

# Metalogix<sup>®</sup> Archive Manager for Exchange 8.7

## **PST Importer Guide**



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### Legend



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



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

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# Introduction

PST Importer is an extension to the Metalogix Archive Manager for Exchange application and is installed by default on the Metalogix Archive Manager for Exchange server. It is a handy tool for importing PST files from one or more users in your organization. If there are a small set of PST files, you can import these PST files manually. If there are a large number of users, you can install the PST Gatherer component as an application or service on a user's computers and automate the process of searching and loading the PST files into the PST Importer. This document describes manual and automated importing in detail.

The term *PST Importer server* is used in this documentation. It is the same as the Metalogix Archive Manager for Exchange server where PST Importer is installed.

# Installation

In this topic:

- [Software Requirements](#)
- [Configuring Extended MAPI](#)
- [Installing PST Importer](#)

## Software Requirements

- Windows Server 2012 / 2016 / 2019 / 2022
- .NET Framework 4.6.1 or higher
- Microsoft Outlook 32 bit client
  - For Exchange 2013, Outlook 2013 is needed.
  - For Exchange 2016, Outlook 2013 or 2016 is needed.
  - For Exchange 2019, Outlook 2019 or 2021 is needed.



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

## Configuring Extended MAPI

Since Microsoft Outlook data files (PST files) are handled exclusively by Microsoft Outlook Extended MAPI (the messaging API used by Microsoft Outlook), it is necessary to configure it properly on the computer where importing of PST files takes place. PST Importer works with two types of PST files: ANSI data files and UNICODE data files.

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

- When no Microsoft Outlook is installed, then the **MAPIVC.INF** file is located in the `C:\Windows\system32` Windows system folder, and the Extended MAPI configuration is read from this file.
- When Microsoft Outlook is installed, then another **MAPIVC.INF** file is installed in the `C:\Program Files\Common Files\System\MSMAPI\1003` folder, which includes the messaging services for Microsoft Outlook.

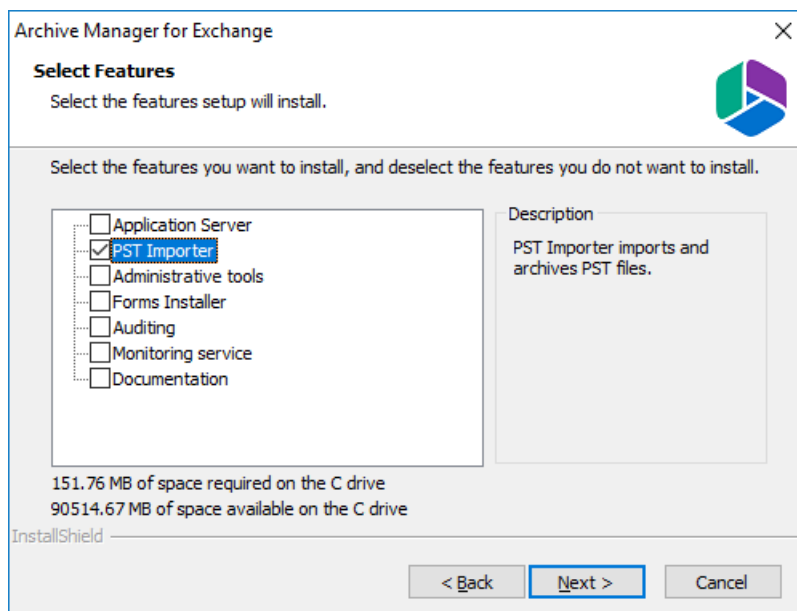
Since PST Importer uses the default **MAPISVC.INF** file is located in the Windows system folder, this file must be updated with the Microsoft Outlook Extended MAPI file. To update Extended MAPI configuration file (MAPISVC.INF), follow these steps:

1. Locate the **MAPISVC.INF** in the `C:\Windows\system32` Windows system folder.
2. Locate the **MAPISVC.INF** in the `C:\Program Files\Common Files\System\MSMAPI\1003` folder.
3. Make a backup copy of both files.
4. Replace the **MAPISVC.INF** file in the Windows system folder with the file located in the the `C:\Program Files\Common Files\System\MSMAPI\1003` folder. This will ensure that Extended MAPI will be using the correct configuration file. 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 [Troubleshooting](#).
5. When the default **MAPISVC.INF** in the Windows system folder has been updated, close all applications which are using the Extended MAPI to reload **MAPISVC.INF**.

