

# Metalogix® Archive Manager for Exchange 8.7

## Release Notes

December 2022

These release notes provide information about the Metalogix® Archive Manager for Exchange release 8.7.

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## New Features

This version of Metalogix® Archive Manager for Exchange introduces the following features:

Feature	Description
MAPI access method from Exchange Online properties	MAPI access method is no longer supported for Exchange Online
Promote Backup/Delay shortcut on Public folder	Administrator can promote Backup/Delay shortcut on Public folder
Extend index function for <i>On Behalf</i>	Emails sent <i>On Behalf</i> are now indexed
New <i>Current location</i> option in server location properties window	Administrator can identify which location is current. This was previously set in the registry
Shortcut synchronization job optimization	Synchronization is faster and more accurate
Multi-thread support for Public Folders	Multi-thread management for Public Folders is now supported
<i>Maximum number of search results</i> setting in Advanced archive search	Administrator can define a maximum number of search results
Restore from Advanced archive search	Administrator can restore emails from Advanced archive search

Feature	Description
Import Exchange Online when MFA is activated	Administrator can import Exchange Online server when multi-factor authentication is activated

## ArchiveWeb features

Feature	Description
Support for Bcc in preview	User can see Bcc in archived file preview
Support for dynamic distribution groups	Dynamic distribution groups are now supported in ArchiveWeb from the Roles & Permissions tab
Support for Approved and Denied retention change request details	Administrator can see details for Approved and Denied retention change requests

## OWA features

Feature	Description
Support for Bcc in preview	User can see Bcc in archived file preview
<i>Select all</i> in OWA search	User can use the <i>select all</i> option in OWA search

## Resolved Issues

The following is a list of issues addressed in this release.

Description	Work Item	Case No.
Exclude message classes is still enabled when script is generated in group properties	362690	
Archive Wizard options 'Include mail folders' and 'Include non mail folders' options do not archive the respective folders	363524	
<b>PSTImporter:</b> Cancel button is not working	514157	
<b>PSTImporter:</b> If the folder name in PST Properties contain a backslash, folders are duplicated after import	523093	
Restore version: confirmation pop-up is not displayed	361021	
64 bit extension: unable to configure without HTTPS	524440	

Description	Work Item	Case No.
Remove Archive size report from Settings	516691	
<b>OWA:</b> Unable to Restore, Forward, Reply restored item from search	524613	
<b>ArchiveWeb:</b> Empty search result from search when Files and Exchange are installed and location properties in ArchiveWeb is set only for Exchange.	524787	
Missing domain for public folder mailboxes	524830	
<b>ArchiveWeb/OWA:</b> Wrong characters in message name after export messages to ZIP	523222	
<b>OWA:</b> Resize window issue when query is open	523254	
Synchronization Job: folders are not synchronized correctly	523781	
<b>ArchiveWeb:</b> Redirect to search template editor issue	525029	
<b>ArchiveWeb:</b> Paging is missing after resizing web browser window	525030	
<b>ArchiveWeb:</b> Items marked for deletion are included in the selection after selecting 'Select all items in folder'	525159	
<b>ArchiveWeb:</b> UI issue in TAGS editor	525174	
<b>ArchiveWeb:</b> Shared mailboxes appear in searchable mailboxes even if they are not activated	525175	
<b>OWA:</b> Unable to forward message when To field is empty and only Cc field contains recipient	523955	
<b>ArchiveWeb:</b> Check linked mailboxes' checkbox was removed from ArchiveWeb configuration	524838	
<b>ArchiveWeb:</b> Item details missing from retention history	524973	
Paging in Archive view is not working	525173	
Multiple uninstall issues	525260	
<b>ArchiveWeb:</b> Wrong table format after export to PDF or RTF	524874	

Description	Work Item	Case No.
<b>ArchiveWeb:</b> Missing search server location settings in ArchiveWeb after ArchiveWeb and Archive Manager for Files are installed on different machine as Search	525074	
Normal job was not able to process items for multiple Public Folder mailboxes	528843	
<b>PST Gatherer:</b> 'Disable drive list' is not working	363420	
Refresh item list not working correctly	364290	
EWS error during creation of lost folders in O365 Public Folder	523883	
<b>OWA:</b> Wrong format in print preview	524586	
<b>OWA:</b> Cannot archive via OWA addin	528227	01825749
Unable to archive specific emails with EWS	528229	01818398
Shortcut sync issues, delayed shortcuts are not promoted	524785	5110769
Error when new version of an email is created	528231	01833505
Shortcuts are created when retention with no shortcut is used	527094	5130893
Unable to access Public Folders	527091	5137032
Unable to install forms with HTTPS	529165	01875529

# Version History

Resolved issues from previous versions are listed below.

