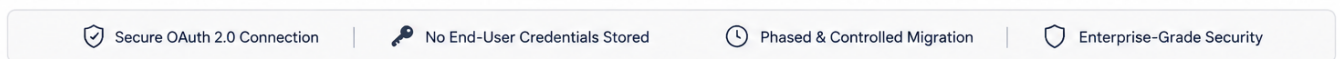
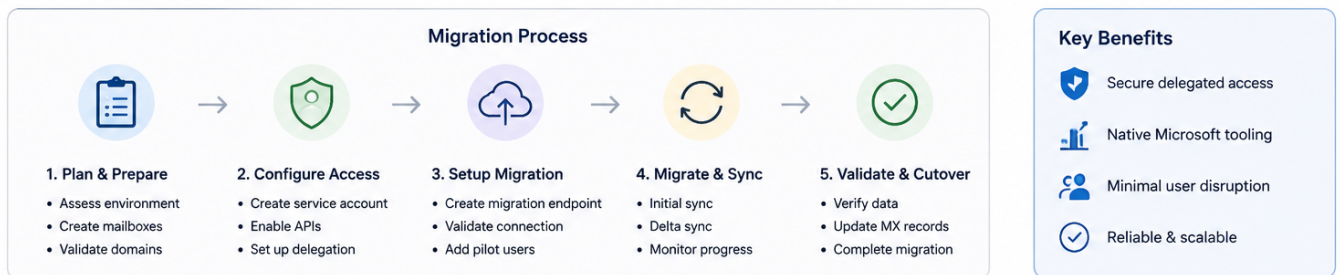
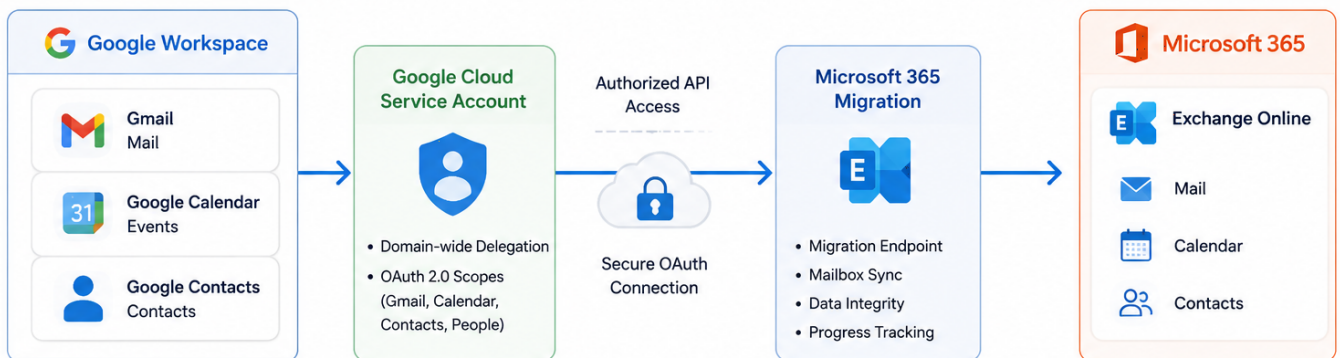


Google Workspace to Exchange Online Mail Migration

Field	Details
Document Type	Google Workspace to Exchange Online Mail Migration
Applies To	Exchange Online, Google Workspace, Google API, Google Cloud
Audience	Systems Administrator / IT Engineer
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Last Updated	May 2026

Google Workspace to Exchange Online Migration

Secure, Phased Mailbox Migration Using Native Microsoft 365 Migration Tooling



Overview

This configuration enables mailbox migration from Google Workspace (Gmail) to Microsoft Exchange Online using the native migration functionality built into the Exchange Admin Center

(EAC).

The migration process uses a Google Cloud service account with delegated access to securely read Gmail, Calendar, and Contacts data from Google Workspace and import it into Microsoft 365 mailboxes.

This approach is important because it:

- Enables centralized migration management from Microsoft 365
- Supports staged or pilot migrations
- Minimises manual mailbox export/import operations
- Preserves mail, calendars, and contacts during migration

The configuration mitigates risks associated with:

- Manual PST exports
- Incomplete mailbox migrations
- Credential sharing
- Unsecured mailbox access methods

Prerequisites

Required Licenses

Microsoft 365

- Exchange Online Plan 1 or higher
- Microsoft 365 Business Premium / E3 / E5 recommended

Google Workspace

- Google Workspace Business or Enterprise subscription
- Super Admin access required

Required Roles & Permissions

Microsoft 365

The administrator performing the migration requires:

- Exchange Administrator
or
- Global Administrator

Google Workspace

The administrator requires:

- Super Admin role

Dependencies

The following services must be accessible:

- Exchange Online
- Google Workspace Admin Console
- Google Cloud Console

Preparation Tasks

Before beginning:

- Create Microsoft 365 mailboxes for all users being migrated
- Verify domains in Microsoft 365
- Ensure users have Exchange Online licenses assigned
- Confirm mailbox sizes and available storage
- Plan migration window and user communication

Step 1: Configure Google Cloud Service Account

Create Google Cloud Project

Navigate to:

<https://console.cloud.google.com/>

Create a new project.

Example:

M365Migration

Create Service Account

Navigate to:

IAM & Admin → Service Accounts

Select:

Create Service Account

Example service account name:

exchange-migration

Select:

- Create
- Done

Enable Domain-Wide Delegation

Open the newly created service account.

