

Metalogix[®] Archive Manager for Exchange 8.3

PST Importer Administration Guide



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Legend

! **CAUTION:** A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.

i **IMPORTANT, NOTE, TIP, MOBILE OR VIDEO:** An information icon indicates supporting information.

Metalogix® Archive Manager for Exchange

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About the documentation

Introduction

PST Importer is an Archive Manager for Exchange application that is used for retrieving and archiving Microsoft Outlook items from .pst files. This manual describes all procedures necessary for configuring and using **PST Importer**, and explains how to use it for importing Microsoft Outlook data files.

How to use this manual

For better understanding it is recommended to read this manual **before** using **PST Importer**. Moreover, the default settings need to be specified first.

Prerequisite knowledge

Working knowledge of MS Exchange Server 2019/2016/2013 and of MS Outlook is a must.

Basic requirements and preparation

Software Requirements

On the computer where the PST Importer should run, you need to have installed:

- Windows Server 2012 / 2016 / 2019
- .NET Framework 2.0 SP2 or higher
- Outlook 2013 (32bit) / 2016 (32 bit) / 2019 (32 bit)
 - In case of Exchange 2013, Outlook 2013 is needed.
 - In case of Exchange 2016, Outlook 2013/2016 is needed.
 - In case of Exchange 2019, Outlook 2019 is needed.

i | **NOTE:** All versions of Outlook specified above require the latest Office service pack and public updates..

Since Microsoft Outlook data files (.pst files) are handled exclusively by Microsoft Outlook Extended MAPI, it is necessary to have it configured properly on the computer where importing of .pst files takes place. **PST Importer** works with two types of .pst files:

- ANSI data files
- UNICODE data files

Configuring Extended MAPI

The Extended MAPI (the messaging API used by Microsoft Outlook) cannot handle Microsoft Outlook data files, unless its configuration file (MAPISVC.INF) contains messaging services to handle them. Therefore all messaging services installed on the computer must be added to the MAPISVC.INF file.

- When no Microsoft Outlook is installed, then the MAPISVC.INF file is located in the Windows system folder (**C:\Windows\system32**), and the Extended MAPI configuration is read from this file.
- When Microsoft Outlook is installed, then a MAPISVC.INF file is created in the **C:\Program Files\Common Files\System\MSMAPI\1003** folder, with all messaging services having been added to Microsoft Outlook included.

Configuration file located under **C:\Windows\system32\ MAPISVC.INF** must be updated with the one located under **C:\Program Files\Common Files\ System\ MSMAPI\ 1003\ MAPISVC.INF** before running **PST Importer**.

To update Extended MAPI configuration file (MAPISVC.INF), follow these steps:

1. Locate the MAPISVC.INF in the Windows system folder (C:\Windows\system32).
2. Locate the MAPISVC.INF in the Common Files\System folder (C:\Program Files\Common Files\System\MSMAPI\1003\).
3. Make a backup copy of both files.
4. Overwrite the MAPISVC.INF file in the Windows system folder (in C:\Windows\system32) with the one located in the Common Files\System folder (C:\Program Files\Common Files\System\MSMAPI\1003\). This will ensure that Extended MAPI will be using the proper configuration file.

In order to work with Microsoft Outlook data files (.pst files), it is crucial to have the MAPISVC.INF file configured correctly. If messaging services are missing in the MAPISVC.INF file, no importing of Microsoft Outlook data files (.pst files) will take place. Note that some of the values are different on different computers.

For more information see the [Addendum](#)^[61] section.

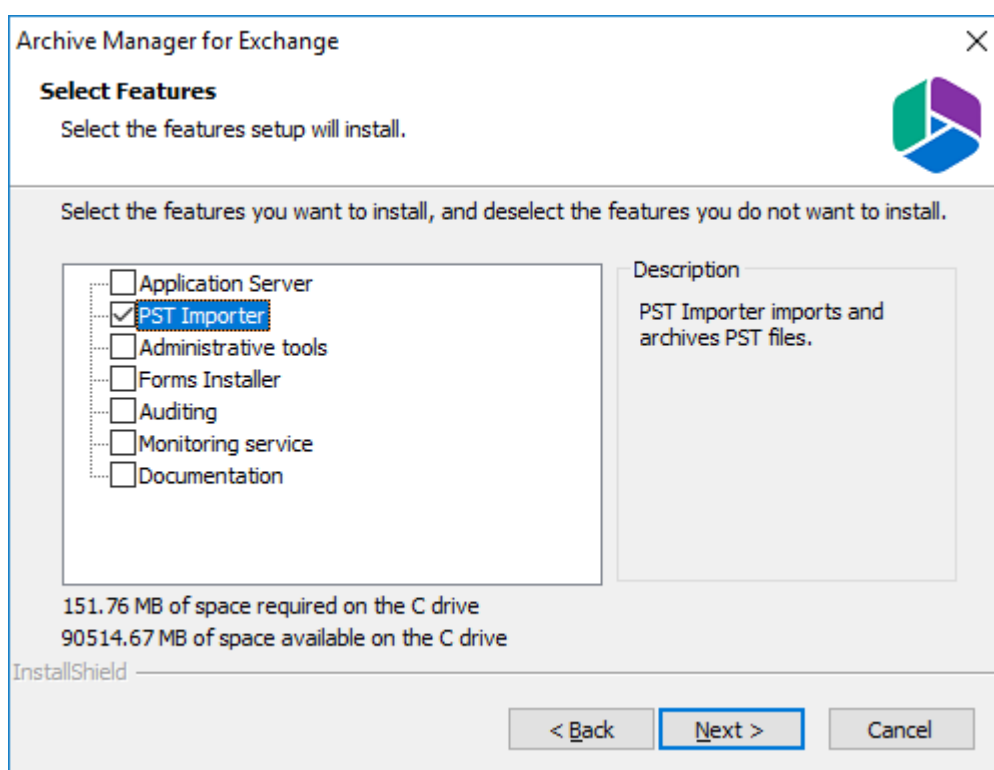
When modifications are done, close all applications which are using Extended MAPI to force the reload of MAPISVC.INF.

When you are done with the Extended MAPI configuration file, proceed further.

PST Importer

PST Importer can be used for manual as well as automated importing of Microsoft Outlook data files and subsequent archiving of their items. We will describe both types of importing in detail.

You may have installed PST Importer together with our Archive Manager for Exchange. It is one of its components. When installing the Metalogix Archive Manager for Exchange you will be prompted to select its individual features. In the **Select Features** window select the **PST Import** component and install it.



Manual importing of .pst files

The process related to manual importing of Microsoft Outlook data files (.pst files) is done in four phases in general:

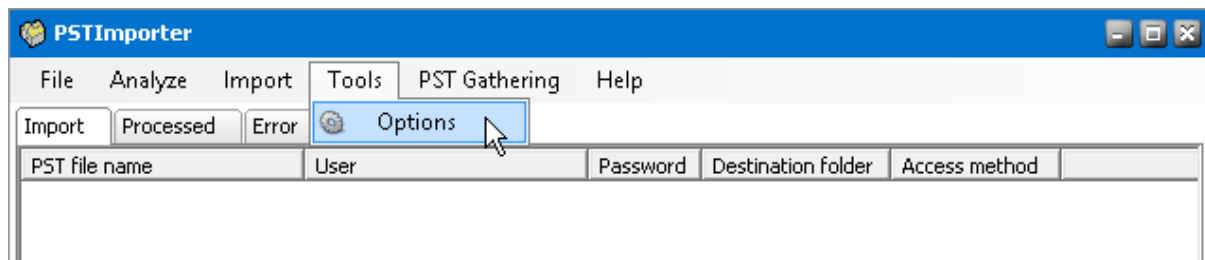
- Loading a .pst file;
- Assigning an “owner” (destination mailbox);
- Importing items from a .pst file to the destination mailbox;
- Archiving

Before using **PST Importer**, you need to specify the configuration settings, i.e. the location of four folders that will be used by the program (Import, BadProcessed, Processed, and Log). It is also necessary to specify a default “owner” and a default “destination folder”. By an “owner” we mean a “destination mailbox” where the items from a .pst file will be imported to. By a “destination folder” we mean an Outlook folder in the owner’s mailbox which will be the root folder for the whole .pst tree structure, if specified.

Configuring the settings for manual importing

To configure the settings for manual importing:

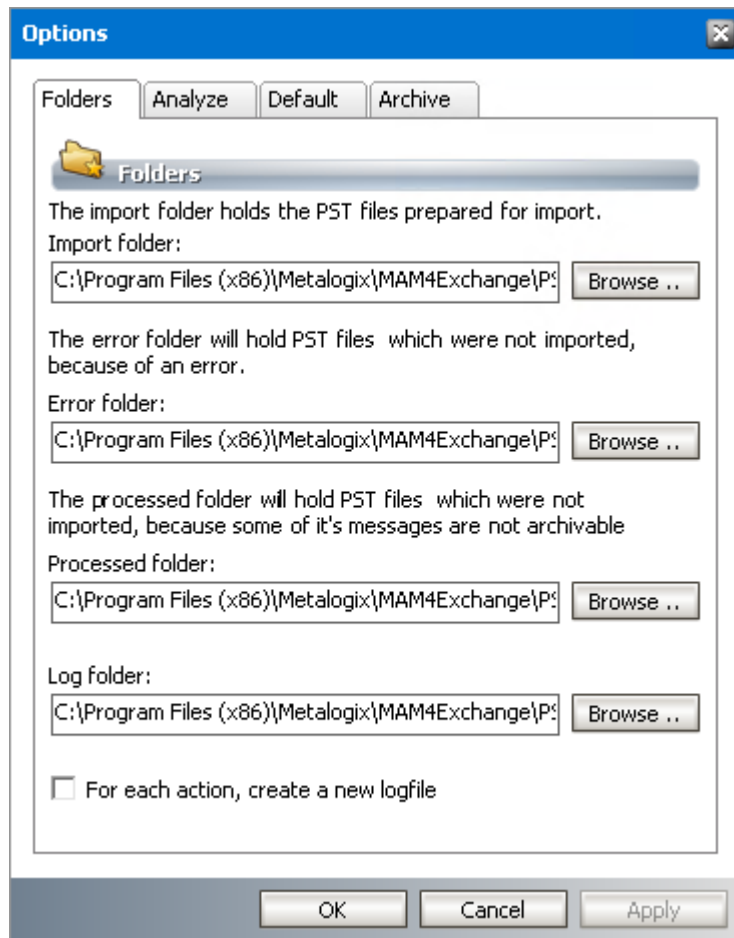
1. Run **PST Importer** (click Start/ Programs/ Metalogix/ Archive Manager Exchange Edition/ PST Importer).
2. On the **Tools** menu click **Options** to open the **Options** window. Configure the default settings on the **Folders**, **Default**, **Analyse** and **Archive** tabs as described further.



Folders tab

In the **Options** window, on the **Folders** tab (see the screenshot below), specify the default folders that will be used by **PST Importer**. They are:

- **Import** folder;
- **Error** folder;
- **Processed** folder;
- **Log** folder.



What are these folders used for:

Microsoft Outlook data files can reside anywhere on the computer. When opened by **PST Importer** they are copied from their original location to the **Import** folder for further processing (importing and subsequent archiving). The **Import** folder will therefore be the default location for .pst files from where they will be imported to their respective destination mailboxes for subsequent archiving. If after importing (copying) the items to the destination mailbox:

- all items from a desired .pst file are successfully archived, then the respective .pst file is deleted from the **Import** folder.
- not all items from a desired .pst file are successfully archived (an error occurred during archiving), then the respective .pst file is moved from the **Import** folder to the **Error** folder.
- at least one of the items is not handled by Archive Manager (was not archived, but not due to an error), then the respective .pst file is moved from the **Import** folder to the **Processed** folder. (This can happen if the option **Move not archivable messages to mailbox** is not selected on the **Default** tab. See the section “Default tab”.)

The **Log** folder stores the log files generated by **PST Importer**. Log files are used for recording all the activities taken on .pst files (e.g. analyze, report).

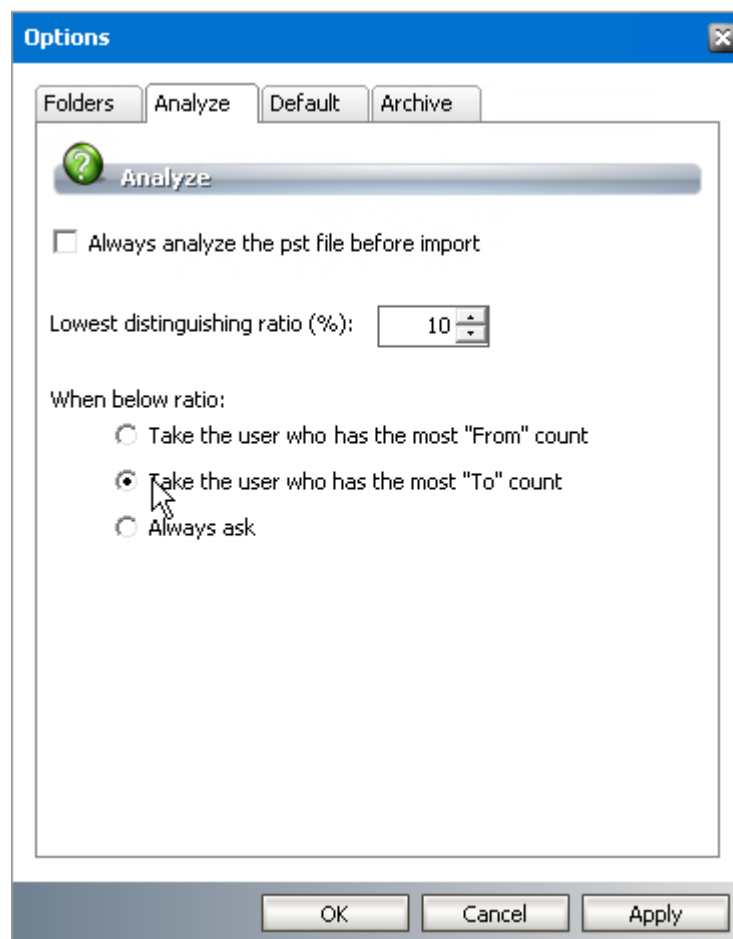
All the above mentioned folders (**Import**, **Error**, **Processed**, and **Log**) are created by default under C:\Program Files (x86)\Metalogix\MAM4Exchange\PST. You may, however, select another location while using the **Browse** button.

On this tab you may specify how log files will be created. Should you select the **For each action, create a new logfile** check box, then a separate log file will be created for every action (analyze, report). By default, all logs are written into one log file.

When you are done, click **Apply**.

Analyse tab

Let us give a brief description of the *Analyze function* which is a built-in function.



The *Analyze function* helps finding the .pst file “owner” (destination mailbox) automatically, depending on the frequency of occurrences in the sender and recipient list.

The *Analyze function* reads all sender and recipient information from all e-mails in the .pst file and generates the statistics. A ratio is calculated for each user (recipient, sender) from the

respective .pst file. This means that a list of all users is created and the number of messages where the respective user is a sender (*From*) and the number of messages where the respective user is a recipient (*To*, *Cc*, *Bcc*) is calculated. Then a ratio is produced. The ratio is calculated for each user as follows: the total sum of occurrences in the recipient list and in the sender list divided by the total sum of recipients and senders, as a percentage.

The biggest ratio indicates the highest probability; therefore the user with the highest ratio should be the “owner”, and would be assigned by the *Analyze function* automatically. In some cases there might be several users whose ratios differ only slightly, and in such cases we want the administrator to choose whom to select as the “owner”.

For that purpose you may specify the **Lowest distinguishing ratio (%)**.

- If the difference between the two highest ratios is higher than the specified lowest distinguishing ratio, then the “owner” (destination mailbox) is assigned automatically;
- If the difference between the two highest ratios is lower than the specified lowest distinguishing ratio then:
 - i) you will be either prompted to assign the owner manually, if the **Always ask** option is selected; or
 - ii) the owner will be assigned by the *Analyze function* depending on which of the other two options are selected (**Take the user who has the most “From” count**, or **Take the user who has the most “To” count**).

IMPORTANT NOTE: THIS HAPPENS IN THE CASE THAT SUCH A USER (MAILBOX) EXISTS ON THE MS EXCHANGE SERVER AND HAS BEEN SYNCHRONIZED WITH ARCHIVE MANAGER; OTHERWISE ITEMS ARE IMPORTED INTO THE DEFAULT OWNER’S MAILBOX!!!

For example, let’s say the **Lowest distinguishing ratio (%)** is set to 5. If, after running the *Analyze function*, two users are generated with their ratios differing by 4 or less, then you would be:

- prompted to select the owner, if the **Always ask** option is selected; or
- the owner will be assigned automatically if any of the two other options are selected (**Take the user who has the most “From” count**, or **Take the user who has the most “To” count**).

If you want to control the results of the analysis manually, select the **Always ask** option; otherwise select one of the two other options and the owner will be assigned automatically.

Select the **Always analyze the pst file before import** check box to make the analyze process automatic for every manually loaded .pst file.

Default tab

On the **Default** tab please set a default destination mailbox (“owner”) and a default destination folder. These default values will be assigned to all manually loaded .pst files. However, it is still

possible to assign another destination mailbox/destination folder to a specific .pst file (see the section “How to set a specific owner/specific folder”).

The .pst file will be imported to the destination mailbox (“owner”), if no other user is selected. To specify the default owner, use the **Browse** button.

The default destination folder for a .pst file will be chosen as follows:

- If a folder-name is entered in the **If no destination folder is selected for a user, this folder will be used as default** text box then that folder will be the root folder for the imported .pst file.

NOTE: Even when no such folder exists in the destination mailbox, this application will create it there automatically.

IMPORTANT NOTE: It is possible to create a unique folder for every imported .pst file. This is advantageous since items of more .pst files will not be mixed in one folder and user defined sorting will be preserved.

To create this unique folder for every .pst file, enter one of the following tags:

- | | |
|----------------------|---|
| %PSTNAME% | - it will be replaced by the display name of the .pst file |
| %PSTFILENAME% | - it will be replaced by the file name (without extension) of the .pst file |

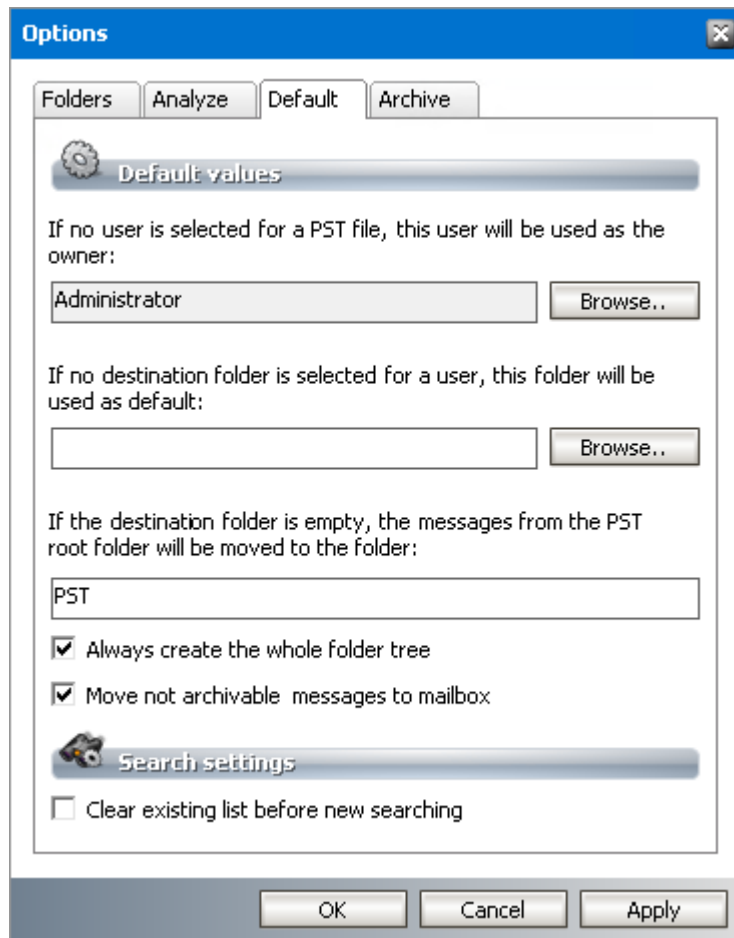
Example: PST Archive/%PSTNAME%



- If no folder-name is entered in the **If no destination folder is selected for a user, this folder will be used as default** text box (in other words if this text box is blank), then the **If the destination folder is empty, the messages from the PST root folder will be moved to the folder** text box turns active. Here you need to specify the folder of the destination mailbox (owner's mailbox) where the ROOT items of the .pst file (if any) will be imported.

When no such folder exists in the destination mailbox, this application will create it there automatically. NON-ROOT items will be imported to the destination mailbox (owner's mailbox) to their respective folders (non-existing folders will be created automatically in the destination mailbox).

NOTE: Should you wish to change the destination folder, proceed as described in "How to set a specific owner/ specific folder" section.



By selecting the **Always create the whole folder tree** check box you will create the whole tree structure (tree structure of the .pst file) in the destination folder. When this option is not set and the .pst file contains folders with no messages, empty folders will not be created.

The option **Move not archivable messages to mailbox** controls the handling of non-archivable messages (e.g. already archived, shortcuts, undefined message classes). If this option is set, all non-archivable messages are copied to the destination mailbox. If this option is not set, the non-archivable messages are not copied to the destination mailbox and the .pst file is subsequently moved to the **Processed** folder when importing is finished.