## Version 8.6

The following is a list of issues addressed in this release.

Description	Work Item
Address Book synchronization issues	518456
Advanced criteria are not copied during group settings copy	362414
<b>ArchiveWeb:</b> Cannot export retention change request - ORACLE	515207
<b>ArchiveWeb:</b> Empty folders are displayed in tree view	522699
<b>ArchiveWeb:</b> Multiple search fixes	517030, 517757, 519033
<b>ArchiveWeb:</b> Unable to export one version of document in to PST	274755
<b>ArchiveWeb:</b> Unable to preview "Private" message	268580
<b>ArchiveWeb:</b> Unable to restore items marked for deletion	516755
Copy settings for groups and Public Folder sometimes do not work	513440
Database dates are not interpreted correctly	522735
Embedded pictures missing when saving mail from Outlook	455847
Error in Pool monitor: NotInitialized Exception from HRESULT: 0x800A0249	517341
Error restoring to M365 with EWS	514547
<b>HSM:</b> "Unhandled exception" error during selecting of encryption key path	514218
<b>HSM:</b> HSM Server not updated in db after Manager service restart (Oracle)	518686
<b>HSM:</b> Move and copy async task is not started automatic after service restart	518783

Description	Work Item
<b>HSM:</b> Schema compression - Excluded files are compressed	523430
Lost RTF item cannot be restored (EWS)	517570
Lost RTF item cannot be restored (EWS)	517570
Mailbox and group sync fails on Office365 groups and takes over 24 hours to finish	520615
Mailbox Rights Manager: Failed to build mailbox tree error for mailbox deleted from Active Directory	504719
Message class changes when the email is restored (EWS)	517213
Missing DB settings in Auditing after upgrade from 8.2 and higher	515040
Missing deleted user in Advanced search	522880
Normal shortcut is getting created instead of delayed shortcut when "Lifetime calculated from:" is Received time and "Delay shortcut creation time" is 1 day	362929
Not able to connect to Exchange server from Address Book Manager	519544
Outlook Add-In: Archive and restore is not working for Public Folders in specific scenarios	520819
<b>OWA:</b> Cannot access archived emails from OWA when all users are in M365 but EWS administrator is still on-premise	520421
<b>OWA:</b> Download EML - file name is not Subject but DOCID	455535
<b>OWA:</b> recipient is displayed in TO after clicking reply all	522962
<b>OWA:</b> The remote procedure call failed. (Exception from HRESULT: 0x800706BE)	514686
<b>OWA:</b> unable to delete group in search query	522959
<b>OWA:</b> unable to restore items marked for deletion	514748
<b>PST Importer:</b> It is not possible to import a PST in a Public Folder	389000
<b>PST Importer:</b> No PST file in Processed tab after successful import	166682
Restore fails for specific RTF messages	517996

Description	Work Item
Search in console doesn't return any result	515312
Searches are not returning results	520510
Shortcut Sync job completed without item processing	515935
Shortcut sync job never ends	518568
Shortcut Sync job with some options does not work for Public Folders	520232
<b>SMTP:</b> unable to connect with TLS	521943
Some message classes cannot be restored (EWS)	517210
Sync Job: ISARCHIVED is not changed from 1 to 0 after moving items between folders (Oracle)	523551
Unable to get search results from journal mailbox	517667
Unable to index emails with FAX attachments	517084
Unable to synchronize mailboxes	520827

## Version 8.5

The following is a list of issues addressed in this release.

