of the screen.
4. Click the **Manage Licenses** tab, and then assign Vault licenses:



- To all users in a domain (full-domain licensing):

Select **auto-assign the following license to all currently unassigned users and users subsequently created**, then choose **Google Apps Vault** in the drop-down menu. Click **Save changes**.

- To organizational units (partial-domain licensing) or individual users:

Deselect **Auto-assign the following license to all currently unassigned users and users subsequently created**, and click **Save changes**. Then, assign licenses in the Unassigned users tab, filtering by List to assign licenses to individuals, or by Org to assign licenses to the users that are in a specific organizational unit at that time. As new users are added to that OU in the future, ensure you have added a license to their account.

Vault administrator privileges

During your service transition, your Postini archiving privileges are mapped over to Google Apps Vault. If you have not done so already, ensure that your Vault users have the required privileges to access Vault.

Admin roles for Vault are assigned in the Google Admin console, so you'll need to sign in to the Admin console to review and manage your privileges. There are several default system Admin roles, or you can create a new role. See [Assign administrator roles to a user](#) for information about default and custom roles in Google Apps. See also [Understand and grant Vault privileges](#).

NOTE:

- Users should have the newly assigned role within a few minutes. However, in some cases, assigning the role can take up to 24 hours.
- You can grant privileges to multiple users at once. See [Grant administrator privileges](#) for more information.
- The default Super Administrator role has full privileges to access Vault.

To manage Vault privileges:

1. [Sign in to the Google Admin console](#).
2. Click **Users**.
3. Find and click the user account to open up its information page.
4. Click Show more at the bottom of the page and then click **Admin roles and privileges**.
5. Click **Manage roles**.

During your service transition, Postini privileges map to Vault privileges as shown in the following table. To review how privileges work with Postini, see [Postini Message Archiving Privileges](#). For details about how privileges work in Vault, see [Understand and grant Vault privileges](#).

Postini authorizations/privileges	Google Apps and Vault privileges
-----------------------------------	----------------------------------



<p>Organization Management > Advanced Applications > Message Archiving</p> <p>This is a Postini Admin Console setting that enables a Sys Admin to turn archive on or off and set the Retention duration by OU.</p>	<p>Ensuring that a user's data is being managed by Vault is done via the Billing menu in the Google Admin console.</p> <p>Configuring retention policies requires permission to Manage Retention Policies in the Vault UI.</p>
<p>Archive Security Administration This privilege in Postini granted full access to all the functions of the Archive UI.</p>	<p>The default Super Administrator role has the equivalent full access.</p> <p>You can also create a custom role that has all eight Vault privileges to include:</p> <ul style="list-style-type: none"> ● Manage Matters ● Manage Holds ● Manage Searches ● Manage Exports ● Manage Audits ● Manage Retention Policies ● View Retention Policies ● View All Matters
<p>Archive search</p> <p>This privilege granted access to the Email Search and Boolean Search menus on the Discover Tab.</p> <p>Search, view, print, export as an email attachment or Mbox as well as access to the Reports Tab to see the Storage Overview and Storage Report.</p>	<p>Create a role with Manage Searches, Manage Exports and Manage Audits to gain the following privileges:</p> <ul style="list-style-type: none"> ● Perform searches and counts on any content in the Domain ● View the content of messages in a search result ● Create/delete saved search queries ● Create, delete, download export files View audit logs <p>Note: If a user has the Archive Search privilege in Postini on only a subset of the organizations in the account, then this user will not have the Vault Search privilege after their Postini service transition. You can determine which users this will impact by accessing the Postini Archive Manager UI > Admin menu. Any user that shows values in the Restricted TO column fall into this category.</p>
<p>Archive Discovery</p> <p>In addition to the Search privileges above, this user can create/manage additional Investigations, put users on Hold, put search results on hold, transfer Investigations to other users and access the Archive Manager Reports Menu.</p>	<p>Create a Role with Manage Matters, Manage Holds, Manage Searches, Manage Exports, Manage Audits, and View All Matters to gain the following privileges:</p> <ul style="list-style-type: none"> ● Create Matters and share those matters with others ● Close, open, modify matters ● Delete, restore matters ● View the list of Users on hold ● Create, remove holds ● Perform searches and counts on any content in the Domain ● View the content of messages in a search result



