

How to Synchronize Folders

<https://campus.barracuda.com/doc/46895580/>

This article refers to the Barracuda Cloud Archiving Service and Microsoft Exchange Server 2007, 2010, 2013, 2016, 2019, and Microsoft 365 .

Note the following visibility points for users within the Barracuda Cloud Archiving Service:

- Exchange folder data is only visible to LDAP users. Users created within the Barracuda Cloud Archiving Service will not be able to see Exchange folder data.
- PST folder data is visible to both LDAP users and users created within the Barracuda Cloud Archiving Service.

You must complete these steps in the following order to ensure consistency in your archived email and to avoid a substantial increase in time for folders to sync.

1. Configure journaling to the Barracuda Cloud Archiver.
2. Configure any "Email Import" tasks.
Note: Ensure that email imports are complete before moving on to step 3.
3. Configure any "Folder Sync" tasks.

Synchronize Folders

The nightly folder synchronization process scans the specified Microsoft Exchange Server user mailboxes, and imports the user's folder structure, including custom folders and sub-folders, into the Barracuda Cloud Archiving Service. Note that a **Folder Sync** job does not import emails to the Barracuda Cloud Archiving Service, it only imports the folder structure. Email messages are sent to the Barracuda Cloud Archiving Service via real-time journaling or other supported means of mail transfer.

You can specify folder structure synchronization for all or selected users on the **Mail Sources > Exchange Integration** page based on the selected item source, and optionally specify a specific server from which to archive. The synchronization process can be scheduled to run as soon as possible, creating a one-time job that is not repeated, or configured to run nightly. When configured to run nightly, the process starts at 10PM when the additional system load on the Barracuda Cloud Archiving Service least impacts users.

Note that nightly email sync is supported only for these items:

- Public folders
- Specific folders within the mailbox

Move Email Between Folders

When the user moves an email between folders, the Barracuda Cloud Archiving Service updates the location of the email once the next nightly folder sync job runs and captures the new email location information. Additionally, the Barracuda Cloud Archiving Service keeps track of all folders in which an email has historically been located. Note that this does not cause any extra copies of the mail to be stored; the association is actually performed by associating the email message ID and the name of the folders in which the email should be shown.

The Barracuda Cloud Archiving Service keeps track of all folders in which an email has historically been seen. This does not cause any extra copies of the mail to be stored; the association is actually performed by associating the messageID of the email and the name of the folder(s) in which that email should be shown.

Folder Sync

Outlook system folders (for example, Drafts, Sync Issues), Inbox, Deleted Items, and Sent Items are not synchronized; a user's custom folders under Inbox are scanned. In the Barracuda Cloud Archiving Service's folder view, data is shown in Inbox and Sent Items based upon the header information in the mail itself. An email displays in a user's Inbox if that user is on the recipient list, and is visible in their Sent Items if the user's SMTP address, or email aliases, appears in the From header of the email.

If email is sent to the Barracuda Cloud Archiving Service via journaling, any emails in Deleted Items will have already been archived to the Barracuda Cloud Archiving Service from the Inbox.

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