Description	Work Item
A process in the import mailbox wizard is not canceled by clicking Cancel	507062
<b>ArchiveWeb:</b> "Lock/Unlock document" not working for Folder/Search operations	513516
<b>ArchiveWeb:</b> Empty table after click on update in SEARCH SERVERS and new row is created	481594
<b>ArchiveWeb:</b> Keyword search is not working for some conditions	504514
<b>ArchiveWeb:</b> Limited results displayed in archive tab	513441
<b>ArchiveWeb:</b> Operations over search result with version does not work correctly for multi-selection	507727

Description	Work Item
<b>ArchiveWeb:</b> Preview and download in search is not working if https is configured for exchangePamWS	497758
<b>ArchiveWeb:</b> Retention time is not displayed correctly in search result preview	513333
<b>ArchiveWeb:</b> Unable to change a profile value two times on ORACLE	514466
<b>ArchiveWeb:</b> Unable to log in	513594
<b>ArchveWeb:</b> Tasks window does not open	513612
Blue screen error mamflt.sys	504831
Cannot archive with job when there are excluded classes	503986
Cannot log archive web after when GCC High (MFA) is added	503717
Can't expand folders in the archive tab which affects deleted Active Directory users.	504325
Change "Shortcut to user assignment" to "Shortcut template assignment"	504713
Clicking on AddressBook mailboxes leads to a long load time (1 minute)	502864
Compatibility issues with GCC High	499725
Configuration manager stops working when the script runs for the Users tab	513179
Deleted user/group is not removed from ArchiveWeb permissions	505503
Duplicated users in Address book	512480
Failed to update Microsoft 365 Mailbox Folder Permissions	506915
Logon to archiveweb no longer working after Migrating to Microsoft 365	484491
Mailbox items do not appear if paging is turned off	512497
Mailbox marked for deletion should be automatically removed from all groups	504347
Mailboxes are displayed twice during mailbox import wizard	461745
Manual group update issue	512774



Description	Work Item
Microsoft 365 group membership is lost after AddressBook sync	504873
Missing read only flag in HSM in some scenarios	506811
<b>OWA:</b> Missing embedded pictures after reply, forward, print	513418
<b>OWA:</b> The search for archived mail does not show any results	512483
<b>OWA:</b> Unable to archive/restore items in multi-location environment	481929
<b>OWA:</b> Unable to expand search clause	513578
<b>OWA:</b> Unable to search with multiple search servers	481924
<b>OWA:</b> Unable to use OWA when basic authentication is disabled.	514462
Page loaded empty for mailbox folder in Mailboxes tab	512707
Post Process plugin fails with date error	502943
Post-processing maximizing CPU with 99 - 100 % utilization	506906
<b>PST Gatherer:</b> Search PST files in profiles is not working for Outlook 2013 and higher	486275
Remove "Always generate attachment links" from Options	462488
Rename "Outlook Addin permissions" to "Clients permissions "	504895
Reply issue with archived email where emails are not hyperlinked and appear as strings without email	499292
Restore wizard not working for Public Folders	507026
Search does not work for some fields and operators	505533
Slow paging	503288
SP_MoveMails for Oracle	501213
Unable to authorize access to Google Drive	499203
Unable to load mailboxes from Microsoft 365	504398

## Version 8.4

The following is a list of issues addressed in this release.

Description	Work Item
AddressBook Group Sync issue	485093
All mailboxes were marked as deleted	486201
Archive Manager Exchange Edition 8.3 OWA Extension: support offline connection	489695
<b>ArchiveWeb:</b> Drag and drop grouping is not working	480725
<b>ArchiveWeb:</b> Export.xls file is using wrong template for Exchange	454152
<b>ArchiveWeb:</b> Inactive mailboxes are still visible in search tab	481541
<b>ArchiveWeb:</b> Journal mailboxes not visible in search tab	482237
<b>ArchiveWeb:</b> Keyword search does not work	481428
<b>ArchiveWeb:</b> No data displayed in web search - but shows results number	488696
<b>ArchiveWeb:</b> No data to display after searching in versions	484636
<b>ArchiveWeb:</b> No search result from second location in top search box for multilocation environment	481546
<b>ArchiveWeb:</b> search result disappears when switching pages	487523
<b>ArchiveWeb:</b> search results sorting does not work	497554
Archiving German special characters in SMIME encrypted mail with EWS causes a formatting error	459787
Cannot open an embedded attachment in RTF message over attachment link	476500
Disk space issue during Lucene optimization	497080
Emails with VCARD attachments not archived	155284
Error during restore some item from O365	484090