	<ul style="list-style-type: none"> ● Create/delete saved search queries ● Create, delete, download export files ● View audit logs ● View all Matters in the domain
<p>Archive audit</p> <p>This user can access the Archive Manager Reports Tab to see the Storage Overview, Storage Report, Purge History and Audit Reports.</p>	<p>Create a role with Manage Audits to gain the following privileges:</p> <ul style="list-style-type: none"> ● View Audit Logs <p>Note: At the time of this writing there is not an equivalent to the Storage Overview or Purge History Report. Storage Reports can be pulled using the Admin SDK.</p>
<p>Archive retention</p> <p>This granted access to the Archive Manager Retention menu where the Auto-Purge option could be toggle on/off, the Purge History report, Message Holds report and User Holds report could be viewed.</p> <p>This user could not change the retention policies unless they also had access to the Admin Console with Message Archiving privileges.</p>	<p>Create a role with Manage Holds, View Retention Policies, and View All Matters to gain the following privileges:</p> <ul style="list-style-type: none"> ● View the list of user accounts on Hold ● Create/Remove Holds ● Note: this is more than the view only in Postini. ● View all retention policies for the domain ● View all Matters in the domain
<p>Archive Investigator security</p> <p>This granted access to the Archive Manager > Admin tab to set restrictions on other Archive users limiting whose accounts they could search.</p>	<p>No equivalent role in Vault.</p> <p>The Super Administrator role is the one that can grant access to the Vault privileges.</p> <p>Limiting a Vault privileged user to a specific OU is on the road map</p>
<p>Archive Reports</p> <p>Postini provides a Storage Overview, Storage Report, Purge History, and Audit Reports.</p>	<p>The equivalent in Vault is a combination of the Manage Audits role and access to the Google Apps Admin SDK.</p> <p>There are currently no reports to show purge history.</p>

How retention works in Vault

Retention rules enable your organization to retain messages for a desired amount of time. After this time, the messages are deleted both from Google Apps Vault and your users' mailboxes. This behavior is different from the behavior in Postini GMD—where messages are removed from the archive at the end of the retention period, but not deleted from the users' mailboxes.



After messages are no longer in user mailboxes, these messages are marked to be expunged from all Google systems, including Vault. The period before expunge can be up to 30 more days beyond the retention period expiration. After they are expunged, these messages are no longer accessible from anywhere.

If users leave messages in their mailboxes, these messages are removed from those mailboxes when an applicable retention period expires. For 30 more days, Vault admins can search for and find these messages. After the 30 days, these messages are expunged from all Google systems.

For general instructions about changing your Retention settings, see [Set retention rules](#) and [How retention works](#).

Be aware of the following in Google Apps Vault:

- A legal hold overrides the retention policy.
- Custom rules override default rules.
- If there are multiple custom rules, the longest time period is maintained.

Comparison of GMD and Vault retention policies:

- **In Vault, retention applies directly to the users' mailbox.**
GMD does not affect data in a user's mailbox, while Vault acts directly on the user's mailbox. In GMD, retention policies only affect Postini archived copies of the original messages, not the actual end user mailbox copies. At the end of the retention period, messages will be deleted both from Vault and your users' mailboxes.
- **You can set Vault's retention policy for 1 day to 100 years or indefinitely as long as you have Vault licensed.**
GMD has a retention period limit of 10 years.
- **In Vault, you can configure archive settings that apply to all organizational units when a custom rule or litigation hold does not apply.**
In GMD, you can configure archive settings per organization.
- **In Vault, the default retention period can be set per organizational unit.**
The retention period in Vault is unlimited by default and can be set per organizational unit. You can change this period by modifying the default rule. The retention period is turned OFF by default and can be set for the entire domain or by OU.
- **In Vault, there is no manual purge functionality.**
GMD allowed for both manual and auto-purge modes. Vault is auto-purge only.
- **Purge in Postini is equivalent to expunge in Vault.**
This means the data is expunged from all Google systems and is no longer available in Vault.
- **Changes to retention policies in Vault are retroactive.**
In Postini, if you made any changes to your retention policy it would only apply to email being



captured from that point in time forward. In Vault, any change you make will be reapplied against all the email (and on-the-record chats) in all active and suspended and former user accounts.

