

Metalogix® Archive Manager for Exchange 8.8

Release Notes

August 2023

These release notes provide information about the Metalogix® Archive Manager for Exchange release 8.8.

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New Features

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

| Feature | Description |
|--|---|
| New checkbox to activate and deactivate imported Exchange server | When a server is decommissioned, the administrator can now deactivate the server and it will be removed from synchronization. |
| New option to synchronize mailbox folder permissions from context menu | Administrator can use the context menu in Address book > Mailboxes, and run Synchronize mailbox folder permissions on specific mailbox. |
| Superuser is now displayed in 'Administrative Roles' | After installation, the superuser is displayed in Administrative Roles with all rights allowed. |
| Search in journal mailbox for items which belong to shared users | When USER_1 is granted permission to USER_2 mailbox, then USER_1 is able to search for emails in the journal mailbox of USER_2 |
| Install without exchange server | Administrator is now able to install the application with the installer package even if |

| Feature | Description |
|---|--|
| | there is no exchange server installed in the domain . |
| Archived mailboxes are removed from manual group when the mailbox is deleted from Exchange Server | Adding new config key 'RemoveDeletedMailboxFromManualGroup' in the synchronization.config file will prevent removing deleted mailboxes from manual groups. |
| Added two new lists 'All mailboxes' and 'Deleted mailboxes' to the 'Mailboxes, and 'Archive' tabs | Administrator can now see all mailboxes or deleted in two new lists. |
| Promote delayed shortcut can be used in subfolders | Administrator is now able to promote delayed shortcuts from subfolders. |
| IMAP: User interface redesign | We have created a more user friendly interface for IMAP settings. |
| Warning message for throttling | Warning information is displayed when a mailbox is throttled. |
| Addin: New pagination for search | The advanced search user interface for paging is used in the Addin search as well. |

ArchiveWeb features

| Feature | Description |
|---|---|
| Support for subgroups in permissions page | Administrator is now able to add group with subgroups to the permissions page. Subgroups do not inherit the rights, so the administrator must set the rights for each subgroup. |
| New option how to add tag | You can now click the + icon next to the Tags property to add tags to an item in the item preview of the Archive > Files tab, Report > Auditing tab, or the search results of archived items. |
| Edit mailbox filter | You can edit the mailbox filter. |
| Refresh all for permissions | After clicking Refresh all , a window is displayed where the administrator can choose to process subgroups or remove deleted groups/mailboxes. It will add or remove the users or subgroups. |

OWA features

| Feature | Description |
|---|--|
| Support connection when MFA is enabled on Exchange Online | Administrator is now able to connect to Exchange Online by using Azure AD application even when MFA is enabled on Exchange Online. |
| Asynchronous task optimization | Asynchronous tasks run faster. |

Resolved Issues

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

| Description | Work Item | Case No. |
|--|-----------|-----------------------|
| Database password is not encrypted in ErrorGatherer Web.config | 539301 | |
| Application hangs after click on stop sync in Address Book Manager | 535026 | |
| SMTP: Unable to send notification email to group members | 532597 | 01926884 |
| OWA: Restore items from multiple folders does not work | 531903 | |
| Missing SMTP address during Exchange Server import | 536064 | |
| Cannot archive data beyond 01/17/2071 | 534787 | 02030386 |
| Unable to access old emails or attachments for all users | 533585 | 01966072 |
| Oracle db sql deadlock | 536110 | 02066898 |
| Unable to include deleted mailbox in del job | 536187 | 02007548 |
| Application is using MAPI for export to mailbox when EWS is set | 536151 | 02066904 |
| Advanced archive search: Failed to mark for deletion one or more documents | 536502 | |
| Fulltext indexing errors in DB causing that documents is not indexed | 534039 | 01993987, 02030571 |
| Drafts are collected by job and stuck in pool with error | 532448 | 01946549 |
| Advanced archive search: Number of search results is missing | 535193 | |

