MIGRATION PLAYBOOK · FILES AND COLLABORATION

How to migrate Dropbox, Box and Egnyte to SharePoint and OneDrive

Use Migration Manager in the SharePoint admin center to copy Dropbox, Box and Egnyte content into OneDrive and SharePoint, and plan for the files it skips.

Updated 4 Nov 2026 7 phases 23 detailed steps 12 official sources

START HERE

How do you migrate Dropbox, Box and Egnyte to SharePoint and OneDrive?

SHORT ANSWER

This moves files from Dropbox, Box or Egnyte into OneDrive (each person's own files) and SharePoint (team files). Migration Manager, Microsoft's file migration tool in the SharePoint admin center, connects straight to the old service and copies files and permissions inside Microsoft's cloud, so there is no server or agent to install.

- **Recommended route:** Migration Manager (built into Microsoft 365) with a cloud source
- **Order:** Find what will not move and create people, OneDrives and sites in Microsoft 365 first.
- **7 phases:** Take stock, Set up the destination, Connect and scan, Map destinations and people, Copy the files, Switch over and Check and close.
- **You're done when:** File counts match the scan, apart from documented unsupported items.

It brings only the current version of each file. Users keep working in the old service while incremental passes (top-ups of only changed files) run. The time depends on how much data you have: Migration Manager runs at most 50 tasks at once for cloud sources, counting scans, so large projects go in waves over nights and weekends.

RECOMMENDED ROUTE

Migration Manager (built into Microsoft 365) with a cloud source

Included with Microsoft 365, needs no agent, and gives you scan and migration reports to check against.

▼ **Other options and when to use them**

- **Third-party tool such as Movebot or AvePoint Fly**
  : Your inventory shows content Migration Manager cannot carry, such as version history or Dropbox Paper, or you want repeating scheduled runs or vendor support. ShareGate Migrate supports Box through PowerShell only, and does not support Dropbox.
- **Manual copy through sync clients**
  : A very small team with little shared content. Permissions and version history do not come across.

TOOLS FOR THIS PLAN

Not sure which route?
Answer 5 quick questions

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

Tell your staff
Staff guide and ready-to-send emails

Compare options
Compare Microsoft 365 migration tools

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Find what will not move and create people, OneDrives and sites in Microsoft 365 first. Scan early, lock destinations and mapping, then copy in waves while people keep working in the old service. Freeze, run the last pass and reshare, and close the old account last.

1. **Inventory, including Paper, Box Notes, shortcuts, web links and leavers' folders**
   These need their own plan, and folders owned by people who have left often hold important shared content.
2. **Exports of Dropbox Paper and other unsupported content**
   Dropbox does not let Migration Manager export Paper, so owners must export it while the old account is still open.
3. **Users, licences, groups, OneDrive pre-provisioning and SharePoint sites**

Identity mapping can only point at accounts and groups that exist, and each destination must exist before you can assign it.

4 **Connect and scan everything early**

Scans count toward the 50-task limit, so finishing them first leaves the slots free for copying.

5 **Destinations and identity mapping, checked by a second person**

A destination cannot change once a task starts, and unmapped people lose their permissions.

6 **Pilot with one team**

The team checks files, permissions and links on real content before the waves start.

7 **Waves, then incremental passes**

The first pass is the long one. Later passes copy only what changed, so the final freeze is short.

8 **Freeze, final pass, reshare, then close the old account**

Closing the old account cannot be undone, and partners lose access when it closes, so resharing comes first.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

☐ **File versions**

Whether old versions matter enough to keep the old account, or to use a tool that copies them.

▼ How each tool handles it

Built-in method	Migration Manager: Microsoft says file version migration is currently supported only for Google sources. For Dropbox, Microsoft's FAQ says only the most recent version of each file is transferred. Box and Egnyte are not listed as supporting versions either.
AvePoint Fly	AvePoint says Fly preserves versions and lists Box and Dropbox as sources. Whether that covers versions from Box and Dropbox: not stated in AvePoint's documentation: test it in your pilot.

Movebot	Not stated in Movebot's documentation: test it in your pilot.
ShareGate Migrate	Supports Box through PowerShell only, and does not support Dropbox.

Tip: Tell owners before the pilot that version history stays in the old service.

Microsoft Learn: Migration Manager file versions

- [ ] **Permissions and role mapping**

Whether file-level sharing must come across, and how each source role should land.

▼ **How each tool handles it**

Built-in method	Migration Manager: folder permissions move by default; file-level permissions are off, so files inherit their folder. Owner stays Owner. Box Co-owner, Editor and the Uploader roles, Dropbox Editor and Egnyte Full and Editor become Can edit; viewer roles become Can view. Egnyte group permissions are not migrated because Egnyte group mapping is not supported.
AvePoint Fly	AvePoint says Fly preserves permissions with mapping.

Tip: For Egnyte, list group-shared folders and add their groups by hand after the copy.