- **Retention policies can be tested in Vault before you make them active.**

Postini retention policies were configured by OU in the Postini Admin Console—not in the Archive Manager UI—and these retention policies did not present you with a way to evaluate what messages would be impacted by any new settings or changes to existing settings. Vault has a preview option that gives you a sampling of the types of messages that will be impacted.

Postini investigations / Vault matters

During your GMD service transition, each investigation in Postini is mapped to a matter in Google Apps Vault. In Vault, a matter is a container for all of the data related to a specific topic, such as a litigation case or investigation. A matter includes:

- Any saved search queries
- A list of accounts with data on litigation hold
- A list of the accounts that can access the matter
- Any export sets for the matter that are less than 14 days old
- An audit trail for the matter

Important: After your transition is completed, we recommend that you review each of your legal holds to ensure that you still want to keep those messages retained indefinitely.

For instructions on managing your matters in Vault, see [Organize and create matters](#).

Postini saved searches / Vault targeted legal holds

During your GMD service transition, saved searches in GMD will be mapped to targeted legal holds in Vault. A targeted legal hold allows you to indefinitely preserve messages (emails and on-the-record chats) based on specific dates or terms to meet legal or preservation obligations.

If a user deletes messages that are on hold, the messages are removed from the user's view, but they are not deleted from Google servers until the hold is removed. As long as the hold is in place, Vault admins and Vault users with appropriate privileges can still search for and discover held messages in Vault.

The criteria for saved searches will not be copied from Postini to Google Apps Vault during your service transition; however, the saved search results will be transitioned.

Differences between Postini and Vault searches:

- Vault search is multi-year and domain-wide, and multi-byte characters are fully supported.
- The Vault interface is localized in 28 languages.
- GMD uses Boolean search, while Vault uses multiple operators.
- Vault supports saving searches but not search results; instead, [share the matter](#) with Vault users in your organization who need to view and [export](#) the search results.

For more details, see [Differences between Vault and GMD searches](#).



For instructions on on Vault searches, see [Search mail data](#), [How search works](#) and [Search syntax](#) in Vault. See also [Two ways to hold: Preserve user accounts or target specific content](#) and [Create holds](#) for information about how holds work in Vault.

Important: After your transition is completed, we recommend that you review each of your legal holds to ensure that you still want to keep those messages retained indefinitely.

To review or create a Hold in Vault:

1. Sign in to Vault at <https://ediscovery.google.com>.
2. Click **Matters**.
3. Click a matter that you created for an investigation to open it.
4. Click **Create Hold**.
5. Enter the following hold information for that investigation's saved search results and **Save**:

Hold name

Enter a unique name for this hold.

Users to be placed on hold

- **Enter a licensed user account or accounts to place a hold on:** This option places a hold on all content in a user's account unless you target specific information by including a sent date range or terms or both.
- **Leave blank:** This option places holds on all licensed users' accounts in the domain (domain hold).

Sent date

Enter a start date, end date, or both. If you enter only a start date, the rule applies to content after that date. If you enter only an end date, the rule applies to content before that date.

Terms

Enter any search terms or [search operators](#) that would appear in messages that you want to retain.

Final steps to complete your GMD transition

To complete your GMD transition, you'll need to complete the following clean-up steps:

- Change your MX records.
- If you use Exchange journaling, configure your Exchange server to forward journal messages to Vault.
- Remove the 'indefinite' retention policy that was created in Vault during your service transition.
- Route your outbound mail through Google Apps.
- Remove Postini from your inbound gateway.

For detailed instructions for each of these steps, see [Steps to complete your transition](#).



About GMD transition Audit reports

Google provides Postini archiving audit reports after your GMD transition to Google Apps Vault. Your audit reports are accessible from a Google Drive folder. The reports provide details about what happens to your archived messages during your transition. Some of your messages may not be delivered successfully to Vault during your transition, and your audit report provides an accounting of these details.

The report is exported from Postini as a CSV and uploaded to Google Drive to a folder named GMD Migration Artifacts. Your report is accessible both to you and the Postini Transition Team for post-transition analysis and troubleshooting.

After your transition, an archived message has one of the following dispositions:

- **The message was successfully transitioned to Vault**—These messages are available for search and export in Vault.
- **The message was exported to an MBOX file in your Google Drive folder**—These messages could be extracted from GMD, but could not be delivered to Vault, so they are assembled into an MBOX file in your Drive account. These messages, which are organized by user, cannot be accessed with search and export functionality in Vault.
- **The message could not be transitioned to Vault and was not placed in an MBOX file**—These messages are not transitioned to Vault and are not transferred to your MBOX file. A reason for this disposition is provided in the audit report in *Messages_Audit_<user>_Unrecoverable.csv*.

