MIGRATION PLAYBOOK · MICROSOFT 365

How to migrate Viva Engage (Yammer) to another Microsoft 365 tenant

Microsoft has no tool that moves Viva Engage communities and conversations between tenants. This runbook exports the source network for your records, rebuilds communities and members in the target, carries community files across, and covers what a third-party tool adds.

Checked against vendor documentation – 20 November 2026 6 phases
21 detailed steps 8 official sources

Part of a Microsoft 365 tenant-to-tenant migration. This is runbook 7 of 13. For the project plan, order of work, licensing, cutover and rollback, see the tenant-to-tenant migration guide and its 43-step checklist. Next runbook: How to migrate Microsoft Forms to another tenant or owner.

START HERE

How do you migrate Viva Engage (Yammer) to another Microsoft 365 tenant?

SHORT ANSWER

This moves Viva Engage, Microsoft 365's company social network (formerly Yammer), into another tenant (another organisation's own Microsoft 365 setup). Microsoft has no tool that moves conversations between tenants, so you keep the source network's export as the record, recreate the communities people still use in the target with Microsoft Graph, add their owners and members, and copy each community's files across.

- **Recommended route:** Export the source network, then rebuild active communities in the target

- **Order:** Keep the record first, because nothing else in this runbook copies old conversations.
- **6 phases:** List your communities, Keep the record, Prepare the target, Rebuild communities, Cut over and Close out.
- **You're done when:** Every community marked to move exists in the target with the right privacy, owners and members.

Old conversations either stay in the export or are recreated by a third-party tool. The time depends on how many active communities you have, and the deadline is the date the source tenant closes.

RECOMMENDED ROUTE

Export the source network, then rebuild active communities in the target

Uses only Microsoft's own export and Graph API, keeps a complete record of every message, and leaves the target clean of communities nobody uses.

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

- **Third-party migration tool such as Apps4.Pro**
  : Conversations, replies, polls and praise must appear in the target communities, not only in an export.
- **Export only, no rebuild**
  : The organisation is leaving Viva Engage, or the source network is barely used.
- **Recreate communities by hand in Viva Engage**
  : Only a handful of communities move, so a script is not worth writing.

TOOLS FOR THIS PLAN

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

Compare options
Compare Microsoft 365 migration tools

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Keep the record first, because nothing else in this runbook copies old conversations. Then prepare the target, rebuild communities, add members and files, and only then point people at the new network.

1. **Inventory of communities, owners and activity**
   Decides which communities are rebuilt and which are archived, and who signs each one off.
2. **Full tenant data export from the source**
   The only native record of messages and files; it must exist before the source tenant is closed.
3. **Users and guests in the target, and the target network in native mode**
   Owners and members must exist before you can add them, and the Graph community API works only in native mode.
4. **Communities created in the target with owners**
   Creating a community also creates its Microsoft 365 group and SharePoint site, which members and files need.
5. **Members added, then files copied**
   Membership is not in the export, so it comes from the source groups; files need the target site to exist.
6. **Announcement, link updates and a quiet period on the source**
   People need to know where the conversation continues before the old network goes quiet.

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)

- [ ] **Conversations and replies**
  Whether old conversations must appear inside the new communities, or an archive is enough.

  ▼ How each tool handles it

Built-in method	Microsoft has no cross-tenant move for Viva Engage. The tenant data export includes Messages.csv with every message sent or modified in the date range, which is your record.

Apps4.Pro Migrates messages and replies, including discussions, praise, questions and polls, to the mapped target users.

Tip: Most organisations rebuild active communities and keep the export as the archive.

Microsoft Learn: Export and manage Viva Engage data

- [ ] **Community membership**

Whether every member is added, or people rejoin the communities they want.

▼ **How each tool handles it**

Built-in method Microsoft says the data export does not include group membership. In native mode each community has a Microsoft 365 group, and adding members to that group adds them to the community.

Tip: Read members from the source groups before any source account is deleted.

Microsoft Learn: Use the Microsoft Graph API to work with Viva Engage

- [ ] **Community files**

Whether files are copied into the new community, or kept with the archive.

▼ **How each tool handles it**

Built-in method Community post attachments are stored in the community's SharePoint library under Documents > Apps > Viva Engage. The data export leaves out files stored in SharePoint.

Tip: Copy old attachments into a separate archive folder, not into the Apps > Viva Engage folder of the new community.