Microsoft Learn: Migration Manager permission settings

- [ ] **Identity mapping and leavers**

Which Microsoft 365 account each source user and group becomes, including people who have left.

▼ **How each tool handles it**

Built-in method	Migration Manager: when identities are fully mapped, Microsoft says content is reshared after migration so people keep their access. Unmapped users and groups lose their permissions at the destination.

Tip: Map leavers to a current owner or a service account in the identity CSV.

Microsoft Learn: Migration Manager Dropbox FAQ

- [ ] **Sharing links and external collaborators**

Who reshares with partners, and when.

▼ **How each tool handles it**

Built-in method	Migration Manager: does not recreate external sharing links and does not share content with external collaborators.
Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: Export the list of externally shared folders before the pilot, and check SharePoint sharing settings allow the guests you need.

Microsoft Learn: Migration Manager Dropbox FAQ

- [ ] **Dropbox Paper, Box Notes, web links and shortcuts**

Who exports or rebuilds each item Migration Manager cannot carry.

▼ **How each tool handles it**

Built-in method	Migration Manager: Dropbox does not allow Paper documents to be exported. Box Notes lose preview, table of contents and annotations. .url and .web links and Google files kept in Dropbox are not downloaded, and shortcuts are skipped.
Movebot	Exports Dropbox Paper (as HTML) and Box Notes, with SharePoint Online as a destination. Paper documents arrive as files, not editable Paper.

Tip: Have owners export Paper before cutover, and check important Box Notes in the pilot.

Microsoft Learn: Unsupported files in Migration Manager

- [ ] **Created and modified dates and authors**

Whether original file dates and who created and last changed each file must survive.

▼ **How each tool handles it**

Built-in method	Migration Manager: Microsoft says mapping users and groups is needed to migrate metadata and permissions correctly, but does not list which date and author fields move. Not stated in Microsoft's documentation: test it in your pilot.
AvePoint Fly	AvePoint says Fly migrates metadata. Which date and author fields: not stated in AvePoint's documentation: test it in your pilot.

Movebot	Not stated in Movebot's documentation: test it in your pilot.

Tip: In the pilot, compare Modified and Modified By on a few files at the source and in SharePoint.

Microsoft Learn: Migrate Dropbox to Microsoft 365 with Migration Manager

- [ ] **Team folders and admin access**

Which account Migration Manager signs in with, and whether it can read every folder in scope.

▼ **How each tool handles it**

Built-in method	Migration Manager: for Dropbox, all files and folders a user can reach in their member folder or a team folder are copied, and anything they cannot reach is left out. The Dropbox account you connect needs Read access to every user you migrate.

Tip: Compare file counts in the scan report with the source admin console for a few users.

Microsoft Learn: Migration Manager Dropbox FAQ

- [ ] **File size and path length**

Which very large files to move by hand and which folder trees to shorten.

▼ **How each tool handles it**

Built-in method	Migration Manager: files over 250 GB are not migrated. SharePoint and OneDrive limit paths to 400 characters, so longer destination paths fail with any tool.

Tip: Keep site and library names short, and flatten deep folders in the source before the scan.

Microsoft Learn: Unsupported files in Migration Manager

- [ ] **Task size, concurrency and scheduling**

How to split large folders into tasks, and when each wave runs.

▼ **How each tool handles it**

Built-in method	Migration Manager: Microsoft says a task should not exceed 100,000 items or 1 TB, and at most 50 cloud task rows run at once, counting scans. A schedule runs a task once rather than repeating.

Movebot — Runs a delta every day at a set time with Always Use Delta, and a transfer window pauses data movement outside the hours you choose. The window is set in UTC, so convert from AEST or AEDT.

Tip: Size each wave to finish in a night or a weekend.

Microsoft Learn: Migration Manager FAQ

- [ ] **Destinations**

Which site, library or OneDrive each folder goes to, and who checks it.

▼ How each tool handles it

Built-in method — Migration Manager: a destination cannot be changed once a task has run. New sites can take a couple of hours to appear in the picker; upload destinations by CSV if one is missing.

Tip: Have a second person check every destination against your design before the first Migrate.

Microsoft Learn: Delta sync in Migration Manager

- [ ] **Incremental passes and renaming**

How many incremental passes to run, and when users stop reorganising.

▼ How each tool handles it

Built-in method — Migration Manager: running a task again copies only new or modified files, replacing the earlier copy. A file or folder renamed in Microsoft 365 is treated as a new object, which can duplicate whole folders. The other mode, "Migrate all files and overwrite any existing ones", overwrites edits made at the destination.

Movebot — Always Use Delta copies only what changed on each scheduled run.

Tip: Ask users to keep working in the old service and not to reorganise the new site until the final pass.

Microsoft Learn: Migration Manager Dropbox FAQ

THE PLAN, PHASE BY PHASE

1 Take stock — Before you start

List every user, team folder, member, external collaborator and folder owned by a leaver.