Select the **Clear existing list before new searching** option if you want to clear the search results list in the **Client PST files** window ("How to start searching immediately for .pst file") every time the new search starts. In this way the old search results will be deleted and only the new ones will be included in the list.

Archive tab

On this tab specify archiving and compression criteria as well as the retention category.

By selecting the **Compress MSG files** check box messages will be compressed at archiving.

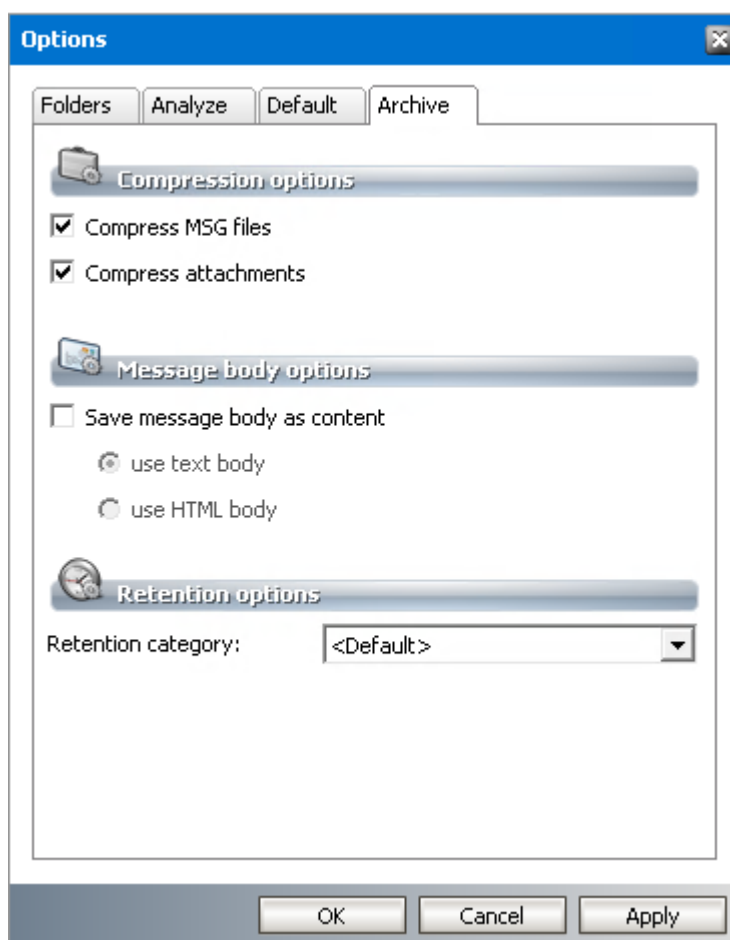
By selecting the **Compress attachments** check box, attachments will be compressed at archiving.

Should you select the **Save message body as content** check box, you will be prompted to specify how the message body will be saved:

- as a text file, should you select the option **use text body**, or
- as an html file, should you select the **use HTML body** option.

In the **Retention category** down-drop box choose the retention category which will be used for archiving.

Afterwards, click **Apply**.



How to proceed at manual importing of .pst files

In order to import .pst files manually, first load (see the section "[Loading a .pst file](#)^[16]") and then import them (see the section "[Importing a .pst file](#)^[20]"). Archiving is done upon importing.

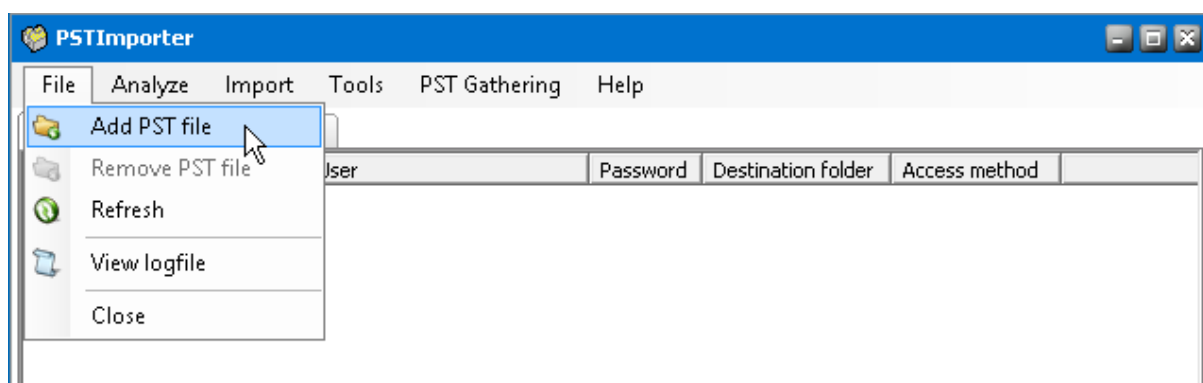
When a .pst file is loaded, it is loaded with the default settings assigned – those specified under **Tools/Options** on the **Default** tab. If you don't want the default ones, you may change them (See the section "[How to set a specific owner/specific folder](#)^[17]"). If you are not sure which "owner" to assign, use the *Analyze function*. The *Analyze function* was designed primarily to facilitate user

assignment (see the section “Specifying the owner using the Analyze function” or the section “[Analyze tab](#)”).

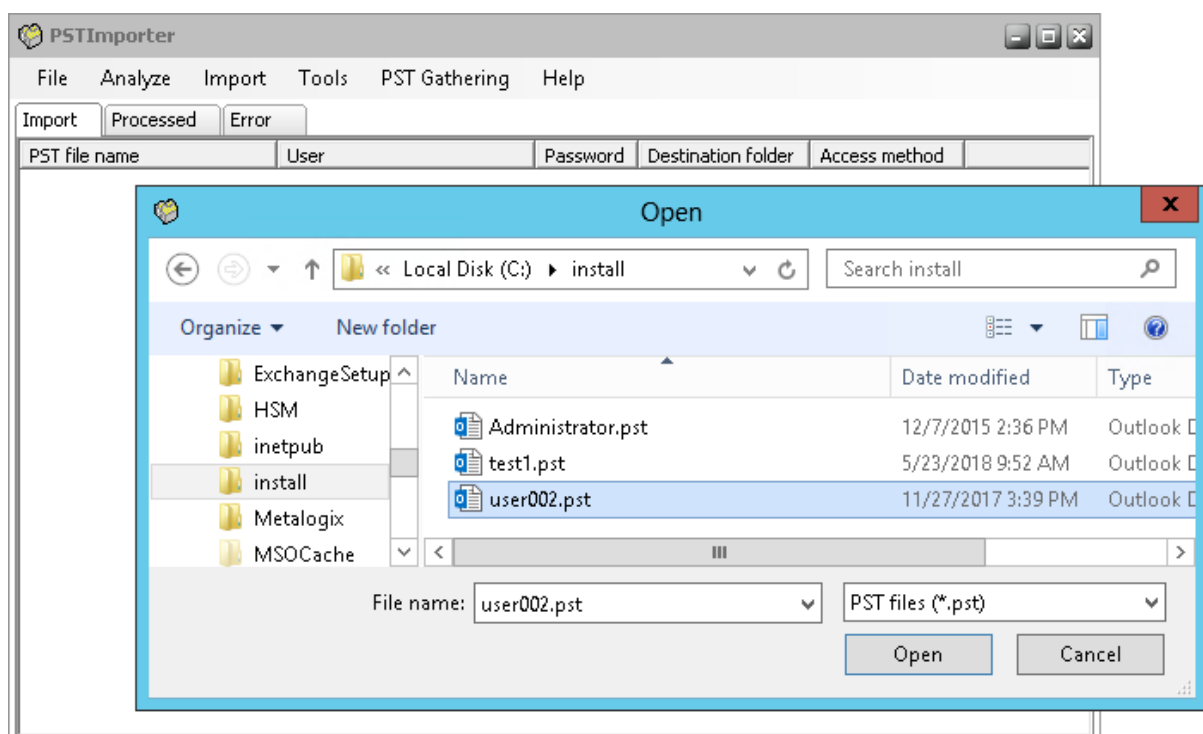
Loading a .pst file

To load a .pst file follow these steps:

1. On the **File** menu click the **Add pst file** command.

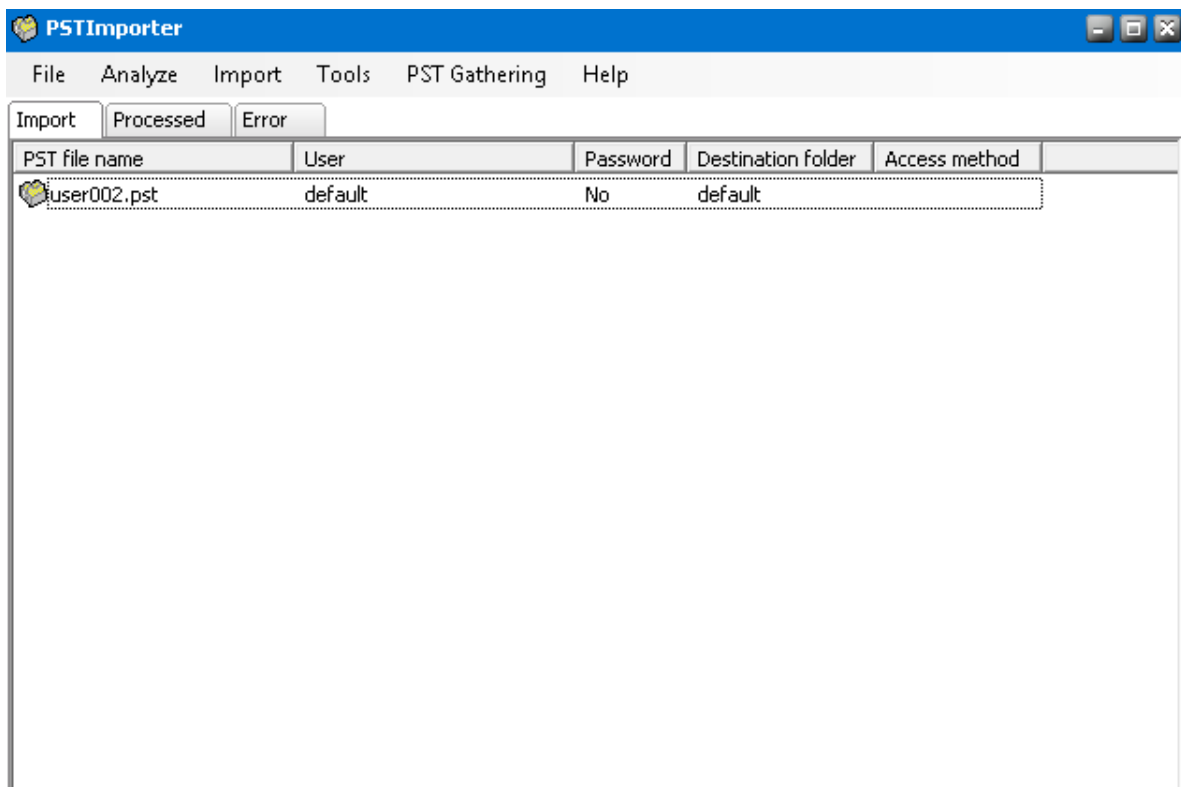


2. In the **Open** window locate the desired .pst file and then click **Open**.



3. The file will appear on the **Import** tab, with the default settings assigned (default destination mailbox, default destination folder). The file is copied to the Import

folder as specified on the **Folders** tab under **Tools/Options**.



NOTE: To successfully load the respective .pst file, it cannot be used by another program on the client's computer.

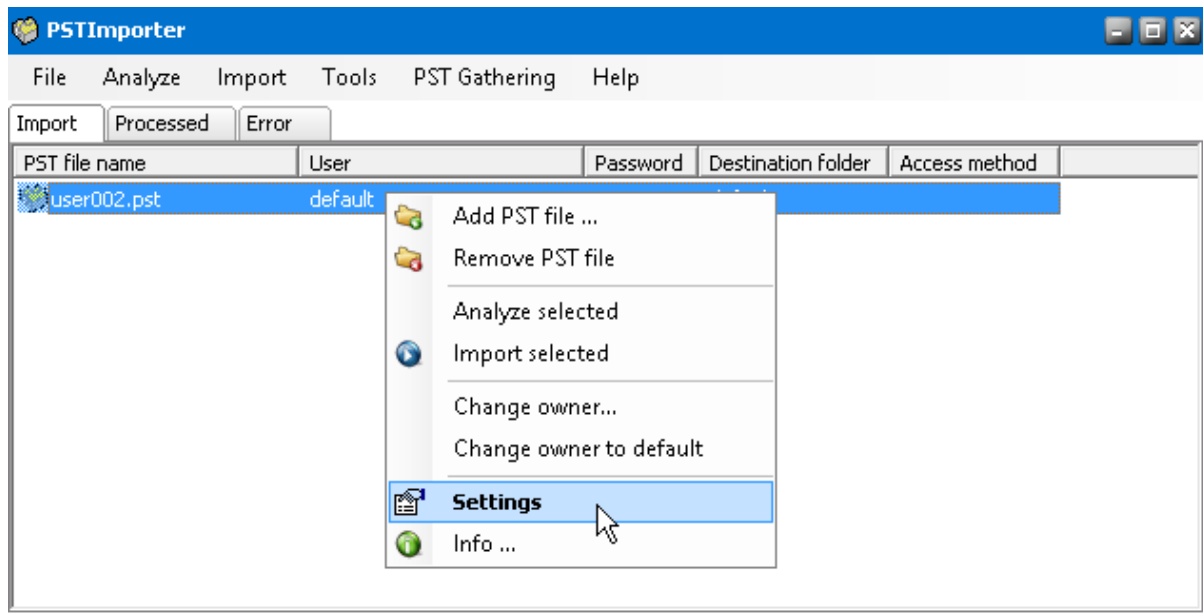
NOTE: To remove .pst file from the list, select the respective file, right-click it and in its context menu select **Remove PST file** option.

How to set a specific owner/ specific folder

After loading, a .pst file is automatically assigned the default owner as well as the default destination folder. Should you want to change them, proceed as described below.

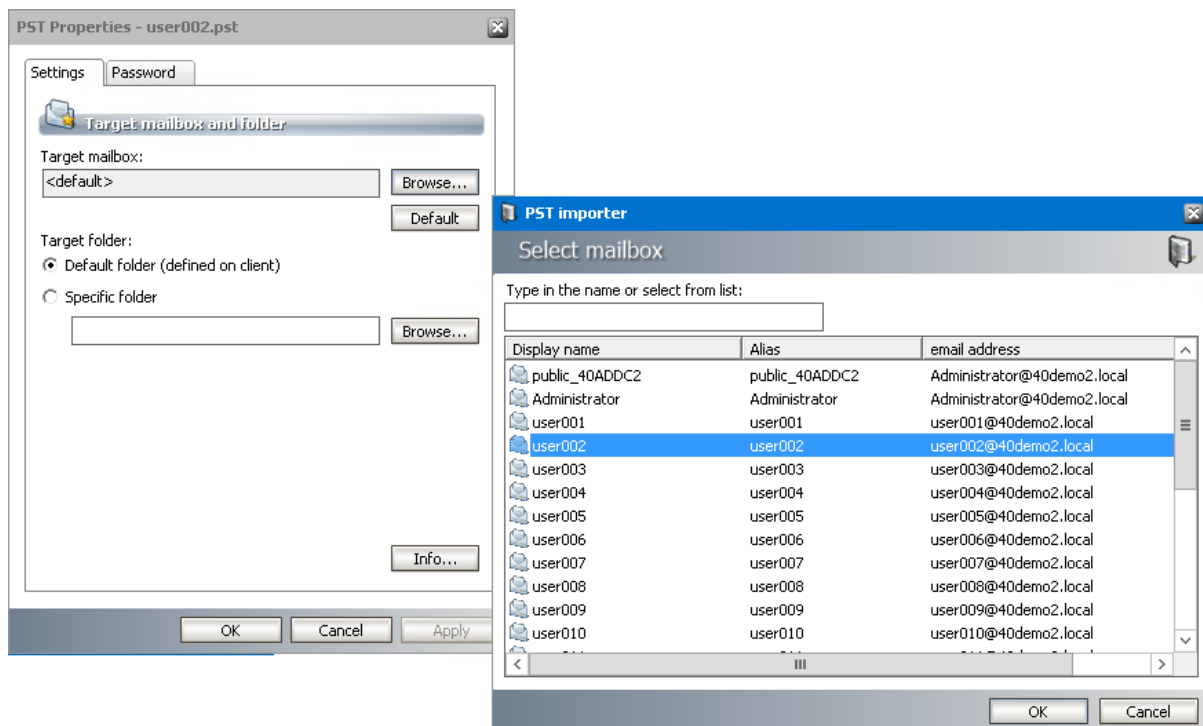
To set a specific owner and specific destination folder:

1. Right-click a desired .pst file and in its context menu select **Settings**; or double-click the desired .pst file.



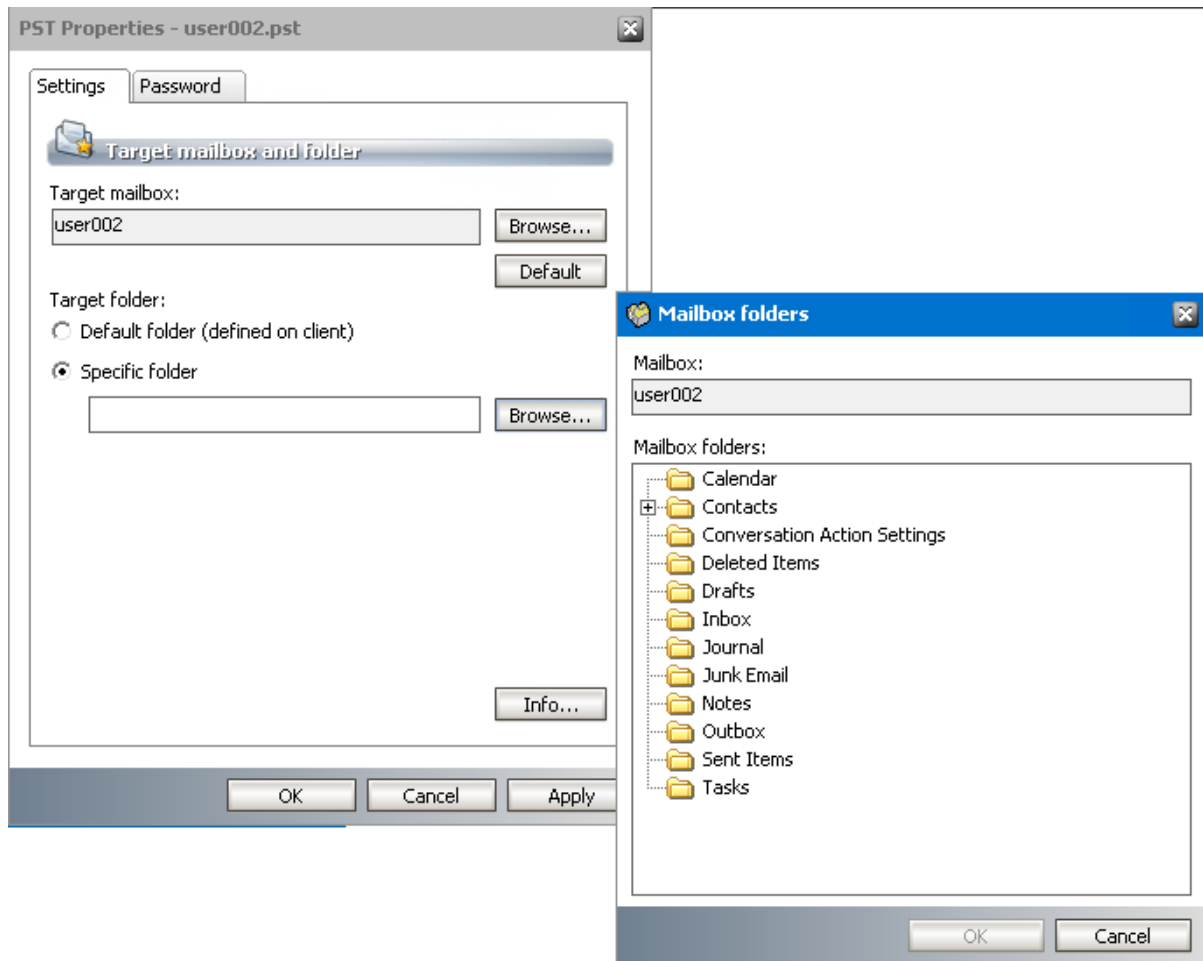
2. In its **Properties** window click on the **Settings** tab, where you may set another target mailbox and destination folder.
3. To change the target mailbox, click **Browse** and select a desired mailbox.

NOTE: It is possible to change the owner (i.e. the target mailbox) also from the context menu. Just right-click the .pst files and in its context menu select the **Change owner** option. In the pop-up dialog then choose the desired user.



NOTE: By clicking **Default** on the **Settings** tab, you will switch back to the default owner.

4. To set a specific destination folder, select the **specific folder** option and either type a desired folder name in the text box or use the **Browse** button.



IMPORTANT NOTE: It is possible to create a unique folder for every imported .pst file. This is advantageous since items of more .pst files will not be mixed in one folder and user defined sorting will be preserved.

To create this unique folder for every .pst file, enter one of the following tags:

- %PSTNAME%** - it will be replaced by the display name of the .pst file
- %PSTFILENAME%** - it will be replaced by the file name (without extension) of the .pst file

Example: PST Archive/%PSTNAME%

5. When you are done, click **OK** and then **Apply** to confirm.
6. If the respective .pst file was password protected, switch to the **Password** tab. On the **Password** tab simply enter the respective password. If you fail to enter the

right password, the file cannot be handled by **PST Importer**, importing would fail (analyzing as well) even if you tried it. Then click **Apply** and close the window.



