

# Metalogix® Archive Manager for Exchange 8.3

## Release Notes

November 2020

These release notes provide information about the Metalogix® Archive Manager for Exchange release 8.3.

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## New Features

This version of Metalogix® Archive Manager for Exchange introduces the following features:

Feature	Description
Licensing	The license count has been changed from an IP address to a specific ID. There is no need to double count licenses for cluster environments and server migration.
Performance improvements with EWS	The performance of the EWS archive method has been improved.
Multiple service account support for O365	Administrators can set up multiple service accounts to address the throttling policy restrictions in O365.
Support for OAuth	The modern authentication framework OAuth is supported for remote connections to O365 and Exchange on-premise.

Feature	Description
Activate or deactivate Automatic Refresh for export tasks	You can activate or deactivate the Automatic Refresh in the Export Task window. Automatic Refresh can be deactivated when there are many export tasks.
OWA extension can be installed on non-Exchange servers	You can install the OWA extension on the Archive Manager sever or other servers and not necessarily on the Exchanger server.
HSM server preference for post-processing	You can specify a preferred HSM server directly from the post-processing settings window.
Enhanced search speed	Search results display faster with the enhancement of search speed.
Search query edit on ArchiveWeb	You can edit a search query from the search result page by clicking <b>Edit query</b> .
Support for negative operators in search	You can specify negative operators in search queries like the inequality operator (<>), <i>Does Not Contain</i> and <i>Is Not</i> .
HTML Help	You can open the <i>Archive Manager for Exchange Administration Guide</i> as a CHM file from the Help menu of the Archive Manager Administration Center.

## Resolved Issues

The following is a list of issues addressed in this release.

Description	Work Item	Case No.
Archiving items in a shared mailbox through OWA 2016 throws an error	411412	ML158211
The Microsoft Exchange server overrides folder permissions set in Archive Manager for Exchange	452522	4635670
Email forwarding from shared mailboxes in OWA throws an error	456217	4660955
Archived emails show up as read-only emails	466978	4705953

Restoring an archived email throws an error	467164	4705133
Archive Manager stops responding during a PST export	467172	4724936
Unable to archive draft emails with EWS	469063	4738430
The EWS archiving process backlogs unread items	469410	4741323
AddressBook Manager throws the error: <i>no reference on object</i>	469553	4743497
When a mailbox is removed from Exchange, the archived mailbox is not deactivated	470808	4747275
Archive Manager Outlook add-in prompts for a server connection while offline	473782	4742228
Incorrect OWA URL appears for the O365 URL setting after installing the OWA extension	478426	4779198
Search does not return all sent items	456866	4632781
Sorting does not work in ArchiveWeb	464223	4708415 4729655
Nscale File Service in HSM cannot be deployed	464225	4708309
Repeat search results are incorrect	464519	4712704
Universal Access has a high memory consumption	464563	4699936
PostProcessing throws an error: <i>SQL Error: ORA-01422: exact fetch returns more than requested number of rows</i>	468166	4731050
The ArchiveWeb permissions displays O365 Users with their SID number instead of a username	469607	4743831
Stability issues with ArchiveWeb	470520	4739003
High data traffic occurs between the Archive Manager (Archive server) and the database server	473071	4742481
Messages archived with the <i>Delay shortcut creation</i> option loses its formatting when the shortcut is repaired.	479438	4792472

# Version History

Resolved issues from previous versions are listed below.

## Version 8.2

The following is a list of issues addressed in this release including build 8.2.0.275

Description	Work Item
OWA extensions uses an incorrect cache folder	319674
Search with special characters does not work	334025
The recurring appointment and task elements are not archived	336694
Search operations cause a high CPU load	346311
ArchiveWeb logins cause event viewer entries	346314
Outlook Add-In and ArchiveWeb search results differ	359144
Export of items from search results fail	359152
Search results are not displayed	367714
OWA Plugin displays an application error	378387
Outlook Add-In does not load on Windows 10 client	389798
Postprocess Plugin stops responding	392656
PGP encrypted emails can not be displayed in the preview	393002
MAMExHandler issue during the opening of archived emails	400366
Wrong receive date when restoring items from Public	402854
Archive Manager Sync job stops responding	404007
IPM.FAX items cannot be archived with EWS	400368
Failed to open folders that contain more than 1 million items	407387