Find Dropbox Paper documents, Box Notes, shortcuts, web link files and Google files kept in Dropbox.

Ask owners to archive or delete stale content before the scan.

Tell owners that Migration Manager brings only the current version of each file from Dropbox and Box.

> **Watch out:** Migration Manager: Dropbox does not let it export Paper documents, and Box Notes lose preview, table of contents and annotations.
>
> **WAYS AROUND IT**
>
> - Have owners export Paper documents from Dropbox before cutover, and check important Box Notes in the pilot.
>
> **TOOLS THAT CAN DO IT**
>
> **Movebot**
>
> PROFILE
>
> Exports Dropbox Paper (as HTML) and Box Notes, with SharePoint Online as a destination. Paper documents arrive as files, not editable Paper.

> **Watch out:** Migration Manager: .url and .web links and Google files stored in Dropbox are not downloaded.
>
> **WAYS AROUND IT**
>
> - Export Google files to Office formats first, and recreate links as SharePoint pages or link lists.

Show the detailed steps (3) →

2 Set up the destination

Create every

user and group in Microsoft 365, with a licence that includes OneDrive and SharePoint.

Pre-provision OneDrive (create it in advance) for every user with SharePoint Online Management Shell.

Create a SharePoint site for each team folder, using a Teams-connected

site where the group also chats.

Keep site and library names short so paths stay under 400 characters.

> ⚠ **Watch out:** SharePoint and OneDrive limit paths to 400 characters, so longer destination paths are not migrated.
>
> **WAYS AROUND IT**
>
> - Shorten site and library names, and flatten deep folders in the source.

Show the detailed steps (3) →

3 Connect and scan

Open Migration Manager and connect it to Dropbox, Box or Egnyte with the

source administrator account.

For Box, add the Migration Manager app in Box Custom Apps Manager within 10 minutes.

Add folders and start the scan.

Read the scan reports and fix the issues they show.

Split folders over 100,000 items or

1 TB into smaller tasks with the CSV option.

> **Watch out:** Migration Manager runs at most 50 cloud task rows at once, including scans, and a schedule runs a task once rather than repeating.
>
> **WAYS AROUND IT**
>
> - Scan everything early, then migrate in waves sized to finish in a night or weekend.
>
> **TOOLS THAT CAN DO IT**
>
> **Movebot**
>
> PROFILE
>
> Runs a delta migration every day at a set time and pauses outside the hours you choose. The window is set in UTC, so convert from AEST or AEDT.

Show the detailed steps (5) →

4 Map destinations and people

Copy scanned rows to Folder migrations and set each destination, by CSV for many.

Have a

second person check every destination against your design.

Map source users and groups to Microsoft 365, including folders owned by leavers.

Check the permission settings before you start; file-level permissions are off by default.

> **Watch out:** Migration Manager: destinations cannot be changed once migration starts.
>
> **WAYS AROUND IT**

- Check destinations before the first Migrate. A wrong one means deleting content and starting again.

Watch out: Migration Manager: unmapped users and groups lose their permissions at the destination.

WAYS AROUND IT

- Map leavers to a current owner or a service account in the identity CSV.

Show the detailed steps (4) →

5 Copy the files

Pilot one team, and have them check files, permissions and links.

Migrate the rest in waves, fixing failures from the detailed reports.

Tell users to keep working in

the old service and not to reorganise the new site.

Re-run tasks before cutover to copy what changed since the last pass.

> **Watch out:** Migration Manager: renaming or moving migrated files before the final pass causes files to be overwritten or duplicated.
>
> **WAYS AROUND IT**
>
> - Freeze the destination until the final pass finishes.

> **Watch out:** Migration Manager: shortcuts, restricted files and files over 250 GB are not migrated.
>
> **WAYS AROUND IT**
>
> - Recreate shortcuts as OneDrive shortcuts or links, and move the others by hand.

Show the detailed steps (3) →

6 Switch over

At the agreed freeze time

Ask users to stop editing in the old service, or make it read-only.

Run the final pass, then compare file counts with the scan report.

Remove the Dropbox, Box or Egnyte desktop app and set up OneDrive sync.

Have owners reshare with partners from SharePoint or OneDrive.

Show users Add shortcut to My files instead of syncing every library.

> **Watch out:** Migration Manager does not recreate sharing links or share content with outside people, so partners lose access when the old service closes.
>
> **WAYS AROUND IT**
>
> - Export the list of externally shared folders, check SharePoint sharing settings, and reshare at cutover.

> **Watch out:** OneDrive sync: Microsoft recommends syncing no more than 300,000 files in total per user.
>
> **WAYS AROUND IT**
>
> - Sync only the folders people need, and open large archives in the browser.

Turn this phase into dated tasks with the cutover planner

Show the detailed steps (5) →

7 Check and close

Check no task has unexplained item failures in its detailed report.

Get owner sign-off for each special content type and each team folder.