Transition settings report

This report displays a summary of the settings that are copied over during your GMD-to-Vault transition—for example, your users, retention policies, investigations, and holds. Similar to the above reports, the transition settings report is uploaded to Google Drive to a folder named GMD Migration Artifacts. Each GMD customer transitioning to Vault receives one settings report.

File name

Migration_To_Vault_Report.csv

The transition settings report includes the following information:

- **Postini Investigation**—Name of Postini investigation
- **Vault Matter**—Name of Vault matter
- **Vault Owner**—Email address of Vault owner
- **Vault Retention Policy**—Name of Vault retention policy
- **Retention Query Details**—All data related to queries
- **Postini User Account**—Email address of Postini user account
- **Vault User Account**—Email address of Vault user account



Per-user manifest files / MBOX files

During your transition, some of your archived messages were extracted from GMD, but could not be delivered to Vault, so they are assembled into an MBOX file in your Drive account. There is one manifest file for each MBOX file that's exported, displayed by user. Similar to transition audit reports, manifest files are exported to a Google Drive folder named GMD Migration Artifacts. Messages are organized by timestamp into one or more MBOX files each no larger than 500mb.

File names

Export_<user>_<year>_<number>_Manifest.csv

Export_<user>_<year>_<number>.mbox

The manifest file includes the following columns:

- **Message ID**—Internal tracking number
[Format <yyyyymm>_<shard>_<msgId>, for example 201305_1_0]
- **Date and Time**—Specifies when the message was received
- **Reason for Export**—Specifies an error code that explains why a message was placed in the MBOX and not delivered to Vault. Error codes in this column include the following:
 - **bounce_presumed**—Account disabled or not available
 - **failed_gmail_delivery**—Gmail does not store this type of data
 - **gmail_undeliverable**—Gmail does not store this type of data
 - **no_gaia_address**—No corresponding Google Apps Gmail address
 - **message_too_large_for_gmail_send**
- **Message Size**—Size of the email
- **Sender**—"From" email address
- **Recipients**—"To" email address(es)

The following table is an example of a manifest file:

Message ID	Date and Time	Reason for Export	Message Size	Sender	Recipients
201411_20_0	10/31/2014 6:06:28 PM	failed_gmail_delivery	1312	user@example.org	user@sample.org
201411_60_0	10/31/2014 6:06:28 PM	failed_gmail_delivery	1312	user@example.org	user@sample.org
201411_99_1	10/31/2014 6:06:29 PM	failed_gmail_delivery	1312	user@example.org	user@sample.org

Transition audit report details



Audit reports provide information about what happens to your archived messages during your transition. Some of your messages may not be delivered successfully to Vault during your transition, and your audit reports provide an accounting of these details.

Audit reports are exported from Postini as a CSV and uploaded to Google Drive to a folder named *GMD Migration Artifacts (yyyy-MM-dd)*, where yyyy-MM-dd is the date when reports were created. For details about the different files in a transition audit report, see the sections below.

[Export_Audit_History_<date>.csv](#)

This file contains records of important GMD user actions, such as queries run and exports performed. Any data stored in GMD audit records will be transcribed here, sorted by timestamp. This will serve as the migration for GMD audit records that could not be directly mapped into Vault audit logs.

[Export_Unrecoverable.csv](#)

This file contains a list of messages that could not be extracted from Postini due to system malfunction (for example, due to corrupted compression or bad encryption). The file lists the number of messages that were not transitioned to Vault and that were not exported to your MBOX file.

A reason for this disposition is provided in the report; for example:

- **failed_export_decryption**—Could not parse the decrypted message
- **failed_export_body_parse**—Could not parse the message

[Messages_Audit_<user>_Vault.csv](#)

This report lists message details per Postini user. The report includes a list of messages copied to Vault to the user's primary account. If a user has no such messages, then no messages are displayed in the file.

