Archive Manager for Exchange 8.10

Release Notes

April 2025

These release notes provide information about the Archive Manager for Exchange release 8.10.

- New Features
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- Notes and Notices
- Product Licensing
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New Features

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

Feature	Description
Support GCC and GCCH tenant for OWA extension installation and O365 migration tool	Ability to use OWA Extension and O365 migration tool with GCC and GCCH tenant.
New "Remove settings" option in context menu for groups	Administrator can remove all changes for group properties and set it again from scratch.
New option to set default retention category inside retention tab	New option in context menu in retention tab to set default retention category.
"Restore lost folder items" and "Restore lost item to" in Public Folders Archive tab	Administrator is now able to use "Restore lost folder items" and "Restore lost item to" in Public Folders Archive tab.
Direct access to Threshold settings from Jobs tab	After clicking "Settings" from the context menu on Threshold job, the view will be

Feature	Description
	moved to Manager view> Settings > Threshold settings.
Domain/Enterprise admin permission validation in installer package	Package installation will allow you to install components based on permissions.
Keyboard 'Enter' support for all searches	Search can be started by pressing 'Enter' on keyboard.
Threshold settings, Clients permission, Retention assignment UI improvements	Column with the server name/ tenant is displayed for Exchange online group/mailbox.
Installer: Port selection for Files, Exchange and ArchiveWeb	You can choose a port during a fresh installation.
Archive size export redesign	Ability to set filter in Archive size and then export filtered view.

Resolved Issues

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

Description	Work Item	Case No.
Add option to increase the value for "Maximum number of search results"	549866	
Add restriction for long folder path	547976	
Add support for TLS 1.3 and chunk in Amazon S3 store	446211	
Addin: new retention category is not loaded after reconnect or deactivate/activate	534566	
Added firewall settings to PST Gatherer setup	549146	
Advanced archive search: Messages count is not refreshed	547439	
Missing subgroup after update/synchronize	548541	
Mailboxes list is not refreshed when the mailbox is removed	548524	
Application crash when using a group that has a loop in nested groups	548701	

Description	Work Item	Case No.
The group name is not updated after the change in Online exchange	546951	
Public Folders mailbox cannot be activated/deactivated through Properties	547781	
ArchiveWeb: Export results to ZIP in AUDIT failed	547670	
ArchiveWeb: Can't use folder operations if the parent folder contains only deleted items	547438	
ArchiveWeb: Grid is not refreshed for Shortcut or Lost filter	549657	
ArchiveWeb: Incomplete folder structure after recovering items	546431	
ArchiveWeb: Item preview stuck on loading	547800	
ArchiveWeb: Recipient search does not work for case-sensitive database	548829	
ArchiveWeb: Tags cannot be created for audit	552134	
Check mailboxes: Deleted mailboxes are listed	547057	
Advanced search: Failed to mark all selected documents for deletion when paging is activated	547164	
HSM service crashes during error writing	552376	
HSM: Corrupted encryption key is not updated	548691	
HSM: Mass retrieve test does not work with Encryption	547338	
PST Importer: Incorrect access method is displayed after analyze	547247	
PST Importer: Unreaded message has been archived despite this option is disabled in advanced archived settings	534736	
PST Importer: The "/" and "\" characters in the folder name are not displayed correctly	534734	
Not possible to expand a subgroup in Mailboxes and Archive tab	539985	
Unable to set filter on All mailboxes in mailboxes tab	547804	

Description	Work Item	Case No.
OWA: user is able to do restore multiple times on one email and duplicates are created	547821	
HSM: AutoDeactivate setting is not loaded from database	546998	
PST Gatherer: RDN is displayed instead of Display name	546659	
PST Importer/Gatherer: Deactivated and Deleted mailbox should not be listed in mailbox selection	547366	
Sorting is not working in statistics	547138	
Add US Date format in EM console	227721	123210
Add Folder level reporting in to statistics	301688	145358
Unable to log auditing data to Event log	277665	
ArchiveWeb: Unable to get keyword search result when 2 exchange search scopes are configured	551840	
Slow PostProcessing	541654	2131410
ArchiveWeb: Login is not working	540315	2154583
MAM Exchange Scheduler service keeps crashing	548807	2274410
Violation of PRIMARY KEY constraint 'PK_EXCHANGEPAMTMPALLSHORTCUTS'	546844	2314856
New group member is not imported after group update	546588	02323862, 02318484
Icons disappear after archiving	548705	2363535
System error after syncing non existing mailboxes	547916	2385193
Backup items are collected in to the pool	550573	2385482
Failure in XML document	549013	2418699
[German] Fehler im XML Dokument	552225	02515366