Confirm no new edits have reached the old service since the freeze.

Cancel the old account

once owners and retention needs are satisfied.

> **Watch out:** Closing the old account cannot be undone, and changes made in Microsoft 365 are not copied back.
>
> **WAYS AROUND IT**
>
> - Keep the old account until every owner signs off.

Show the detailed steps (5) →

You are finished when

- File counts match the scan, apart from documented unsupported items.
- Every personal and team folder is in its planned destination with the right access.
- Partners can open reshared content, and OneDrive syncs on every device.
- No edits reach the old service, and its desktop app is gone.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance −

Microsoft's Migration Manager connects directly to Dropbox, Box and Egnyte and copies content into OneDrive and SharePoint. The cloud-to-cloud copy runs in

Microsoft's service, so you do not need a server or agent. The work you do is designing the destination, mapping users and groups, and dealing with content the tool cannot carry.

The approach mirrors a file server move: personal folders go to OneDrive, team folders go to SharePoint sites. Read the file server to SharePoint guide for site design and permission principles that apply here too.

NATIVE TOOL
Migration Manager in the SharePoint admin center; no agent needed for cloud sources

SUPPORTED CLOUD SOURCES
Google Workspace, Box, Dropbox and Egnyte

LARGEST FILE
250 GB

CONCURRENCY
Up to 50 cloud task rows at once, counting scans and migrations

SKIPPED
Shortcuts, Dropbox Paper, .url and .web links in Dropbox, getting-started files

1 What you need before step one

Need	Details	Where to get it
Microsoft 365 Migration Administrator, SharePoint Administrator or Global Administrator	Microsoft recommends the role with the fewest permissions that works.	Microsoft 365 admin center > Roles > Role assignments
Dropbox administrator account	Must have Read access to every Dropbox account you plan to migrate. Used to authorise Migration Manager.	Your Dropbox team admin
Box administrator with access to the Box Admin Console	Needed to authorise the connection and add the Migration Manager app in Box Custom Apps Manager.	Your Box admin

Need	Details	Where to get it
Egnyte administrator account	To authorise Migration Manager for Egnyte.	Your Egnyte admin
Microsoft 365 users, groups and licences	Create every destination user and group before mapping identities. Each user needs a licence with OneDrive and SharePoint.	Bulk create users and assign licences
SharePoint Online Management Shell	To pre-provision OneDrive before migrating into it.	Install SharePoint Online Management Shell
Where Migration Manager starts	Microsoft 365 admin center > Setup > Migration and imports, or SharePoint admin center > Migration center. No agent is needed for cloud sources.	https://admin.microsoft.com/#/featureexplorer/collections/Migrations

2 Inventory the source

3 steps

1

Export a user and folder list

Where: The source admin console (Dropbox, Box or Egnyte), then your Mailbox and data inventory sheet; after Step 3, the Migration Manager scan summary report

List every user, their storage use, team or shared folders and their members, and external collaborators. Note anything owned by people who have left. The Migration Manager scan in Step 3 lists every folder with its size, so use its scan summary report to complete and check the sheet.

✓ **You should see:** One row per user and per team folder, with owner, size and external sharing noted.

2

Identify special content

Where: Your inventory sheet, checked against the Migration Manager scan detailed reports

Find Dropbox Paper documents, Box Notes, shortcuts, web link files and Google files stored in Dropbox. These need separate handling (see Step 5).

✓ **You should see:** Each special content type has a count and an owner who will handle it.

3

Agree what not to move

Where: Your inventory sheet, with each folder owner

Ask owners to archive or delete stale content before the scan. Less data means faster passes and fewer errors.

✓ **You should see:** Every folder is marked Move, Archive or Delete and signed off.

3 Design the destination

3 steps

1

Personal folders to OneDrive

Where: Windows PowerShell connected with SharePoint Online Management Shell

Each user's personal space maps to their OneDrive. Make sure OneDrive is provisioned for every user before you migrate.

```
Connect-SPOService -Url https://contoso-admin.sharepoint.com
Request-SPOPersonalSite -UserEmails "meganb@contoso.com","alexw@contoso.com"
```

✓ **You should see:** The command returns without error and each user's OneDrive opens after provisioning completes.

2

Team folders to SharePoint

Where: SharePoint admin center (https://contoso-admin.sharepoint.com) > Sites > Active sites > Create

Map each team or shared folder to a SharePoint site or a library in a site. Create the sites first, using Teams-connected sites where the group also needs chat.

✓ **You should see:** Every target site exists and its URL is in your inventory sheet.

3

Watch path length

Where: Your inventory sheet (target paths column)

Destination paths longer than 400 characters are not migrated. Long site names plus deep folder trees are the usual cause, so keep site and library names short.

✓ **You should see:** Planned site and library names are short, leaving room for the source folder depth.