Description	Work Item
Error in synchronize mailbox folder permissions when a folder name contains a backslash	454519
Exchange synchronization cannot be stopped	469193
Failed to synchronize with the license server	484537
Failures in synchronization logs	479866
Getting an error when trying to switch to MAPI Connections from the address book manager	484319
Keyword search doesn't work, wrong result or only some.	483634
Mailboxes and groups which were not found on exchange should be marked as deleted and deactivated	481313
Manager service crash during archiving	481401
Not able to get search result from specific query.	483519
<b>Outlook AddIn:</b> 'Create new copy' button is not working	478861
<b>Outlook AddIn:</b> Language inconsistency	486251
<b>Outlook AddIn:</b> Wrong subject in preview after second version creation (only EWS)	478938
<b>OWA:</b> HTML formatting issue	474121
<b>OWA:</b> search not working	480110
Post Processing - Processing of failed items throws DISPLAYNAME missing error	486885
Post-processing causes deadlocks in the system	497555
Search query cannot be edited, not saved into SQL	483731
Search result issue on multi-location environment	485984
Shortcut Repair failing to update old archived messages.	484182
SMTP server is not archiving >> error reading retention category	480727

Description	Work Item
Some groups are not getting updated and lot of errors in log	483291
The Group members of imported static AD-Groups disappears.	487007
The indexing of the journal archive runs very slow	483528
Unable to collect all emails from O365 when specific email address is excluded	491682
Unable to import dynamic distribution groups	480290
Unable to see additional\shared mailbox addin	492351
Unexpected mailbox deactivation after synchronization.	498762
User roles dialog - cannot add user with DC in the name	478915

## Version 8.3

The following is a list of issues addressed in this release.

Description	Work Item
Archiving items in a shared mailbox through OWA 2016 throws an error	411412
The Microsoft Exchange server overrides folder permissions set in Archive Manager for Exchange	452522
Email forwarding from shared mailboxes in OWA throws an error	456217
Archived emails show up as read-only emails	466978
Restoring an archived email throws an error	467164
Archive Manager stops responding during a PST export	467172
Unable to archive draft emails with EWS	469063
The EWS archiving process backlogs unread items	469410
AddressBook Manager throws the error: <i>no reference on object</i>	469553
When a mailbox is removed from Exchange, the archived mailbox is not deactivated	470808

Description	Work Item
Archive Manager Outlook add-in prompts for a server connection while offline	473782
Incorrect OWA URL appears for the O365 URL setting after installing the OWA extension	478426
Search does not return all sent items	456866
Sorting does not work in ArchiveWeb	464223
Nscale File Service in HSM cannot be deployed	464225
Repeat search results are incorrect	464519
Universal Access has a high memory consumption	464563
PostProcessing throws an error: <i>SQL Error: ORA-01422: exact fetch returns more than requested number of rows</i>	468166
The ArchiveWeb permissions displays O365 Users with their SID number instead of a username	469607
Stability issues with ArchiveWeb	470520
High data traffic occurs between the Archive Manager (Archive server) and the database server	473071
Messages archived with the <i>Delay shortcut creation</i> option loses its formatting when the shortcut is repaired.	479438

## Version 8.2

The following is a list of issues addressed in this release including build 8.2.0.275

Description	Work Item
OWA extensions uses an incorrect cache folder	319674
Search with special characters does not work	334025
The recurring appointment and task elements are not archived	336694
Search operations cause a high CPU load	346311

<b>Description</b>	<b>Work Item</b>
ArchiveWeb logins cause event viewer entries	346314
Outlook Add-In and ArchiveWeb search results differ	359144
Export of items from search results fail	359152
Search results are not displayed	367714
OWA Plugin displays an application error	378387
Outlook Add-In does not load on Windows 10 client	389798
Postprocess Plugin stops responding	392656
PGP encrypted emails can not be displayed in the preview	393002
MAMExHandler issue during the opening of archived emails	400366
Wrong receive date when restoring items from Public	402854
Archive Manager Sync job stops responding	404007
IPM.FAX items cannot be archived with EWS	400368
Failed to open folders that contain more than 1 million items	407387
Deleted users from O365 still consume a license in Archive Manager	407694
Error during archive of new emails	409826
ArchiveWeb search in additional location does not work	411409
Outlook issue for opening archived emails on a terminal server	413278
Outlook Offline cache issue	413609
Archiving of new items is not possible	415329
High CPU load for SMTP Service and WS File Processor Service	418111
Restore wizard fails to process objects	419792
Restore into Public Folders does not work	419792