## Installing PST Importer

PST Importer is installed by default when you install Metalogix Archive Manager for Exchange. If it has not been installed, see the *Metalogix Archive Manager for Exchange Advanced Installation Guide*. Look for the topic *Install the Archive Server* in the *Advanced Installation* section.

When installing the Metalogix Archive Manager for Exchange you will be prompted to select the individual features. In the *Select Features* window, select the **PST Importer** feature and proceed with the installation.



# Configuration

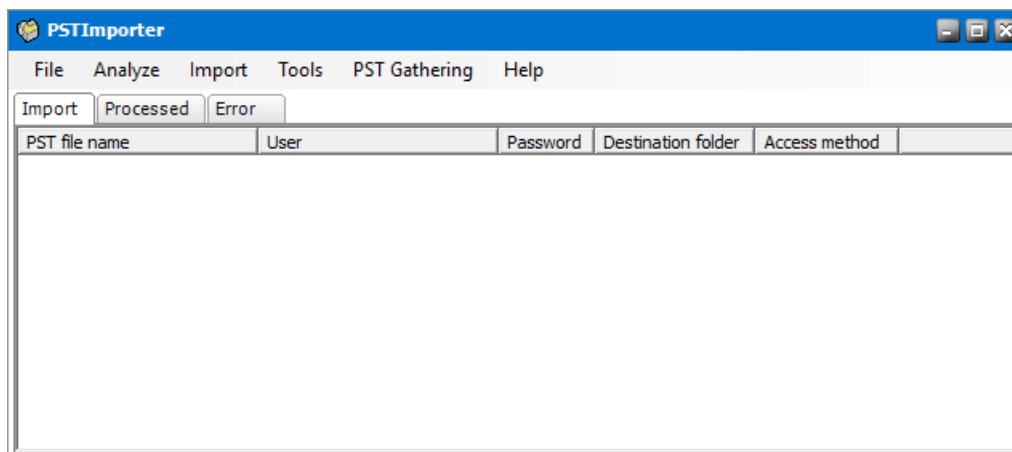
PST Importer must be configured before use to set up critical folders for operational use and specify a default mailbox and folder for PST imports. To configure the PST importer, follow the steps described below:

In this topic:

- [Steps to open the Options window](#)
- [Folders tab](#)
- [Analyze tab](#)
- [Default tab](#)
- [Archive tab](#)

## Steps to open the Options window

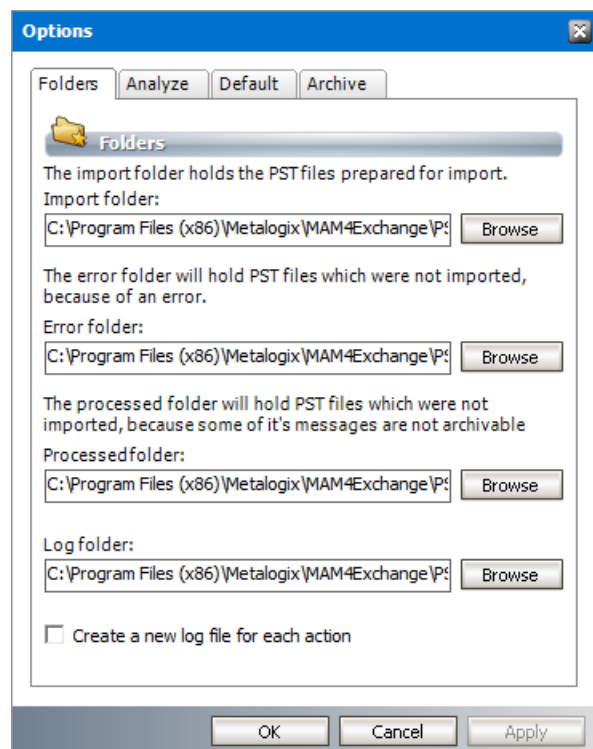
1. Click *Start > Programs > Metalogix > Archive Manager Exchange > PST Importer* to start the application.



2. From the *Tools* menu click **Options** to open the *Options* window and review or revise the properties in each tab as described below.
3. Click **Apply** to save and continue or click **OK** to save and exit the *Options* window. Click **Cancel** to exit the window without saving any changes.

## Folders tab

The Folders tab specifies the location of the folders that are used for various operations of the PST Importer. A default location for each folder is already specified and you can modify them as needed.



All the folders are created by default under `C:\Program Files (x86)\Metalogix\MAM4Exchange\PST`. You may select another location by clicking the **Browse** button and selecting another folder.