4 Connect Migration Manager to the source

5 steps

1

Check roles

Where: Microsoft 365 admin center (https://admin.microsoft.com) > Roles > Role assignments

On the Microsoft side you need the SharePoint admin role, the Microsoft 365 Migration Administrator role or Global admin. Microsoft recommends the least-privileged role that works. On the source side you need an administrator who can authorise Migration Manager.

✓ **You should see:** Your account holds one of the three roles.

2

Connect to Dropbox

Where: Microsoft 365 admin center > Setup > Migration and imports > Dropbox, then the project page

Select **Connect to Dropbox**. In the **Connection and quick settings** wizard select **Sign in to Dropbox**, sign in with the Dropbox administrator account and select **Allow**. Select **Next**, set the project settings you need, then **Next** and **Finish**.

✓ **You should see:** The wizard closes and the Dropbox project page is ready for scanning.

3

Connect to Box

Where: The Box migration project page in Migration Manager, then the Box Admin Console > Custom Apps Manager

Select **Connect to Box**, then **Authenticate account**. Enter your Box email and password and select **Authorize**, then **Grant Access to Box** and **Next**. Select **Go to custom Apps Manager** and sign in to the Box Admin Console. Back in SharePoint select **Copy the client ID**. In Custom Apps Manager select **Add app**, paste the client ID, select **Next**, then **Authorize**. Microsoft says the session expires after 10 minutes of inactivity, so have both consoles open first.

✓ **You should see:** Migration Manager says you are now connected to Box. Select **Finish**.

4

Connect to Egnyte

Where: Microsoft 365 admin center > Setup > Migration and imports > Egnyte

Create the Egnyte project and sign in with the Egnyte administrator account to authorise the connection, following the prompts Migration Manager shows.

✓ **You should see:** The Egnyte project page shows the connection and lets you add items to scan.

5

Scan

Where: The migration project page in Migration Manager

Select **Add folders** and choose **All new folders**, **Single folder** or **Multiple specific folders** (a CSV upload). Choose **Automatically start scanning now** and select **Add**, or select rows and choose **Scan** later. Download the **Scan summary report** and **Scan detailed reports** and fix the issues they show before you migrate. For Dropbox, Microsoft says a task should not exceed 100,000 items or 1 TB; split larger folders with the CSV option.

✓ **You should see:** The summary table shows each folder with its scan status, and scanned rows are ready to migrate.

Plan around the concurrency limit. For cloud sources, Microsoft runs at most 50 task rows at once, and that count includes scans. Queue large projects in waves.

5 Map destinations and identities

4 steps

1

Copy scanned folders to migrations

Where: The project's scan list (the Folders tab for Dropbox)

Select rows with a scan status of Ready to migrate or Completed, then select **Copy to Folder migrations** from the menu bar. Set destinations with a single destination edit or **Upload destinations using a CSV file**, review the task migration settings, and select **Copy to Folder migrations**.

✓ **You should see:** The rows appear on the Folder migrations tab.

2

Review destination paths

Where: The Folder migrations tab

Check each task's destination OneDrive or SharePoint path. Change any that do not match your design. Microsoft says destinations cannot be changed once migration starts.

✓ **You should see:** Every row shows the destination from your inventory sheet.

3

Map users and groups

Where: The Folder migrations tab > Map identities

Map source users and groups to Microsoft 365 users and groups. Unmapped identities lose their permissions at the destination. Migration Manager automaps exact name matches. For the rest, select **Import users and groups**, choose **Batch upload**, download the CSV template, fill in the **Microsoft 365 identity** column, then **Select file** and **Save**. Microsoft warns the file is not validated, so check it first.

✓ **You should see:** Every source user and group shows a Microsoft 365 identity.

4

Set permissions and versions

Where: The project settings (first set in the Connection and quick settings wizard), or each task's migration settings

Review the project settings for permission migration and file versions before you start. Microsoft notes that file-level permissions are off by default. Microsoft says file version migration is currently supported only for Google, and its Dropbox FAQ says only the most recent version of each file is transferred, so plan on the current version only.

✓ **You should see:** Permission and version settings match what you agreed with owners.

6 Handle files Migration Manager skips

Unsupported files fail at item level but do not fail the whole task. Use the reports to find them and decide what to do with each type.

Source	Content	What happens	What to do
Dropbox	Dropbox Paper documents and templates	Not exported; Dropbox does not allow it	Export from Dropbox and upload the exported files
Dropbox	.url and .web link files	Not downloaded	Recreate links in SharePoint as pages or link lists
Dropbox	Google Docs, Sheets and Slides stored in Dropbox	Not downloaded	Export to Office formats first
Box	Box Notes	Converted to .docx; file preview, table of contents and annotations are left out	Check important notes after migration
Box and Dropbox	Getting-started files	Ignored	Nothing
All cloud sources	Shortcuts	Skipped	Recreate as OneDrive shortcuts or links
All sources	Restricted files and files over the size limit	Not migrated	Move manually or keep elsewhere

7 Migrate and run incremental passes

3 steps

1

Pilot one team

Where: The Folder migrations tab in Migration Manager

Select the pilot team's rows, select **Migrate**, then **Migrate** again in the confirmation panel. Have the team check files, permissions and links.