Microsoft Learn: Viva Engage file storage overview

- [ ] **Storyline posts and their files**

Whether anyone relies on storylines enough to recreate them.

▼ **How each tool handles it**

Built-in method Storyline attachments are stored in a hidden library in the creator's OneDrive. They move with the user's OneDrive only as files; the storyline posts do not move.

Tip: Tell leaders who post storylines to save any posts they want to keep.

Microsoft Learn: Viva Engage file storage overview

- [ ] **Guests and external members**
  Which guests still need access, and in which communities.

  ▼ **How each tool handles it**

Built-in method	Guests are Microsoft Entra B2B users, so they are invited again to the target tenant and then added to communities.

  Tip: Invite guests as part of the identity work, so they exist before you add members.

  Microsoft Learn: Work with external networks in Viva Engage

THE PLAN, PHASE BY PHASE

1 List your communities

At the start of the tenant project

Export the user list and tenant data from the source Engage admin center.

Use Groups.csv and Messages.csv to see which communities had recent posts.

Agree with each

community owner whether it moves, is archived, or is closed.

Record each community's privacy (public or private), owners and connected Microsoft 365 group.

> **Watch out:** The tenant data export does not include group membership.
>
> **WAYS AROUND IT**
>
> - Read each community's members from its Microsoft 365 group in the source with Microsoft Graph or Entra ID, and save them to your tracking sheet.

Show the detailed steps (3) →

2 Keep the record

Before anything is changed or deleted

Run Export tenant data for the full date

range, with attachments.

On networks with 10,000 or more users, export one month at a time outside business hours.

Store the .zip files in the target tenant's SharePoint with restricted access.

Check log.txt in each export for partial failures.

Watch out: File attachments stored in SharePoint are not in the export.

WAYS AROUND IT

- Copy each community's SharePoint library as well (Step 5), or include the sites in your cross-tenant SharePoint migration.

Show the detailed steps (4) →

3 Prepare the target

After users and guests exist in the target

Confirm the target network runs in native mode.

Give the migration account the Engage administrator role.

Register an app or use Microsoft Graph PowerShell with Community.ReadWrite.All.

Show the detailed steps (3) →

4 Rebuild communities

Two to three weeks before cutover

Create each community with its name, description, privacy and owners.

Add members to the connected Microsoft 365 group.

Copy community files into the new community's SharePoint library.

> **Watch out:** Old conversations do not move with Microsoft's tools.
>
> **WAYS AROUND IT**
>
> - Keep them in the export, and post a pinned link to the archive in each new community.
>
> **TOOLS THAT CAN DO IT**
>
> **Apps4.Pro**
> Recreates messages, replies, polls and praise in target communities, attributed to mapped users with the original date shown in each post. Its guide lists storylines, events, pinned items and text formatting as not migrated.

Show the detailed steps (3) →

5 Cut over

On the tenant cutover date

Post a final announcement in each source community with the new link.

Update links on intranet pages, Teams tabs and SharePoint web parts.

Ask owners to post the first conversation in each new community.

Turn this phase into dated tasks with the cutover planner

Show the detailed steps (3) →

6 Close out

After the agreed quiet period

Run a last tenant data export covering the period since the first export.

Record where the exports are kept and who may access them.

Close the source network as part of the tenant decommission.

Show the detailed steps (2) →

You are finished when

- Every community marked to move exists in the target with the right privacy, owners and members.

- Every export .zip is stored in the target tenant, and each log.txt shows no failed items.
- Each new community's files are in its SharePoint library, and owners have checked them.
- Intranet links, Teams tabs and web parts open the new communities, and the source communities point to them.

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 −

Viva Engage (formerly Yammer) lives inside one Microsoft 365 tenant. In a native mode network each community is backed by a Microsoft 365 group, with a SharePoint site for its files. Microsoft does not offer a way to move a network, its communities or its conversations to another tenant, and its FastTrack cross-tenant service doesn't cover Viva Engage at all.
So a Viva Engage move has two parts. First, keep a full export of the source network as the record. Second, rebuild the communities people still use in the target, with their owners, members and files, and either start conversations fresh or use a third-party tool that recreates them. This runbook is one part of a Microsoft 365 tenant-to-tenant migration; users and guests must already exist in the target before you start.