Description	Work Item
Archive Manager license issue after synchronization	419793
Select all rows does not work in ArchiveWeb	420747
SSL Connection error to O365 German tenant	424996
Delayed shortcuts cannot be created	425659
Failed to archive user mailboxes	426255
Issue with SMTP archiving	430328
Issues with Outlook archiving	431700
HSM packer task does not work	431701
Wrong last access date for archived content on iCas storage	432184
ExchangePamWS page not accessible	434715
The shortcut attachment is still available as the original	434982
Unable to connect with a local user to Simple Path store	436365
Outlook Add-In offline cache does not work	436758
Email is not displayed correctly after a restore	442675
Journal archiving with EWS and custom VB script does not work	446410
Restore to additional mailboxes does not work with Outlook Add-In	447822
Unable to search, import and synchronize groups and mailboxes from different domains or child domains	462657
ArchiveWeb: Unexpected behavior when the "Show public folders" permission is deactivated	463940
Shortcut with delete original settings does not work as expected	464252
ArchiveWeb: Unable to use some functions when Turkish language is set	464366
ArchiveWeb: Maximum number of search results does not work as expected	464599

Description	Work Item
ArchiveWeb: Preview of versions in ArchiveWeb does not work as expected	465191
ArchiveWeb: New version of a document does not display the body	465216

## Version 8.1.1

The following is a list of issues addressed in this release.

Description	Work Item
Email body is not displayed correctly if the text contains a special character.	344739
Export from search results to PST does not work	408998
Office365 Users cannot see content if <b>ArchiveWeb</b> is used for Archive Manager for Exchange and Files Edition	414406
Unable to open archived mailboxes in Enterprise Manager	415448



## Version 8.1

The following is a list of issues addressed in this release.

Description	Work Item
ArchiveWeb logon not possible after migration to O365	358402
Synchronization for o365 groups does not import all O365 members	358402
Notification service stopped sending email messages	337287
High memory consumption due to the EExchangeSV component	346701
Archive Manager Installer does not recognize installed Outlook version	383748
The OWA extension requires the installation of .NET 4.6.1 on Exchange 2010 servers	395964
Email address disappeared when trying to reply on an archived email	398076
Improvement of Multithreading handling for archiving process	396654
Read receipts will be sent after archiving	379890
Original attachments are not replaced after archiving with HTML links	404103
ArchiveWeb tags are not sorted alphabetically	398111
From and To fields are not visible when forwarding archived emails in OWA 2013	364370

## Version 8.0.136

The following is a list of issues addressed in this release.

Description	Work item
HSM KOMpliance store service crashes during HSM store operation	389955

## Version 8.0.125

The following is a list of issues addressed in this release.

Description	Work item
EWS: Archiving throws an error (404 Page Not Found) during job-based archiving.	378210
HSM: NetApp SnapLock setting does not set proper LAST ACCESS DATE	367040
MAPI: RPC errors (The service is not available: 0x800706BA) during job-based archiving.	379736

## Version 8.0.121

The following is a list of issues addressed in this release.

Description	Work item
Cumulating MSG files in temp folder	372930
Error during AM Exchange Oracle script run	373129

## Version 8.0.107

The following is a list of issues addressed in this release.