✓ **You should see:** The pilot rows finish and the team confirms their files and access in SharePoint or OneDrive.

2

Run the bulk pass

Where: The Folder migrations tab

Migrate in waves. Download the **Migration summary report** and **Migration detailed reports** and fix failures as you go. Microsoft recommends not renaming or moving migrated files before the final migration, because that causes overwrites.

✓ **You should see:** Each wave completes and its reports show only failures you have accepted.

3

Run incremental passes before cutover

Where: The Folder migrations tab

Migration Manager jobs are incremental, so re-running a task copies what changed since the last run. Microsoft calls this a delta sync.

✓ **You should see:** Re-runs finish faster than the first pass and copy only changed files.

8 Cut over and close the old service

5 steps

1 Freeze the source

Where: Your User communication pack, and the source admin console

Ask users to stop editing in the old service at a set time, or make content read-only in the source admin console.

✓ **You should see:** No new changes appear in the source after the freeze time.

2 Final pass and validation

Where: The Folder migrations tab, then your Data validation report

Run the final incremental pass, compare file counts per user and per team folder against the scan summary report, and sign off with owners.

✓ **You should see:** Counts match (apart from documented unsupported files) and owners have signed off.

3 Uninstall old sync clients

Where: Each Windows PC: Settings > Apps > Installed apps (or an Intune uninstall assignment); on Macs, the Applications folder

Remove the Dropbox, Box or Egnyte desktop app so users do not keep saving there. Set up OneDrive sync and shortcuts instead.

✓ **You should see:** The old app is gone and the OneDrive icon shows files up to date.

4

Reshare externally

Where: SharePoint or OneDrive in the browser: select the file or folder > Share

Do not assume external shares carry over. Microsoft documents that Migration Manager does not recreate external sharing links for Google sources; check your pilot, and have owners reshare with partners from SharePoint or OneDrive.

✓ **You should see:** Partners confirm they can open the reshared content.

5

Close the account

Where: The source vendor's billing or account settings

Keep the old account until owners confirm nothing is missing and your retention obligations are met, then cancel.

✓ **You should see:** The account is closed only after written sign-off.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this 3 options −

Migration Manager (cloud source)

MEDIUM EFFORT

Best for: Most Dropbox, Box and Egnyte moves into OneDrive and SharePoint

+ Built into the SharePoint admin center, with no server or agent for cloud sources
+ Maps users and groups, and carries permissions
+ Incremental passes keep the copy current before cutover
– Skips some content, such as shortcuts and Dropbox Paper
– Runs at most 50 cloud task rows at once, including scans
– Does not recreate external sharing

Read more →

Third-party migration tool

MEDIUM EFFORT

Best for: Projects that need content Migration Manager skips for your source, or vendor support

+ Options such as Movebot, ShareGate and AvePoint cover file migrations into Microsoft 365
+ Worth checking when your inventory shows content Migration Manager skips
– Extra product to buy: check the vendor's current pricing
– Check each vendor's supported source list for Dropbox, Box or Egnyte

Manual copy through sync clients

LOW EFFORT

Best for: A very small team with little shared content

+ No migration tool to set up
+ Quick for a few folders
– Sharing permissions and version history do not come across
– Relies on each person copying everything, with no reports to check

OUR ADVICE

Use Migration Manager for any team beyond a few people: it is included with Microsoft 365, needs no agent and gives you reports. Export Dropbox Paper and check Box Notes first, because those are the usual gaps. Consider a third-party tool only when your inventory shows content Migration Manager cannot carry.

Decide how many file versions to bring

SAVES TIME

Microsoft says Migration Manager currently migrates file versions only for Google sources. For Dropbox, Microsoft's FAQ says only the most recent version of each file is transferred, so version history stays behind.

WHAT TO DO

Agree with owners whether old versions matter. Where they do, keep the old account read-only for an agreed period, or test a third-party tool that states it preserves versions.

Microsoft Learn: Migration Manager file versions

Split very large folders into smaller tasks

PERFORMANCE

For Dropbox, Microsoft says a task should not exceed 100,000 items or 1 TB. Oversized tasks run for days and are slow to retry.

WHAT TO DO

After the scan, delete oversized rows and add them back with **Multiple specific folders** using the CSV template, one row per sub-folder.

Microsoft Learn: Migrate Dropbox to Microsoft 365 with Migration Manager

Use the 50-row limit to plan waves

SAVES TIME

Microsoft runs at most 50 task rows at once for cloud sources, including scans. Queuing everything at once means scans wait behind migrations.

WHAT TO DO

Scan everything early, then migrate in waves of team folders sized so each wave finishes inside a night or weekend.