Importing a .pst file

When a file is prepared (the owner, destination folder, as well as password are set) it can be imported and archived.

To import a desired .pst file, simply select it (on the **Import** tab) and then:

- Click on the **Import selected** command on the **Import** menu; or
- Right-click it and, in its context menu, select **Import selected**.

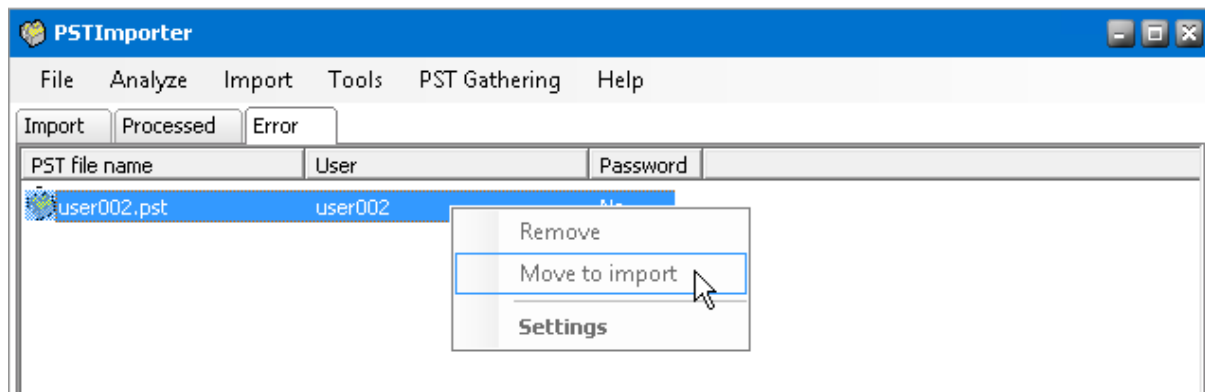
Depending on the result of importing, the respective .pst file will be:

- removed from the **Import** tab (and deleted from the **Import** folder) provided that every item was correctly imported to the destination mailbox and archived, and in case that the **Move not archivable messages to mailbox** check box is selected each non-archivable item was copied to the destination mailbox as well; or

- moved to the **Processed** tab (and moved from the **Import** folder to the **Processed** folder) if no 100% importing took place, i.e. at least one non-archivable item was found in that .pst file and the **Move not archivable messages to mailbox** check box was not selected; or
- moved to the **Error** tab (and moved from the **Import** folder to the **Error** folder) if no 100% archiving took place, i.e. at least one item was not archived due to an error.

It is recommended to check a log file after import (click **File/View logfile**, select the log and click **Show**).

Files (.pst files) can be moved anytime from the **Error** tab or **Processed** tab back to the **Import** tab to modify their settings and retry importing. Simply right-click a desired .pst file displayed on the **Error** tab or on the **Processed** tab and then, in its context menu, select **Move to import**. The file will be moved back to the **Import** tab.



NOTE: After moving a failed import back to the Import folder, the already imported messages are removed from the file. As a result, PST Importer will try to process only the rest of messages.

On the other hand, if the import fails and the user “loads” the original PST file again, then duplicate emails will be imported – those from the first import and those from the second import.

Analyze function

The *Analyze function* is used for obtaining statistical information, but its main purpose is to “track down” the “owner” (in other words the user a .pst file was probably generated by), while considering the results of the analysis.

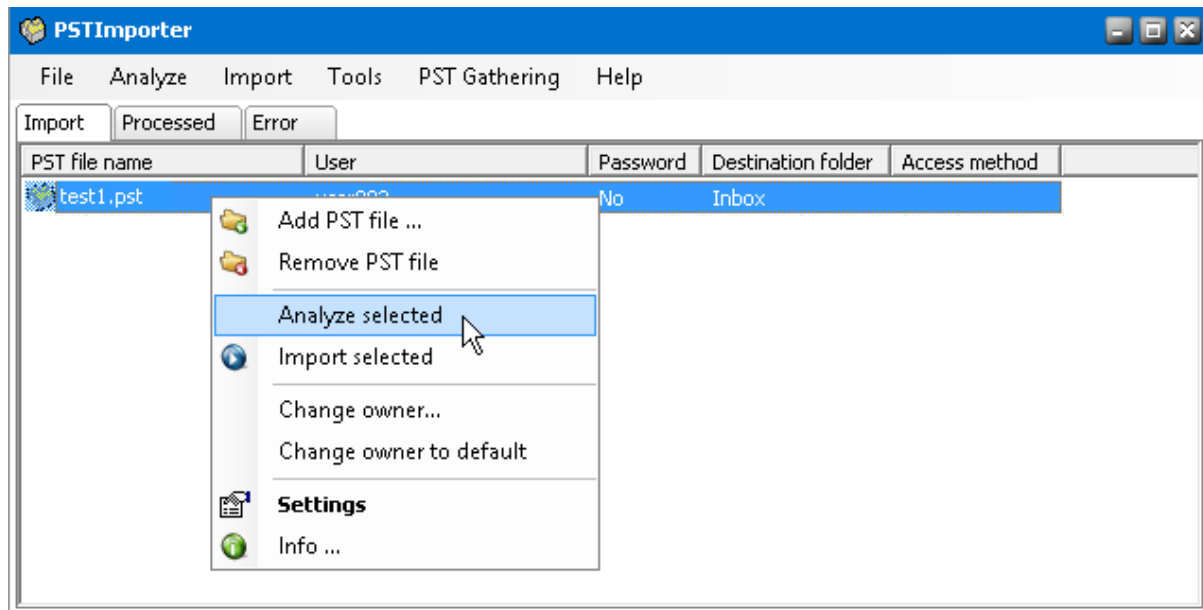
The built-in *Analyze function* reads all sender and recipient information from all e-mails contained in that file to produce the statistics. The aim is to facilitate owner assignment. (For detailed information see the section “Analyse tab”).

Specifying the owner using the Analyze function

To specify the “owner”, run the analysis for a desired .pst file:

1. On the **Import** tab select a desired .pst file and then:

- right-click it and in its context menu select **Analyze selected**; or
- on the **Analyze** menu select **Analyze selected**; or



2. The **Analyze progress** window will appear with the overall progress displayed.

NOTE: If the analysis has failed, it is possible that the file is password protected. Right-click the file and select **Settings** in the context menu. On the **Password** tab of its **PST Properties** window enter the password. Click **Apply** and **OK**.

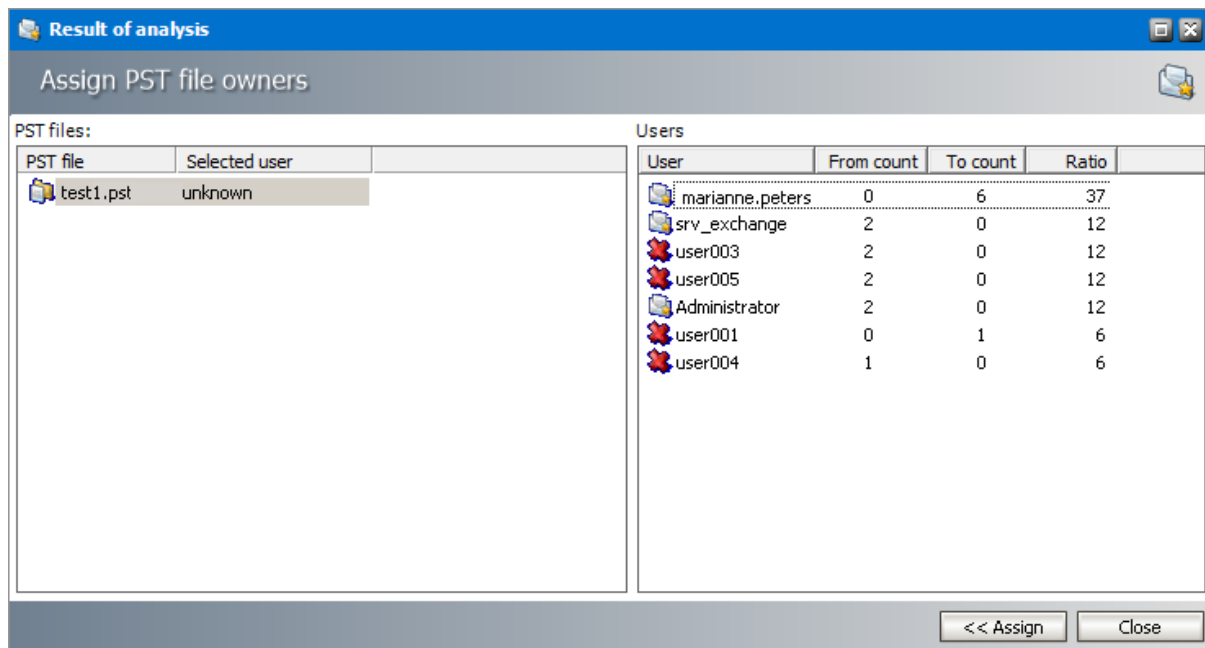
1. The following cases can occur upon completion of the analysis:

- Provided that a 100% ratio is received as the outcome of the analysis then the “owner” is assigned automatically on condition that the respective mailbox is valid (the mailbox exists and is synchronized with Archive Manager); otherwise the default destination mailbox is assigned (specified under **Tools/Options, Default** tab) or the one assigned previously manually.
- When a non-100% ratio is reached (in other words there are at least two users) and the difference between the two highest ratios for valid users (those synchronized with Archive Manager) is higher than the **Lowest distinguishing ratio** (as specified under **Tools/Options, Analyze** tab) then the “owner” is assigned automatically, whereas the valid user with the highest ratio is assigned.
- If a non-100% ratio is reached and there are several valid users meeting the requirement that their respective ratios differ from the highest valid ratio by less than the figure specified as the **Lowest distinguishing ratio**, then:
 - if the **Take the user who has the most “From” count** option is selected then the “owner” is assigned automatically: the valid user with the highest number of

From count is assigned. Provided that this figure (From count) is identical for several valid users then the one with the highest ratio is assigned.

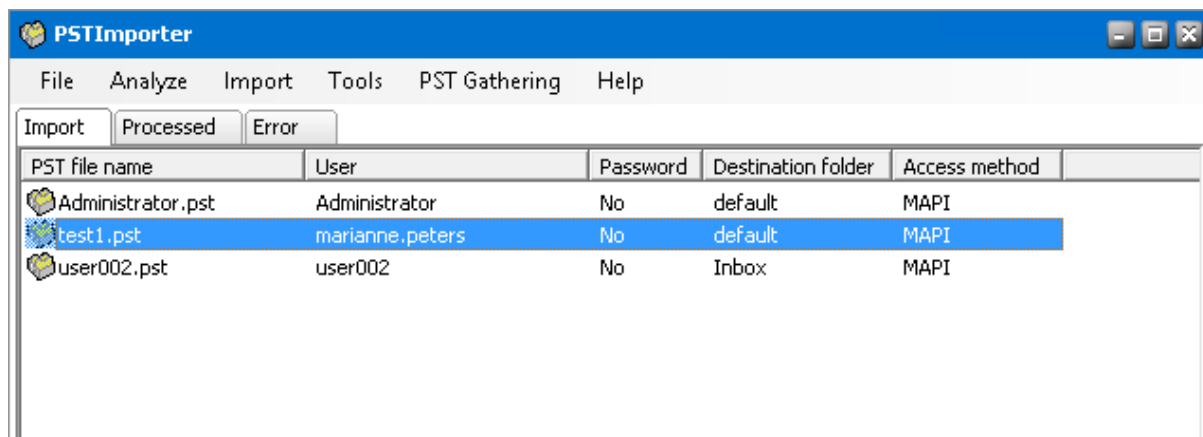
- if the **Take the user who has the most “To” count** option is selected then the “owner” is assigned automatically: the valid user with the highest number of **To count** is assigned. Provided that this figure (To count) is identical for several valid users then the one with the highest ratio is assigned.
- if the **Always ask** option is selected on the **Tools/Options/Analyse** tab, then the **Results of analysis** window will be displayed where you will be asked to select the owner.

The left side of the window lists the PST files and the currently assigned user (*unknown*). When you click on the PST files, the right side displays the list of recipients. Double-click the user you want to select or select the user and click **Assign**. Once the list is ready, close the window. All PST files will be saved with the changes.



NOTE: Users displayed with the red cross icon (✖) are either not synchronized or non-valid users. You cannot assign the .pst file to them.

When the owner is assigned, either automatically by the *Analyze function* or by you, the new settings will be displayed also on the **Import** tab. In our previous example we assigned *test1.pst* file to *Marianne Peters* (see below):

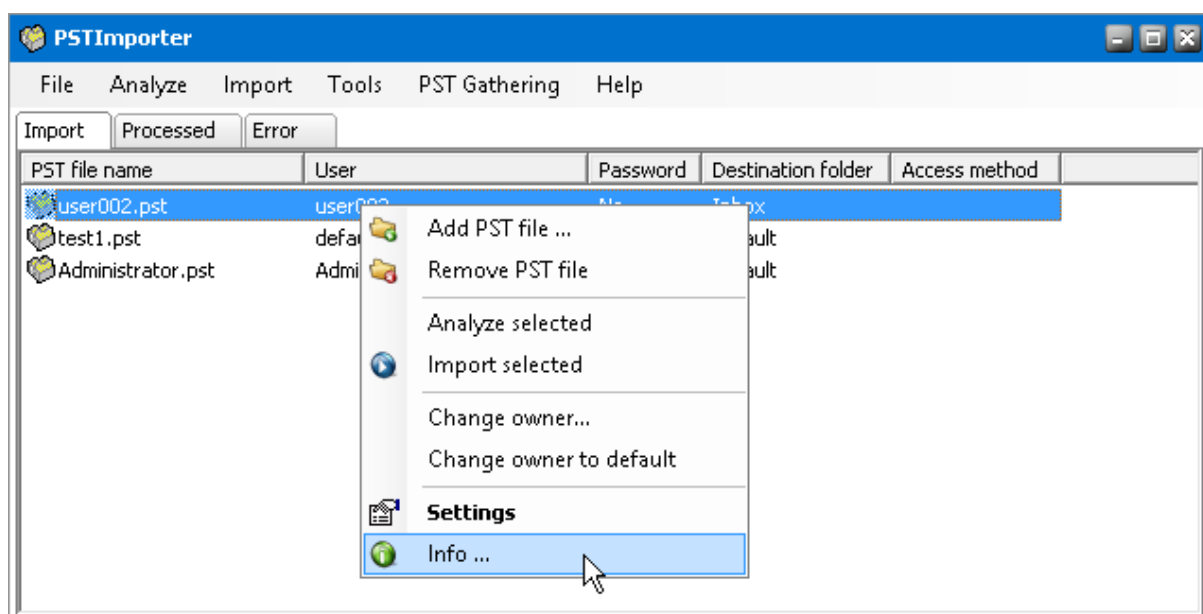


IMPORTANT NOTE: If no valid user was found for a .pst file by the *Analyze function*, the default user will be assigned or you can assign user manually (see the section “How to set a specific owner/specific folder”).

How to get summary information about a .pst file

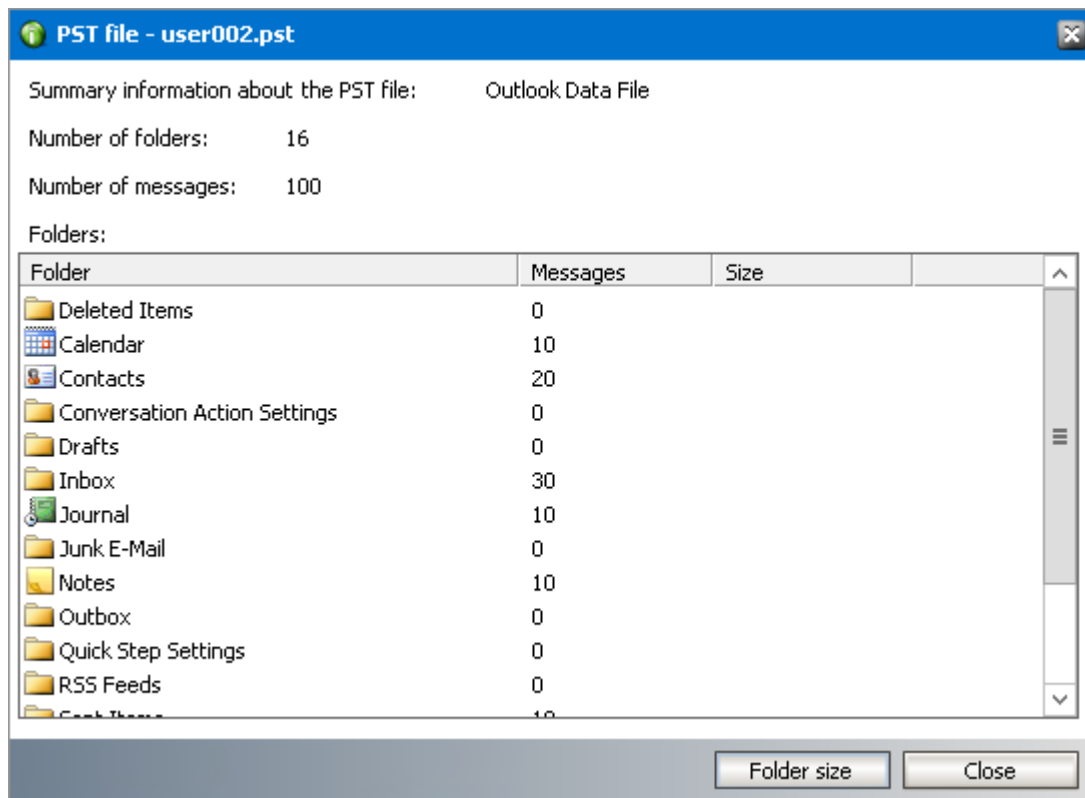
Sometimes you may need to know the structure of .pst files, their size, the number of items they contain etc.

Simply select a .pst file, right-click it and in its context menu select **Info**.

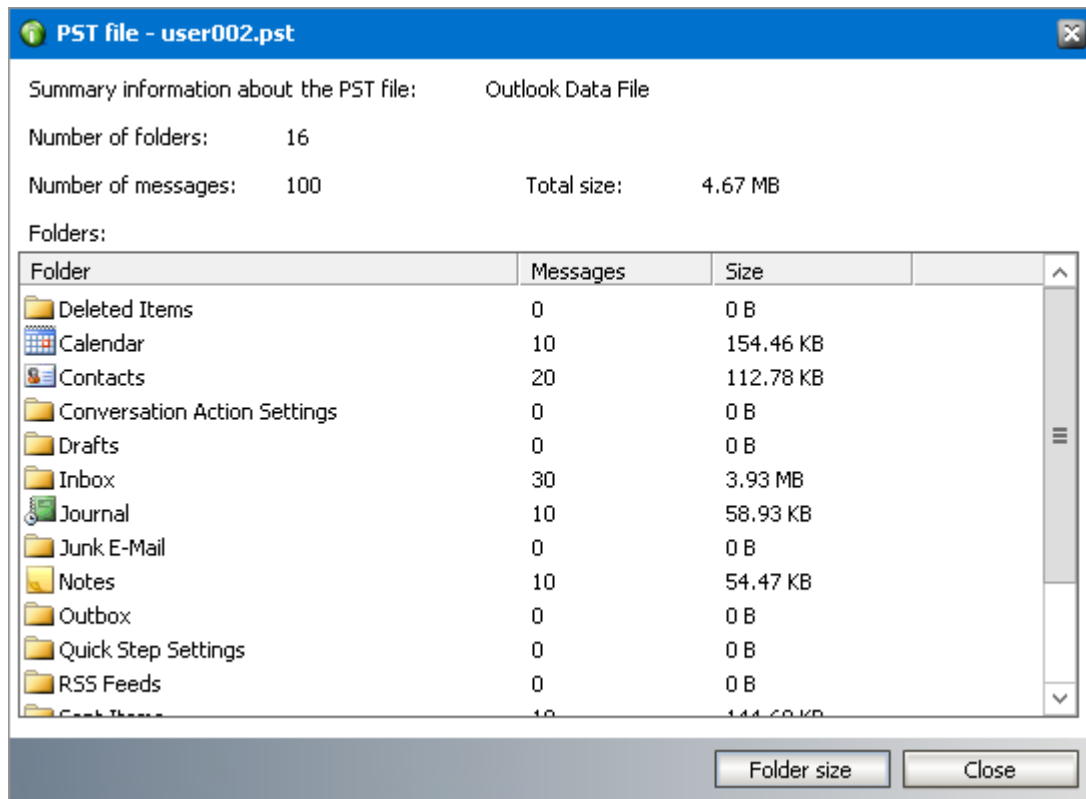


A pop-up window opens. In the case of password protected files you need to enter the right password first (right-click the respective .pst file, select **Settings**, then **Password** tab) to have this window opened.

Summary info includes the size and structure of the respective .pst file. Initially only the folder structure and number of messages are displayed, as shown below.



