

About Creating a Mailbox Level Backup Set

<https://campus.barracuda.com/doc/112166194/>

With Exchange Mailbox Level backups, you can:

- Use Exchange Web Services (EWS) that allows multi-threading.
- Restore directly to a mail message (.msg) file or to an Outlook Personal Storage Table (.pst) file.
- Run the software from any computer with web access so the agent does not need to be installed on the Exchange server.

Exchange Mailbox Level backups allow you to back up users' mailbox data for granular restores. Mailboxes, contacts, and even individual mail messages for a user can be restored on an individual basis, or in bulk, to provide flexibility in the choices you have when reinstating a user's email.

Mailbox level backup sets are best used as a data-archiving utility, to keep a record of the emails sent and received (as well as contacts and calendars) over a long period. It is not recommend using mailbox level backups as a disaster recovery method because restoring an entire information store via a Mailbox Level backup is much slower than from an Information Store backup.

The backup agent supports backing up mailboxes from a single domain or multiple domains using an existing sub-account.

Prerequisites

Mailbox Level backups are performed by a service account that uses Exchange Web Services to extract mail. If you have not set up this user account already, you need to do so as to perform backups successfully. Directions for doing this [are here](#).

Self-signed Certificates

Self-signed certificates are required for running a successful Exchange Mailbox backup without generating certificate-related error messages. See [Self-signed certificates](#).

Exchange Mailbox Application Settings

The following application settings are required for Exchange Mailbox Level.

Application	Required Settings
Exchange 2010/2013/2016/2019	Create a Service Account with the following permissions: <ul style="list-style-type: none"> • Organization Management Role • Application Impersonation Role • Discovery Management Role (2013/2016/2019 only) Disable EWS Throttling for all users for performance.

Exchange Mailbox Server Settings

The following server settings are required for Exchange Mailbox Level.

Server	Required Settings
Windows Server (2012/2012 R2/2016/2019)	Must have the following: <ul style="list-style-type: none"> • Windows PowerShell 2.0 • Agent machine must belong to the same domain as the Exchange Server

Exchange Mailbox Level Known Issues

The following table lists the known issues for Exchange Mailbox Level:

Exchange Object	Issue
Public folder	Public folder permission must be configured separately. Ensure you use the EditAll permission to avoid the following error message: Access is denied. Check credentials and try again.
Public folder item's property	EWS does not support directly setting the date and time stamp.
Email's, Meeting, Appointment, Task, Contact fields	Body and Note properties do not support RTF format, tables, WordArt, illustrations or images during restore to Exchange.
Meeting's properties	EWS does not support the following Meeting properties: Accepted, Declined Email, Tentative, Declined, New Time Proposed email, Current or Proposed.
Appointment's deleted occurrences	EWS does not support updates to the Deleted Occurrences field.
Attachment's size	The limitation to attachments is 100 MB.
Outlook display after a restore	<ul style="list-style-type: none"> • The first line in an email body aligns to the left. • Email's Subject, Location and When properties display a format that is different from the original.
Outlook	Does not support Attachments in attachments.
Contact's business card	Not supported for restore to file or PST.

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