| Description | Work Item | Case No. |
|--|-----------|----------|
| Special characters / and \ are not displayed correct in folder name | 531902 | |
| ArchiveWeb: Unable to open ArchiveWeb tab in configuration manager when only ArchiveWeb is installed | 535472 | |
| File extensions of archived attachments are changed after the asynchronous task was performed. | 514448 | |
| ArchiveWeb: Items are not visible in task preview for retention change request | 532298 | |
| PST Gatherer: 'Search and upload after logon' option not working | 362250 | |
| From' property is added in to IPM.Post after restore | 533271 | |
| Unable to import multiple exchange servers on the same time in Address Book Manager. | 535800 | |
| Restored public folder message was not marked as read | 531482 | |
| Users tab is removed from configuration when Archive Manager for Files is uninstalled and Archive Manager for Exchange is still there and opposite | 535398 | |
| Error during script execution after upgrade | 533447 | 01968833 |
| Searching for email From, To, Cc or Bcc is not working with special character(s) like " _ " | 527393 | |
| Restore mailbox wizard: Exception Index was out of range | 534042 | |
| The application sometimes crashes when searching mailboxes in import mailbox wizard | 507060 | |
| Failed to set Public Folders permission during Exchange Server import when folder name contain special characters | 531289 | |
| OWA: Missing values in web.config after repair | 532724 | |
| OWA: Missing information in print from preview | 532735 | |
| Configuration Manager is unexpectedly closed during script run for HSM | 522957 | |

| Description | Work Item | Case No. |
|---|-----------|----------|
| OWA: Grouping issue | 531298 | |
| PostProcessing: Server name in scope is case sensitive | 525073 | |
| Restore from Advanced search results does not work for items archived by PST importer | 532137 | |
| Unable to copy Public folder settings | 531502 | |
| Not able to select database type if you have installed SMTP, IMAP or OWA before the package start | 531672 | |
| Public Folder wizard: Process folders recursively does not work correctly | 472704 | |
| OWA: Destination folder window is not displayed during Print function from search result when Microsoft Print to PDF is used | 531867 | |
| Restore to' does not work correctly in combination of On-prem and Online PF | 532076 | |
| Wrong PAMSERVER in shortcut after email archiving | 535403 | |
| Public folders: Unread message has been archived despite this option is disabled in advanced archived settings | 467672 | |
| Archive wizard: No item was archived when filter was applied on specific folder | 534793 | |
| ArchiveWeb: MFA Issue | 532745 | 01951336 |
| Shortcut Sync job: Parent folder has been updated if ParentFolderSyncExcludeDeleted is enabled | 534814 | |
| Unable to create folder in Public folder | 295957 | |
| OWA: Unable to connect with remote powershell | 539940 | |
| Addin: Search saved with wrong criteria | 536179 | |
| Unable to archive with SMTP after upgrade to 8.7. Problem with case sensitivity in target mailbox | 539584 | 02102022 |
| ArchiveWeb: Unable to load folder content for deleted mailbox | 539411 | 02112289 |

| Description | Work Item | Case No. |
|--|-----------|-----------------------|
| Addin: Load in Keyword search is not working correct | 532203 | |
| Addin: Restore is not working in Shared mailbox | 536500 | 02097557 |
| Unable to import Exchange Online | 539670 | 02132924 |
| Addin: Unable to connect to MAM server for all users. | 533500 | 01976811 |
| Addin: 'Start with' and 'End with' operator is not working in search | 540187 | |
| OWA: Cannot read the configuration file due to insufficient permissions | 540039 | |
| Home server is not updated for Public folder mailbox after sync | 539656 | |
| Running post processing service is slowing down search speed | 536089 | 02033317, 01986299 |
| PST import fails with the error: "Given key was not found in the dictionary" | 539620 | 02128008 |
| HSM: Packer\Encryption\Task could not be deleted | 401255 | |
| Shortcut templates: Open email in EML format works only if 'Generate HTML shortcut' option is activated | 365834 | |
| Threshold settings: Find mailbox limit not displaying correct value | 361965 | |
| Group level retention: Apply recursively for group members checkbox has no impact | 364862 | |
| IPM.Post has a wrong icon in the Archive tab | 514175 | |
| Archive Size: Freeze for deleted user mailbox when EWS access method is used and 'Include Exchange size' activated | 504020 | |
| Unable to change target store in packer async task | 435548 | |
| Unable to manage attached media stores | 337734 | |

Version History

Resolved issues from previous versions are listed below.