Description	Work Item	Case No.
Archiveweb: Login Problem of M365 Exchange User	549605	02432324
OWA Hybrid: Preview fails with error	550352	02445364
ArchiveWeb: Search issues - error generating the XML document	552192	2451530
Failed to process mailbox permission for user NT-AUTORITÄT\SELBST	551593	02467801
The online superuser name is too long (max supported size is 50chars)	552625	02584998
ArchiveWeb: Login does not work for cloud user	554084	02663188
HSM Microsoft Azure store: Add support for OAuth 2.0 Client Credentials Flow	554205	02682661
ArchiveWeb: Unable to get search result from both search servers when these servers are configured for 1 MAM server	551837	

Version History

Resolved issues from previous versions are listed below.

Version 8.9

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

Description	Work Item
Addin: Load search conditions does not work for checkboxes like "Search in deleted documents"	540793
Addin: String reference not set to an instance of a String	539948
ArchiveWeb: Editing tags are not working correctly	540927
ArchiveWeb: Group permissions settings are not applied for members	540991
ArchiveWeb: IndexOutOfRangeException during login	542093
ArchiveWeb: Linked mailbox is not able log in	539992
ArchiveWeb: Missing folder with item marked for deletion	540845
ArchiveWeb: Not getting any results in search	545934
ArchiveWeb: Permissions are displayed incorrect when group member is imported inside ArchiveWeb permissions	541013
ArchiveWeb: Remove deleted groups/mailboxes not working correctly with Refresh all button	541026
ArchiveWeb: Remove users or groups from permissions - Select all does not work	540990
ArchiveWeb: Search template cannot be deleted	542105
ArchiveWeb: Unable to add group in Roles	541038
ArchiveWeb: Unable to add groups or user to Profile / Permissions	546572
ArchiveWeb: Unable to export in to PST file	542015
ArchiveWeb: Unable to log in after moving mailbox to O365	540286

Description	Work Item
ArchiveWeb: Unable to log in using MFA	546938
ArchiveWeb: Unable to log in with O365 account	547476
ArchiveWeb: Unable to set profile settings	540846
Certain MSG files collected in SMTPPool are crashing the MAM Handler Service	540232
Credential are not valid message during import O365 tenant with user without mailbox	544062
If search value contains special character (e.g. space), Advanced archive search does not work	540843
IMAP: A vulnerability was reported	541656
Include deleted mailboxes was removed from "Check mailbox connection"	535053
Job processed items, that are not in supported message classes	546432
License information are truncated	545129
Multiple sessions to the backup server are open	545392
Not possible to have empty "Supported message classes" list	541166
Outlook: Missing "You have replied to this message on dd.mm.yyyy" text after restore message	540805
OWA: Search is not working correctly	546724
Package upgrade failed when one component does not have db configured	536128
Packer pool is increasing	542061
Post Processing: Plugin has wrong schema after upgrade	543839
Post Processing: Text (Western European ANSI) is not indexed correctly	458913
Post Processing: The Scope server name is case sensitive for ORACLE	541110
PST Gatherer: Browse button does not work for <default> mailbox	540615

Description	Work Item
PST Gatherer: Unable to set year higher than 2079 in Upload settings and Search settings	540761
Public folder Schedule Job do not archive emails with EWS access method	546615
SMTP: Unhandled exception	531358
SMTP: Wrong format in DB for "MESSAGE_FROM" and "MESSAGE_TO"	531360
Sorting not working in the Mailbox Rights Manager	541990
Unable to archive mailbox and folder from right panel	540945
Unable to archive specific draft email	531090
Unable to archive SQL reports with EWS access method	547076
Unable to import new mailbox using import wizard (Connection to server failed)	542267
Unable to restore some messages	539634
Unable to set large number for months in retention category	514465
Unable to unite Public folders	540410
Uninstall components using the Archive Manager Uninstall Wizard does not work	544182
Update group function is trying to connect to deleted exchange server	545429