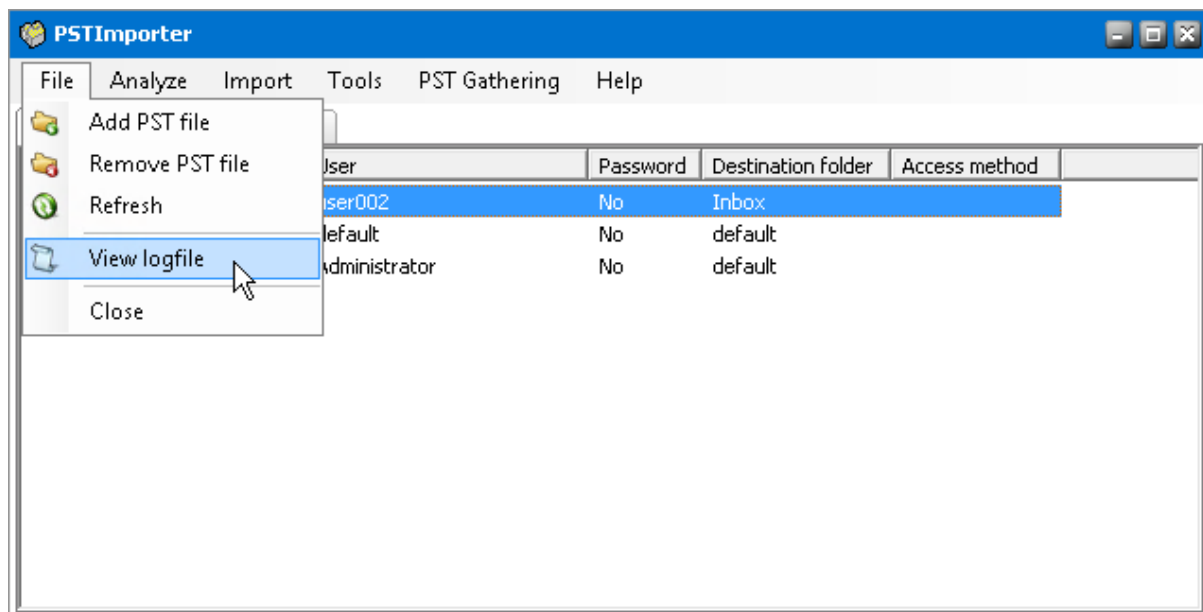
After clicking on the **Folder size** button, their respective sizes are displayed with the total size as well.



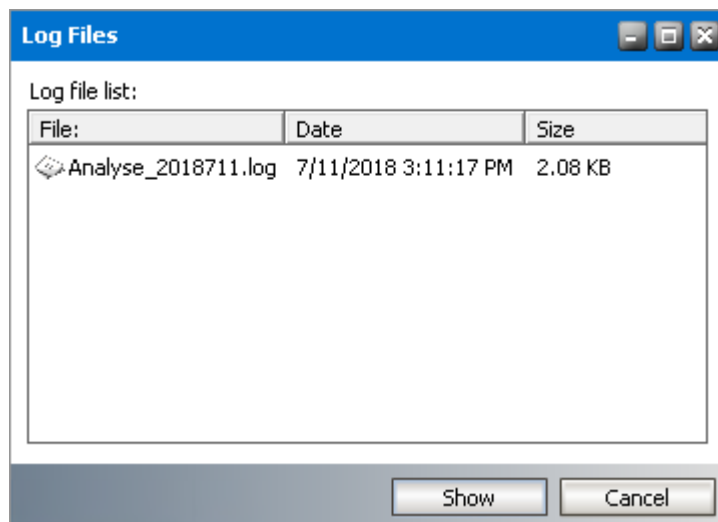
Log files

Each action taken on .pst files is logged in log files. It's up to the administrator to decide whether those logs would be written into one large log file or each action in a separate log file (see the section "Folders tab").

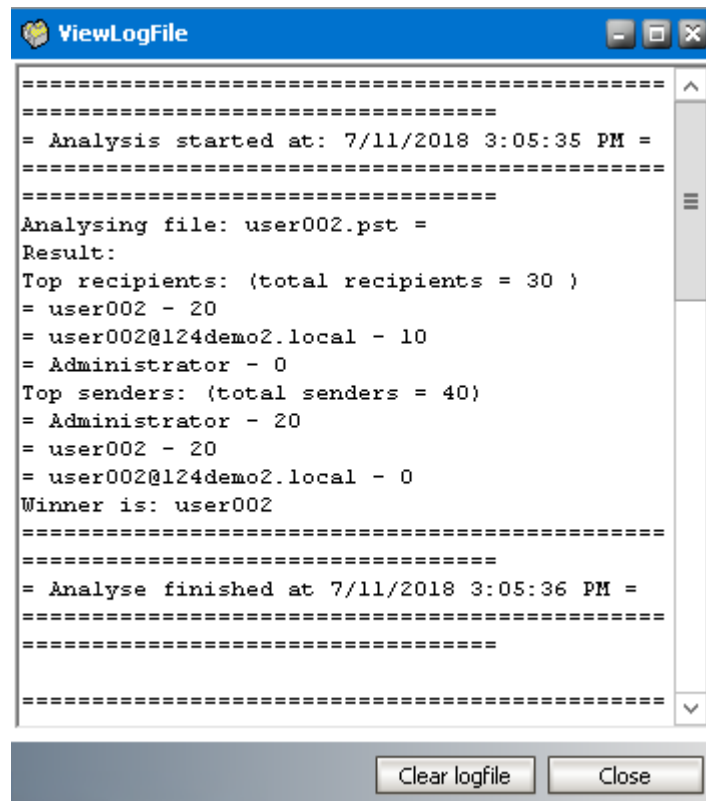
To display log files on the **File** menu select **View Logfile**.



A list of log files (the content of the **Log** folder) will be displayed. This list can be sorted by name, date, or size – simply by clicking on the respective column.



Either double-click a desired log file or select it and click on the **Show** button. Its content will be displayed in the **ViewLogFile** window.



Automated importing of .pst files

So far we have described the process related to manual importing of Microsoft Outlook data files. The process can be automated using our *Gatherer service* jointly with the *Importer service*. Then use the *Import wizard* (see “How to import uploaded PST files”) to archive uploaded pst files

NOTE: *Gatherer service* stands for PSTGathererSv;
Importer service stands for MAMPSTImporterSv;

The *Gatherer service* basically gathers .pst files placed on client computers and uploads them to the PST Import Server computer to a unique folder specified for each such client computer (see the section “How does the process work”). The *Import wizard* can then import those .pst files to their respective destination mailboxes and folders and archive them afterwards.

NOTE: The *Gatherer service* is not a part of the PST Importer setup. It has to be installed on a client computer via **Archive Manager PST Gatherer Setup.exe** file as described below.

Requirements

To use **PST Importer** for automated importing and archiving, the PSTGatherer.exe file (*Gatherer service*) needs to be installed on all client machines where gathering of .pst files is to take place. In the case that a firewall is installed, make sure that communication between the PST Import Server machine and client computers is enabled for the *Gatherer service*. (For firewalled systems communication between the server computer and client computer is disabled and

therefore communication between the *Gatherer service* and the *Importer service* running on the server computer is blocked). See [How to enable the Gatherer service on a firewalled Windows 7 and 10](#)^[33] for an example about enabling communication with the *Gatherer service*. If you are using other systems, please make sure to enable this communication.

After installing the *Gatherer service* on client computers, and enabling it for firewalled systems, **make sure it is started** (simply click **Start /Programs /Administrative tools /Services** to check the status of `PSTGathererSv`). Also make sure that the *Importer service* **is started** on the PST Import Server computer (simply click **Start /Programs /Administrative tools /Services** to check the status of `MAMPSTImporterSv`).

Installing the Gatherer service on client computers

In the following lines we describe installation using *Archive Manager PST Gatherer Setup.exe* setup – standard step-by-step installation.

The Gatherer is usually needed on multiple workstations. It is possible to install it using Group Policy or other tools designed for software installation on multiple clients from a central location. The setup file can be started with parameters defining the configuration values and run in "silent mode", without the need of going through the wizard steps. For more information on parameterized installation, please refer to "Installing PST Gatherer" manual.

To install the *Gatherer service*:

1. Double-click **Archive Manager PST Gatherer Setup.exe**
2. On the Welcome page click **Next**. Read the License Agreement. If you agree, select **I accept...** and click **Next**.
3. In the next dialog you can choose the installation folder. As the default the product installs in **C:\Program Files (x86) \ Metalogix \ MAM4Exchange \ PSTGatherer**. The installation folder can be changed by using the **Change** button. Click **Next**.
4. In the **Install types** window you can define whether the PST Gatherer should run as a service or as an application.

Why run PST Gatherer as an application?

Users may keep pst files not only on local drives, but also on the network shares. In this case pst files should be gathered from both local drives and network shares.

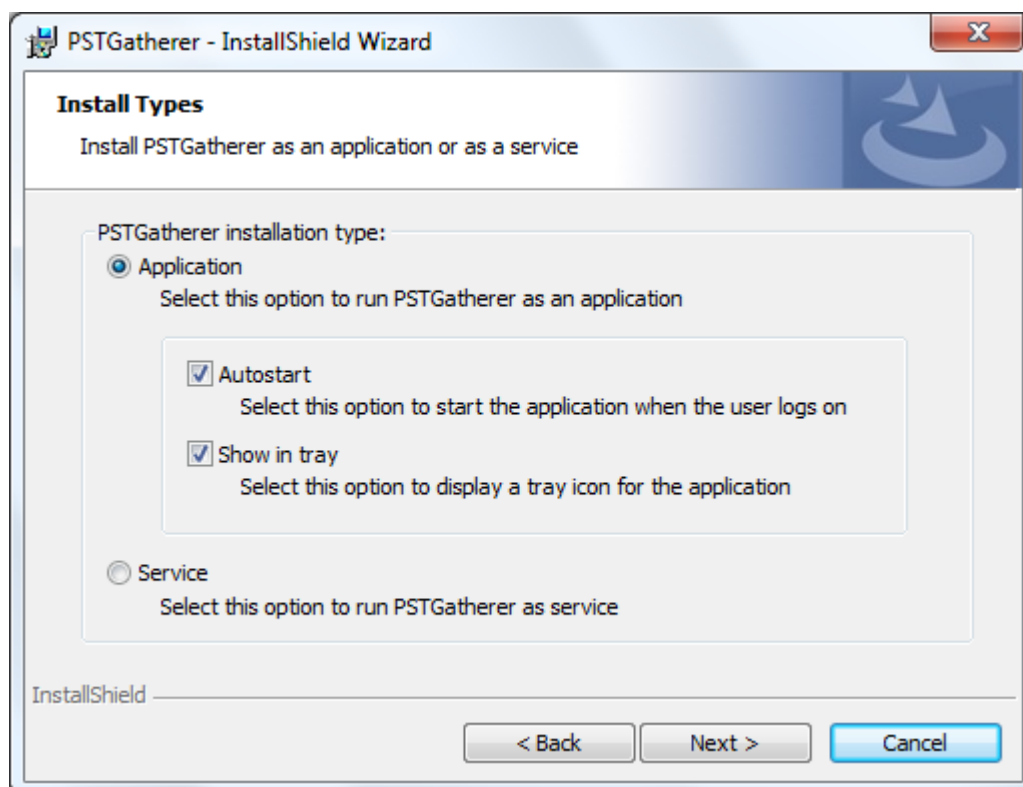
If PST Gatherer is installed as an **application**, it will run in the user context. At the client PC in the task manager you will see the `PSTGatherer.exe` process running under the logged on user. In this case the PST Gatherer will have rights to search on all local drives and network shares where the user has rights to access.

If PST Gatherer is installed as a **service**, it will be running as LOCAL SYSTEM which has rights only locally on the local drives. Thus PST Gatherer will be limited to search files only on the local drives.

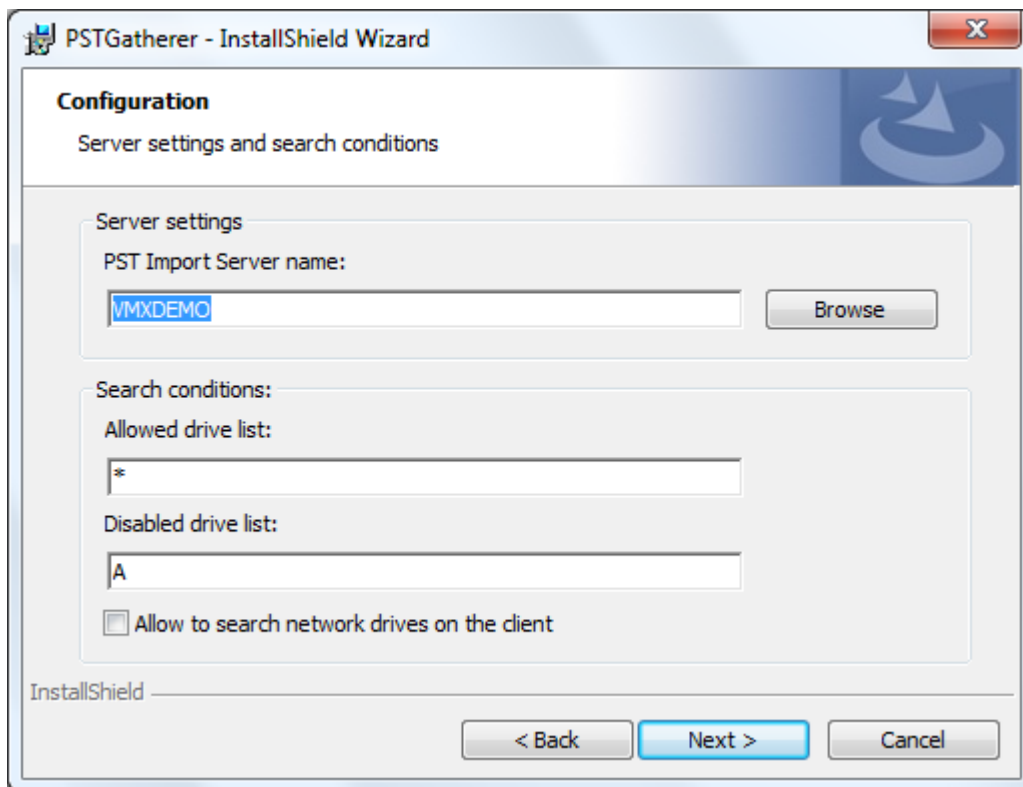
When **Application** is selected, there are two more choices available:

Autostart – when checked, PST Gatherer application will start whenever the user specified on the previous page logs on.

Show in tray – when checked, a tray icon of this application will be displayed

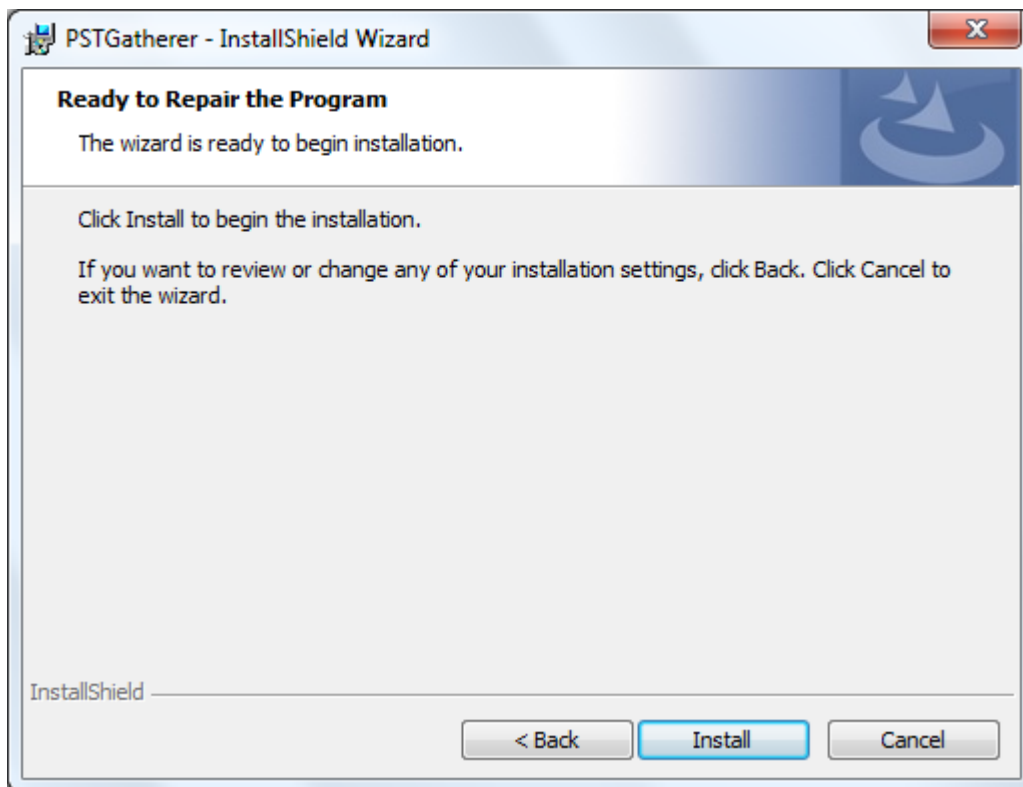


6. Enter the name of the PST server (in our case VMXDEMO) or browse for it. In the **Search conditions** window you can enable the Gatherer to search also network drives on the given computer (**Allow to search network drives on the client**). If the option is checked, specify which drives are allowed and which are disabled in the respective text fields. Click **Next**.



NOTE: The asterisk (*) stands for all accessible drives. Should you wish to specify several drives in the **Allowed** or **Disabled drives list**, separate the drive letters by the pipe symbol "|", e.g. A|B in the **Disabled drives list** would mean the Gatherer does not search the A and B drive (which are reserved for Floppy disks usually).

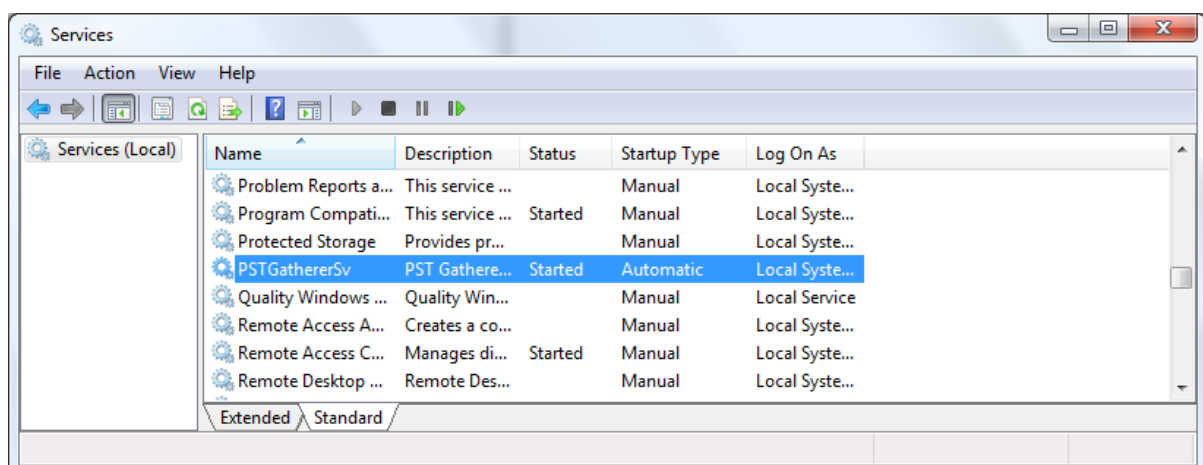
8. Click **Install** and wait until the service is installed.



9. Click **Finish** to complete the installation.

PST Gatherer installed as a service:

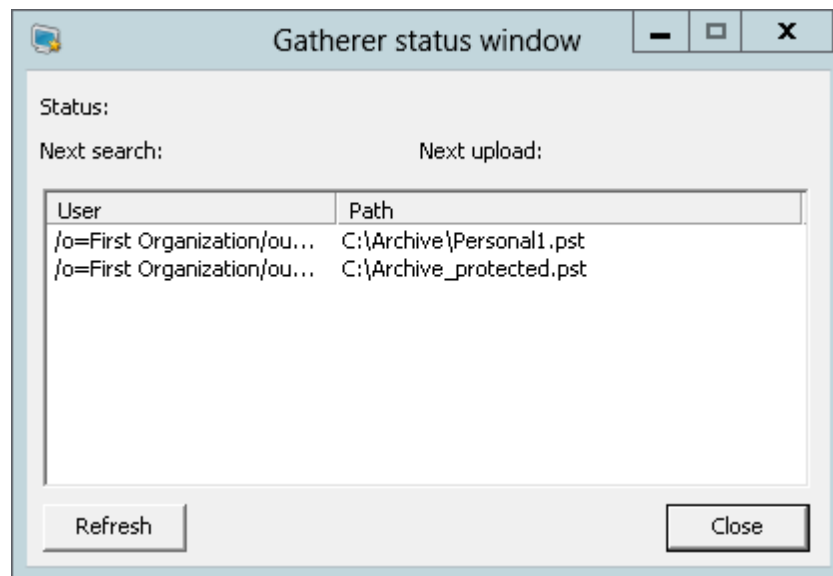
After installing the *Gatherer service* on client computers and enabling it for firewalled systems, make sure it is started. Simply click **Start /Programs /Administrative tools /Services** to check the status of PSTGathererSv. Also check if the *Importer service* is started on the PST Importer Server computer, simply by checking the status of MAMPSTImporterSv.



IMPORTANT NOTE: Make sure to re-start the *Gatherer service* whenever it is updated/modified. To do so, simply select PSTGathererSv and then click on the **Restart Service** button on the toolbar.

PST Gatherer installed as an application:

If the *PST Gatherer* was installed as an application and you have selected the **Show in tray** check box during installation, you will not find it between services. Instead, its tray icon will appear. Double click it to open the **Gatherer status window** with the Gatherer status and path to PST files.