Version 8.7

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

| Description | Work Item |
|--|-----------|
| 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 |
| PSTImporter: Cancel button is not working | 514157 |
| PSTImporter: 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 |
| Remove Archive size report from Settings | 516691 |
| OWA: Unable to Restore, Forward, Reply restored item from search | 524613 |
| ArchiveWeb: 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 |
| ArchiveWeb/OWA: Wrong characters in message name after export messages to ZIP | 523222 |
| OWA: Resize window issue when query is open | 523254 |
| Synchronization Job: folders are not synchronized correctly | 523781 |
| ArchiveWeb: Redirect to search template editor issue | 525029 |
| ArchiveWeb: Paging is missing after resizing web browser window | 525030 |

| Description | Work Item |
|--|-----------|
| ArchiveWeb: Items marked for deletion are included in the selection after selecting 'Select all items in folder' | 525159 |
| ArchiveWeb: UI issue in TAGS editor | 525174 |
| ArchiveWeb: Shared mailboxes appear in searchable mailboxes even if they are not activated | 525175 |
| OWA: Unable to forward message when To field is empty and only Cc field contains recipient | 523955 |
| ArchiveWeb: Check linked mailboxes' checkbox was removed from ArchiveWeb configuration | 524838 |
| ArchiveWeb: Item details missing from retention history | 524973 |
| Paging in Archive view is not working | 525173 |
| Multiple uninstall issues | 525260 |
| ArchiveWeb: Wrong table format after export to PDF or RTF | 524874 |
| ArchiveWeb: 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 |
| PST Gatherer: '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 |
| OWA: Wrong format in print preview | 524586 |
| OWA: Cannot archive via OWA addin | 528227 |
| Unable to archive specific emails with EWS | 528229 |
| Shortcut sync issues, delayed shortcuts are not promoted | 524785 |
| Error when new version of an email is created | 528231 |

| Description | Work Item |
|---|-----------|
| Shortcuts are created when retention with no shortcut is used | 527094 |
| Unable to access Public Folders | 527091 |
| Unable to install forms with HTTPS | 529165 |

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 |
| ArchiveWeb: Cannot export retention change request - ORACLE | 515207 |
| ArchiveWeb: Empty folders are displayed in tree view | 522699 |
| ArchiveWeb: Multiple search fixes | 517030, 517757, 519033 |
| ArchiveWeb: Unable to export one version of document in to PST | 274755 |
| ArchiveWeb: Unable to preview "Private" message | 268580 |
| ArchiveWeb: 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 |
| HSM: "Unhandled exception" error during selecting of encryption key path | 514218 |
| HSM: HSM Server not updated in db after Manager service restart (Oracle) | 518686 |

| Description | Work Item |
|--|-----------|
| HSM: Move and copy async task is not started automatic after service restart | 518783 |
| HSM: 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 |
| OWA: Cannot access archived emails from OWA when all users are in M365 but EWS administrator is still on-premise | 520421 |
| OWA: Download EML - file name is not Subject but DOCID | 455535 |
| OWA: recipient is displayed in TO after clicking reply all | 522962 |
| OWA: The remote procedure call failed. (Exception from HRESULT: 0x800706BE) | 514686 |
| OWA: unable to delete group in search query | 522959 |
| OWA: unable to restore items marked for deletion | 514748 |
| PST Importer: It is not possible to import a PST in a Public Folder | 389000 |
| PST Importer: No PST file in Processed tab after successful import | 166682 |

| Description | Work Item |
|---|-----------|
| Restore fails for specific RTF messages | 517996 |
| 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 |
| SMTP: 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 |
| ArchiveWeb: "Lock/Unlock document" not working for Folder/Search operations | 513516 |
| ArchiveWeb: Empty table after click on update in SEARCH SERVERS and new row is created | 481594 |
| ArchiveWeb: Keyword search is not working for some conditions | 504514 |
| ArchiveWeb: Limited results displayed in archive tab | 513441 |