Format:

Message Id [Format <yyyymm>_<shard>_<msgid>, for example 201305_1_0]

Date and Time

Message Size

Sender

Recipients

[Messages_Audit_<user>_VFE_<vfe_user>.csv](#)

This report lists message details per Postini user. The report includes a list of messages copied to Vault to the user's Vault Former Employee license (VFE) account. If a user has no such messages, then no messages are displayed in the file.

Format:

Message Id

Date and Time

Message Size



Sender
Recipients

[Messages_Audit_<user>_Unrecoverable.csv](#)

This report lists details about unrecoverable messages per user. This report is similar to **Postini_GMD_Export_Unrecoverable.csv**, but it is per user instead of per customer account. This file will include messages to the user's VFE accounts.

Format:

Message Id
Message Size
Reason [failed_export_decryption | failed_export_body_parse]

[Messages_Summary.csv](#)

This report aggregates data from a few of the other reports. Message counts are per Postini user.

Format:

Postini Email Address
Migrated to Vault (primary)
Migrated to Vault (VFE accounts)
Exported to Mbox
Not Migrated or Exported
Total (Number of Messages)

[Messages_VFE_Summary.csv](#)

This report aggregates data from a few of the other reports. Message counts are per Postini user / VFE user.

Format:

Postini Email Address
VFE Email Address
Migrated to Vault for this VFE
Exported to Mbox for this VFE
Not Migrated or Exported for this VFE
Total (sum Number of Messages *)



Remediation_Audit.csv

This report is created only for customers that have already finished their transition, but a remediation process has detected undelivered messages for them. It contains list of messages that were re-processed (sent to Vault, exported to mbox, and so on) during remediation.

Format:

Message Id

Date and Time

Message Size [if available]

Sender [if available]

Recipients [if available]



Differences between Vault and GMD searches

When you begin using Google Apps Vault after your transition from Google Message Discovery (GMD), keep in mind that the steps for conducting Vault searches differ from the steps you used for GMD. Also, the results of your Vault searches may sometimes differ from the results you received in GMD.

This article explains many of these differences, and it will help you get started with Vault search functionality after your transition.

How the transition works for GMD saved searches

During your GMD transition, saved searches in GMD are mapped to targeted legal holds in Vault. The criteria for saved searches will not be copied from GMD to Vault during your service transition; however, the saved search results will be transitioned.

A targeted legal hold allows you to indefinitely preserve messages (emails and on-the-record chats) based on specific dates or terms to meet legal or preservation obligations. If a user deletes messages that are on hold, the messages are removed from the user's view, but they are not deleted from Google servers until the hold is removed. As long as the hold is in place, Vault admins and Vault users with appropriate privileges can still search for and discover held messages in Vault.

Comparing Vault and GMD searches

Gmail storage

One fundamental difference between Vault and GMD searches is the way the messages are stored. In Postini, copies of messages are stored separately from your email server in the GMD archive. In Vault, the messages are stored in the Gmail system, and are not copied to a separate archive.

Using search operators

While Vault's search page doesn't include as many fields as GMD's search page, Vault is every bit as powerful in conducting searches when you use [search operators](#). For example, there's no field in Vault for searching on message subject, but a search term of `subject:banana` will return messages with banana in the subject.

For instructions on how to run Vault searches, see [Search mail data](#) in the Vault help center.

Tips on Vault searches:

- GMD searches the entire archive of an organization. With Vault, you can search only a given user's mailbox with the Accounts field. If you want to compare messages sent to/from a user between Vault and GMD, don't enter anything in the Vault accounts field. Instead, use the following search term: **from:user@domain.com OR to:user@domain.com**.
- To confirm that one specific message is present in both Vault and GMD, use the Message ID. You can determine a message's ID by looking at [message headers](#). To search GMD for a specific Message ID, you entered the message ID in the Match All Words field. To search Vault for a



specific message ID, enter a search term of **rfc822msgid:<message id>**.

- To search GMD for emails with PDF attachments, you entered **.pdf** in the File name contains field. To search Vault for emails with PDF attachments, use a search term of **filename:pdf**.

GMD search features not included in Vault

Saved search results—In GMD, you could save searches and search results. Vault supports saving searches, but not results. To save search results, users must [export](#) them.

My Investigation—This feature is no longer supported. Users who want to run searches for discovery, investigation, or legal hold must create a matter in Vault. This is equivalent to running a search through a named matter in GMD. Note: Google will transition each user's My Investigation to Vault.