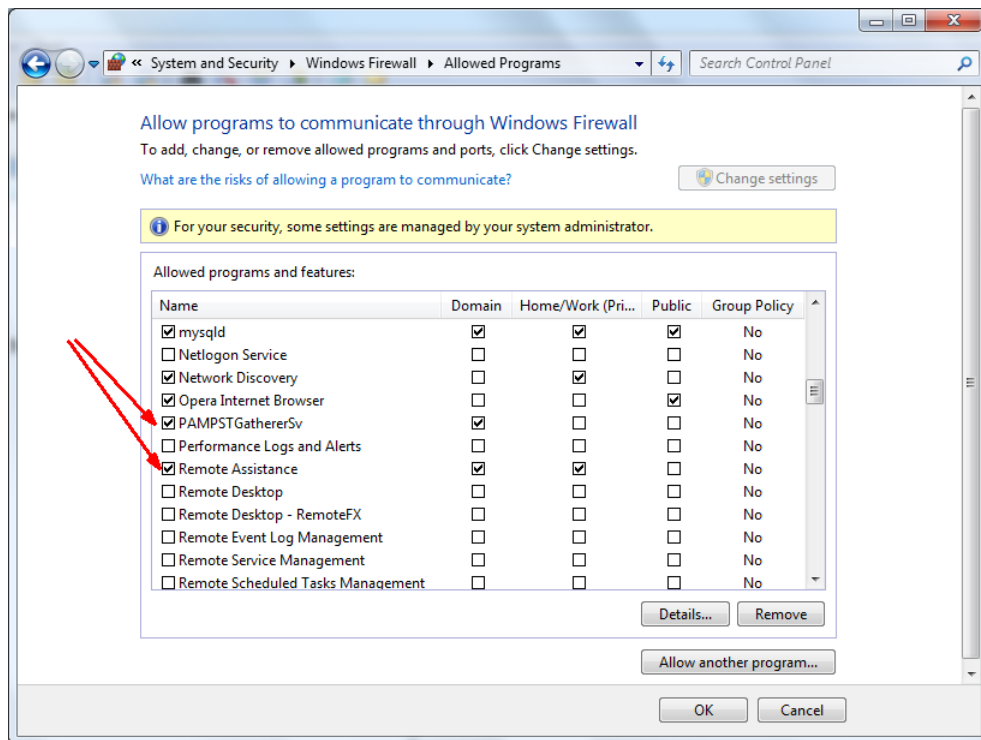
How to enable the Gatherer service on a firewalled Windows 7 and 10

To enable the *Gatherer service* on a fire-walled Windows 7 and 10 client computer, follow these steps:

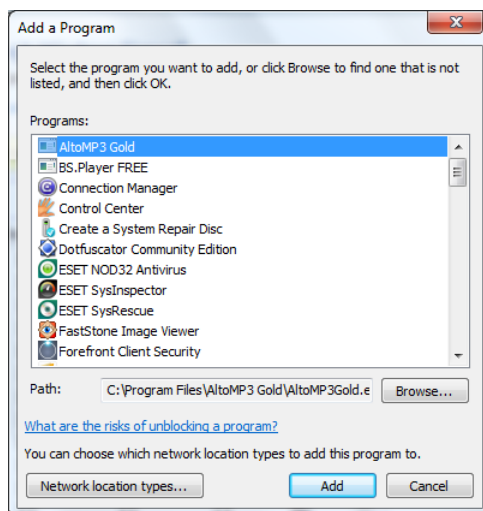
1. Navigate to **Start > Control Panel > System and Security > Windows Firewall**.
2. Click the **Allow a program or feature through Windows Firewall** link.



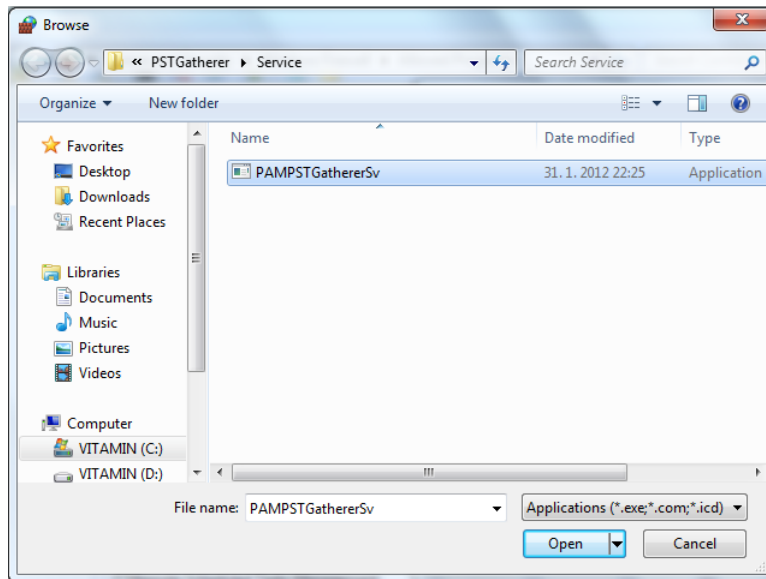
3. Select the **PAMPSTGathererSv** and the **Remote Assistance** check boxes.



4. Click **Allow another program**. The Add a Program window appears.
5. Click **Browse** to locate the **C:\Program Files (x86)\Metalogix\MAM4Exchange\PSTGatherer\Service\PAMPSTGathererSv.exe** file.

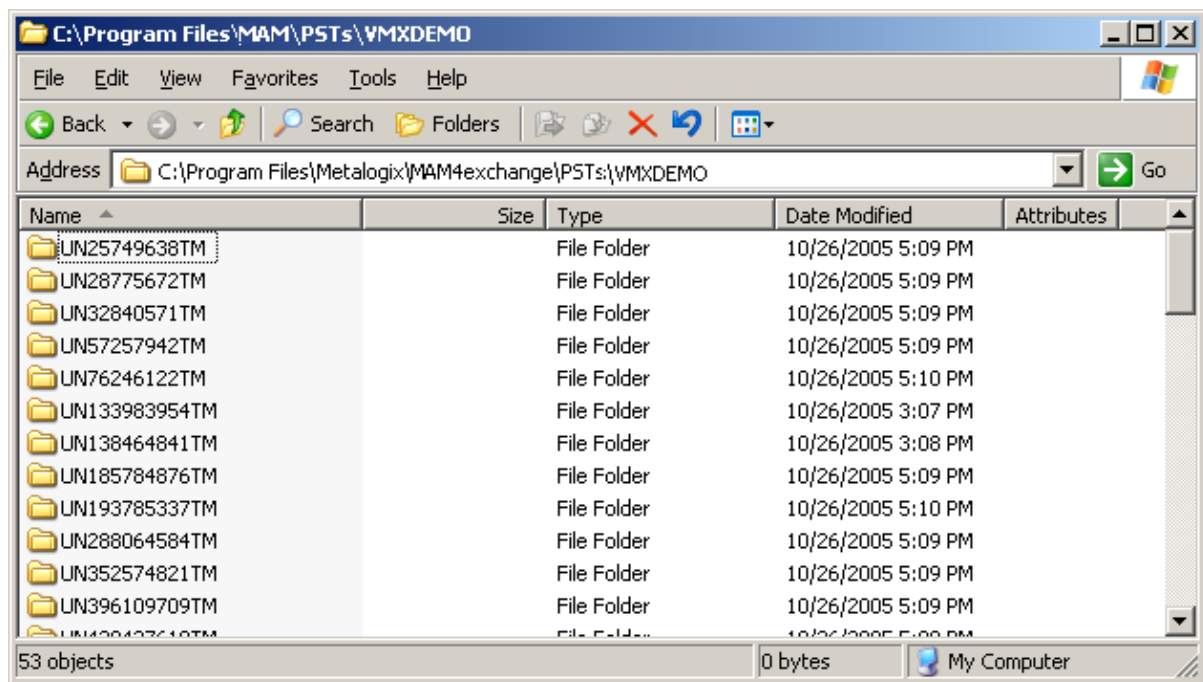


6. Select **PAMPSTGathererSv** and click **Open**.



How does the process work

The *Gatherer service* searches through the client computer (all hard disks) as well as Outlook profiles for all .pst files. Those files are then uploaded to the PST Import Server computer under a unique folder created for each client computer under the following path `c:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs\`. For each client computer there is a unique folder created with the same name (e.g. for a computer called VMXDEMO a file folder VMXDEMO is created). And then, for each uploaded .pst file there is a folder created under this unique folder (e.g. a .pst file uploaded from the VMXDEMO computer will be saved in a folder under the following path `c:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs\VMXDEMO\`, as shown below).



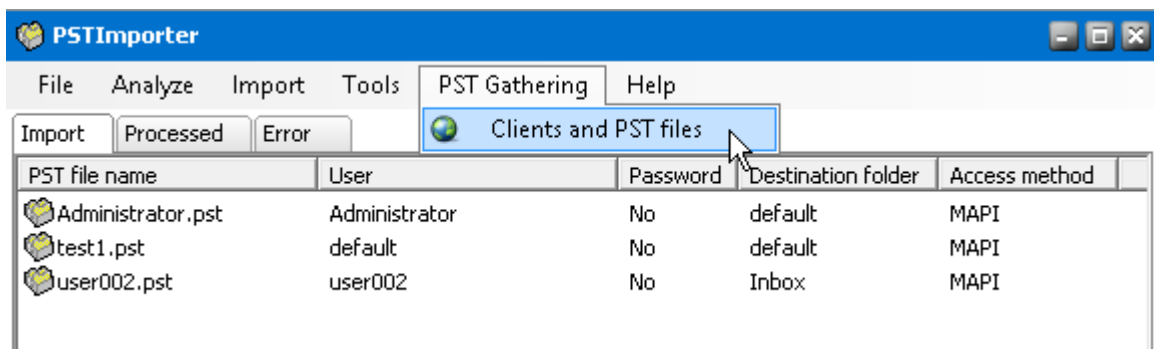
Then the *Importer service* used by *Import wizard* can import .pst files located on the server computer under `c:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs\` to their destination mailboxes and destination folders and subsequently archive them.

Configuring settings for automated importing

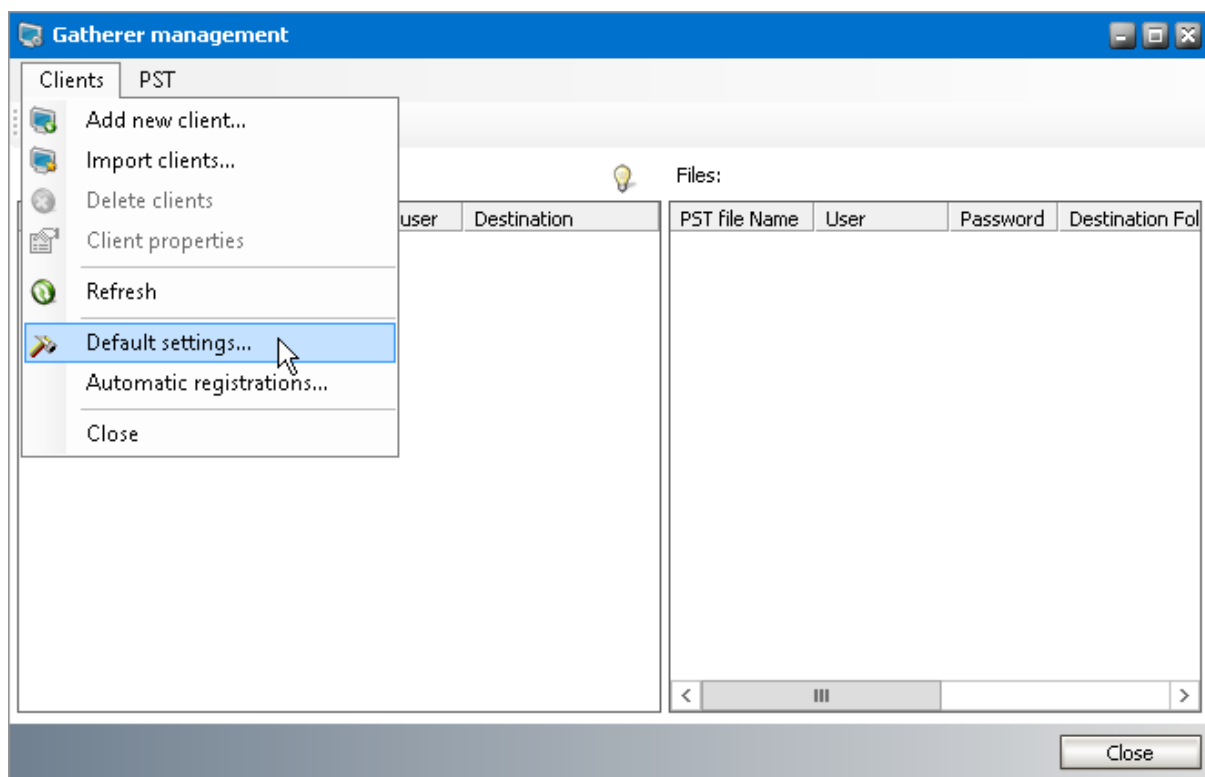
For all client computers which Outlook data files will be gathered from, default values need to be set (default destination mailbox and default destination folder, search start time and duration, upload start time and duration, etc.). Default destination mailbox and default destination folder have the same meaning as in the case of manual importing. The default **destination mailbox** is the target mailbox to which items contained in a .pst file, residing on a particular client computer will be imported by default. The default **destination folder** is the target Outlook folder which will be the root folder for the whole .pst tree structure, if specified. Search start time means the time when the *Gatherer service* starts searching through the respective client computers and Outlook profiles. By the upload start time we mean the time when uploading of .pst files to the server machine (PST Import Server computer) begins. Files are uploaded to the server computer to the following destination `c:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs\`. All default settings, such as default destination mailbox, default destination folder, start search time and duration, start upload time and duration must be defined up front. These settings are inherited by all client computers by default. Of course, once defined they may be changed for any client computer, depending on requirements.

To specify the default settings for automated importing:

1. On the **PST Gathering** menu select the **Client and PST files** command.



2. In the **Gatherer management** window open the **Clients** menu and then click **Default settings** to open the **Default Client Properties** window.



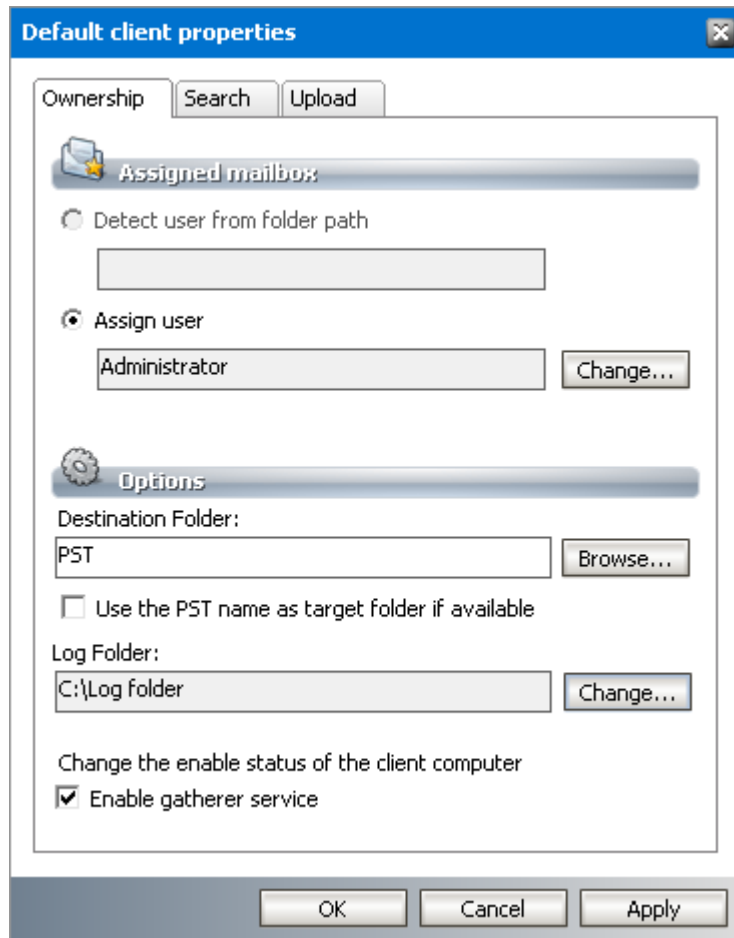
3. In the **Default Client Properties** window specify your requirements on the **Ownership**, **Search**, and **Upload** tabs as described further.

Ownership tab

On the **Ownership** tab please specify the destination mailbox (a), the destination folder (b) as well as the log folder (c).

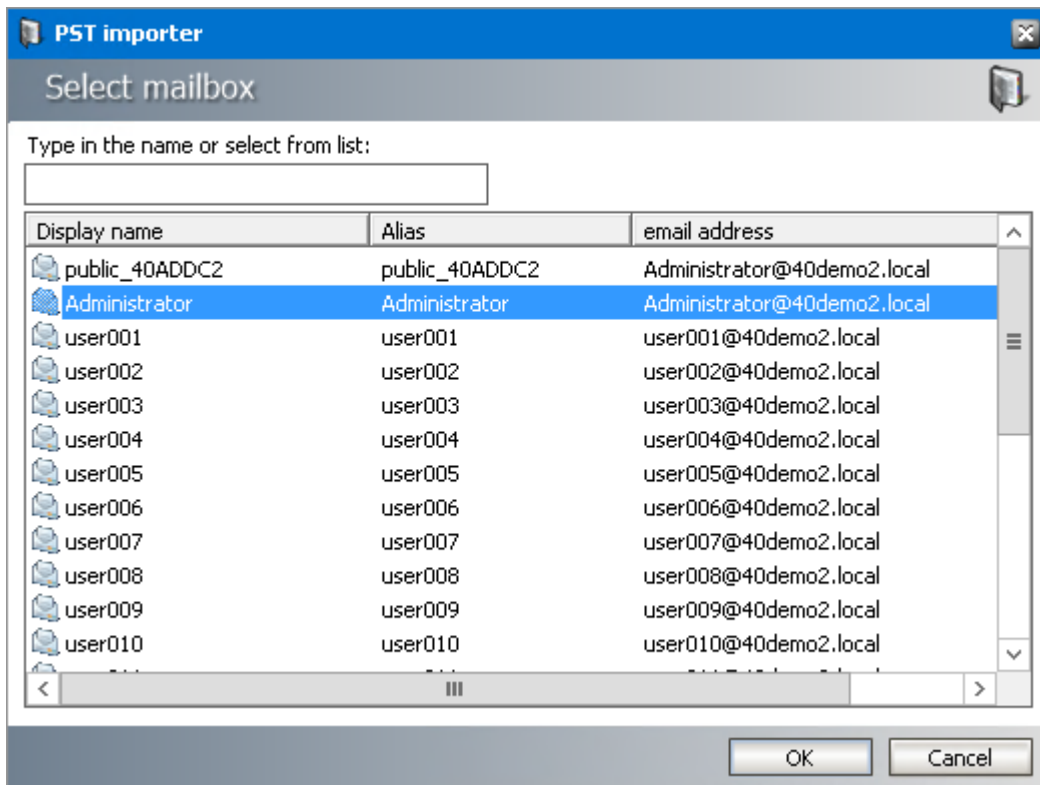
Make sure that the **Enable gatherer service** check box is selected.

- a) To specify the destination mailbox, click on the **Change** button next to the **Assigned user** box in the **Assigned Mailbox** section.



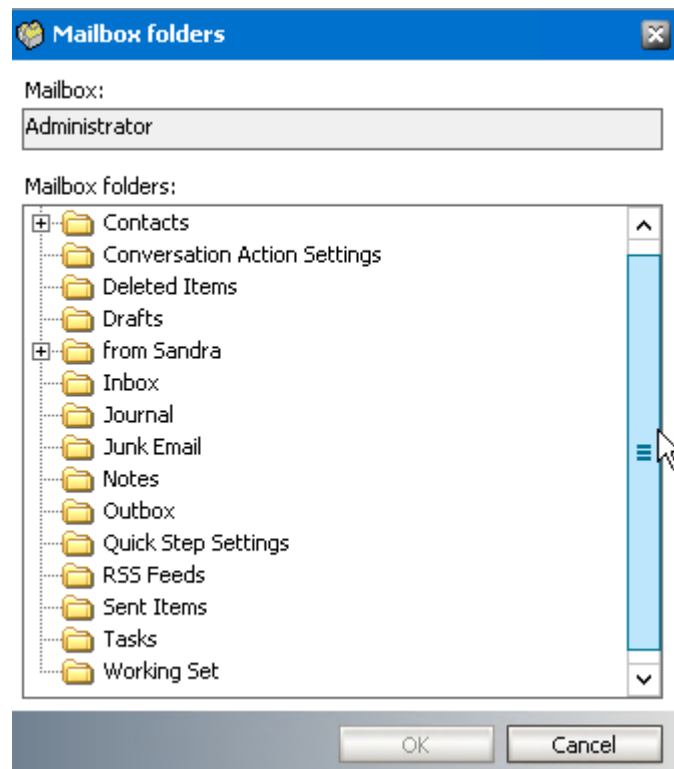
In the **Select mailbox** window select the desired mailbox and click **OK**.

NOTE: Users displayed with the red sign (🚫) are either not synchronized or non-valid users. You cannot select them.



b) To specify the destination folder:

- either enter the desired folder-name in the **Destination Folder** text box; or
- use the **Browse** button and select the folder from the list



IMPORTANT NOTE: It is possible to create a unique folder for every imported .pst file. This is advantageous since items of more .pst files will not be mixed in one folder and user defined sorting will be preserved.

To create this unique folder for every .pst file, enter one of the following tags:

- %PSTNAME%** - it will be replaced by the display name of the .pst file
- %PSTFILENAME%** - it will be replaced by the file name (without extension) of the .pst file

Example: PST Archive/%PSTNAME%

- c) To specify the **Log Folder**, use the **Change** button next to the **Log Folder** text box. In the **Browse For Folder** window:
 - either locate the desired one and then click **OK**; or
 - create a new one by clicking the **Make New Folder** button and then click **OK**

All log files created by the *Gatherer service* will be saved in this folder.