Deleted users from O365 still consume a license in Archive Manager	407694
Error during archive of new emails	409826
ArchiveWeb search in additional location does not work	411409
Outlook issue for opening archived emails on a terminal server	413278
Outlook Offline cache issue	413609
Archiving of new items is not possible	415329
High CPU load for SMTP Service and WS File Processor Service	418111
Restore wizard fails to process objects	419792
Restore into Public Folders does not work	419792
Archive Manager license issue after synchronization	419793
Select all rows does not work in ArchiveWeb	420747
SSL Connection error to O365 German tenant	424996
Delayed shortcuts cannot be created	425659
Failed to archive user mailboxes	426255
Issue with SMTP archiving	430328
Issues with Outlook archiving	431700
HSM packer task does not work	431701
Wrong last access date for archived content on iCas storage	432184
ExchangePamWS page not accessible	434715
The shortcut attachment is still available as the original	434982
Unable to connect with a local user to Simple Path store	436365
Outlook Add-In offline cache does not work	436758
Email is not displayed correctly after a restore	442675

Journal archiving with EWS and custom VB script does not work	446410
Restore to additional mailboxes does not work with Outlook Add-In	447822
Unable to search, import and synchronize groups and mailboxes from different domains or child domains	462657
ArchiveWeb: Unexpected behavior when the "Show public folders" permission is disabled	463940
Shortcut with delete original settings does not work as expected	464252
ArchiveWeb: Unable to use some functions when Turkish language is set	464366
ArchiveWeb: Maximum number of search results does not work as expected	464599
ArchiveWeb: Preview of versions in ArchiveWeb does not work as expected	465191
ArchiveWeb: New version of a document does not display the body	465216

## Version 8.1.1

The following is a list of issues addressed in this release.

Description	Work Item
Email body is not displayed correctly if the text contains a special character.	344739
Export from search results to PST does not work	408998
Office365 Users cannot see content if <b>ArchiveWeb</b> is used for Archive Manager for Exchange and Files Edition	414406
Unable to open archived mailboxes in Enterprise Manager	415448

## Version 8.1

The following is a list of issues addressed in this release.

Description	Work Item
ArchiveWeb logon not possible after migration to O365	358402
Synchronization for o365 groups does not import all O365 members	358402
Notification service stopped sending email messages	337287
High memory consumption due to the EPEXchangeSV component	346701
Archive Manager Installer does not recognize installed Outlook version	383748
The OWA extension requires the installation of .NET 4.6.1 on Exchange 2010 servers	395964
Email address disappeared when trying to reply on an archived email	398076
Improvement of Multithreading handling for archiving process	396654
Read receipts will be sent after archiving	379890
Original attachments are not replaced after archiving with HTML links	404103
ArchiveWeb tags are not sorted alphabetically	398111
From and To fields are not visible when forwarding archived emails in OWA 2013	364370

## Version 8.0.136

The following is a list of issues addressed in this release.

Description	Work item
HSM KOMpliance store service crashes during HSM store operation	389955

## Version 8.0.125

The following is a list of issues addressed in this release.

Description	Work item
EWS: Archiving throws an error (404 Page Not Found) during job-based archiving.	378210
HSM: NetApp SnapLock setting does not set proper LAST ACCESS DATE	367040
MAPI: RPC errors (The service is not available: 0x800706BA) during job-based archiving.	379736

## Version 8.0.121

The following is a list of issues addressed in this release.

Description	Work item
Cumulating MSG files in temp folder	372930
Error during AM Exchange Oracle script run	373129

## Version 8.0.107

The following is a list of issues addressed in this release.