Description	Work item
Unable to open HTML attachment links from Outlook due to SQL timeout	276924
Add-In silent installer does not add correct server names	279034
Difference in displaying archived emails in Outlook than in AM	280090

Description	Work item
Script error when the mailbox is archived through the job	280402
Addin is not opening shortcuts	284250
Unable to add Office 365 Server	292277
AddIn cannot connect to AM	293204
Extend SMTP allowed IPs handling	297860
High CPU load on SQL during PP Indexing	299444
MAM Manager service not responding	302332
Addin offline cache limit behavior	302773
Importing mailboxes from Exchange returns no users	303718
Not possible to archive with retention over ~ 200 months	305339
Mailbox update throws an error in Addressbook manager	305344
MAMExHandler crashing during migrations	305922
Slow indexing (Less than 15k per hour)	306425
O365 connection always responds that the credentials are incorrect.	306624
Centerra timeouts during migration	306873
Inconsistent full-text search results	307086

Description	Work item
Ceyoniq: Information from header disappearing after archiving	308774
AW The search still shows mailboxes from the previous search	309043
AW Template of the search cannot be shared, as the grid in AW is empty	309048
AW full-text searches slow	310023
AW search is hanging if we add email addresses to the advanced tab	310519
OWA extensions through an error in combination OWA balancer	311378
High CPU and Memory load by Search Service	312002
Shortcuts not working after migration to Office 365	312732
Scheduler Service is hanging after job runs	313671
Apostrophes in AW Fulltext	315057
Shortcut sync job is stuck due to exhausted system resources	315089
AME not deleting journal emails after archived	315274
SMTP service does not work with O365	316467
HSM Asynchronous packer not able to move HSM GZip files	318223
AW restore does not work	320437
Failed to archive into S3 object storage	321608

Description	Work item
Import of room and equipment mailboxes is not possible	323893
Address book sync deactivating users	325610
MAPI Service crashes periodically	325611
AW7 - Fulltext + receiveDate + advanced options does not work	329682
Error while opening archived emails	335213
Restore wizard - Unable to restore lost items when the filter is set	336484
EPEXchangeSV High Memory Consumption	346701
SMTP archiving - High CPU usage	349294
OWA preview is empty in combination with OWA load balancer	350480
AW7 shows no subfolders for mailbox	354709
Index out of range	359150
Migration jobs are causing almost 100% CPU usage on SQL server	359326

## System Requirements

The requirements described below are applicable for installing the Metalogix Archive Manager for Exchange application components, and are compatible with the following Microsoft Exchange servers:

- Microsoft Exchange Server 2013
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2019

- Microsoft 365 (Exchange Online)

**i** | **NOTE:** System requirements for optional components of the Metalogix Archive Manager for Exchange are described in the corresponding document for each optional component.

## Hardware

Component	Minimum specification	Recommended specification
Number of Processor Cores	4	8
Main Memory	4 GB	12 GB
Hard Disk	10 GB	10 GB

**i** | **NOTE:** The application, log files and cache folders require 10 GB of HDD space. If the Archive Manager for Exchange server includes the database, and is used as a local storage for archived messages as well, then the the Hard Disk size must be revised upwards to add more space for the database and the file store.

## Operating System

- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

**i** | **NOTE:** Latest updates and service packs for servers are recommended.

## Windows Server Roles

- Web Server (IIS)
  - Web Server > Common HTTP Features > HTTP Redirection
  - Web Server > Performance > Dynamic Content Compression
  - Web Server > Security > Basic Authentication
  - Web Server > Security > Windows Authentication
  - Web Server > Application Development
    - .NET Extensibility 4.5 or later

- ASP.NET 4.5 or later
- Management Tools > IIS 6 Management Console
- Management Tools > IIS 6 Management Compatibility > IIS 6 Metabase Compatibility
- Management Tools > Management Service

## Windows Features

- Remote Server Administration Tools
  - Role Administration Tools > AD DS and AD LDS Tool > Active Directory module for Windows PowerShell

**i** **NOTE:** Ensure that PowerShell can communicate between the Archive Manager server and the Exchange server and between the Archive Manager server and the domain controller

### For Windows Server 2012 and 2012 R2

- .NET Framework 4.5 Features > .NET Framework 4.5
- .NET Framework 4.5 Features > ASP.NET 4.5
- .NET Framework 4.5 Features > WCF Services (all checkboxes under this item)

### For Windows Server 2016

- .NET Framework 4.6 Features > .NET Framework 4.6
- .NET Framework 4.6 Features > ASP.NET 4.6
- .NET Framework 4.6 Features > WCF Services (all checkboxes under this item)

### For Windows Server 2019

- .NET Framework 4.7 Features > .NET Framework 4.7
- .NET Framework 4.7 Features > ASP.NET 4.7
- .NET Framework 4.7 Features > WCF Services (all checkboxes under this item)

