

Microsoft®

Exchange Hosted Services

Historical Data File Format and Submission Procedures for
Microsoft Exchange Server

Published: July 2008

Information in this document, including URL and other Internet Web site references, is subject to change without notice. Unless otherwise noted, the companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted in examples herein are fictitious. No association with any real company, organization, product, domain name, e-mail address, logo, person, place, or event is intended or should be inferred. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

©2008 Microsoft Corporation. All rights reserved.

Microsoft is a trademark of the Microsoft group of companies.

All other trademarks are property of their respective owners.

Introduction

This document is intended to provide detailed instructions and answer any questions for customers who wish to have historical data archived in their Hosted Archive repository.

File Format for Historical Data

Media: You must submit historical data files on an external hard drive or USB memory stick in .PST file format.

File Format: You must submit historical data files in .PST file format, with the maximum size of 2 GB for non-Unicode .PST files. Alternative file format types such as MIME, EML, MSG, or Lotus Notes are not accepted.

Historical data files can be encrypted. Please ensure that the application being used to encrypt the data is publically available and that the password is provided to a Customer Service representative. If you are unsure of support for the encryption type you have selected please provide a small sample file to the Bulk Data Services group for verification.

In addition, .PST files should be organized according to client/copy address. If your organization has multiple archives, the .PST files must be separated. You must also separate the corresponding mapping files for each archive. We are unable to accept a .PST file that combines these archives into a single .PST.

Important

Historical data is limited to e-mail only. Therefore, you cannot submit any of the following:

- Bloomberg and/or Instant Messaging (IM) data.
- Bcc information for messages that were not envelope journaled messages.
- Calendar items.

Generating a “Mapping File”

A mapping file is an additional file that will map CN to SMTP address(es). Include a mapping file with any historical data shipment, and also provide the mapping file to your Client Services representative via email. This file should include historical addresses as well as current addresses.

Generate a Mapping File for Microsoft Exchange Server 5.5

The mapping file must contain only three headings in the following order:

DN, MAIL, LegacyDN

To generate this mapping file perform the following:

1. Open the Microsoft[®] Exchange Server 5.5 administrative program and choose the option for a tools-directory export.

2. There will be an option to choose mailboxes, custom recipients, and distribution lists (select all).
3. Select the export file option and choose a destination for the file you are about to create. The file that is exported will be in a CSV format.

Please remember to include this file with your historical data. The file should be named: *customer_name-map-file.csv*

Important

The mapping file is required in order to process the historical data. Without the mapping file, no historical data can be loaded from the external hard drive to the network.

Generate a Mapping File for Exchange Server 2000, 2003 & 2007

To generate the mapping file:

1. Start a command prompt. (Click **Start**, click **Run**, type **Cmd**, and then click **OK**.)
2. At the command prompt, type or copy and paste the following and press enter:

```
C:\> csvde -l "mail,legacyExchangeDN" -r "(objectClass=user)" -f  
customer_name-map-file.csv
```

Important

The mapping file is required in order to process the historical data. Without the mapping file, no historical data can be loaded from the external hard drive to the network. Please remember to include this file with your historical data.

Submit the Historical Data and Mapping File

A Ticket Number is required when submitting your historical data. If you were not provided with a ticket number, please contact support or a Client Services representative.

Ship your historical data and mapping file to:

Bulk Data Services Group

Attn: Betti Johnson (Ticket Number)

Alias: bettijo

3720 159th Ave NE

Redmond, WA 98052

Ph. 1 (425) 703-3237

Note

Provide your Client Services representative with the courier tracking number of your historical data upon shipment, your return address, and phone number.

Power cords and USB cables also need to be submitted with the external drive. If these cords/cables are not included this may delay the historical data load. Power cords are specific to each hard drive and will be requested if missing.

Ensure your hard drive device is labeled on the outside with an identifier you will remember.

If your data is encrypted, ensure you provide the password.

Frequently Asked Questions

Q: How long will it take to import my historical data?

A: Rate of load when loading historical data varies, based on email content, attachments and how quickly we receive the data from you. As part of the implementation process, and at your request, we will analyze a few sample PSTs and estimate the time to load all your data. The sample data must be between 1 GB and 10 GB in size. We will also need to know the approximate size of the total load.

Q: What timestamps are used when importing historical data?

A: Timestamps used for a historical data load are taken from the “Received:” line of the message header. An example is below:

```
Received: from mta8-arc-haw.postfix1.archive.frontbridge.com (unknown  
[10.79.100.2]) by arc2-arc-haw.postfix1.archive.frontbridge.com (Postfix) with ESMTP id  
47AFCF0004 for <user@domain.com>; Wed, 22 Nov 2006 10:39:30 -0800 (PST)
```

If your organization provides data for a historical load that does not contain the original header information, the message will have the following information appended related to the date / time:

- The sent date used will be the “Date:” field of the message (if this exists within the message); or
- If neither a “Received:” or “Date:” field exists within the submitted message, the date the message is historically loaded will be appended as the “Date:” portion of the message.

Q: What information can be provided to my organization about the historical load?

A: During the historical data load process, the Bulk Data Services group will inform your Client Services representative when:

- A .PST fails during the loading process;
- A message within a .PST causes an error in the application (causes the application to halt);
- When the historical data load has completed, and the size of the data that has been loaded into the database.

Q: How are malformed messages handled during historical data loads?

A: If a malformed message(s) is discovered within the data provided, it is excluded from the data load and we will continue to process the rest of your data. Your organization will only be charged for what the Bulk Data Services team was able to load into your hosted archive.

A Client Services representative will inform you of the messages that were not loaded. If your organization is able to fix the malformed message(s) please feel free to resend them to our Bulk Data Services team for upload.