Lookup—The GMD feature to look up a user's address is not supported in Vault, but Vault still enables users to find specific IDs. Vault automatically looks up a user ID as you enter it in the search box.

Company directory panel—In GMD, you could search for a user's identity, which included all email addresses and aliases registered for that user on your message security service. This type of search is not supported in Vault.

Sorting results by date, from, to, and subject—In Vault, sorting is limited to sorting results by date.

Mail flow search—The feature is not included in Google Apps Vault.

User-based search based on header sender/recipient address—In GMD, user based search was based on the header sender/recipient address. In Vault, the Accounts field search is based on envelope sender/recipient address.

Improvements in search functionality in Vault

Single search panel—The GMD interface included multiple search panels (Email search, Email & IM search, Boolean search). In Vault, you can use a single search panel, and all search types are supported.

Search restrictions—GMD users were limited to searches of up to one year at a time. Vault allows users to search an entire archive, and the Search box enables greater flexibility in constructing searches.

Multi-byte characters—Vault supports double and multi-byte characters, and supports the [same languages](#) as Gmail.

Attachment searching—GMD did not support the searching of attachment content for container files such as ZIP.

Multiple search operators—GMD uses Boolean search, while Vault uses multiple operators.

Date ranges—When you search in GMD on a single date, it returns only 24 hours of content. When you search in Vault on a single date, it returns approximately 47 hours of content. This accounts for the fact that a date spans across the globe.



Troubleshooting

I don't have a Postini root admin account

As you transition from Postini to Google Apps, you'll need access to the Postini Administration Console to initiate your service transition. To help you get started with your transition, Google will also send transition invitation emails and other email updates to your Postini administrator.

A small percentage of Postini customers don't have a Postini administrator account. If this is true for your organization, you won't be able to initiate your service transition. In this case, Google will automatically initiate your transition (when you become eligible) and create a new Google Apps administrator account with an auto-generated password. This new account will enable you to sign in to the Google Admin console, and get started with Google Apps and Google Apps Vault after the transition is completed.

How will I gain access to my new Google Apps admin account after my transition?

If you don't have a Postini admin account, you can get started with Google Apps and Google Apps Vault after your service transition by contacting [Google for Work Support](#). The Support team will provide your new login email and password to help you get started.

If I don't have a Postini admin account that will receive email updates about my transition, how will I know when my transition has been initiated?

If the necessary contact information is available, Google will send transition invitation emails and updates to a select number of business contacts in your organization. These updates include an email that confirms the deadline for your service transition (several weeks in advance) and an update to confirm when your service transition is completed.

NOTE: A few customers might have a Postini administrator account, but this account might be for domains that haven't been verified in Postini. In this case, Google will create a new Google Apps administrator account with an auto-generated password. For access to this account, contact [Google for Work Support](#).

Users can't sign in to Google services

After your organization transitions from Postini to Google Apps, a user might experience the result of a conflicting account.

What is a conflicting account?

A conflicting account occurs when the following takes place:

- Prior to the transition, a user in your company created a Google account using a corporate email address.



- During the transition, you created a Google Apps account user with the same corporate email address.

As a result, the user's original Google account is now in conflict with the new Google Apps account. When a user with a conflicting account tries to sign in to a Google service, such as Adwords, Analytics, or Picasa, using his or her original Google account username and password, a message prompts the user to sign in either with a different email address or with a temporary username. This message appears because the Google service now associates the email address with the Google Apps account, so the user's original password is no longer valid for this email address.

The user must select one of the displayed options to resolve the conflict and sign in to the Google service. See [How to resolve conflicting accounts](#) for detailed instructions.

NOTE: For privacy reasons, we aren't authorized to provide a list of conflicting accounts in your organization. Instead, please educate your Help desk on how to address this end user issue.



FAQs: Postini Transition to Google Apps

If you have questions, or if you need troubleshooting assistance during or after your transition, please refer to the following frequently asked questions and answers. See also the FAQs in the [Postini Transition Resource Center](#).

How do I know when it's time for me to begin my transition to Google Apps?

Before you can begin your transition to Google Apps, you will receive a series of email communications from Google with instructions about your upcoming transition. When you receive your Transition Invitation email, which includes a link to your Transition Console, it's time for you to begin. You'll have 60 days to complete your transition once you receive this email.