TOOLS THAT CAN GET AROUND THIS

Migration Manager schedules are one-time events that queue tasks at a set time. Movebot can launch a migration every day at a set time in delta mode and pause transfers outside the hours you choose, so waves stay in nights and weekends without someone starting each run.

Movebot

PROFILE

Daily scheduled runs with Always Use Delta copy only what changed, and a transfer window pauses data movement outside a start and end hour. The window is set in UTC, so convert from AEST or AEDT, and it does not start a migration by itself.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Microsoft Learn: Migration Manager FAQ

Lock destinations before the first migration

REDUCES RISK

Microsoft says destinations cannot be modified once a migration starts. A wrong site or library means deleting content and starting again.

WHAT TO DO

Review every destination on the Folder migrations tab against your design, ideally with a second person, before the first **Migrate**.

Microsoft Learn: Migrate Dropbox to Microsoft 365 with Migration Manager

Tell users not to reorganise during the move

USER IMPACT

Microsoft warns that renaming or moving migrated files before the final pass results in files being overwritten.

WHAT TO DO

Include a "work in the old service until cutover, do not reorganise the new site" message in your communications, and freeze the destination until the final delta finishes.

Microsoft Learn: Migrate Dropbox to Microsoft 365 with Migration Manager

Map every identity, including leavers

REDUCES RISK

Unmapped identities lose their permissions at the destination. Folders owned by people who have left often hold important shared content.

WHAT TO DO

Before migrating, reassign leaver-owned folders in the source, or map them to a current owner or a service account in the identity CSV.

Export Dropbox Paper and check Box Notes first

REDUCES RISK

Dropbox does not allow Migration Manager to export Paper documents, and Box Notes lose preview, table of contents and annotations in conversion. Teams discover this after the old account closes.

WHAT TO DO

Have owners export Paper documents from Dropbox before cutover, and check important Box Notes in the pilot.

TOOLS THAT CAN GET AROUND THIS

Some third-party tools export Dropbox Paper documents and Box Notes as part of the migration, so owners do not have to export them one by one before cutover.

Movebot

PROFILE

Lists Dropbox Paper export (as HTML) and Box Notes export, with SharePoint Online as a destination. Paper documents arrive as files, not as editable Paper documents.

Third-party tools, not endorsed by the platform vendor. Confirm in the tool's documentation and run a pilot first.

Microsoft Learn: Unsupported files in Migration Manager

Plan for external sharing to be rebuilt

USER IMPACT

Partners lose access when the old service closes, and sharing links do not survive the move as links.

WHAT TO DO

Export the list of externally shared folders from the source, check SharePoint external sharing settings allow what you need, and have owners reshare at cutover.

Keep sync volumes manageable after cutover

PERFORMANCE

Users used to syncing a whole Dropbox or Box account often sync every SharePoint library, which slows OneDrive. Microsoft recommends no more than 300,000 synced files per user.

WHAT TO DO

Teach Add shortcut to My files for the folders people need, and open large archives in the browser.

Microsoft Support: Restrictions and limitations in OneDrive and SharePoint

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

8 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
File counts and sizes match the scan	Download the Migration summary report and Migration detailed reports from the project in Migration Manager, and compare file counts and sizes per user and per team folder with the scan summary report.	Counts match apart from the unsupported files you documented (shortcuts, Paper documents, .url and .web links), and every failure is fixed or accepted.
Every task finished with no hidden item failures	On the Folder migrations tab, open the detailed report for tasks that show complete, because a task can complete with item-level failures.	No task has unexplained item failures in its detailed report.
Content landed in the planned destination	Compare each row on the Folder migrations tab with the destinations in your inventory sheet, then open a sample of OneDrive and SharePoint locations in the browser.	Each personal folder is in the right user's OneDrive, and each team folder is in its planned site or library.

Check	How to check	What good looks like
Permissions came across for mapped identities	Sign in as a test user from each team and open their folders. In the site, check **Settings > Site permissions** against your design.	Each test user sees what they could see in the source service, and no source user or group was left unmapped.
Special content was handled	Check with each owner from your inventory that Dropbox Paper exports, Box Notes and replaced shortcuts are in place.	Every special content type in the inventory has an owner sign-off.
External partners can open reshared content	Ask each partner on your external sharing list to open the reshared file or folder.	Partners confirm access, and SharePoint external sharing settings allow what you agreed.
OneDrive sync and mobile access work	On a pilot PC check the OneDrive icon and the shortcuts added with Add shortcut to My files. Open the same files in the OneDrive mobile app.	OneDrive shows files up to date, shortcuts appear in File Explorer, and files open on mobile.
The old service no longer receives changes	In the source admin console check recent activity after the freeze time, and confirm the old desktop app is removed from user PCs.	No new edits in the source after the freeze, and the Dropbox, Box or Egnyte desktop app is gone from managed devices.