Description	Work item
Unable to open HTML attachment links from Outlook due to SQL timeout	276924
Add-In silent installer does not add correct server names	279034
Difference in displaying archived emails in Outlook than in AM	280090



Script error when the mailbox is archived through the job	280402
Addin is not opening shortcuts	284250
Unable to add Office 365 Server	292277
AddIn cannot connect to AM	293204
Extend SMTP allowed IPs handling	297860
High CPU load on SQL during PP Indexing	299444
MAM Manager service not responding	302332
Addin offline cache limit behavior	302773
Importing mailboxes from Exchange returns no users	303718
Not possible to archive with retention over ~ 200 months	305339
Mailbox update throws an error in Addressbook manager	305344
MAMExHandler crashing during migrations	305922
Slow indexing (Less than 15k per hour)	306425
O365 connection always responds that the credentials are incorrect.	306624
Centerra timeouts during migration	306873
Inconsistent full-text search results	307086
Ceyoniq: Information from header disappearing after archiving	308774

AW The search still shows mailboxes from the previous search	309043
AW Template of the search cannot be shared, as the grid in AW is empty	309048
AW full-text searches slow	310023
AW search is hanging if we add email addresses to the advanced tab	310519
OWA extensions through an error in combination OWA balancer	311378
High CPU and Memory load by Search Service	312002
Shortcuts not working after migration to Office 365	312732
Scheduler Service is hanging after job runs	313671
Apostrophes in AW Fulltext	315057
Shortcut sync job is stuck due to exhausted system resources	315089
AME not deleting journal emails after archived	315274
SMTP service does not work with O365	316467
HSM Asynchronous packer not able to move HSM GZip files	318223
AW restore does not work	320437
Failed to archive into S3 object storage	321608
Import of room and equipment mailboxes is not possible	323893
Address book sync deactivating users	325610

MAPI Service crashes periodically	325611
AW7 - Fulltext + receiveDate + advanced options does not work	329682
Error while opening archived emails	335213
Restore wizard - Unable to restore lost items when the filter is set	336484
EPEXchangeSV High Memory Consumption	346701
SMTP archiving - High CPU usage	349294
OWA preview is empty in combination with OWA load balancer	350480
AW7 shows no subfolders for mailbox	354709
Index out of range	359150
Migration jobs are causing almost 100% CPU usage on SQL server	359326

## System Requirements

The requirements described below are applicable for installing the Metalogix Archive Manager for Exchange application components, and are compatible with the following Microsoft Exchange servers:

- Microsoft Exchange Server 2013
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2019
- Microsoft Office365 (Exchange Online)



**NOTE:** System requirements for optional components of the Metalogix Archive Manager for Exchange are described in the corresponding document for each optional component.

## Hardware

Component	Minimum specification	Recommended specification
Number of Processor Cores	4	8
Main Memory	4 GB	12 GB
Hard Disk	10 GB	10 GB

**i** | **NOTE:** The application, log files and cache folders require 10 GB of HDD space. If the Archive Manager for Exchange server includes the database, and is used as a local storage for archived messages as well, then the the Hard Disk size must be revised upwards to add more space for the database and the file store.

## Operating System

- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

**i** | **NOTE:** Latest updates and service packs for servers are recommended.

## Windows Server Roles

- Web Server (IIS)
  - Web Server > Common HTTP Features > HTTP Redirection
  - Web Server > Performance > Dynamic Content Compression
  - Web Server > Security > Basic Authentication
  - Web Server > Security > Windows Authentication
  - Web Server > Application Development
    - .NET Extensibility 3.5
    - .NET Extensibility 4.5 or later
    - ASP.NET 3.5
    - ASP.NET 4.5 or later
  - Management Tools > IIS 6 Management Console

- Management Tools > IIS 6 Management Compatibility > IIS 6 Metabase Compatibility
- Management Tools > Management Service

## Windows Features

- Remote Server Administration Tools
  - Role Administration Tools > AD DS and AD LDS Tool > Active Directory module for Windows PowerShell



**NOTE:** Ensure that PowerShell can communicate between the Archive Manager server and the Exchange server and between the Archive Manager server and the domain controller

- .NET Framework 3.5 Features

### For Windows Server 2012 and 2012 R2

- .NET Framework 4.5 Features > .NET Framework 4.5
- .NET Framework 4.5 Features > ASP.NET 4.5
- .NET Framework 4.5 Features > WCF Services (all checkboxes under this item)

### For Windows Server 2016

- .NET Framework 4.6 Features > .NET Framework 4.6
- .NET Framework 4.6 Features > ASP.NET 4.6
- .NET Framework 4.6 Features > WCF Services (all checkboxes under this item)