**Import folder** - 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. When all items from a PST file are successfully archived, then the PST file is deleted from the **Import folder**.

**Error folder** - Stores the PST files which were not imported because of an import error. not all items from a desired . The PST file is moved from the **Import folder** to the **Error folder**.

**Processed folder** - Stores the PST files which were not imported because one or more messages could not be archived. The error can also happen if the option **Move non-archivable messages to mailbox** is not selected in the [Default](#) tab. The PST file is moved from the **Import folder** to the **Processed folder**.

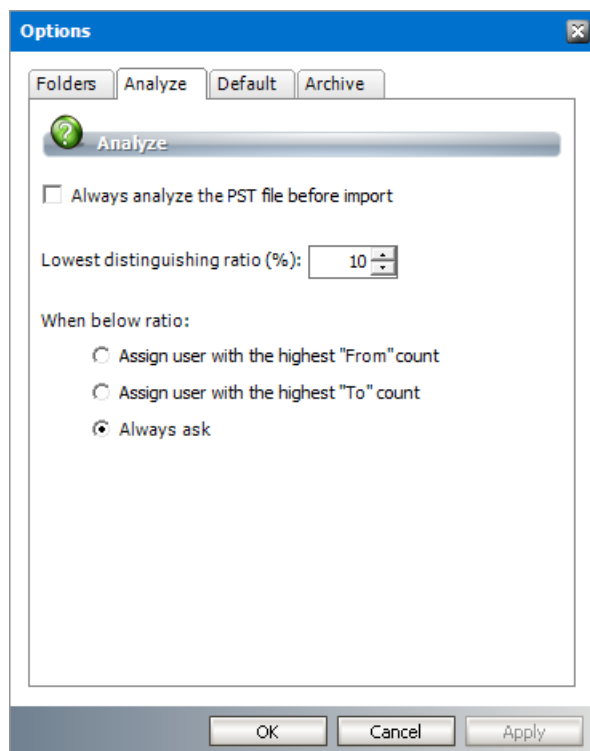
**Log folder** - Stores the log files generated by PST Importer. Log files are used for recording all the actions on PST files (e.g. analyze, report, etc.).

**Create a new log file for each action** - By default, all logs are written into one log file. Select this check box to create a new log file for each action on a PST file (e.g. analyze, report, etc.).



## Analyze tab

The **Analyze** action helps to identify a suitable owner in the destination mailbox for messages in PST file depending on the frequency of occurrences in the sender and recipient list. The **Analyze** action counts the senders and recipients from all emails in the PST file and generates a count. A ratio is calculated for each recipient and sender by dividing the total number of occurrences of recipients in the recipient list and senders the sender list by the sum of recipients and senders. The ratio is displayed as a percentage. The user with the biggest ratio indicates the most suitable *destination mailbox* or *owner* of the messages in the PST file and would therefore be automatically assigned as the default owner.



**Always analyze the PST file before import** - Select this check box to every manually loaded PST file is analyzed.

**Lowest distinguishing ratio (%)** - There could be several users with a marginal difference in the ratios. Set this value to determine how the default owner is assigned as described below:

- If the difference between the two highest ratios is higher than the **Lowest distinguishing ratio**, then the *owner* is assigned to the mailbox user with the highest ratio.
- If the difference between the two highest ratios is lower than the **Lowest distinguishing ratio** then:
  - **Assign to user who has the most "From" count** - select this option to assign the user with the highest "From" count as the default *owner* of the PST file that was analyzed.
  - **Assign to user who has the most "To" count** - select this option to assign the user with the highest "To" count as the default *owner* of the PST file that was analyzed.

- **Always ask** - you will be prompted to manually assign an owner of the PST file that was analyzed.

**i** **NOTE:** If an assigned user does not exist on the Exchange server, or the assigned user exists but has not been synchronized with Archive Manager, the default owner configured in the [Default tab](#) will be used.

## Default tab

This tab defines the default properties that are used during a PST file import when these properties are not defined for the PST file being imported.

The screenshot shows the 'Options' dialog box with the 'Default' tab selected. The 'Default values' section includes an 'Owner' field with the text 'timashford', a 'Destination folder' field, and an 'Alternate folder' field with the text 'PST'. There are 'Browse' buttons next to the 'Owner' and 'Destination folder' fields. Below these are two checked checkboxes: 'Always create the whole folder tree' and 'Move non-archivable messages to mailbox'. The 'Search settings' section has an unchecked checkbox 'Clear existing list before a new search'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

**Owner** - the destination mailbox that will be used to load the messages from a PST file.

**Destination folder** - the root folder for all messages that are loaded from a PST file. If the folder does not exist in the destination mailbox, the folder will be created.