Note: Online customers will have 30 days to complete their transition. For details, see [What's different if I purchased Postini online?](#) in the Postini Transition Resource Center.)

Is there a document that details how to perform specific tasks in the new Google Admin console that were previously done in Postini?

Yes. For instructions on how to perform many tasks in the Google Admin console that are comparable to Postini, and to learn how to modify specific Google Apps settings after your service transition, see [Get started with advanced settings for Gmail](#) in the Transition Guide. See also [Configure advanced settings for Gmail](#) in the Help Center. These resources link to articles that describe how to configure Postini-like email settings, such as Default routing, Content compliance, Attachment compliance, and more.

How will Google's spam and virus filtering compare to Postini's?

Although the overall filtering effectiveness is very comparable, you should expect the filters to behave differently, acting more strict or lenient on different types of mail. For details, see [How Gmail spam and virus filtering differs from Postini](#).

How can users report spam?

Google Apps spam detection technology learns from user input. If a user indicates to the system that a message is spam or not spam, this lets us know whether or not these kinds of messages should reach that user's Inbox in the future. The more a user reports spam (or indicates that a message is not spam), the more effective this filtering mechanism becomes.

Depending on how you access your mail, here's how it works:

- Gmail users can report spam by clicking Report spam (or Not spam) in the Gmail interface. Users can also view their spam by clicking the Spam folder.
- Users of Google Apps Sync for Microsoft Outlook® can view Spam by looking inside the Junk E-Mail folder located right below the Inbox. User can report spam to Gmail by moving the message from the Inbox folder to Junk E-Mail folder, and they can report non-spam to Gmail by moving the message from the Junk E-Mail folder to the Inbox.
- If you're using an on-premise/non-Gmail system, you can use Quarantine Summary and Message Center.



How do Quarantine Summary and Message Center work in the Google Apps platform?

Once your orgs, users, and settings are moved over from Postini to Google Apps, you will automatically begin using the Google Apps spam and virus protection instead of Postini's. When using the Google Apps platform with non-Gmail mail servers, users can manage spam using the Quarantine Summary and the Message Center.

Quarantine Summary

The Quarantine Summary is comparable to what users experience with Postini today. It is a digest that lists all messages that were marked as spam. It is delivered to users in their inbox and enables them to identify a message as not spam and deliver it to their on-premise inbox.

Message Center

The Message Center is a web-based console that enables users to manage their spam messages. Like the Quarantine Summary, users can identify a message as not spam and deliver it to their on-premise inbox.

NOTE: Spam messages are stored in the Apps platform for 30 days, while Postini typically stores messages for 14 days.

How does virus protection work with Google Apps?

Google Apps provides comprehensive virus protection. Like Postini, Gmail utilizes two virus filtering engines for all messages, and virus protection also includes the following:

- Messages that have executable file attachments are automatically rejected, even if those files are compressed into another file, such as a zip or rar file. We do this for many types of executable files (see [Some file types are blocked](#)).
- Messages are automatically rejected that contain a password protected zip file within another zip file.
- Every attachment is automatically scanned when it's received, and messages that contains viruses are automatically rejected.

Additionally, Google provides increased protection against phishing-based attacks and messages containing URLs that point to malicious sites. For more information, see [How Gmail spam and virus filtering differs from Postini](#).

What does it mean that my Postini Admin Console will be in read-only mode during my transition?

When you click Begin Transition Now in the Transition Console, your Postini Admin Console will be switched to read-only mode. This means you can still log in to the Admin Console and view your settings, but you cannot make any changes. Mail flow and filtering will not be interrupted during this time.

Later, when you receive confirmation that your service transition is completed, you can log in to the Google Admin console to view the email settings that were moved over. (See [Get started with advanced settings for Gmail](#).)

How do I know if my firewall is set up to allow Google Apps mail?

Your firewall must be configured to allow email from both Postini and Google IP ranges. If you configured your firewall a long time ago, it may be open to Postini IPs but not yet to Google IPs. (If you never locked down your firewall in the first place, you may not need to make changes to your firewall configuration.)



For instructions, see [Allow email from Google IPs to your email server](#).

What should I do if the Transition Console tells me I cannot proceed because my firewall is not open?