All default settings specified under points a), b), and c) will be displayed on the **Ownership** tab. Click **Apply**.

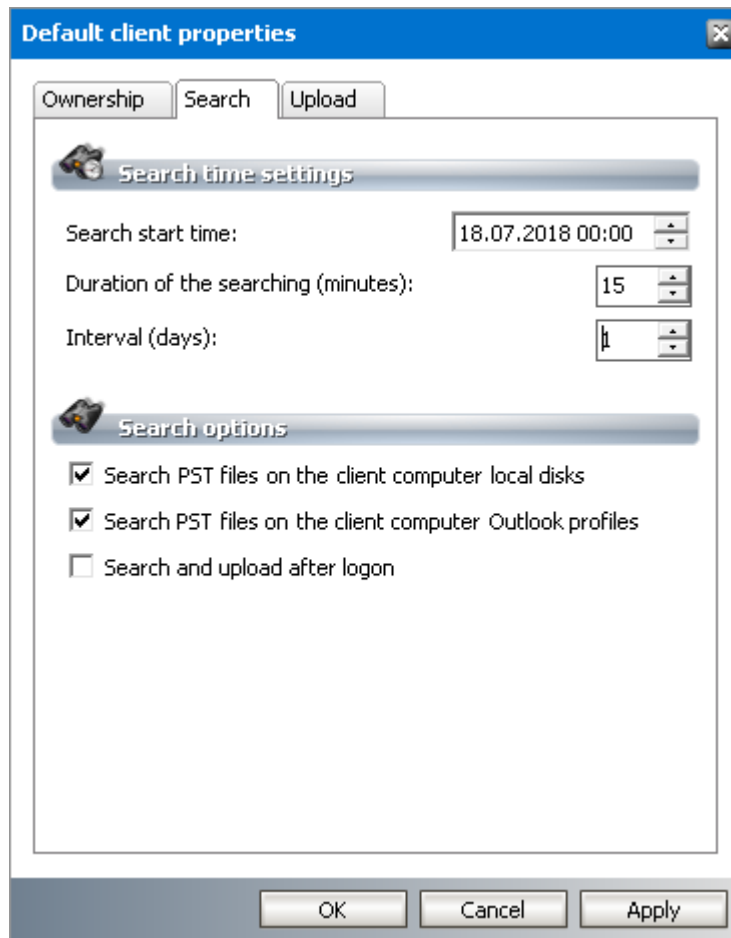
Search tab

On this tab specify when searching for .pst files begins, the duration of searching as well as frequency and other search options.

In the **Search start time** combo box enter the date and time when the *Gatherer service* should start searching for .pst files.

In the **Duration of the searching (minutes)** combo box enter the desired period. Pay due attention to this period especially for those client computers where many .pst files may reside, as it may take time.

In the **Interval (days)** combo-box enter frequency of the searching.



Should you select the **Search PST files on the client computer local disks** check box, then all local disks will be searched through for .pst files.

Should you select the **Search PST files on the client computer Outlook profiles** check box, then all Outlook profiles will be searched through for .pst files.

NOTE: If you select both options, you will find all .pst files on the target computer and also on network drives.

If **Search and upload after logon** is checked, a client will be searched through for .pst files immediately after a user logs in. Found .pst files will be uploaded immediately after search.

NOTE: Search and upload will also be started at the time specified in the **Search** and **Upload** tabs. However, if the computer is turned off or not connected to the network at that time, no search or upload can be performed. If the above mentioned option is checked, the client will be searched when available.

Click **Apply**.

Upload tab

On this tab you may specify when to upload .pst files, the duration of uploading as well as frequency of uploading and other upload options.

In the **Upload start time** combo box enter the date and time when the uploading of .pst files to the PST Import server should begin.

In the **Duration of upload (minutes)** combo box enter the desired period. Pay due attention to this period especially for those client computers from which many .pst files may be uploaded.

In the **Interval (days)** combo box enter frequency of the uploading.

NOTE: In those cases when uploading starts before searching begins, .pst files gathered in the previous cycle are uploaded.

The screenshot shows a dialog box titled "Default client properties" with a close button in the top right corner. It has three tabs: "Ownership", "Search", and "Upload", with "Upload" being the active tab. The "Upload" tab contains two sections: "Upload time settings" and "Upload options".

Upload time settings:

- Upload start time: 18.07.2018 00:00
- Duration of upload (minutes): 30
- Interval (days): 1

Upload options:

- ☐ Delete PST file from client computer after it is uploaded to the server
- ☐ Remove the PST file from the Outlook profile after it is uploaded to the server
- ☐ Disable PST file usage on the client computer
- ☐ Completely disable PST file usage on the client computer

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply".

Further you may specify what to do with .pst files after they are uploaded (copied) to the PST Import server:

Should you select the **Delete PST file from client computer after it is uploaded to the server** check box then all .pst files will be deleted on the client computer after having been uploaded to the PST Import server.

NOTE: This feature ensures that no .pst files will be imported twice. No pst files will be lost because they will be moved to PST Importer server and if the importing process is not completed, the file is not removed from the PST Importer server either.

Should you select the **Remove the PST file from the Outlook profile after it is uploaded to the server** check box, then .pst files will be removed from Outlook profile after being uploaded to the PST Import server.

Should you select the **Disable PST file usage on the client computer** check box, then no other applications will be using .pst files during their uploading.

If you select the **Completely disable PST file usage on the client computer** check box, the MAPISVC.INF file and registry file on the client's computer will be modified, preventing the user from creating and using PST files.

IMPORTANT NOTE: AFTER SELECTING THIS OPTION AND CLICKING APPLY IT IS NOT POSSIBLE TO TURN IT BACK. USER WILL NOT BE ABLE TO CREATE OR USE PST FILES IN OUTLOOK ANY MORE.

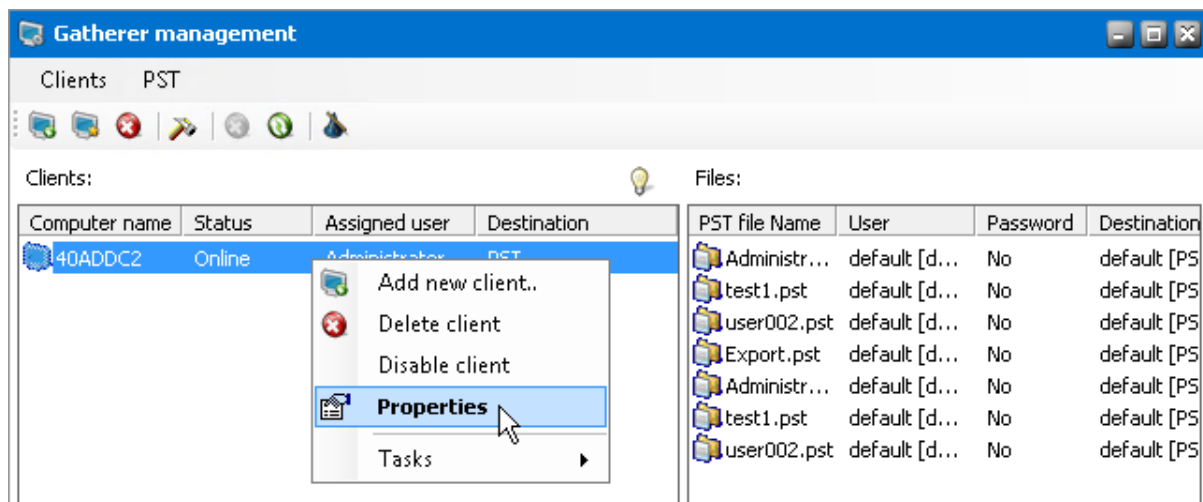
Finally click **Apply**, then **OK**.

How to modify the settings for a client computer

To modify the default settings for a desired client computer:

1. On the **PST Gathering** menu select **Clients and PST files** to open the **Gatherer management** window.
2. In the **Clients** list select the desired client computer. Right-click it and in its context menu select **Properties** to open its **Properties** window.

NOTE: Or select a desired client computer in the list and then on the **Clients** menu select **Client Properties**; or double-click the desired client computer in the **Client computers** window.



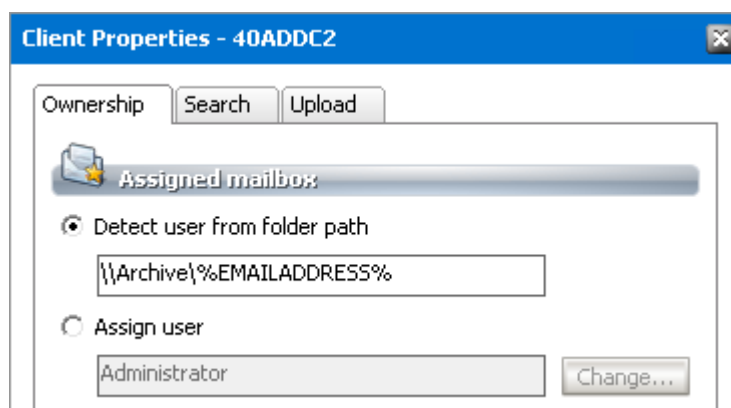
NOTE: Client computers need to be registered first! If no computers are listed in the **Client computers** window, please register them first. See the sections “How to add a new client computer” or “Automatic registration”.

3. In the **Properties** window you may change the settings on the **Ownership**, **Search** and **Upload** tabs. (See the section “Configuring settings for automated importing”.) However, there is one more option available on the **General** tab:

Select the **Detect user from folder path** if your .pst files are stores on a network share or a disk and each user has its own folder. Once you select this option and set the path, only this location will be searched on that computer and the .pst files will be assigned to users on the basis of the path (name of the folder where they reside on the selected client computer).

The following wildcards can be used in user detection based on the path:

- %ALIAS%
- %DISPLAYNAME%
- %LOGONNAME%
- %EMAILADDRESS%



Managing client computers

All computers where the gathering of .pst files is to take place:

- need the gatherer (either *Archive Manager PST Gatherer Setup.exe* is installed and enabled (see the section “Installing the Gatherer service on client computers”) or PST Import server installed)
- must be added to the Clients list

Client computers can be added to the Clients list in three different ways:

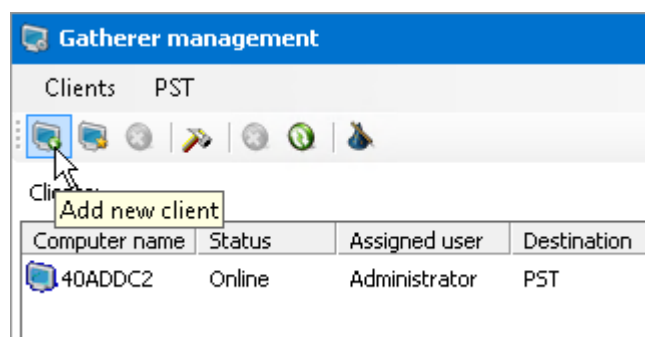
- manually one-by-one
- by automatic registration
- by importing (from a comma separated file)

In the following lines we will describe all three possibilities.

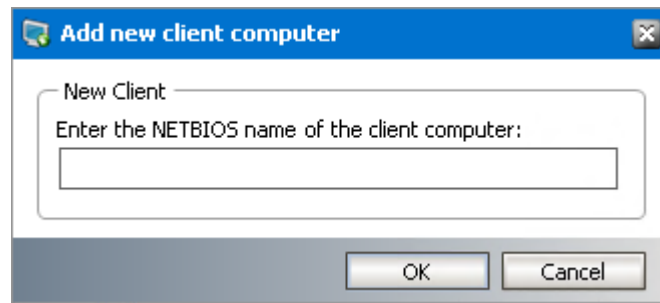
Manual adding of a new client computer

To add a new client computer, i.e. to register a new client computer manually:

1. On the **PST Gathering** menu select **Clients and PST files**.
2. In the **Gatherer management** window click on the **Add New Client** icon on the toolbar to open the **Add new client computer** window.
NOTE: Or on the **Client** menu click the **Add new client** command.



3. In the **Add new client computer** window enter the IP address of the desired client computer in the **NETBIOS name** text box. Click **OK**. The computer will be displayed in the Clients list.



NOTE: In case that an incorrect IP address is entered *Error* is displayed under the *Status* column in the **Client computers** window. *Error* is displayed also in case that the *Gatherer service* is stopped, or when the client computer is not available for some reason (e.g. turned off). In such cases please check to find out the reason.

You can start the *Gatherer service* on the respective computer from **C:\Program Files (x86) \ Metalogix \ MAM4Exchange \ Tools \ Start .**

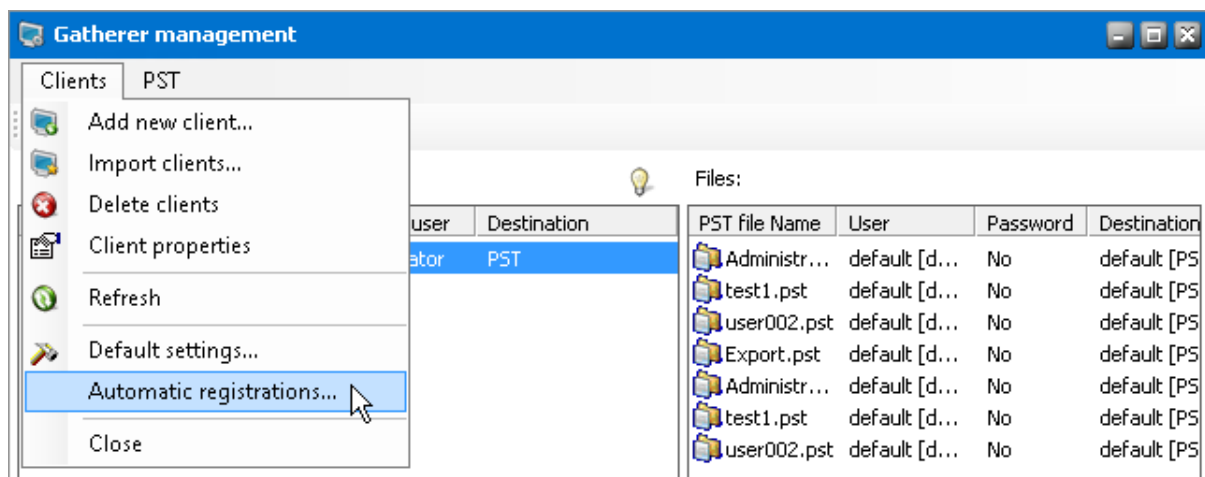
Automatic registration of new client computers

Instead of registering client computers one-by-one, you may want to register them automatically by using the automatic registration feature.

All clients with Gatherer installed, connect to the PST Server. Administrator can check these clients via automatic registration and register selected ones. They will be displayed in the *Clients* list then.

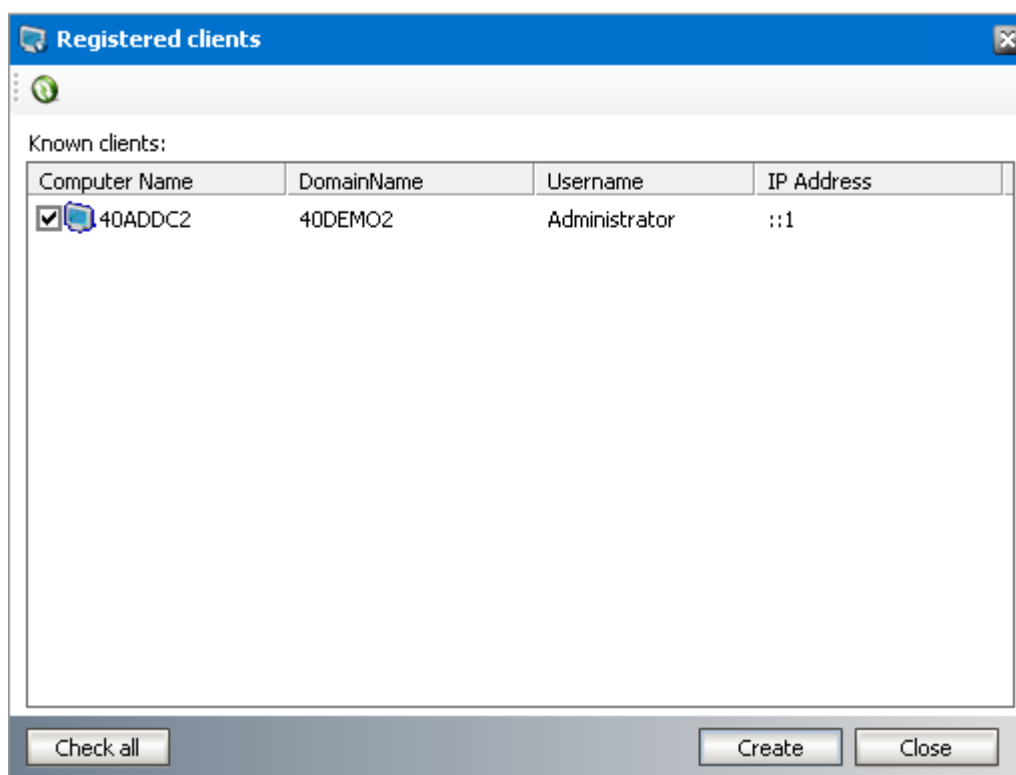
For automatic registration:

1. On the **PST Gathering** menu select **Clients and PST files**.
2. In the **Gatherer management** window click on the **Automatic registration** command on the **Clients** menu.

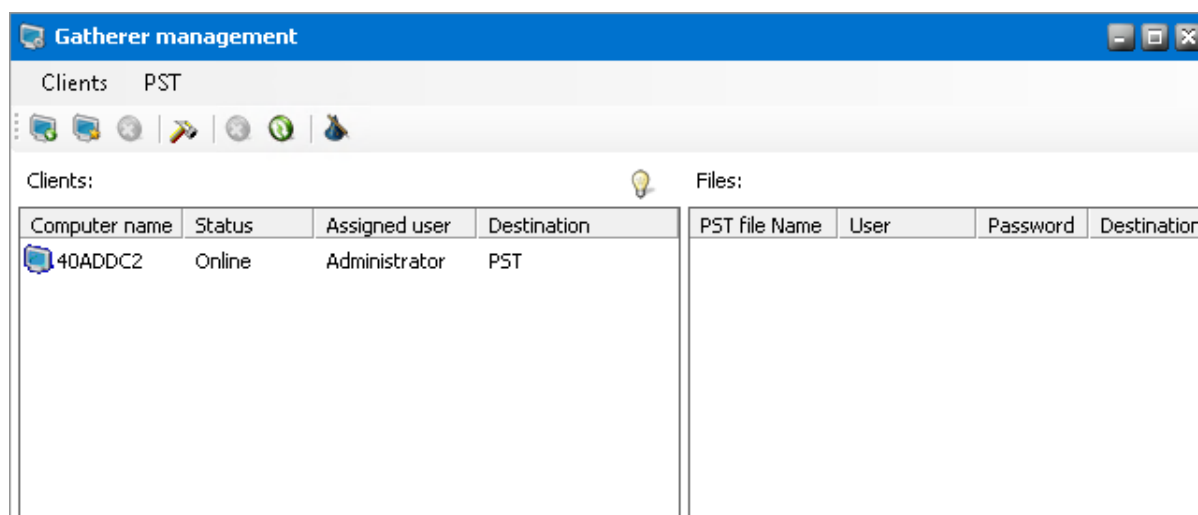


3. In the **Registered clients** window select the desired client computers simply by clicking on their respective check boxes.

NOTE: By clicking on the **Check all** button all client computers will be selected.



4. Upon selecting the desired client computers, click **Create**.
5. All client computers you have selected in the previous step will be registered and subsequently displayed in the **Clients** list, as shown below.



Registered client computers will be searched through for .pst files depending on their respective settings. (See the sections “Configuring the settings for automated importing” or “How to modify the settings for a client computer”).

Importing of new client computers

Client computer registration can be based also on the import file. Administrator specifies all necessary data in this import file. Then the clients are imported with the defined settings.

First we explain how to create the import file, then the importing is described.