**i** **NOTE:** If you intend to import more than one PST file to the same destination mailbox, you can create unique root folders for each PST file by entering the special tags described below:

- %PSTNAME% - the folder name is the display name of the PST file.
- %PSTFILENAME% - the folder name is the file name (without extension) of the PST file

For example, if **Maya-2019.pst** is the file name of the PST folder being imported and you enter **PST Archive/%PSTFILENAME%** in the **Destination folder**, then a folder hierarchy will be created under the destination mailbox root as **PST Archive > Maya-2019**.

**Alternate folder** - This property is required if the **Destination folder** is blank. If there are any messages in the root node of PST file, then these messages will be imported to this folder. If this folder does not exist in the destination mailbox, the folder will be created automatically. All other items will be imported to the respective folders of destination mailbox and non-existent folders will be created automatically.

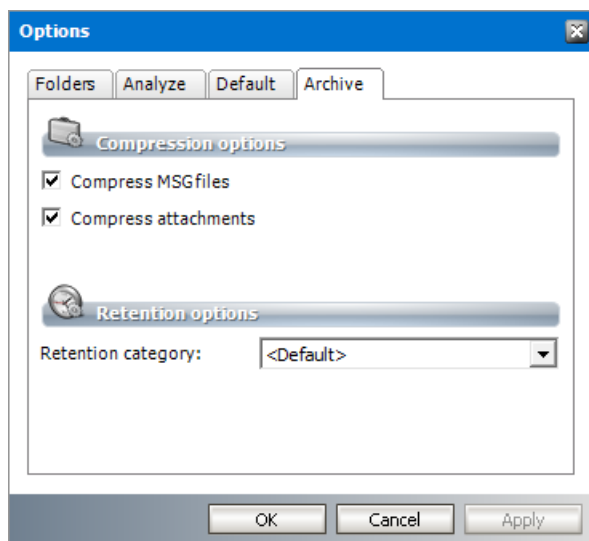
**Always create the whole folder tree** - select this check box to create the entire tree structure of the PST file in the destination mailbox including folders that are empty. When this option is not selected, empty folders in PST file will not be created in the destination mailbox.

**Move non-archivable messages to mailbox** - select this check box to move all non-archivable messages like already archived, shortcuts and undefined message classes to the destination mailbox. If this option is not selected, the messages that cannot be archived are not moved to the destination mailbox and the PST file is subsequently moved to the **Processed folder** when the import completes.

**Clear existing list before a new search** - select this check box to clear the search results list in the *Gather management* window every time you search for PST files. In this way the old search results will be deleted and only the new results will be included in the list.

## Archive tab

Allows you to specify the compression and retention for messages imported through PST Importer.



**Compress MSG files** - select this check box to compress messages when they are archived.

**Compress attachments** - select this check box to compress attachments when they are archived.

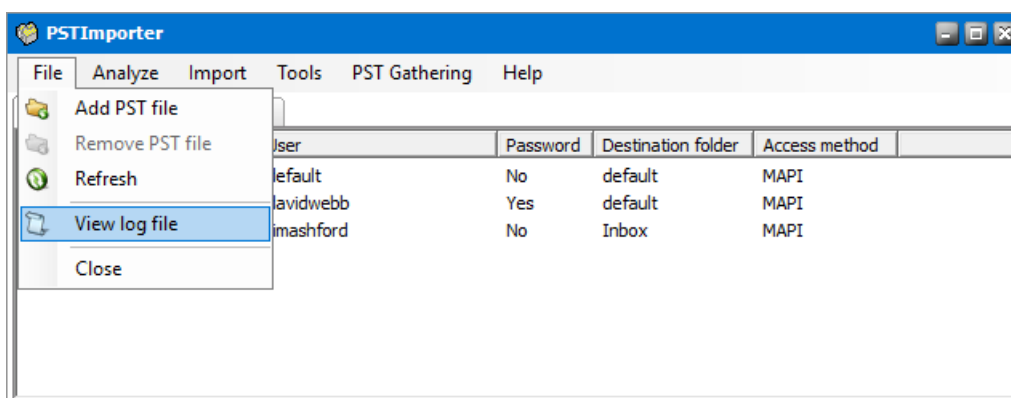
**Retention category** - select a predefined retention category from the down-drop box. If no retention category is selected, the default retention category set in the Archive Manager will be used.