NATIVE CROSS-TENANT MOVE
None. Microsoft's FastTrack cross-tenant service covers Exchange Online,

KEEP A RECORD
Export tenant data from the Engage admin center (CSV files in a .zip)

NOT IN THE EXPORT
Group membership, and file attachments stored in SharePoint

SharePoint and OneDrive only

REBUILD COMMUNITIES
Microsoft Graph community API, native mode networks only

GRAPH RATE LIMIT
10 requests per user, per app, in 30 seconds

1 What do you need before you migrate Viva Engage (Yammer) to another Microsoft 365 tenant?

Need	Details	Where to get it
Engage administrator role in both tenants	To export data in the source and manage communities in the target.	Microsoft 365 admin center, Roles > Role assignments
Users and guests in the target	Owners and members must exist before you can add them.	Entra ID cross-tenant sync guide
Target network in native mode	The Microsoft Graph community API works only for native mode networks.	Viva Engage admin center
Microsoft Graph PowerShell	To create communities and add members in bulk, with the Community.ReadWrite.All permission.	Install the Microsoft Graph PowerShell SDK
Secure storage for exports	A restricted SharePoint library in the target tenant.	Your target SharePoint site
A tracking sheet	One row per community: owner, privacy, members, decision, new URL.	Application inventory and dependency map template

2 Which communities should move?

3 steps

1

Export the user list

Where: Viva Engage admin center (Viva Engage > Settings > Admin center), signed in as an Engage administrator > Governance and compliance > Data management

On the Data export page choose **Export user list**. You use it to check that every active user has a matching account in the target.

✓ **You should see:** A CSV file with every user in the source network.

2

List communities and their activity

Where: The tenant data export (Step 2), Groups.csv and Messages.csv

Open **Groups.csv** for each community and **Messages.csv** to see when each was last posted in. Add every community to your tracking sheet with its privacy, owners and last activity.

✓ **You should see:** One row per community with its last activity date.

3

Agree a decision with each owner

Where: Your tracking sheet

Mark each community as **move**, **archive** (kept only in the export) or **close**. Communities with no posts for a long time are usually archived.

✓ **You should see:** Every community has a decision and an owner who agreed it.

3 How do you export the source network? 4 steps −

The export is the record of every message. Do it before any change, and again at the end for anything posted since.

1

Export tenant data

Where: Viva Engage admin center (Viva Engage > Settings > Admin center), signed in as an Engage administrator > Governance and compliance > Data management > Export tenant data

Choose the date range and select **Include attachments** so files stored in Viva Engage are exported in their native format. Select **Include external networks** if you use them. Then download the .zip file.

✓ **You should see:** A .zip with Messages.csv, Groups.csv, Users.csv, Topics.csv and the other CSV files, plus a Files folder.

2

Split large networks by month

Where: The same Export tenant data page

Microsoft suggests that networks with 10,000 or more users export outside standard operating hours and limit each export to one month if they see time-outs.

✓ **You should see:** One .zip per month, with no time-out errors.

3

Or script it with the export API

Where: PowerShell or a terminal, with a token for a Viva Engage verified administrator

The Network Data Export API returns the same CSV files as a .zip. Microsoft recommends smaller time frames, and records any failed items in **log.txt**. The `include` parameter does not apply to native mode networks.

```
curl -H "Authorization: Bearer <token>" -o export-2026-10.zip
"https://www.yammer.com/api/v1/export?since=2026-10-01T00:00:00%2B00:00&until=2026-10-
31T23:59:59%2B00:00"
```

✓ **You should see:** A .zip per period, and each log.txt reports no failures.

4

Store the exports

Where: The target tenant's restricted SharePoint library

Upload each .zip and record its date range and file size in your tracking sheet. The export contains private and personal data, so limit access to the people who need it.

✓ **You should see:** Every export is stored in the target and recorded.

Two things the export leaves out. Microsoft says the export does not include group membership or file attachments stored in SharePoint. Membership comes from the source Microsoft 365 groups (Step 4), and files from the community SharePoint libraries (Step 5).

4 How do you recreate communities in the target? 3 steps

In native mode, creating a community also creates its Microsoft 365 group, SharePoint site, OneNote notebook and Planner plan. Microsoft says you

cannot create a community through the create group API, so use the community API.

1

Connect to Microsoft Graph

Where: PowerShell 7 on your admin computer, signed in as an Engage administrator of the target

Install the Microsoft Graph PowerShell SDK if needed, then connect with the community permission.

```
Connect-MgGraph -Scopes "Community.ReadWrite.All","GroupMember.ReadWrite.All"
```

✓ **You should see:** Welcome to Microsoft Graph, with the target tenant ID.