| Description | Work Item |
|---|-----------|
| ArchiveWeb: Operations over search result with version does not work correctly for multi-selection | 507727 |
| ArchiveWeb: Preview and download in search is not working if https is configured for exchangePamWS | 497758 |
| ArchiveWeb: Retention time is not displayed correctly in search result preview | 513333 |
| ArchiveWeb: Unable to change a profile value two times on ORACLE | 514466 |
| ArchiveWeb: Unable to log in | 513594 |
| ArchiveWeb: 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 |

| Description | Work Item |
|--|-----------|
| Manual group update issue | 512774 |
| Microsoft 365 group membership is lost after AddressBook sync | 504873 |
| Missing read only flag in HSM in some scenarios | 506811 |
| OWA: Missing embedded pictures after reply, forward, print | 513418 |
| OWA: The search for archived mail does not show any results | 512483 |
| OWA: Unable to archive/restore items in multi-location environment | 481929 |
| OWA: Unable to expand search clause | 513578 |
| OWA: Unable to search with multiple search servers | 481924 |
| OWA: 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 |
| PST Gatherer: 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 |

| Description | Work Item |
|---|-----------|
| 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 |
| ArchiveWeb: Drag and drop grouping is not working | 480725 |
| ArchiveWeb: Export.xls file is using wrong template for Exchange | 454152 |
| ArchiveWeb: Inactive mailboxes are still visible in search tab | 481541 |
| ArchiveWeb: Journal mailboxes not visible in search tab | 482237 |
| ArchiveWeb: Keyword search does not work | 481428 |
| ArchiveWeb: No data displayed in web search - but shows results number | 488696 |
| ArchiveWeb: No data to display after searching in versions | 484636 |
| ArchiveWeb: No search result from second location in top search box for multilocation environment | 481546 |
| ArchiveWeb: search result disappears when switching pages | 487523 |
| ArchiveWeb: 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 |

| Description | Work Item |
|---|-----------|
| Error during restore some item from O365 | 484090 |
| 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 |
| Outlook AddIn: 'Create new copy' button is not working | 478861 |
| Outlook AddIn: Language inconsistency | 486251 |
| Outlook AddIn: Wrong subject in preview after second version creation (only EWS) | 478938 |
| OWA: HTML formatting issue | 474121 |
| OWA: 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 |

| Description | Work Item |
|--|-----------|
| SMTP server is not archiving >> error reading retention category | 480727 |
| 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 |

| Description | Work Item |
|--|-----------|
| When a mailbox is removed from Exchange, the archived mailbox is not deactivated | 470808 |
| 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 |

| Description | Work Item |
|--|-----------|
| Search operations cause a high CPU load | 346311 |
| 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 |

| Description | Work Item |
|---|-----------|
| Restore into Public Folders does not work | 419792 |
| 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 |

| Description | Work Item |
|---|-----------|
| ArchiveWeb: Maximum number of search results does not work as expected | 464599 |
| 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 ArchiveWeb 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 EPEXchangeSV 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 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. **You may have to exclude users of Archive Manager for Exchange from modern authentication policies, in on-premise environments with Exchange 2019 CU13 and later. Contact Quest [Technical Support Resources](#) for more information.**

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 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



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

- .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 |
|-----------------------|---------------|---------------|
| Microsoft 365 | ✓ | ✓ |
| Outlook 2021 (32-bit) | ✓ | ✓ |
| Outlook 2019 (32-bit) | ✓ | ✓ |

| | | |
|-----------------------|----------------|----------------|
| Outlook 2016 (32-bit) | ✓ ¹ | ✓ ¹ |
|-----------------------|----------------|----------------|