## Log files

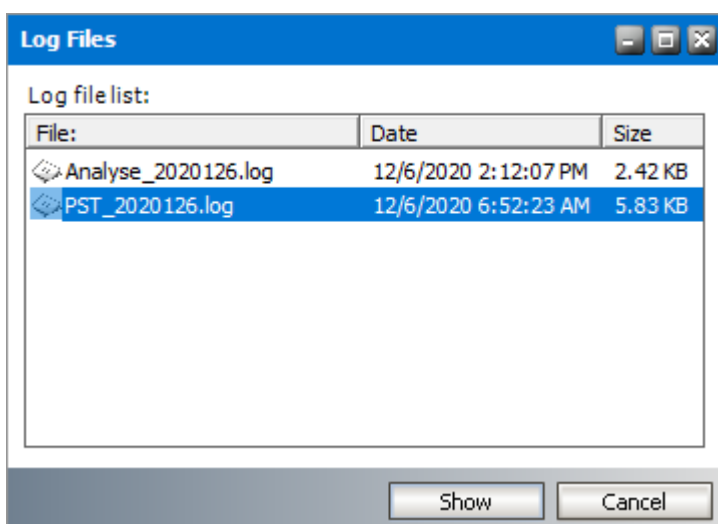
Each action on a PST file is logged in one or more log files. Logs are written to a single file or action-specific files based on the configuration settings. For more information see the [Folders tab](#) section.

### Steps to view log files

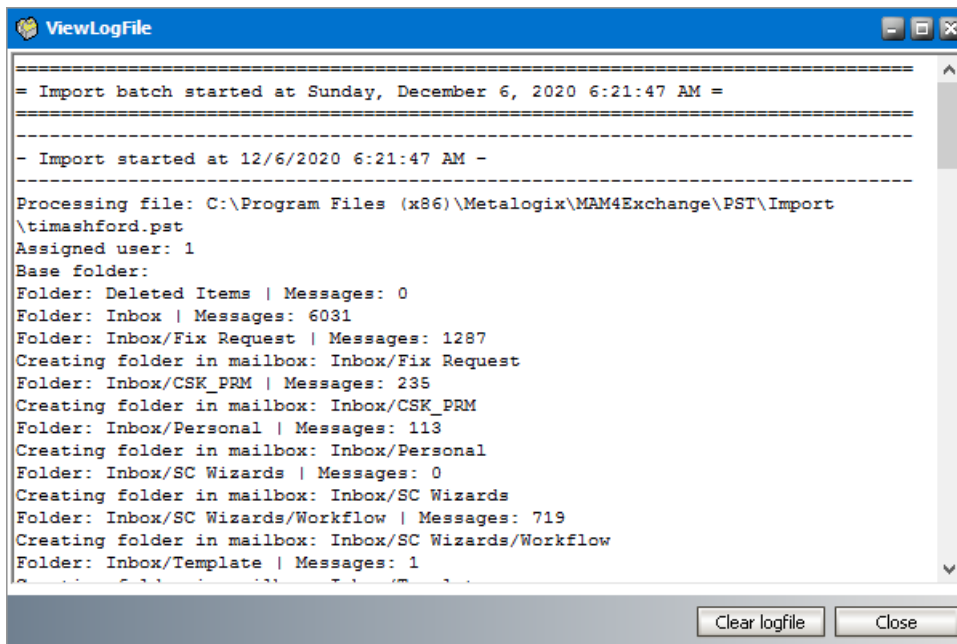
1. Open PST Importer.
2. Click the **File** menu and then select **View log file**.



3. The log files are displayed in the *Log Files* window. This list can be sorted by name, date or size by clicking the respective column header.



4. Double-click a log file or select a log file and click **Show**. The contents are displayed in the *ViewLogFile* window.