2

Create a community

Where: The same PowerShell session

Create each community with its name (up to 255 characters), description (up to 1,024 characters) and privacy (`public` or `private`). When you sign in as yourself and leave out owners, you become the owner; add the real owners in Step 4. The request returns **202 Accepted** and an operation to check.

```
$body = @{ displayName = "Finance team"; description = "Finance news and questions"; privacy =
"private" } | ConvertTo-Json
$r = Invoke-MgGraphRequest -Method POST -Uri
"https://graph.microsoft.com/v1.0/employeeExperience/communities" -Body $body -ContentType
"application/json" -OutputType HttpResponseMessage
$r.Headers.Location
```

✓ **You should see:** A link to an engagementAsyncOperation.

3

Wait for it to finish

Where: The same PowerShell session

Check the operation, waiting more than 30 seconds between checks, until the status is **succeeded**. Then read the community to get its Microsoft 365 group ID.

```
Invoke-MgGraphRequest -Method GET -Uri "<the Location link>"
Invoke-MgGraphRequest -Method GET -Uri
"https://graph.microsoft.com/v1.0/employeeExperience/communities/<communityId>"
```

✓ **You should see:** status is succeeded, and the community shows a groupId. Record both IDs in your tracking sheet.

Mind the rate limit. Microsoft limits Viva Engage API calls to 10 requests per user, per app, in 30 seconds, and returns 429 Too Many Requests above that. Pause between communities in a bulk script.

5 How do you add owners and members?

3 steps

1

Read members from the source group

Where: Microsoft Graph PowerShell, connected to the source tenant

Each source community has a Microsoft 365 group. Save its owners and members, then map each one to the matching target account using your identity map.

```
Get-MgGroupMember -GroupId <sourceGroupId> -All | ForEach-Object { $_.AdditionalProperties.mail }
| Out-File finance-members.txt
Get-MgGroupOwner -GroupId <sourceGroupId> -All | ForEach-Object { $_.AdditionalProperties.mail } |
Out-File finance-owners.txt
```

✓ **You should see:** One file of members and one of owners per community.

2

Add owners and members in the target

Where: Microsoft Graph PowerShell, connected to the target tenant

Add people to the community's Microsoft 365 group. Microsoft says members added to the group join the community, and group owners become community admins. Guests must already be invited to the target.

```
New-MgGroupOwner -GroupId <targetGroupId> -DirectoryObjectId <ownerObjectId>
New-MgGroupMember -GroupId <targetGroupId> -DirectoryObjectId <memberObjectId>
```

✓ **You should see:** The community in Viva Engage shows the right member count and admins.

3

Remove yourself as owner

Where: Microsoft Graph PowerShell, target tenant

Once the real owners are in place, remove the migration account. Microsoft says you cannot remove the last owner of a group, so add the owners first.

```
Remove-MgGroupOwnerDirectoryObjectByRef -GroupId <targetGroupId> -DirectoryObjectId <yourObjectId>
```

✓ **You should see:** Only the agreed owners are listed as community admins.

6 How do community files move?

3 steps

Community post attachments sit in the community's SharePoint library under **Documents > Apps > Viva Engage** (or **Yammer** for older communities). They are not in the data export, so they have to be copied.

1

Find the source library

Where: The source community > Microsoft 365 Resources > SharePoint, or the site URL from the group

Open each community's SharePoint site and note its URL and the size of the Documents library.

✓ **You should see:** Each community in your tracking sheet has its source site URL.

2

Copy into an archive folder

Where: The new community's SharePoint site in the target

Copy the files with cross-tenant SharePoint migration or your migration tool into a folder such as **Documents > Archive from old network**. Microsoft warns not to modify, move or rename the **Apps > Viva Engage** folder structure, because that breaks posts.

✓ **You should see:** The files open from the new community's SharePoint library, and the Apps > Viva Engage folder is untouched.

3

Pin the archive

Where: The new community in Viva Engage

Post a short welcome that links to the archive folder and to where the exported conversations are kept, and pin it.

✓ **You should see:** Members see the archive link at the top of the community.

7 How do you switch people to the new network?

3 steps

1 Announce the move in each source community

Where: Each source community in Viva Engage

Post the date, the new community link and where the archive is. Ask people not to post in the old network after the cutover date.

✓ **You should see:** Every moving community has an announcement with the new link.