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

Database Servers and Drivers

- Microsoft SQL Server 2014 to Microsoft SQL Server 2022
 - 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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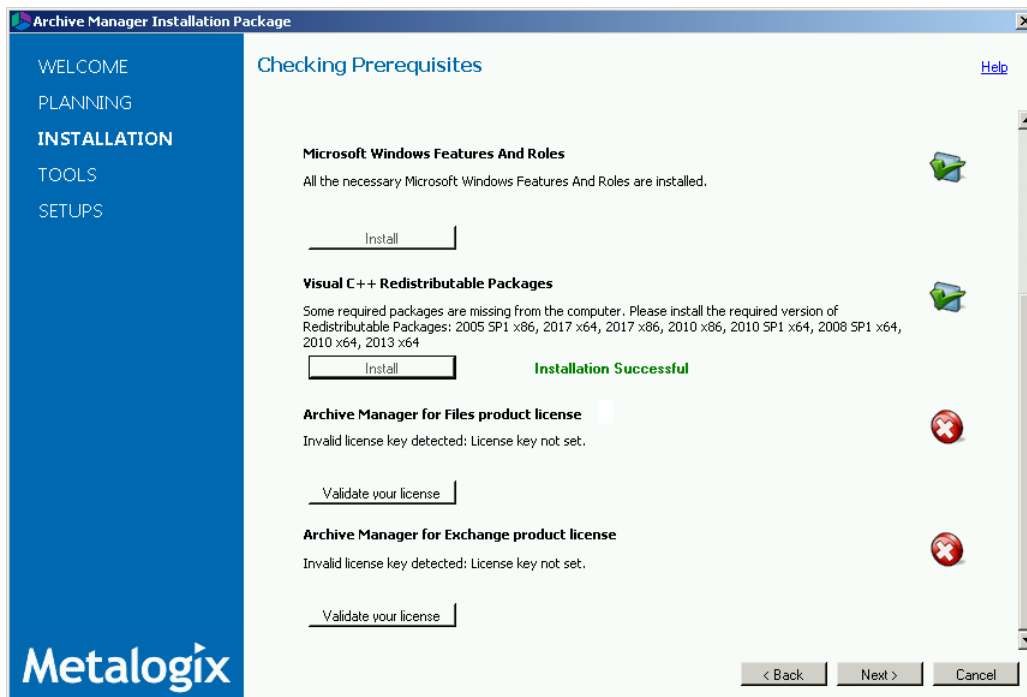
Metalogix Archive Manager for Exchange is available for a free trial. The free trial is valid for 30 days (date of first login + 29 more days).

1. Go to <https://www.quest.com/products/metalogix-archive-manager-for-exchange>
2. Click the **Download Free Trial** button.
3. Fill and submit the **Download Your Free Trial** form.
4. Download the installer from the link in the email you receive from Quest.
5. Verify the [System Requirements](#) and install Metalogix.

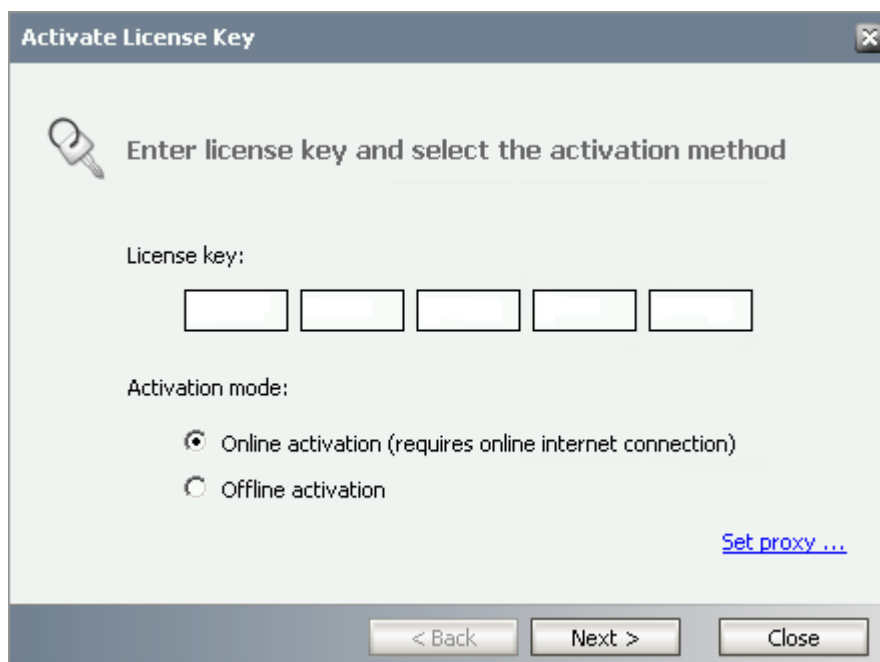
Steps to activate your license online

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.

i | **NOTE:** See the Metalogix Archive Manager for Exchange 8.8 Quick Start Guide for more information about online and offline license activation.

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