# Manual import

Manual import of Microsoft Outlook data files is a three-step process:

1. [Loading a PST file](#)
2. [Preparing a PST file](#)
3. [Importing a PST file](#)

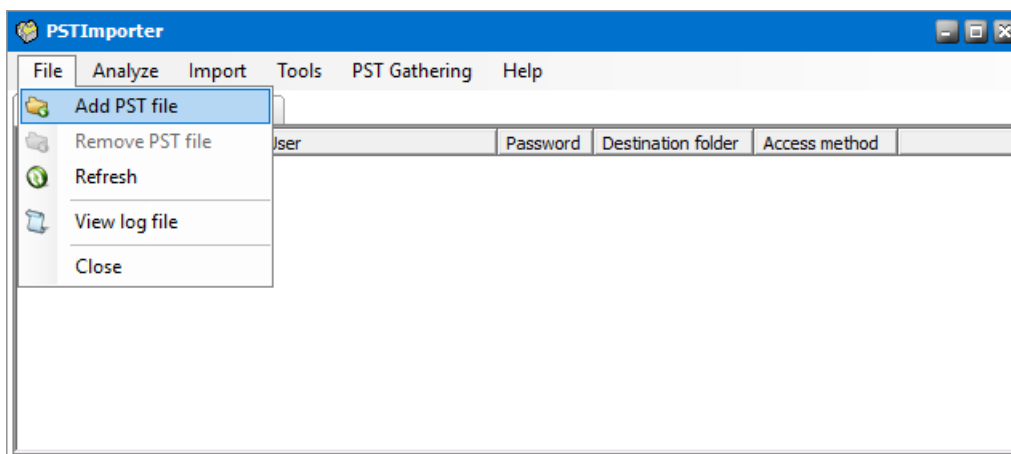
Optionally, you can review and configure each PST file with the following features:

- [Viewing a PST file summary](#)
- [Analyzing a PST file](#)

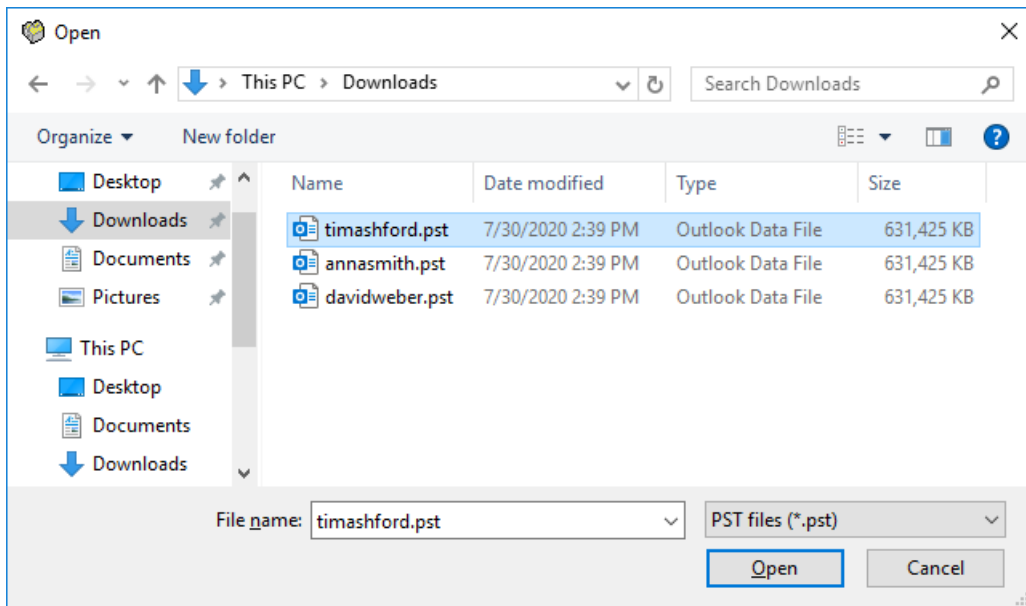
## Loading a PST file

To load a PST file follow these steps:

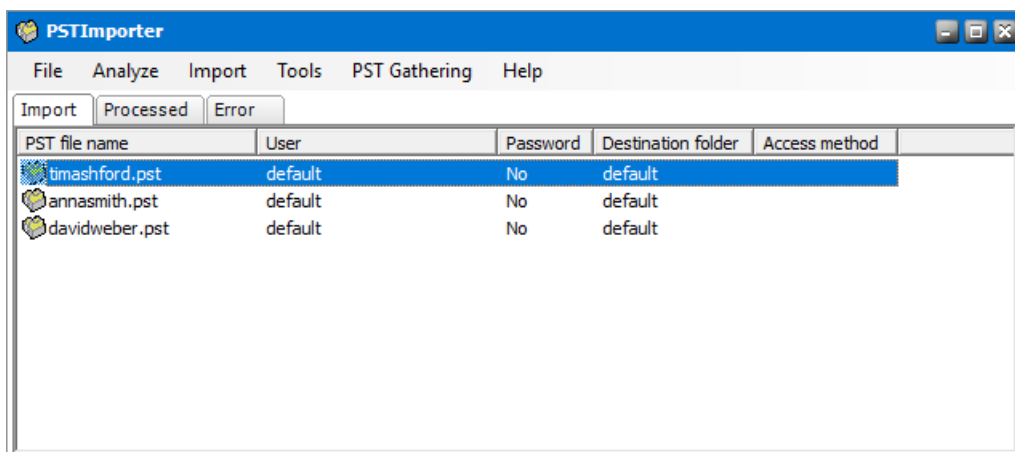
1. Open PST Importer.
2. From the **File** menu click **Add PST file**.