Version 8.8

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

Description	Work Item
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
OWA: Restore items from multiple folders does not work	531903

Description	Work Item
Missing SMTP address during Exchange Server import	536064
Cannot archive data beyond 01/17/2071	534787
Unable to access old emails or attachments for all users	533585
Oracle db sql deadlock	536110
Unable to include deleted mailbox in del job	536187
Application is using MAPI for export to mailbox when EWS is set	536151
Advanced archive search: Failed to mark for deletion one or more documents	536502
keyword indexing errors in DB causing that documents is not indexed	534039
Drafts are collected by job and stuck in pool with error	532448
Advanced archive search: Number of search results is missing	535193
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 miltiple 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

Description	Work Item
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
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 befor 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

Description	Work Item
ArchiveWeb: MFA Issue	532745
Shortcut Sync job: Parent folder has been updated if ParentFolderSyncExcludeDeleted is enabled	534814
Unable to crete 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
ArchiveWeb: Unable to load folder content for deleted mailbox	539411
Addin: Load in Keyword search is not working correct	532203
Addin: Restore is not working in Shared mailbox	536500
Unable to import Exchange Online	539670
Addin: Unable to connect to MAM server for all users.	533500
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
PST import fails with the error: "Given key was not found in the dictionary"	539620
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

Description	Work Item
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 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

Description	Work Item
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
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

Description	Work Item
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
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

Description	Work Item
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
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

Description	Work Item
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
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

Description	Work Item
ArchiveWeb: Keyword search is not working for some conditions	504514
ArchiveWeb: Limited results displayed in archive tab	513441
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
ArchveWeb: 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

Description	Work Item
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
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

Description	Work Item
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
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

Description	Work Item
Disk space issue during Lucene optimization	497080
Emails with VCARD attachments not archived	155284
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

Description	Work Item
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
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

Description	Work Item
The EWS archiving process backlogs unread items	469410
AddressBook Manager throws the error: *no reference on object*	469553
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: *SQL Error: ORA-01422: exact fetch returns more than requested number of rows*	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 *Delay shortcut creation* 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

Description	Work Item
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
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

Description	Work Item
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
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

Description	Work Item
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
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 keyword 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 keyword 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 keyword	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 - keyword + 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 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)

NOTE: System requirements for optional components of the 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.**

Microsoft will end support for Exchange Server 2016 and 2019 on October 14, 2025

Hardware

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

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
- Windows Server 2025

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 (32-bit)	✓	✓

Outlook 2016 (32-bit)	✓ [1]	✓ [1]
Outlook 2019 (32-bit)	✓	✓
Outlook 2021 (32-bit)	✓	✓
Outlook 2024 (32-bit)	✓ [2]	✓ [2]

NOTE:

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

2 - The new Outlook for Windows, which is the default Outlook client in some newer devices, has limited support for on-premises Exchange accounts. To maintain compatibility with Hosted Exchange accounts, you must download and install the classic version of Outlook.

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 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 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.

- 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 Archive Manager for Exchange 8.2 or later releases are supported. If 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.