2 Update links

Where: Intranet pages, Teams tabs, SharePoint Viva Engage web parts and email templates

Replace links to source communities with the new ones. Web parts that show a source community must be edited to point at the target network.

✓ **You should see:** Every link in your tracking sheet opens the new community.

3 Start the new conversation

Where: Each new community

Ask each owner to post first, so the community is active from day one.

✓ **You should see:** Each new community has a post from its owner on cutover day.

8 What do you do before the source closes?

2 steps

1 Run the final export

Where: Viva Engage admin center (Viva Engage > Settings > Admin center), signed in as an Engage administrator > Governance and compliance > Data management > Export tenant data

Export everything since your first export, with attachments, and store it with the others.

✓ **You should see:** The exports together cover the whole life of the network.

2 Close the source with the tenant

Where: Tenant decommission playbook

The source network closes with the source tenant. Record where the exports are kept, who can open them and how long you keep them.

✓ **You should see:** The records owner has signed off the archive.

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

Export, then rebuild active communities

MEDIUM EFFORT

Best for: Most tenant moves, where an archive of old conversations is acceptable

+ Uses only Microsoft's export and Graph API
+ Leaves unused communities behind
+ A complete record of every message
– Old conversations are not visible inside the new communities
– Membership and files need their own steps

Third-party migration tool

MEDIUM EFFORT

Best for: Large or busy networks where people expect their conversation history in the new communities

+ Recreates conversations, replies and polls
+ Maps posts to target users
– Licence cost
– Storylines, events and pinned items are typically not migrated: check the tool's list

Export only

LOW EFFORT

Best for: Organisations leaving Viva Engage, or networks that are barely used

+ Least effort
+ Keeps the record for compliance
– No communities in the target

OUR ADVICE

Export the whole source network first, whatever you choose. Then rebuild only the communities that are still active, and decide per community whether an archive link is enough or the history has to move with a tool.

Export before any source account or tenant is removed

COMPLIANCE –

The tenant data export is the only native record of conversations. Once the source tenant is closed, the network and its messages go with it.

WHAT TO DO

Make "full export stored in the target" a gate in the tenant project, before any source account is deleted and long before the source tenant is decommissioned.

Microsoft Learn: Export and manage Viva Engage data

Membership is not in the export

REDUCES RISK

Microsoft says the data export does not include group membership, so you cannot rebuild communities from the export alone.

WHAT TO DO

Read owners and members from each source Microsoft 365 group (Step 4) while the source accounts still exist.

Microsoft Learn: Export and manage Viva Engage data

Old conversations stay in the archive unless you use a tool

USER IMPACT

Microsoft's tools cannot post historic messages into target communities under their original authors. People notice when the history is missing.

WHAT TO DO

Agree up front with each community owner whether an archive link is enough. If it is not, plan a third-party tool and test it in a pilot.

TOOLS THAT CAN GET AROUND THIS

A Viva Engage migration tool recreates conversations, replies and polls in the target communities and maps them to target users. Check the product's own list of what does not move, such as storylines and events.

Apps4.Pro

Migrates messages, replies, polls, praise, members and files. Its guide lists storylines, events, pinned items, inbox and text formatting as not migrated.

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

Microsoft Learn: FastTrack cross-tenant migration

The target network must run in native mode

REDUCES RISK

Microsoft says the Graph community API works only for native mode networks, and native mode is required for all Viva Engage networks in the enterprise.

WHAT TO DO

Check the target network mode before you script anything. If the target is new, it starts in native mode.

Microsoft Learn: Use the Microsoft Graph API to work with Viva Engage

Don’t touch the Apps › Viva Engage folder

USER IMPACT

Microsoft warns that modifying, moving or renaming the Documents > Apps > Viva Engage folder structure in SharePoint breaks posts, communities and storylines.

WHAT TO DO

Copy old community files into a separate archive folder in the new site, and exclude the Apps folder from any clean-up scripts.

Microsoft Learn: Viva Engage file storage overview

Storyline posts do not move

USER IMPACT

Storyline attachments sit in a hidden library in the creator's OneDrive, and there is no native way to move the posts themselves.

WHAT TO DO

Tell leaders and communicators who use storylines before the move, so they can save posts they want to keep.

Microsoft Learn: Viva Engage file storage overview

The export holds personal and private data

COMPLIANCE

Messages.csv and Users.csv include private community messages and user details, and Microsoft documents the export for data subject requests too.

