

## PST Processing Actions Supported by Outlook Versions

<https://campus.barracuda.com/doc/69959733/>

The following matrix outlines the processing activity supported by various Outlook versions in both Office 365 and on-premises Exchange environments. See the explanatory notes below for more information.

Outlook Version	Coupled PSTs				Uncoupled PSTs							
					Copied Profile				Created Profile**			
	Primary Mailbox		Archive Mailbox		Primary Mailbox		Archive Mailbox		Primary Mailbox		Archive Mailbox	
	Local	O365	Local	O365	Local	O365	Local	O365	Local	O365	Local	O365
2016	Y	Y	Y	Y	Y	Y	Y	N*	N*	N*	N*	N*
2013	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2010	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2007	Y	N*	Y	N*	Y	N*	Y	N*	Y	N*	Y	N*

\* This action is not supported by Microsoft.

\*\* Full Access permissions on the PST file owner's mailbox are required by the user context under which the PST Enterprise Client is running (see the Copying or Creating Profiles section below for further information).

### Coupled and Uncoupled PSTs

PST files are divided into two classes:

1. Coupled
  - These PST files are open in the currently logged on user's Outlook session when the PST Enterprise Client runs. The PST Enterprise Client discovers the PST file open in the existing Outlook session and automatically assigns the owner of this PST file as the user.
2. Uncoupled
  1. These PST files are discovered by scanning locations on disk as specified in the [Client Configuration](#) settings. The PST Enterprise Client has to perform ownership determination as specified in the [Global Configuration](#) settings.

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## Copying or Creating Profiles

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Coupled PSTs can be processed using the existing open Outlook session. However when processing uncoupled PST files, the PST Enterprise Client requires a suitable mail profile in order to mount the PST and process the data therein. The Client can either copy an existing mail profile (if one already exists for the PST file owner) or create a temporary mail profile for this purpose. The Client will first copy the default Outlook profile of the currently logged on user and confirm if this is for the same mailbox as the PST file owner. If the PST file is assigned to the currently logged on user, then the default Outlook profile will be suitable. As this is a copy of the mail profile, this doesn't interrupt the user's ability to launch Outlook and use their mail whilst PST processing is running. If the default Outlook profile is unsuitable, the Client will then check any other defined mail profiles and determine if these are for the correct mailbox. If no suitable profile is found, the Client will then create a temporary profile using details determined via Exchange Autodiscover and use this to login to the PST file owner's mailbox.

Bear in mind that if the PST Enterprise Client runs under the context of the currently logged on user, if the PST file owner is not the currently logged in user, processing of uncoupled PSTs is only successful if the currently logged in user has Full Access rights over the PST file owner's mailbox. Otherwise the currently logged in user receives an authentication prompt when the mailbox login attempt is made. If you have uncoupled PSTs that you need to process in this manner, you can select to run the PST Enterprise Client under the context of the PST Enterprise service account (PSTEnterpriseAdmin) and grant this user Full Access permissions on any user mailboxes you want to process PST files for. See [Processing Uncoupled PST Files as the PST Enterprise Service Account](#) for more information.

## Primary Mailbox and Archive Mailbox

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The user has a primary mailbox provisioned in Exchange, and additionally, if configured, an Archive mailbox. When configuring a data migration policy to assign to the PST files, you can specify whether data should be migrated to the PST owner's Primary or Archive mailbox in Exchange.

## On-Premises and Office 365 Exchange Environments

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PST Enterprise supports both on-premises only hybrid and 365-only Exchange environments. Available functionality is dependent on the location of the PST owner's mailbox which may be local (hosted on an on-premises server), or online in Office 365.



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