Rollback plan

If it goes wrong —

ROLL BACK IF

- The final pass shows large count differences against the scan that you cannot explain or fix before the freeze ends
- Permissions are wrong at the destination for a whole team because identities were mapped incorrectly

- Content went to the wrong OneDrive or site and the destinations cannot be corrected in time
- A business-critical workflow depends on a source feature (for example Paper documents) with no tested replacement

POINT OF NO RETURN

Migration Manager copies content and leaves the source as it is, so until cutover you can stop and keep working in the old service. Once users work in SharePoint and OneDrive, new changes exist only there and must be copied back by hand. Microsoft says destinations cannot be changed once a migration starts, so content sent to the wrong place has to be moved or deleted and migrated again. The true point of no return is closing the Dropbox, Box or Egnyte account, which cannot be undone, so keep it until owners sign off and retention obligations are met.

1

Hold further migrations

Where: The Folder migrations tab in Migration Manager

Do not start further waves or incremental passes, and let any running task finish. Download the reports for completed tasks so you keep the record.

✓ **You should see:** No new tasks are started, and the reports for every completed task are saved.

2

Reopen the source for editing

Where: The source admin console (Dropbox, Box or Egnyte)

Reverse the read-only changes you made at the freeze, using the record of what you changed in your Cutover runsheet. Reinstall the old desktop app for users who need sync.

✓ **You should see:** A test user can edit files in the source service again.

3

Tell users where to work

Where: Your User communication pack

Tell users to go back to the old service, and say clearly whether they should stop editing the copies in SharePoint and OneDrive.

✓ **You should see:** Users confirm they are working in one place only.

4

Copy back changes made after cutover

Where: SharePoint and OneDrive in the browser (sort libraries by Modified), then the source service

Find files created or changed after the cutover time and have owners upload them to the source.

✓ **You should see:** Every file changed after cutover is back in the source service or recorded as not needed.

5

Clean up the destination before the retry

Where: SharePoint admin center (https://contoso-admin.sharepoint.com) and the affected sites and OneDrives

Delete or move content that went to the wrong destination, fix the identity mapping CSV or destination list, and run a new pilot before you migrate again.

✓ **You should see:** Destinations match your design and the new pilot passes.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

6 errors

`Destination path URL that exceeds 400 characters`

Cause: The SharePoint site, library and folder path plus file name is longer than 400 characters.

Fix: Shorten folder names at source or point the task at a library closer to the root, then re-run.

`Dropbox Paper files missing after migration`

Cause: Dropbox does not allow Migration Manager to export Paper documents or templates.

Fix: Export Paper documents from Dropbox and upload them to the matching SharePoint folder.

`Shortcut files not migrated`

Cause: Shortcut files are skipped for Google, Dropbox, Box and Egnyte sources.

Fix: Recreate the shortcuts in OneDrive with Add shortcut to My files, or as links.

`Item-level failures but task shows complete`

Cause: Unsupported files generate item-level errors that do not change the task's final status.

Fix: Download the task report, filter by failure, and handle each file type as listed above.

`Tasks stay queued`

Cause: More than 50 cloud task rows are scanning or migrating at once.

Fix: Let running tasks finish or stagger tasks into waves.

`File too large`

Cause: The file exceeds the 250 GB file size limit.

Fix: Keep the file in another store or split it before migration.

Search the full error library →

FAQ

Frequently asked questions

Does Migration Manager support Egnyte?

Yes. Microsoft lists Google Workspace, Box, Dropbox and Egnyte as cloud sources for Migration Manager.

Do I need to install an agent for Dropbox or Box?

No. Agents are for file share migrations. Cloud sources connect directly from the SharePoint admin center.

Are Box Notes migrated?

Yes, they are converted to .docx. File preview, table of contents and annotations are left out.

Can I migrate Dropbox Paper?

No. Dropbox does not allow Migration Manager to export Paper documents, so export them yourself.

Are external shares kept?

Plan to reshare. Check external access in your pilot, and have owners reshare from SharePoint or OneDrive after cutover.

When should I use a third-party tool?

Consider one when you need features Migration Manager lacks for your source, such as migrating content it skips. Check each vendor's supported source list.

SOURCES

Official sources

12 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Microsoft Learn: Get started with Migration Manager
- Microsoft Learn: Migration Manager FAQ
- Microsoft Learn: Unsupported files in Migration Manager
- Microsoft Learn: Migrate Dropbox to Microsoft 365 with Migration Manager
- Microsoft Learn: Step 1: Connect to Dropbox
- Microsoft Learn: Step 2: Scan and assess (Dropbox)
- Microsoft Learn: Step 3: Copy to migrations (Dropbox)
- Microsoft Learn: Step 5: Map identities (Dropbox)
- Microsoft Learn: Step 1: Connect your Box account to Microsoft 365
- Microsoft Learn: Migration Manager Google FAQ (permission and version settings)
- Microsoft Support: Restrictions and limitations in OneDrive and SharePoint
- Microsoft Support: Add shortcuts to shared folders in OneDrive