The import txt file can contain the following columns:

Column name	Value	Description	Example
Name	string	Computer name	vmxdemo
MBXID	integer	Mailbox ID (you can use "OwnerName" instead)	6
DestinationFolder	string	Folder in the target mailbox which will be the root folder for the whole .pst tree structure	C:\Documents and Settings\Administrator\My Documents
OwnerName	string	If you do not know the MBXID, you can use the name of the owner (email address or alias)	Administrator@xyz.com
SearchStart	datetime	Date and time when the Gatherer should start searching for .pst files	21/1/2010 4:00:00 PM
SearchInterval	integer	Frequency of the search (days)	1
SearchDuration	integer	Duration of searching (minutes)	20
UploadStart	datetime	Date and time when the Gatherer should start uploading of .pst files	25/1/2010 4:00:00 PM
UploadInterval	integer	Frequency of the upload (days)	1
UploadDuration	integer	Duration of searching (days)	30

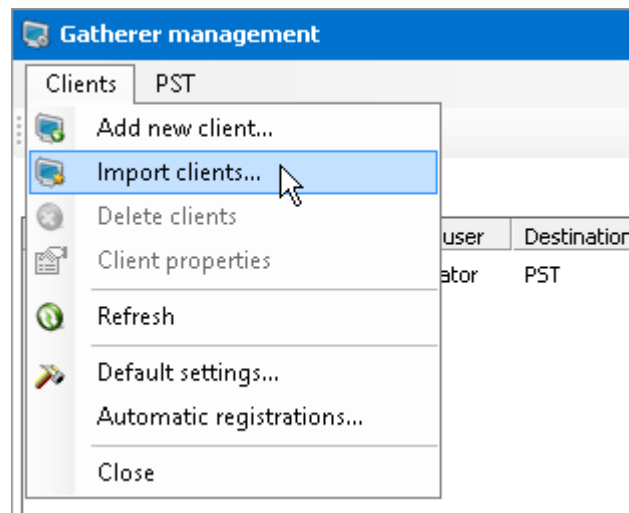
First line must contain the columns which are used in the file. The file does not need to contain all columns. However, the column "Name" is mandatory, it must be always present. Column names are NOT case sensitive. The column names and also values are separated by semicolon (;) or pipe (|). Only one type of the separator should be used in the whole import file. The value lines must be correctly formatted:

- String – any string that does not contain separator; the string might be empty

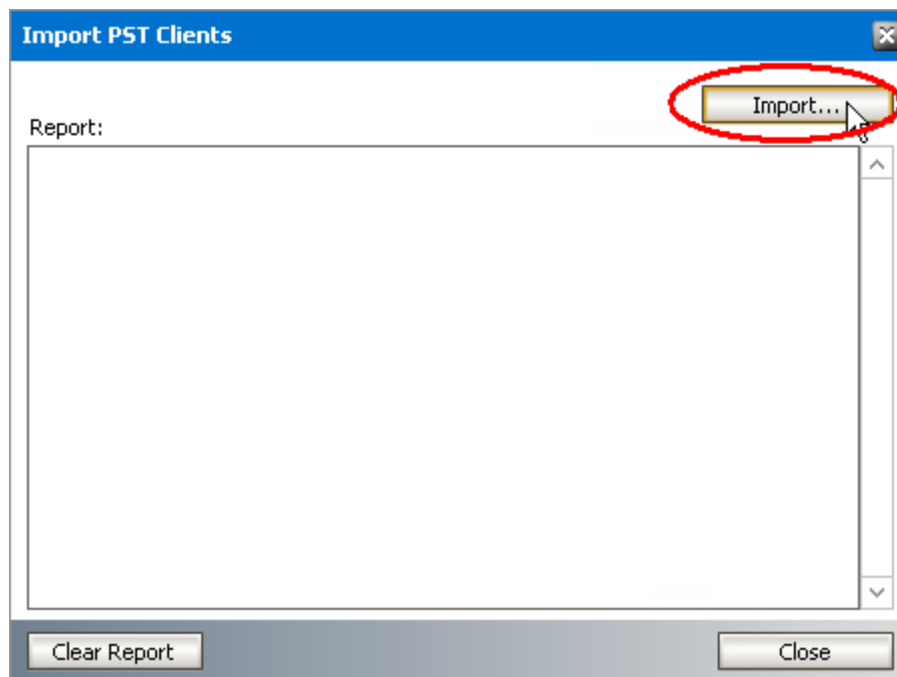
- Integer – only numeric value
- DateTime – the format of the date depends on the regional settings of the computer where the application is running

To import new client computers:

1. On the **PST Gathering** menu select **Clients and PST files**.
2. In the **Gatherer management** window click on the **Import clients** command on the **Clients** menu. (Or you can also click the *Import clients* icon on the tool bar.)



3. In the **Import PST Clients** pop-up window click **Import** and locate the import file you have created. Clients will be imported and you can check the displayed report.

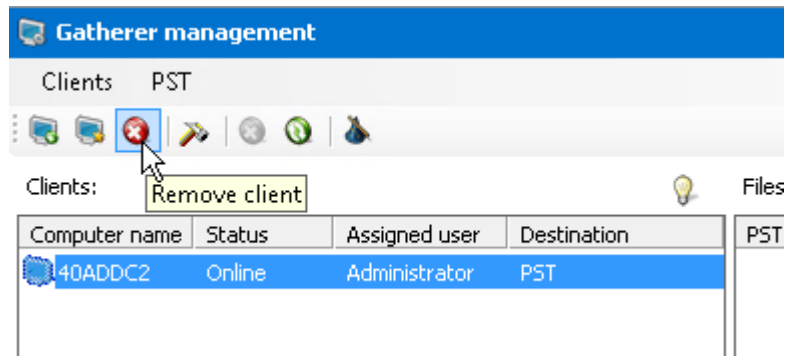


Removing a client computer

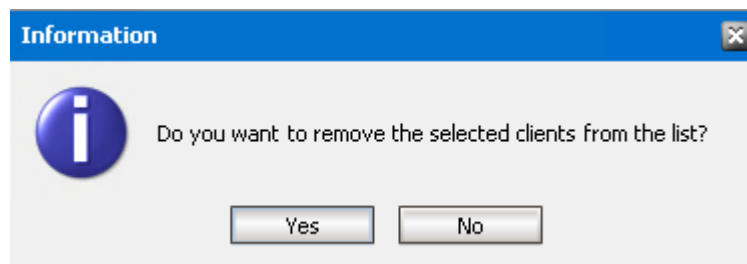
A client computer can be removed from the *Gatherer management*. When removed, no uploading of .pst files from that client computer can be performed.

To remove a client computer, follow these steps:

1. On the **PST Gathering** menu select **Clients and PST files**.
2. In the **Gatherer management** window select the desired client computer and then click on the **Remove Client** icon on the toolbar (or on the **Clients** menu click the **Delete client** command).



3. In the **Information** window click **Yes** to confirm. The client computer will be removed from the list. Also .pst files from this computer which were not imported yet will be removed from the PST Importer.



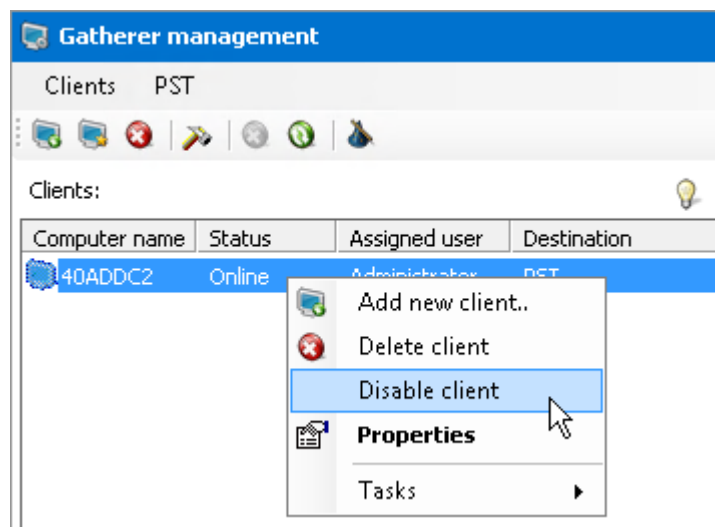
Disabling a client computer

In some cases you may want to disable a client computer for some time from automated uploading of .pst files. In that case it is not necessary to remove it, just to disable it for the desired period.

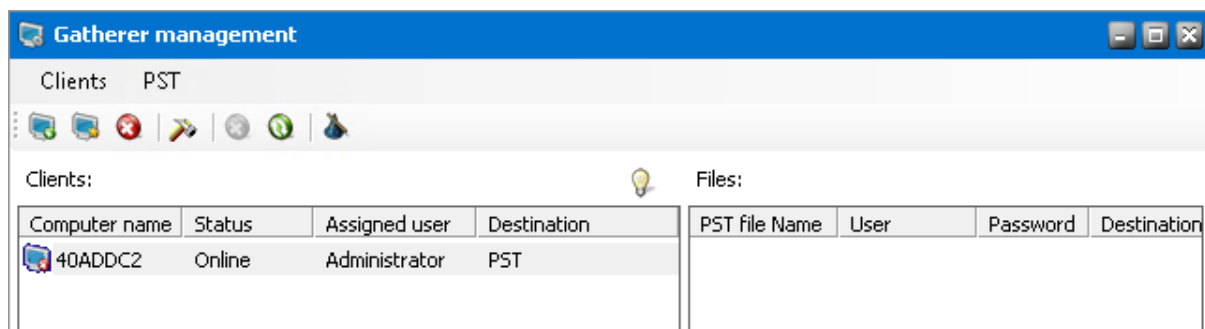
IMPORTANT NOTE: If a client computer is disabled for automated uploading, manual uploading and subsequent importing of .pst files can be performed. **Manual uploading is an independent process from automated uploading.**

To disable a client computer, follow these steps:

1. On the **PST Gathering** menu select **Clients and PST files**.
2. In the **Gatherer management** window right-click the desired client computer and then in its context menu select **Disable client**.



3. For the period during which a client computer is disabled, no automated uploading and importing will take place. As shown on the screenshot below, a client computer disabled for automated uploading is displayed with a red mark.



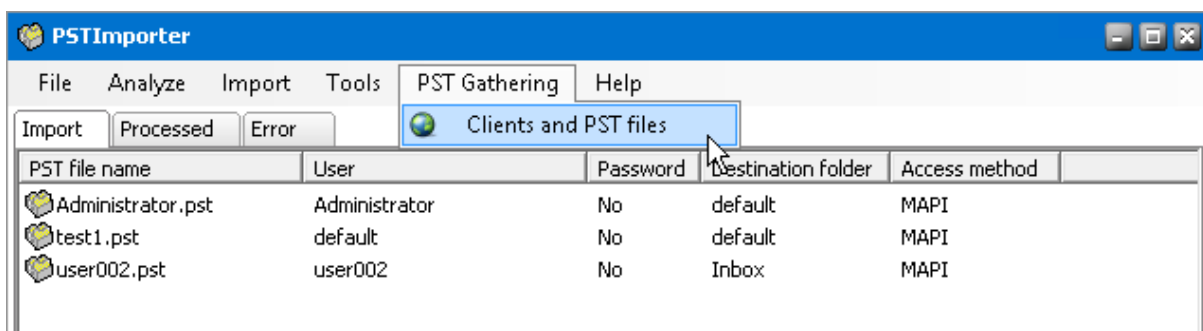
A disabled client computer can be enabled again in the same way. Simply right-click it in the **Clients** list and in its context menu select **Enable client**.

How to start searching immediately for .pst files

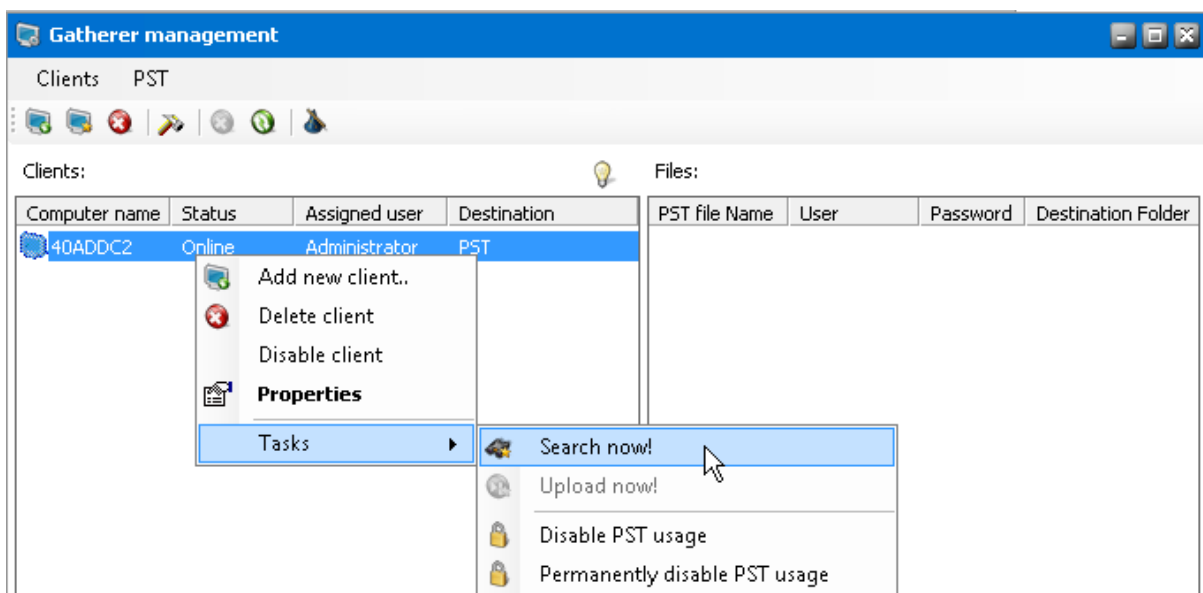
Searching for .pst files on a specific client computer starts depending on the search start time specified for that specific computer. You may, however, start searching even immediately, if necessary.

To start searching immediately through a desired client computer for .pst files:

1. On the **PST Gathering** menu select **Clients and PST files**. The **Gatherer management** window opens.

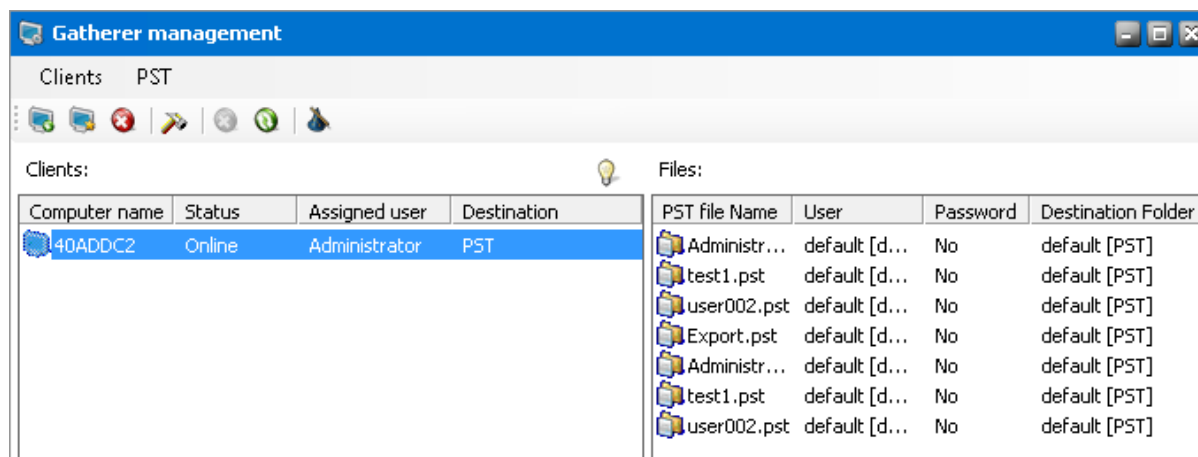


2. In the **Gatherer management** window select the desired client computer in the left pane, right-click it and in its context menu select **Tasks / Search now**. Searching starts immediately, although nothing is displayed right away in the right pane. To get some results displayed, start clicking the **Refresh** icon on the toolbar.



3. When you start clicking on the **Refresh** button on the toolbar (see the screenshot below), then after some time .pst files start appearing in the right pane. It may

take time (even several minutes!!!), as it depends on the number of disks that have to be searched through, their size, and on the number of files that have to be screened. In the right pane you will get all details displayed about each file: its name (*PST file Name*), destination mailbox (*User*), whether password protected (*Password*), destination folder (*Destination Folder*), status (*Status*), whether uploaded (*Upload*), original destination (*Original path*), size (*Size*).



NOTE: Right-click the selected .pst file and from the context menu choose **Analyse .pst file** to specify the “owner” of the file.

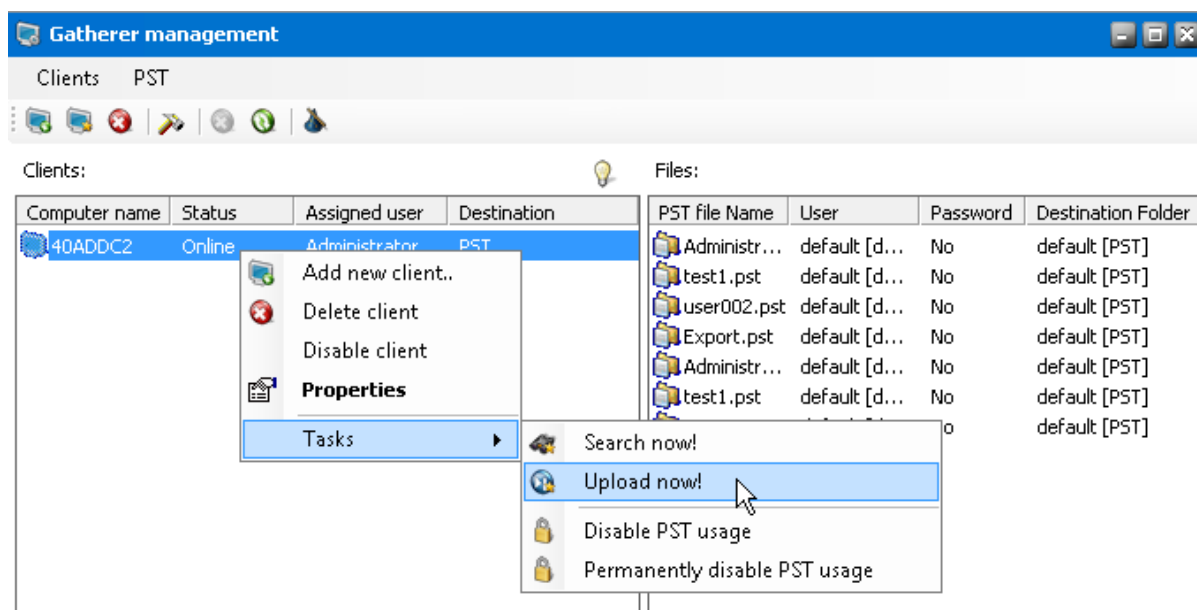
NOTE: To clear the search results list when performing a new search, it has to be set: Click the **Tools / Options** on the PST Importer menu bar. Then on the **Default** tab check **Clear existing list before new searching** check box.

How to start uploading .pst files immediately

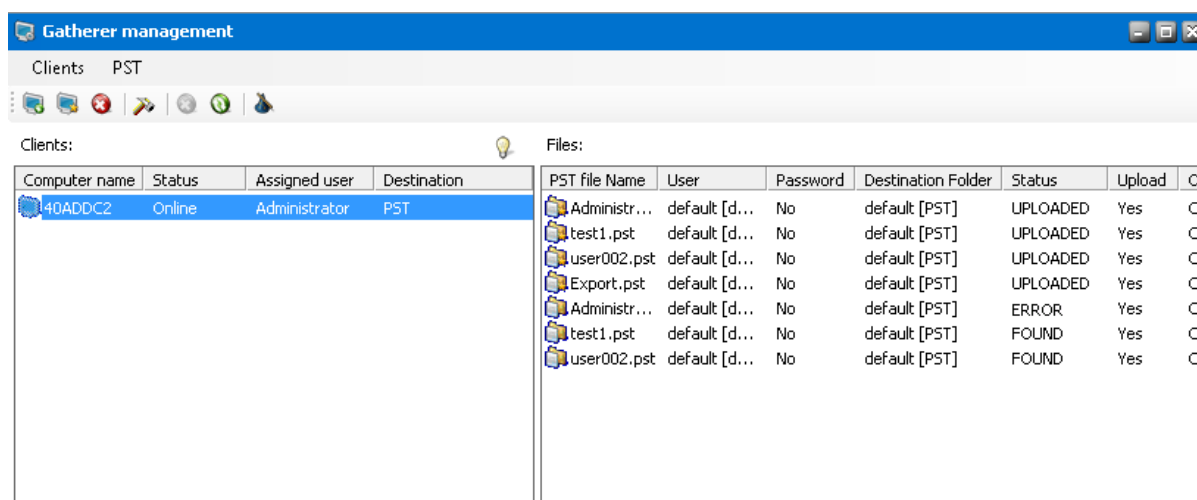
Files found by the *Gatherer service* will be uploaded depending on the upload start time specified for that specific computer. You may, however, start uploading even immediately, if necessary.

To start uploading .pst files from a desired client computer immediately:

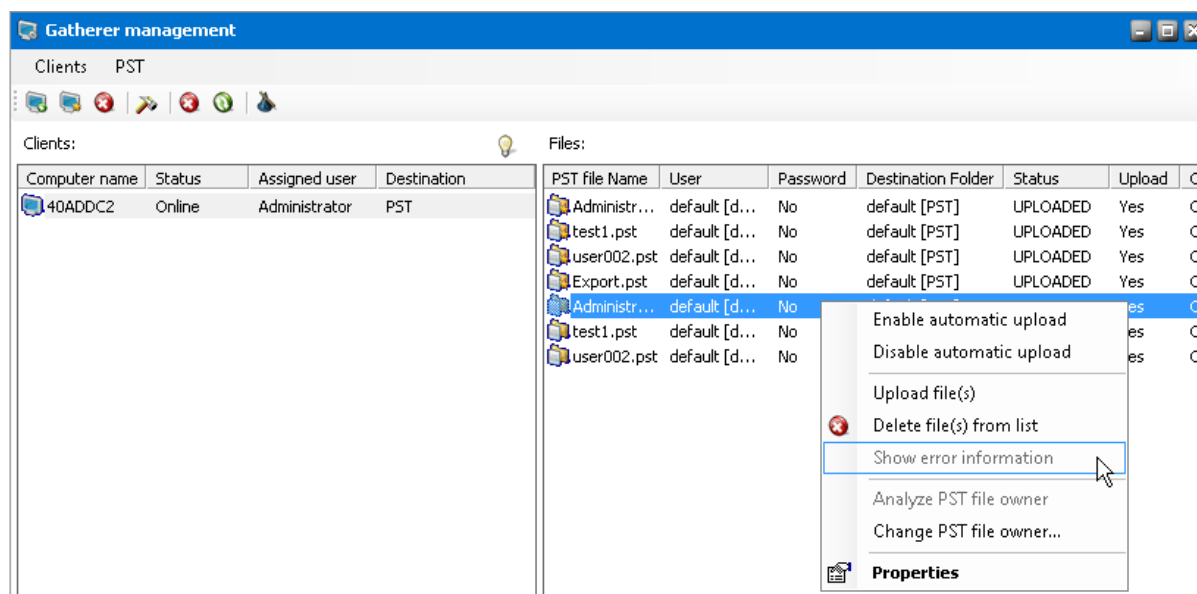
- 1 On the **PST Gathering** menu select **Clients and PST files**. The **Gatherer management** window opens.
- 2 In the **Gatherer management** window select the desired client computer in the left pane, right-click it and in its context menu select **Tasks / Upload now**. (If no .pst files are displayed, you need to search for them first: in the context menu select **Tasks / Search now**). Uploading starts immediately, although nothing is displayed right away in the right pane.