### For Windows Server 2022

- .NET Framework 4.8 Features / .NET Framework 4.8
- .NET Framework 4.8 Features / ASP.NET 4.8
- .NET Framework 4.8 Features / WCF Services (all checkboxes under this item)

## Redistributable packages

- Microsoft Visual C++ 2013 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x64)
- Microsoft Visual C++ 2015-2022 Redistributable Package (x86)

## .NET 4.8

Download and install .NET Framework 4.8 from the following link:

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>

## Microsoft Outlook

The table below identifies the mail clients that are supported for use together with each version of Exchange. Supported clients are identified by a check mark (✓)

Client	Exchange 2019	Exchange 2016	Exchange 2013 SP1 and later
Microsoft 365	✓	✓	✓
Outlook 2021 (32-bit)	✓	✓	✓
Outlook 2019 (32-bit)	✓	✓	✓
Outlook 2016 (32-bit)	✓ <sup>1</sup>	✓ <sup>1</sup>	✓
Outlook 2013 (32-bit)	✓ <sup>1</sup>	✓ <sup>1</sup>	✓

**i** | **NOTE:** 1 - Supported with the latest Office service pack and public updates.

## Database Servers and Drivers

- Microsoft SQL Server 2012 to Microsoft SQL Server 2019
  - Microsoft OLE DB Driver 18 for SQL Server, or newer
- Azure SQL Database
- Oracle 12c to Oracle 19c
  - Oracle client (x86 or x64)

## Web Browsers

Web browsers are required for ArchiveWeb and is included here because ArchiveWeb is installed automatically if Express installation is considered.

- Microsoft Edge current version
- Mozilla Firefox current version



- Chrome current version
- Opera current version

## Additional Information

- Installation of Metalogix Archive Manager application components on a Microsoft Exchange Server or Domain Controller are not supported.
- The software installs web applications in the Default Web Site. This could cause conflict with other applications like Microsoft CRM or Microsoft SharePoint. To change the installation website, manual changes are required after the installation. Please contact Technical support in such cases.
- Metalogix Archive Manager for Exchange is fully supported in a virtualized environment.

## Notes and Notices

### Upgrade Considerations

A full database backup before the upgrade is strongly recommended.

Upgrades from Metalogix Archive Manager for Exchange 7.4 or later releases are supported. If Metalogix Archive Manager for Exchange products or components are installed on other computers in a distributed architecture, all products or components must be updated to the same version. Upgrade can take a considerable amount of time due to database model changes in version 8.0.

Upgrades to the full-text search feature requires the migration of existing metadata for search indexes from Firebird® and search history from SQLite® to new database schema objects when you upgrade from version 8.1.1 or earlier. For Microsoft SQL Server®, two additional databases are required. For Oracle, two additional tables are required. Additions to the existing database and subsequent data migration are managed by the upgrade wizard and does not require any additional steps by the administrator. You can install the database schema objects manually. The scripts to install the additional databases and schema objects are available in the installation media folders which are created when you extract the installation files from the installer package.

### End of Support Notice

Metalogix Archive Manager for Exchange no longer supports:

- Windows Server 2003 (all versions)
- Windows Server 2008 (all versions)
- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007
- Microsoft Outlook 2003

- Microsoft Outlook 2007

Please refer to System Prerequisites document for more details.

If you have any questions, please get in touch with our support specialists at <https://support.quest.com>.