WHAT TO DO

Store exports in a restricted library, record who can open them, and set a retention period with your records owner.

Microsoft Learn: Export and manage Viva Engage data

Plan for the Graph rate limit

SAVES TIME

Viva Engage API calls are limited to 10 requests per user, per app, in 30 seconds, and community creation is asynchronous.

WHAT TO DO

Build pauses and retries into bulk scripts, and allow time for each creation to finish before adding members.

Microsoft Learn: Use the Microsoft Graph API to work with Viva Engage

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

4 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
Every moving community exists in the target	Compare your tracking sheet with the target Viva Engage communities list, signed in as an Engage administrator.	Every row marked move has a community with the right name and privacy.
Owners and member counts match	For each community, compare the source and target Microsoft 365 group member counts with Get-MgGroupMember.	Counts match, apart from people who have left and are recorded as such.
The export is complete	Open each log.txt and confirm the date ranges join up with no gaps.	No failed items, and the exports cover the whole network history.
Files open in the target	Ask each owner to open three files from the archive folder in their new community's SharePoint library.	Every sampled file opens.

Rollback plan

If it goes wrong

ROLL BACK IF

- The target network is not in native mode and communities cannot be created

- A third-party tool run fails or posts under the wrong users
- Owners reject the rebuilt communities before cutover

POINT OF NO RETURN

Rebuilding communities in the target does not change the source, so until cutover, rollback is simply carrying on in the source network. The point of no return is the **source tenant being decommissioned**: after that, the export is the only copy of the network.

1

Keep using the source network

Where: Each source community

Post that the move is paused and that people should keep using the source community.

✓ **You should see:** People post in the source community again.

2

Put links back

Where: Intranet pages, Teams tabs and web parts

Point any link you changed back to the source communities.

✓ **You should see:** Links open the source communities.

3

Remove or hide the new communities

Where: Target Viva Engage admin center, or Microsoft Graph

Delete test communities, or keep them private until the move restarts. Microsoft says deleting a community also deletes its Microsoft 365 group, OneNote notebook and Planner plans.

✓ **You should see:** Only the communities you intend to keep remain in the target.

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

Common problems and fixes

5 errors

`Export times out on a large network`

Cause: The export covers too long a period for a network with many users.

Fix: Export one month at a time outside business hours, as Microsoft suggests for networks of 10,000 or more users.

`log.txt lists failed items`

Cause: Part of the export failed, so the .zip is incomplete.

Fix: Run the export again for a smaller time frame covering the failed period.

`429 Too Many Requests from Microsoft Graph`

Cause: More than 10 Viva Engage API requests per user, per app, in 30 seconds.

Fix: Add a pause between calls in your script and retry the failed community.

`The community API returns an error on a legacy or external network`

Cause: The Graph community API supports only native mode networks.

Fix: Use a native mode network in the target, or create communities by hand.

`Posts in the new community show broken attachments`

Cause: Files were copied into or moved within the Apps > Viva Engage folder.

Fix: Leave that folder alone and keep migrated files in a separate archive folder.

Search the full error library →

FAQ

Frequently asked questions

Can I migrate Viva Engage to another tenant with Microsoft tools?

No. Microsoft's FastTrack cross-tenant service covers Exchange Online, SharePoint and OneDrive, not Viva Engage. You export the source network and rebuild communities in the target, or use a third-party tool.

Does the Viva Engage export include community members?

No. Microsoft says the data export leaves out group membership. Read members from each community's Microsoft 365 group instead.

Are Viva Engage files in the export?

Files stored in Viva Engage are, if you include attachments. Files stored in SharePoint, which is where native mode communities keep attachments, are not.

Is Yammer the same as Viva Engage?

Yes. Yammer is now Viva Engage. Older communities may still store files in a folder named Yammer.

Can I create Viva Engage communities in bulk?

Yes, with the Microsoft Graph community API in a native mode network, using the Community.ReadWrite.All permission. Mind the limit of 10 requests per user, per app, in 30 seconds.

SOURCES

Official sources

8 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: Export and manage Viva Engage data
- Microsoft Learn: Viva Engage network data export API
- Microsoft Learn: Viva Engage file storage overview
- Microsoft Learn: Use the Microsoft Graph API to work with Viva Engage
- Microsoft Learn: Create community
- Microsoft Learn: FastTrack cross-tenant migration
- Microsoft Learn: Work with external networks in Viva Engage
- Microsoft Learn: Cross-tenant SharePoint migration