Understanding How PST Enterprise Determines the PST Owner

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This article refers to the Barracuda PST Enterprise version 2.2 or higher.

You can automatically determine the PST owner by analyzing its data using the **Determine Ownership** feature which utilizes four separate algorithms. Each algorithm has a different confidence factor in the determined owner.

Algorithms

1. **Found Connected** – If the PST is found open in a user's Outlook profile, that user is assigned as owner (confidence factor = 100 percent)
2. **All Sent** – il the PST has a **Sent Items** folder, and all items in the folder were sent by one user, that user is assigned as owner (confidence factor = 95 percent)
3. **Received By** – If the Exchange/PST emails have a **received by** property and all messages in the PST have the same user in that property, then that user is assigned as owner (confidence factor = 90 percent)
4. **Recipient Count** – Every message in the PST is reviewed and recipients are counted; the user to whom the most messages were sent (or CC or BCC) is assigned as owner (confidence factor = 90 percent, 70 percent, or 50 percent based on the ratio of most prominent recipient to the next most prominent recipient)

The **Found Connected** algorithm is used only when looking in **Outlook** mode, i.e., by examining which PSTs are loaded into the currently open Outlook Profile. **All Sent**, **Received By**, and **Recipient Count** are used (in that order) when looking in **File System** mode, i.e., by examining which PSTs are on the file system, using the first one that matches.

Scenarios

There are four scenarios under which ownership cannot be determined:

1. The PST is completely empty.
2. The PST contains only non-mail items, e.g., **Contact** or **Appointment**, which have no recipient data.
3. The PST contains data that is mostly for an external account, e.g., a user’s gmail data.
4. The PST cannot be opened, e.g., it is uncoupled and password protected, or is corrupt.

It is possible that a PST be examined and the owner determined as an external non-Exchange) user. For example, if a user had a PST containing all of their gmail data. In this case, the determined owner is listed as [External] and the name or SMTP email address of the owner:

- **[External] John Doe**
- **[External] john.doe@gmail.com**

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