### For Windows Server 2019

- .NET Framework 4.7 Features > .NET Framework 4.7
- .NET Framework 4.7 Features > ASP.NET 4.7
- .NET Framework 4.7 Features > WCF Services (all checkboxes under this item)

## Redistributable packages

- Microsoft Visual C++ 2017 Redistributable Package (x64)
- Microsoft Visual C++ 2017 Redistributable Package (x86)

## Microsoft Outlook

The table below identifies the mail clients that are supported for use together with each version of Exchange. Supported clients are identified by a check mark (✓)

Client	Exchange 2019	Exchange 2016	Exchange 2013 SP1 and later

Office 365	✓	✓	✓
Outlook 2019 (32-bit)	✓	✓	✓
Outlook 2016 (32-bit)	✓ <sup>1</sup>	✓ <sup>1</sup>	✓
Outlook 2013 (32-bit)	✓ <sup>1</sup>	✓ <sup>1</sup>	✓

**i** | **NOTE:** 1 - Supported with the latest Office service pack and public updates.

## Database Servers and Drivers

- Microsoft SQL Server 2012 to Microsoft SQL Server 2019
  - Microsoft OLE DB Driver 18 for SQL Server, or newer
- Oracle 12c to Oracle 19c
  - Oracle client (x86 or x64)

## Web Browsers

Web browsers are required for ArchiveWeb and is included here because this optional component is installed automatically if Express installation is considered.

- Microsoft Internet Explorer 10 or higher
- Microsoft Edge
- Mozilla Firefox 16 or higher
- Chrome 33 or higher
- Opera 12 or higher

## Additional Information

- Installation of Metalogix Archive Manager application components on a Microsoft Exchange Server or Domain Controller are not supported.
- The software installs web applications in the Default Web Site. This could cause conflict with other applications like Microsoft CRM or Microsoft SharePoint. To change the installation website, manual changes are required after the installation. Please contact Technical support in such cases.
- Metalogix Archive Manager for Exchange is fully supported in a virtualized environment.

# Notes and Notices

## Upgrade Considerations

A full database backup before the upgrade is strongly recommended.

Upgrades from Metalogix Archive Manager for Exchange 7.4 or later releases are supported. If Metalogix Archive Manager for Exchange products or components are installed on other computers in a distributed architecture, all products or components must be updated to the same version. Upgrade can take a considerable amount of time due to database model changes in version 8.0.

Upgrades to the full-text search feature requires the migration of existing metadata for search indexes from Firebird® and search history from SQLite® to new database schema objects when you upgrade from version 8.1.1 or earlier. For Microsoft SQL Server®, two additional databases are required. For Oracle, two additional tables are required. Additions to the existing database and subsequent data migration are managed by the upgrade wizard and does not require any additional steps by the administrator. You can install the database schema objects manually. The scripts to install the additional databases and schema objects are available in the installation media folders which are created when you extract the installation files from the installer package.

## End of Support Notice

Metalogix Archive Manager for Exchange no longer supports:

- Windows Server 2003 (all versions)
- Windows Server 2008 (all versions)
- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007
- Microsoft Outlook 2003
- Microsoft Outlook 2007

Please refer to System Prerequisites document for more details.

If you have any questions, please get in touch with our support specialists at <https://support.quest.com>.