- When you start clicking on the **Refresh** button on the toolbar (see the screenshot below), then the *Status* in the right pane changes gradually as files are uploaded. You may see there *UPLOADED*, *ERROR*, and even *UPLOADING* – indicating that at the time the respective file is being uploaded.



ERROR indicates that the respective .pst file couldn't be uploaded because even though it was found by the *Search function* and displayed in the right pane, before uploading took place it had been for instance deleted from the disk. To find out what kind of error occurred, right-click the respective .pst file and in its context menu select **Show error information**.



In our example the file `Dc321.pst` was removed from its original path and therefore it couldn't be uploaded.

To upload the file in this case, search for it again as described in "How to start searching immediately for .pst files". When it gets displayed in the **Gatherer management** window, right-click it and in its context menu select **Upload file(s)** option.

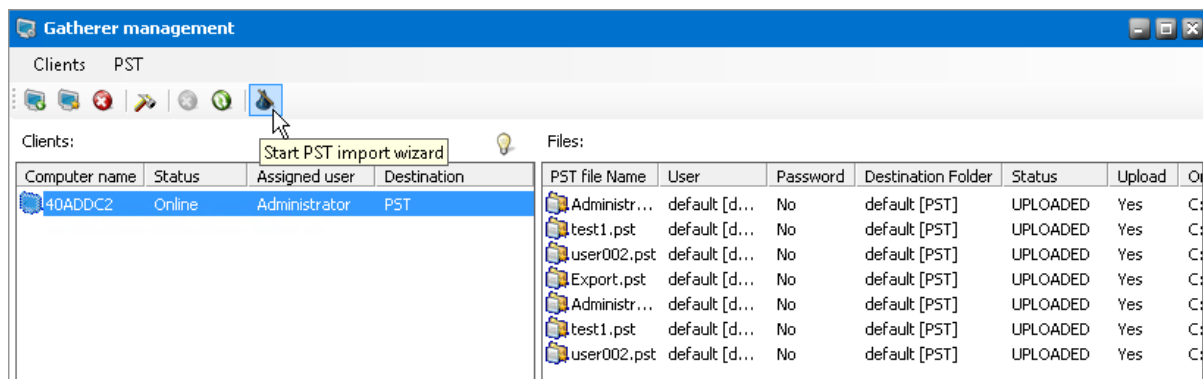
For all files displayed in the right pane of the **Gatherer management** window you may see columns indicating for each .pst file its destination mailbox, destination folder, password protection, status, whether it is enabled for upload or not, its original path, and size.

How to import and archive uploaded .pst files

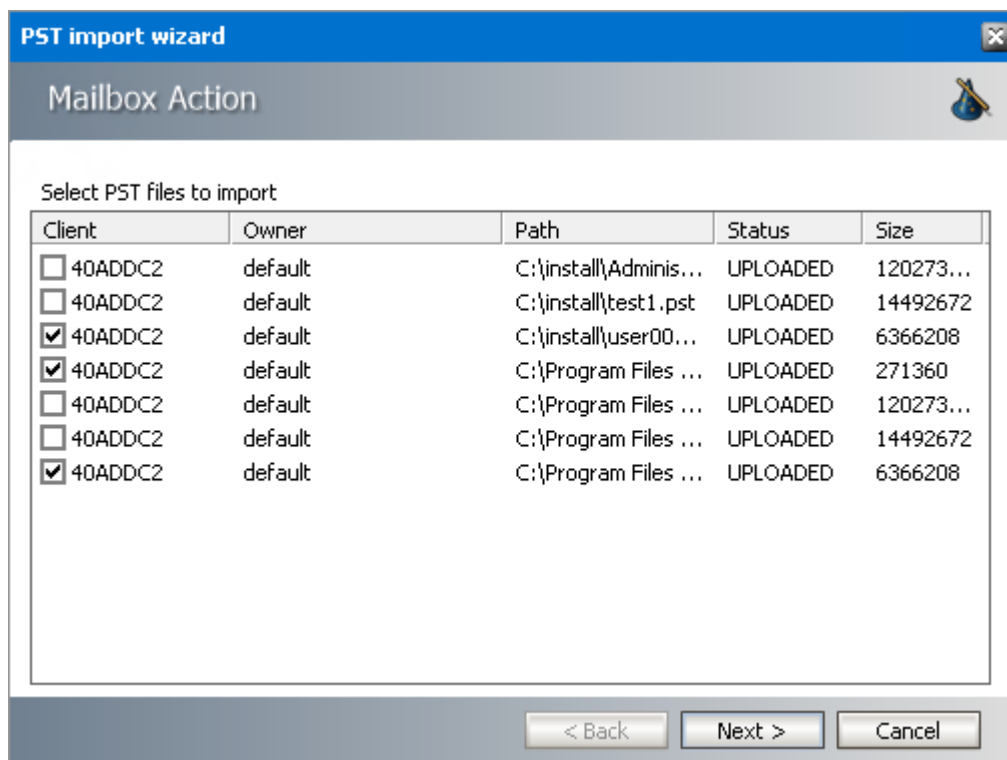
Files uploaded to the PST Import Server computer either by the scheduled uploading set on **PST Importer\PST Gathering\Clients and PST files \Clients\Default settings\Upload** tab (described in "Upload tab") or out of scheduled time (described in "How to start uploading .pst files immediately") can be now imported via the *Importer wizard* to their destination mailboxes and destination folders and then archived.

To import and archive uploaded files:

1. On the **PST Gathering** menu select **Clients and PST files**. The **Gatherer management** window opens.
2. Click the **Import wizard** icon to open the import wizard.

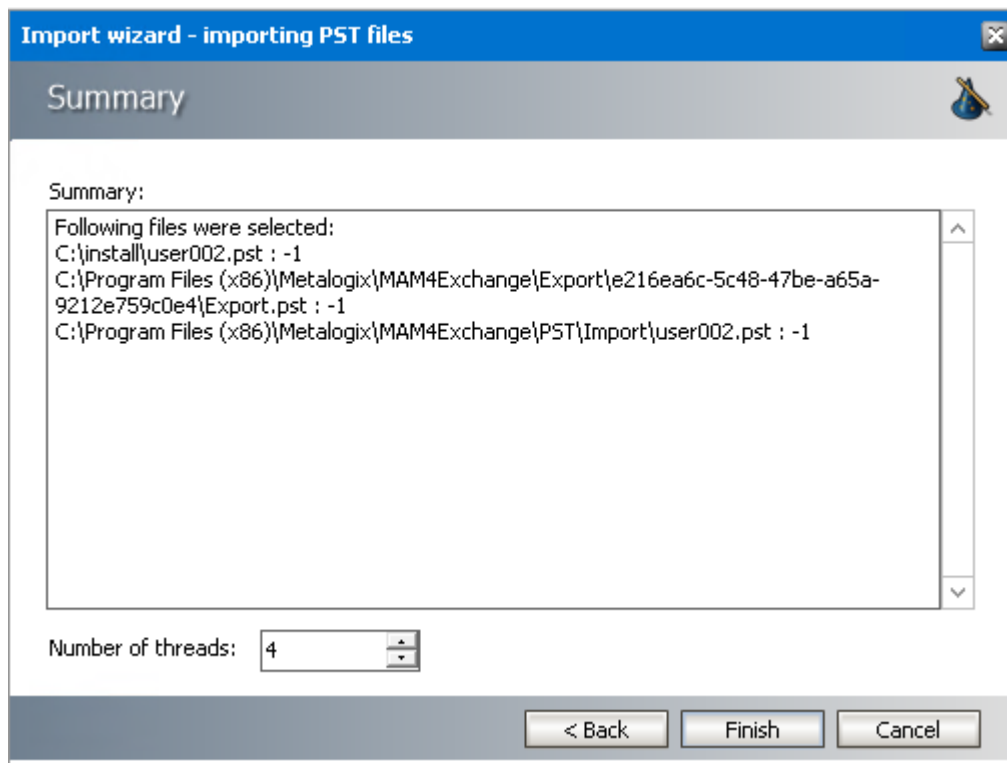


- The **PST Import wizard** window opens with the list of uploaded .pst files. Select those which you want to import and click **Next**.



- The **Summary** window opens. In the **Number of threats** text box you can set the number of threats. The more threads, the higher speed of importing. However, it means also a higher network load. Then click **Finish**.

NOTE: -1 in the picture below means that the default owner will be used at importing. Other number indicates the MBXID (mailboxID) of the owner.



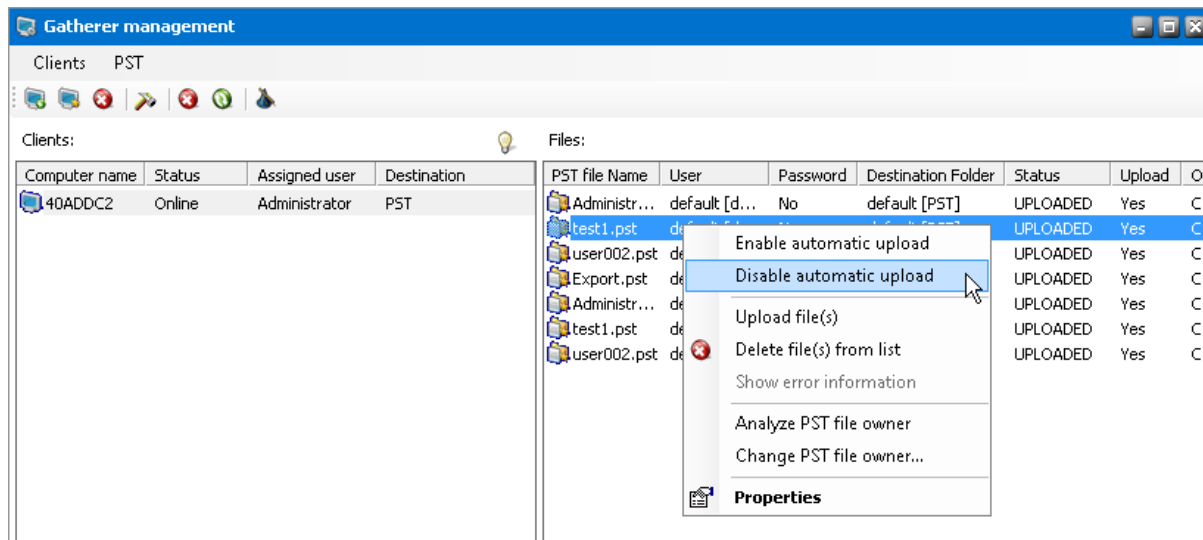
5. In the next window click **Close** when the process is finished.
6. Imported and archived .pst files' status in the **Gatherer management** window turns to *PROCESSED*.

How to disable uploading of a .pst file

Not necessarily all .pst files found by the *Gatherer service* need to be archived. In such cases no uploading is necessary.

To disable uploading of a certain .pst file or files which were found by the *Gatherer service*:

1. On the **PST Gathering** menu select **Clients and PST files**. The **Gatherer management** window opens.
2. Select the desired client computer in the left pane. In its right pane select the desired file/files for which uploading should be disabled. Right-click it/them and in the context menu select **Disable automatic upload**. Then the status in the *Upload* column changes for the respective .pst files to *No*.



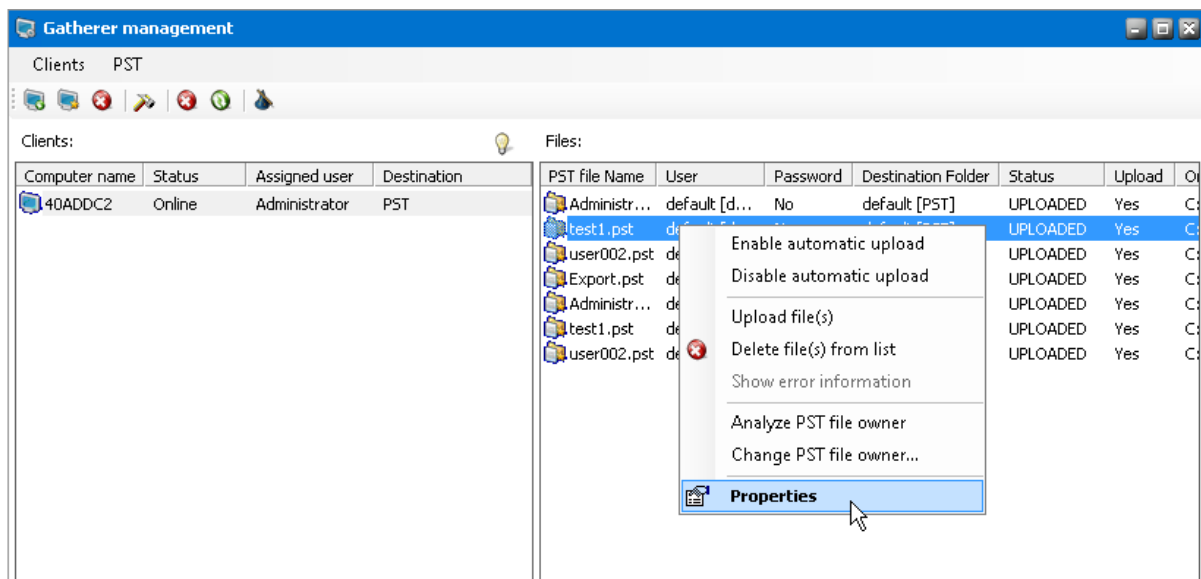
NOTE: Files that were disabled for upload can be enabled again. Should you want to enable a .pst file for upload, proceed as described above and select the **Enable automatic upload** command. Then the status in the *Upload* column changes for the respective .pst files to Yes.

How to set properties for a .pst file

For .pst files found by the *Gatherer service* you may want to change their properties, such as destination mailbox, destination folder, uploading settings (enable/disable) etc.

To change properties of a .pst file found by the Gatherer service:

1. On the **PST Gathering** menu click the **Clients and PST files** command.
2. In the **Gatherer management** window select the desired client computer in the left pane. All files found by the *Gatherer service* will be displayed in the right pane.
3. Select the desired .pst file in the list, right-click it and in its context menu select **Properties**. Its **Properties** window opens.



4. In the **Properties** window simply change the settings on the **Settings** tab.
 You may set the default target mailbox, by clicking **Default** or specify a desired one by using the **Browse** button.
 Should you wish to specify another destination folder, not the default one, select the **specific folder** option and then either enter the name of that folder or use the **Browse** button to set the folder.

IMPORTANT NOTE: It is possible to create a unique folder for every imported .pst file. This is advantageous since items of more .pst files will not be mixed in one folder and user defined sorting will be preserved.

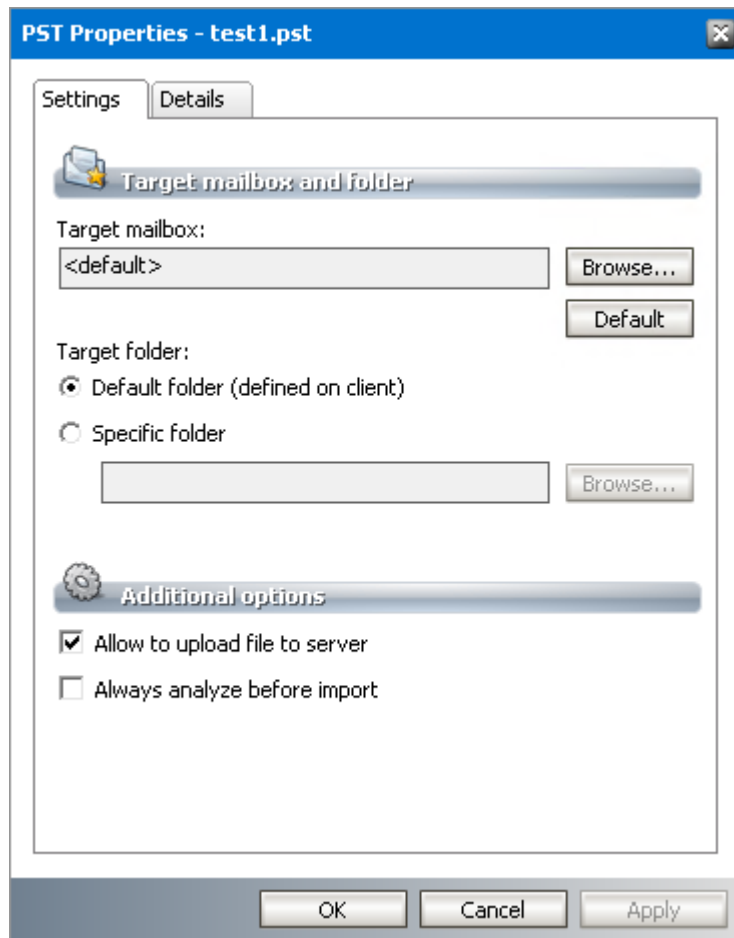
To create this unique folder for every .pst file, enter one of the following tags:

- %PSTNAME%** - it will be replaced by the display name of the .pst file
- %PSTFILENAME%** - it will be replaced by the file name (without extension) of the .pst file

Example: PST Archive/%PSTNAME%

Should you select the **Always Analyze** check box, then the *Analyze function* will be used for identifying the “owner”.

Check the **Allow to upload** check box to enable uploading. If this check box is not checked the uploading of the .pst file is disabled. (Compare “How to disable uploading of a .pst file”.)



5. On the **Details** tab you can enter a password if the file is password protected and you can check also other properties as Status, Size, Path on the server and also summary information on the structure of the .pst file when you click the **Info** button.

Addendum

Q1: Cannot import PST file of any type

A1: Probably the MAPI is not configured to use Microsoft Outlook data files (.pst files).

Details: To use .pst files in MAPI profiles, the Extended MAPI must know how to handle them. The MAPISVC.INF file must contain the correct service provider entry to successfully use .pst files in Archive Manager.

If the MAPI subsystem is installed along with the MS Exchange Server, the MAPI binaries and the MAPISVC.INF file are located in the folder c:\Program Files\Common Files\System\Mapi\1033\NT. If the MAPI is installed along with MS Outlook, the binaries are located in c:\WINNT\system32.

The [Services] section should contain the following entries:

MSPST MS=Personal Folders

The service definition:

```
[MSPST MS]
Providers=MSPST MSP
PR_SERVICE_DLL_NAME=mspst.dll
PR_SERVICE_INSTALL_ID={6485D262-C2AC-11D1-AD3E-10A0C911C9C0}
PR_SERVICE_SUPPORT_FILES=mspst.dll
PR_SERVICE_ENTRY_NAME=PSTServiceEntry
PR_RESOURCE_FLAGS=SERVICE_NO_PRIMARY_IDENTITY
[MSPST MSP]
34140102=4e495441f9bfb80100aa0037d96e0000
PR_PROVIDER_DLL_NAME=mspst.dll
PR_SERVICE_INSTALL_ID={6485D262-C2AC-11D1-AD3E-10A0C911C9C0}
PR_RESOURCE_TYPE=MAPI_STORE_PROVIDER
PR_RESOURCE_FLAGS=STATUS_DEFAULT_STORE
PR_DISPLAY_NAME=Personal Folders
PR_PROVIDER_DISPLAY=Personal Folders
```

The same for [MSUPST MS] service.

Symptoms: If the above service providers are missing in the MAPISVC.INF file, the following error is displayed by Archive Manager (in debug output) when importing a .pst file:

```
CProfileManager::PSTAdd >> Cannot create msg service MSPST MS
8004010F
```

```

CProfileManager::PSTAdd          >>          Exception          8004010F
CProfileManager::PSTAdd >> Cannot create msg service MSPST/MSUPST
MS %08X
CProfileManager::PSTAdd >> Cannot create msg service MSUPST MS
8004010F
CProfileManager::PSTAdd          >>          Exception          8004010F
CProfileManager::PSTAdd >> Cannot create msg service MSPST/MSUPST
MS %08X

```

Remark: The error code 8004010F stands for MAPI_E_NOT_FOUND and indicates that the required data was not found on the object. (e.g. the MSPST MS service provider was not found)

Q2: Cannot import Unicode PST files

A2: Probably the MAPI is not configured to use Unicode .pst files or no Outlook was installed on the PST Import Server.

Details: The service provider MSUPST MS must be included in the MAPISVC.INF file. For detailed description of the MAPISVC.INF file see question Q1.

Symptoms: The following lines can appear in the debug output:

```

CProfileManager::PSTAdd >> Cannot create msg service MSUPST MS
8004010F
CProfileManager::PSTAdd          >>          Exception          8004010F
CProfileManager::PSTAdd >> Cannot create msg service MSPST/MSUPST
MS %08X

```

Remark: The error code 8004010F stands for MAPI_E_NOT_FOUND and indicates that the required data was not found on the object. (e.g. the MSPST MS service provider was not found)

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