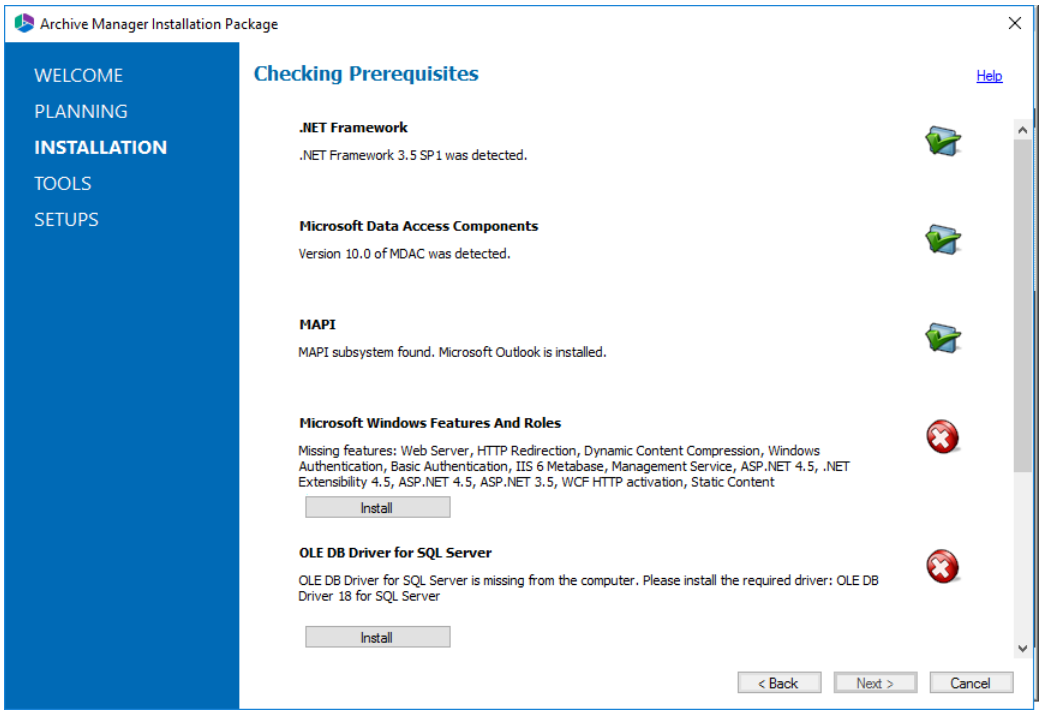
Product Licensing

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).

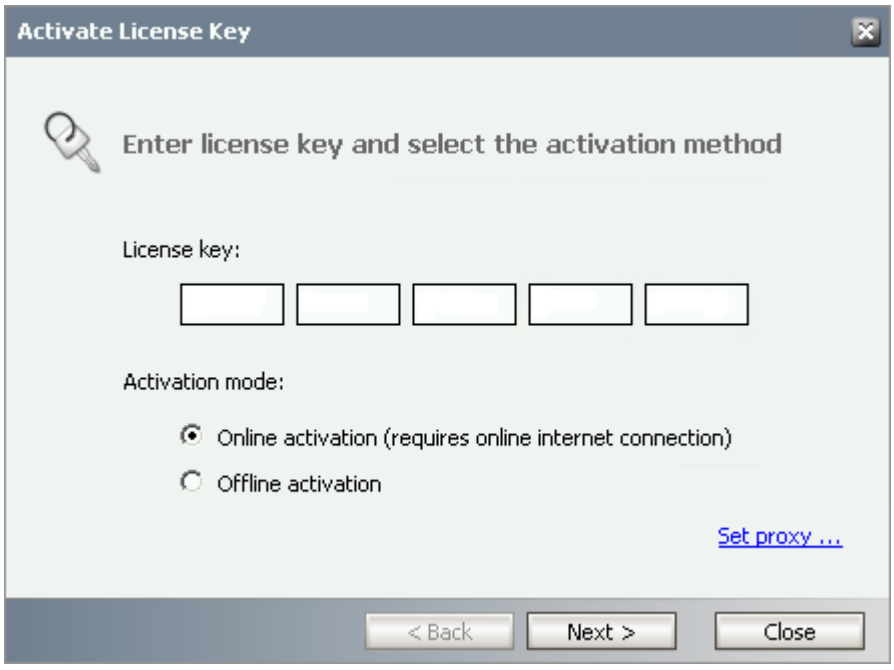
1. Go to https://www.quest.com/products/archive-manager-for-exchange
2. Click the **Download Free Trial** button.
3. Fill and submit the **Download Your Free Trial** form.
4. Download the installer from the link in the email you receive from Quest.
5. Verify the System Requirements and install Archive Manager for Exchange.

Steps to activate your license online

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



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



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

> **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.

> **NOTE:** See the Archive Manager for Exchange 8.10 Quick Start Guide for more information about online and offline license activation.

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