3. In the *Open* window locate the PST file and then click **Open**.



- The file will appear on the **Import** tab. The PST file is stored in the **Import folder** as specified in the **Folders tab** under **Tools > Options**.



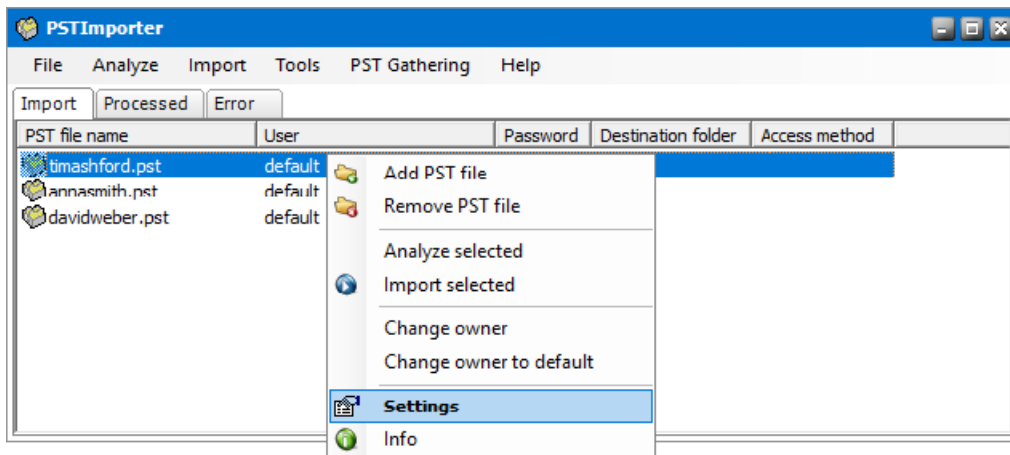
- i NOTE:** To successfully load the PST file, it cannot be used by another program on the client's computer. To remove a PST file from the list, select the file. Then right-click and select **Remove PST file** from the context menu.

## Preparing a PST file

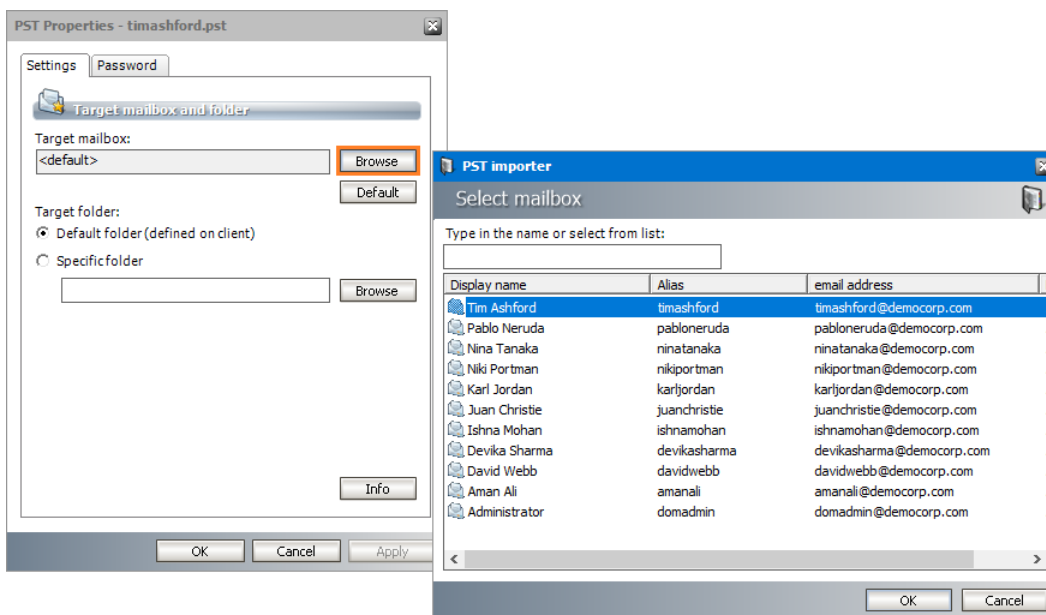
When a PST file is loaded, it is automatically assigned the default owner and the default destination folder. These defaults reference the default settings of the PST Importer.