If your firewall is set up to only allow email from Postini IP ranges, and not from Google Apps IP ranges, you'll receive an error message when you click Begin Transition Now in the Transition Console. The error message will let you know that your firewall is not open to Google. To correct this, you'll need to add Google IP ranges to your firewall configuration. For instructions, see [Allow email from Google IPs to your email server](#).

NOTE: Once you make the changes to your firewall configuration, you'll need to return to the Transition Console to initiate your transition.

What does Postini passthrough mean?

With Postini passthrough, Postini settings do not take effect, and instead mail is "passed through" to Google Apps. Postini is in the passthrough state for Classic customers after you click the Begin Transition Now button and for Hybrid customers after you click the Finish Transition button in the Transition Console. Your filtering will then occur in Google Apps instead of Postini. Your mail flow continues without interruption during this process.

During my service transition, will I be able to transition individual organizational units rather than transition my entire domain?

By clicking Begin Transition Now, you'll transition all of the orgs, settings, and users for your account to Google Apps. You cannot transition from Postini to Google Apps on an org-by-org basis, but we are considering adding this capability in the future.

Note: The transition process is slightly different depending on whether you're a Postini Classic or Hybrid customer. See [Transition steps for Postini Classic customers](#) and [Transition steps for Postini Hybrid customers](#).

In my Postini configuration, I had one account org, one email config org, and one user org. Why do I see just one organizational unit in the Google Admin console after my service migration?

If your Postini configuration includes just one account org, one email config, and one user org, you will see just one organizational unit (OU) in the Google Admin console when you first log in. In Google Apps, the account org and email config org are not necessary, so the org structure will be simplified for you. If needed, you can add sub-organizations. See [Create an organizational structure](#).

What type of reporting tools are available in the Google Admin console?

There are many different reports currently available in the Google Admin console, and you can find a description of them [here](#). Additional reports are on the roadmap that are similar to what Postini offers. How long will it take to complete my service transition?

The transition time varies depending on the number of users included in the transition, and can range from a few minutes to several days.

Will dual-delivery and split-delivery configurations be automatically transitioned from Postini to Google Apps?

Mail routing configurations will be automatically transitioned to Google Apps during the service transition;



however, in some cases manual configuration will be needed, and Google will assist these customers to complete their transitions.

Postini has a "black hole" feature for spam filtering that reduces the amount of spam a user needs to look through to find valid messages. Does Google handle spam in the same way?

Google Apps email filters block blatant spam just like Postini, and questionable messages go into the Spam folder. Non-Gmail users can use the Quarantine Summary and Message Center.

What are the recommended settings for split delivery using Google Apps email filters?

See [Mail routing and delivery: Guidelines and best practices](#), and click Routing examples and use cases.

Do you provide Transport Layer Security (TLS)? If yes, do you provide both forced and opportunistic TLS?

Yes, Gmail uses "opportunistic" TLS, which means it will attempt to use TLS whenever possible. You can also configure [TLS compliance](#) policies to require TLS when communicating with specified external domains. If TLS is not available for the domains defined, inbound mail will be rejected and outbound mail will not be transmitted.

Do you provide message tracking for both inbound and outbound mail? What's the lag time?

We do provide audit logs and [message tracking logs](#). Google has a delay that is guaranteed 1 hour or less.

Do you have an Outlook plug-in? Are there any compatibility issues? What are the installation methods?

You can use any POP or IMAP clients such as Outlook or Thunderbird. We also have a sync tool for Outlook called [Google Apps Sync for Microsoft Outlook](#) (GASMO).

NOTE: If you're a reseller customer, please reach out to your reseller directly for questions regarding your transition. Google for Work Support is available to assist you once you've been invited or have begun your transition.



Transition Support

Use the following Support resources during your Postini Transition to Google Apps:

- Customers who are still transitioning from Postini - For help with general issues and questions about your Postini Transition to Google Apps, see the [Postini Support page](#).
- Google Apps administrators - If you are a Google Apps administrator and have questions about the Google Admin console or other questions about your service, see the [Google Apps Support page](#).
- Gmail users - For help in using Gmail, see the [Gmail help center](#).

Note: If you're a reseller customer, please reach out to your reseller directly for questions regarding your transition. Google for Work Support is available to assist you once you've been invited or have begun your transition.



© 2015 Google Inc. All rights reserved. Google and the Google logo are trademarks of Google Inc. All other company and product names may be trademarks of the respective companies with which they are associated.