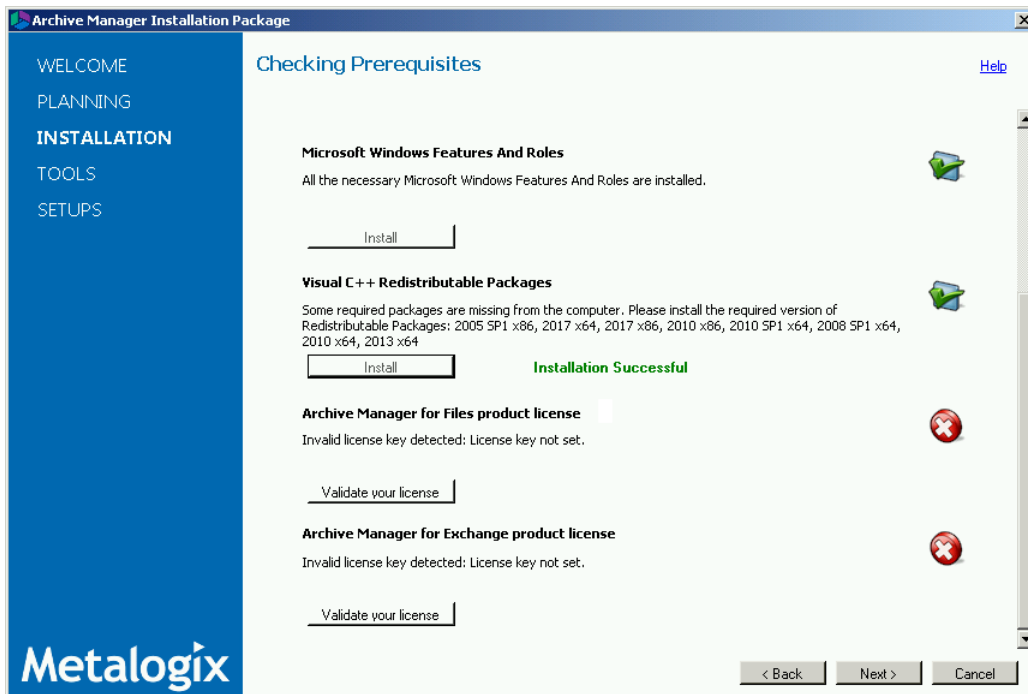
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Metalogix Archive Manager for Exchange is available for a free trial. The free trial is valid for 30 days (date of first login + 29 more days).

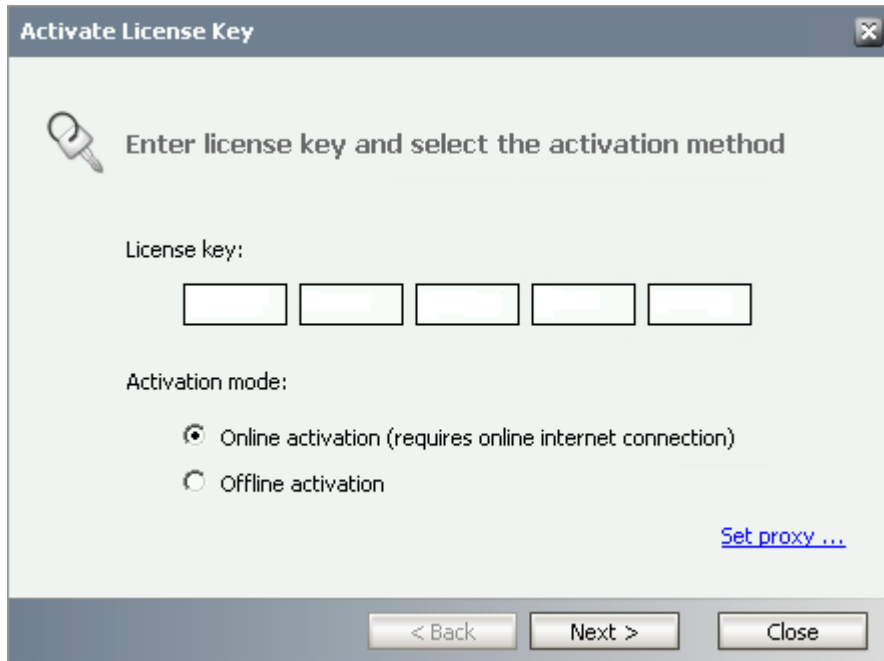
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5. Verify the [System Requirements](#) and install Metalogix.

## Steps to activate your license online

1. Run the installation wizard from the Metalogix Archive Manager Installation Package.
2. Follow the installation steps until you reach the **Checking Prerequisites** page.



3. Click **Validate your license** button for the **Metalogix Archive Manager for Exchange product license**. The Activate License Key window appears.



4. Enter your license key and click **Next**.

**i** | **NOTE:** If the internet access is filtered out by proxy on the Archive Manager server, click the **Set proxy** link to enter the respective parameters.

5. The license will be validated and you can continue the installation.

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