Exchange Mailbox Level Overview

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This section includes the following topics:

- Exchange Mailbox Level Features
- Exchange Mailbox Level Known Issues
- Exchange Mailbox Level Settings

Exchange Mailbox Level Features

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 only supports backing up mailboxes from a single domain. If you would like to back up data from a different domain using an existing sub-account, then you need to delete the backup set and backed up data before you can edit the URL. If you would like to back up from a second domain, create a new sub-account and install the backup agent on the second system.

Exchange Mailbox Level Known Issues

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

Exchange Mailbox 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	• 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.

Exchange Mailbox Level Settings

The following application settings are required for Exchange Mailbox Level.

Application	Required Settings
Exchange 2010/2013/2016	Create a Service Account with the following permissions: • Organization Management Role • Application Impersonation Role • Discovery Management Role (2013 & 2016 only) Disable EWS Throttling for all users for performance.
Exchange 2007	Create a Service Account with the following permissions: • Organization Administrator • Application Impersonation Role Disable EWS Throttling for all users for performance. Enable PowerShell Remoting with the following settings: • Basic Authentication • Encrypted Only (https)

The following server settings are required for Exchange Mailbox Level.

Server	Required Settings
Windows Server 2008	Must have the following: • Windows PowerShell 2.0 • Agent machine must belong to the same domain as the Exchange Server