Navigate to:

Details > Show Domain-wide Delegation

Enable:

Enable Google Workspace Domain-wide Delegation

Enter a product name:

Exchange Migration

Save the configuration.

Record the Client ID

Within the service account:

- Copy the Unique ID / Client ID
- Save it securely

This ID will later be used for delegated access configuration.

Create JSON Key

Navigate to:

Keys > Add Key > Create New Key

Select

- JSON

Download and securely store the JSON key file.

Treat this file as sensitive credential material.

Step 2: Configure Google Workspace Delegated Access

Navigate to:

Google Admin Console > Security > Access and Data Control > API Controls

Select:

Manage Domain Wide Delegation

Select:

Add New

Configure Delegated Access

Client ID

Paste the service account Client ID copied earlier.

OAuth Scopes

Enter the following scopes exactly as shown:

<https://mail.google.com/>,<https://www.googleapis.com/auth/calendar>,<https://www.google.com/m8/feeds/>,<https://www.googleapis.com/auth/gmail.settings.sharing>,<https://www.googleapis.com/auth/contacts>

Important:

- Do not add spaces
- Use comma-separated format only
- Incorrect scopes will cause migration failures later

Select:

Authorize

Step 3 — Enable Required Google APIs

In the Project page, navigate to:

<https://console.cloud.google.com/apis/library>

Ensure the correct migration project is selected.

Click Enable API Services and enable the following APIs:

API	Required
Gmail API	Yes
Google Calendar API	Yes
Contacts API	Yes
People API	Yes

Step 4: Configure Migration Endpoint in Exchange Online

Navigate to:

Exchange Admin Center > Migration

Select:

Add Migration Batch

Migration Path

Choose:

Google Workspace (Gmail)

Migration Endpoint Configuration

Email Address

Enter a Google Workspace Super Admin account.

Example:

admin@company.com

Do not use the service account email address.

JSON Key File

Upload the downloaded JSON key file created earlier.

Verification

If endpoint validation repeatedly fails:

- Enable Skip Verification
- Continue with pilot migration testing

Google propagation delays may cause temporary validation failures.

Step 5: Access Control / Enforcement

Recommended Migration Scope

For production safety:

- Begin with pilot users only
- Avoid immediate tenant-wide migration

Recommended pilot group:

- IT administrators
- Test users
- Low-risk business users

Recommended Mail Flow Strategy

During migration:

- Keep Google Workspace as primary mail delivery platform
- Do not switch MX records immediately

Switch MX records only after:

- Mailbox validation
- User acceptance testing
- Successful pilot migration completion

Step 6: Testing / Report Mode

Recommended Pilot Migration Process

Migrate:

- One mailbox initially
- Validate data integrity
- Confirm permissions and access

Validate Migrated Data

Confirm:

- Emails migrated successfully
- Folder structure preserved
- Calendar items imported
- Contacts available
- Outlook access functional

User Validation

Perform:

- Outlook sign-in testing
- OWA testing
- Mobile device testing

Step 7: Monitoring & Validation

Exchange Online Monitoring

Navigate to:

Exchange Admin Center > Migration

Monitor:

- Batch status
- Sync progress
- Failed items
- Skipped items

Google Workspace Validation

Validate:

- API access remains active
- Service account remains enabled
- Delegation settings remain configured

Common Issues to Monitor

Issue	Likely Cause
Endpoint validation failure	Propagation delay
Authentication failure	Incorrect OAuth scopes
Mailbox sync failure	API not enabled
Permission denied	Delegation not configured

Step 8: Enforcement / Go-Live

Once migration validation is complete:

Finalize Migration

Complete:

- Final synchronization
- User sign-off
- Mail flow cutover

Update MX Records

Point MX records to Microsoft 365.

Example Microsoft MX target:

<tenant>.mail.protection.outlook.com

Post-Cutover Tasks

Perform:

- Outlook profile validation
- Mobile device reconfiguration
- DNS validation
- Mail flow testing

Important Considerations

Propagation Delays

Google delegation and API changes may take:

- 15 minutes to 24 hours

Temporary failures during this period are expected.

Service Account Security

The JSON key file provides privileged access.

Recommendations:

- Store securely
- Restrict administrator access
- Delete unused keys after migration

Verification Failures

Microsoft endpoint verification may intermittently fail even when configuration is correct.

Where necessary:

- Use Skip Verification
- Validate with pilot migrations

Large Mailboxes

Large Gmail mailboxes may:

- Take several hours
- Experience throttling
- Require staged synchronization

Best Practices

Security Recommendations

- Use dedicated migration admin accounts
- Restrict service account access
- Remove unused delegation after migration completion
- Rotate or delete JSON keys post-migration

Operational Recommendations

- Start with pilot users
- Avoid weekend cutovers without validation
- Maintain rollback capability during migration
- Document all DNS changes

Migration Recommendations

- Migrate mailboxes in batches
- Validate each batch before proceeding
- Communicate migration timelines clearly to users

Summary

This implementation configured secure mailbox migration from Google Workspace to Exchange Online using Microsoft's built-in Google Workspace migration functionality.

The process included:

- Google Cloud service account creation
- API enablement
- Domain-wide delegation
- Exchange Online migration endpoint configuration
- Pilot migration validation
- Controlled production rollout

Following this approach provides a secure, enterprise-ready migration process while minimising disruption, authentication issues, and mailbox migration failures.

Revision #3

Created 2026-05-22 21:11:23 UTC by AK. Udofeh

Updated 2026-05-22 22:12:34 UTC by AK. Udofeh