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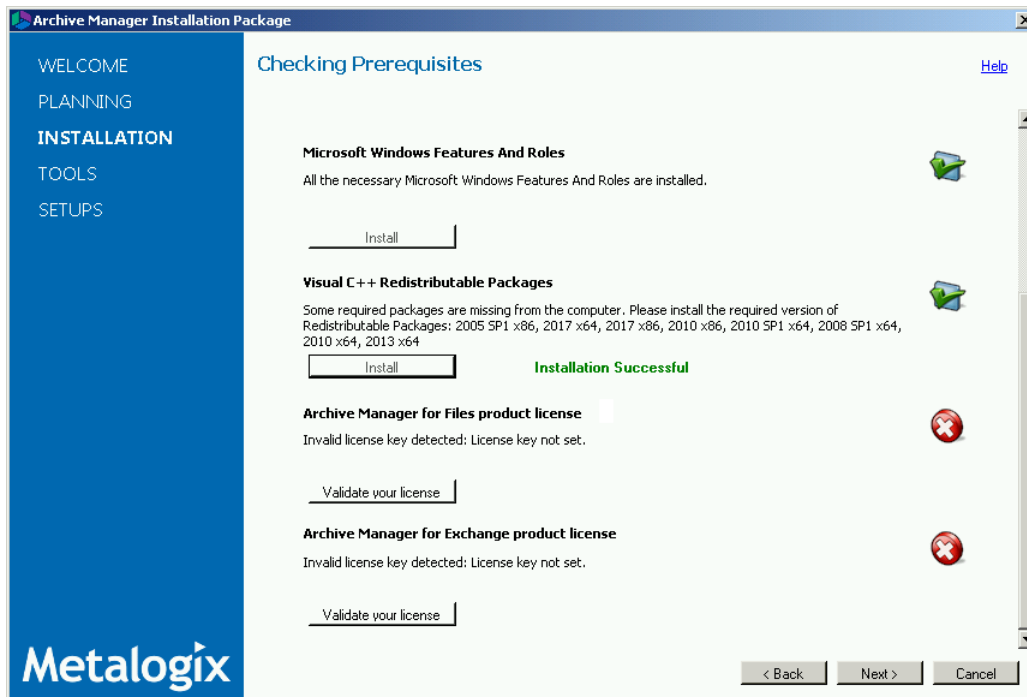
Metalogix Archive Manager for Exchange is available for a free trial. The free trial is valid for 30 days (date of first login + 29 more days).

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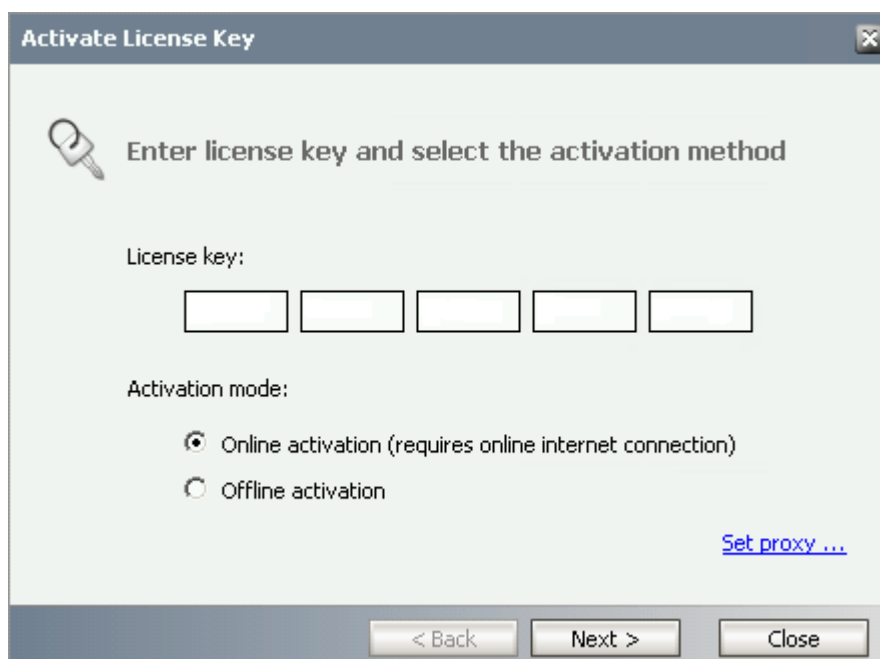
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4. Download the installer from the link in the email you receive from Quest.
5. Verify the [System Requirements](#) and install Metalogix.

## Steps to activate your license online

1. Run the installation wizard from the Metalogix Archive Manager Installation Package.
2. Follow the installation steps until you reach the **Checking Prerequisites** page.



3. Click **Validate your license** button for the **Metalogix Archive Manager for Exchange product license**. The Activate License Key window appears.





4. Enter your license key and click **Next**.



**NOTE:** If the internet access is filtered out by proxy on the Archive Manager server, click the **Set proxy** link to enter the respective parameters.

5. The license will be validated and you can continue the installation.



**NOTE:** See the Metalogix Archive Manager for Exchange 8.3 Quick Start Guide for more information about online and offline license activation.

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