To set a specific owner and specific destination folder for a PST file, follow the steps described below:

- Right-click the PST file and select **Settings** from the context menu or double-click the desired PST file.

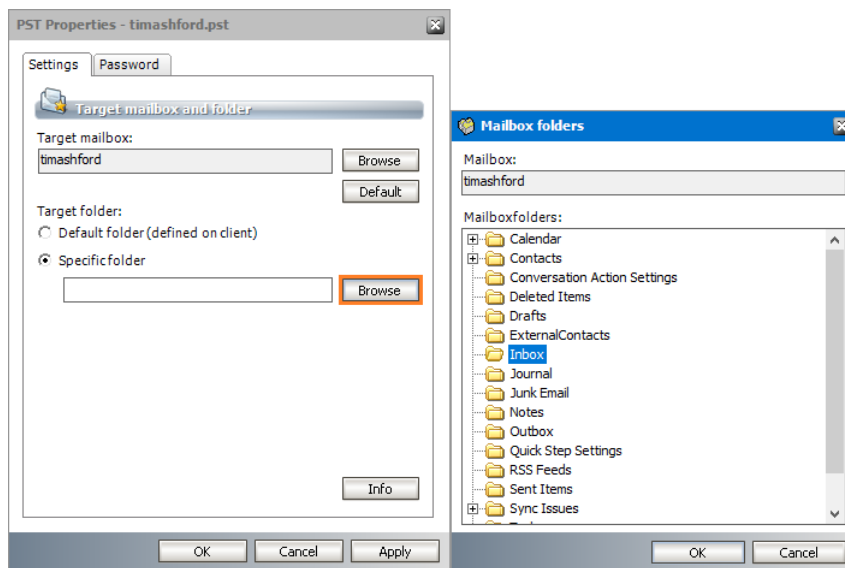


2. In the *PST Properties* window click the **Settings** tab. The *PST Properties* window opens.
3. Specify the property values as described below:
4. **Target mailbox** - click **Browse** to open the *Select mailbox* window and choose the new owner mailbox.. You can also right-click the PST files and select the **Change owner** from the context menu. Click **Default** on the *Settings* tab, to revert the **Target Mailbox** to the default owner. You can also right-click the PST files and select the **Change owner to default** from the context menu .



5. **Specific folder** - either type the mailbox folder name in the text box or use the **Browse** button to select a mailbox folder.



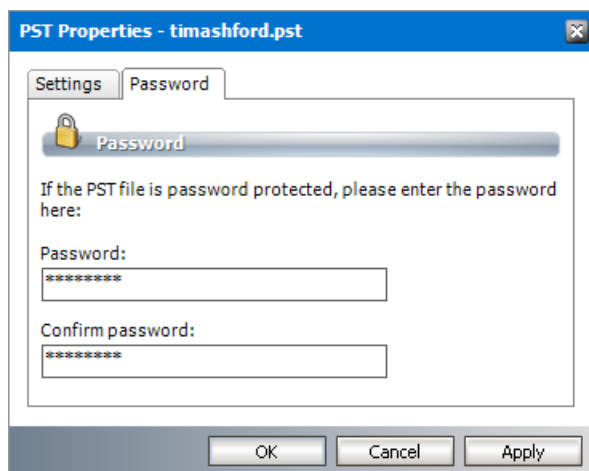


**NOTE:** If you intend to import more than one PST file to the same target mailbox, you can create unique root folders for each PST file by entering the special tags described below:

- a. %PSTNAME% - the folder name is the display name of the PST file.
- b. %PSTFILENAME% - the folder name is the file name (without extension) of the PST file

For example, if **Maya-2019.pst** is the file name of the PST folder being imported and you enter **PST Archive/%PSTFILENAME%** in the **Destination folder**, then a folder hierarchy will be created under the destination mailbox root as **PST Archive > Maya-2019**.

6. If the PST file was password protected, click the **Password** tab. Then enter the password in the **Password** field and re-enter the password in the **Confirm password** field.

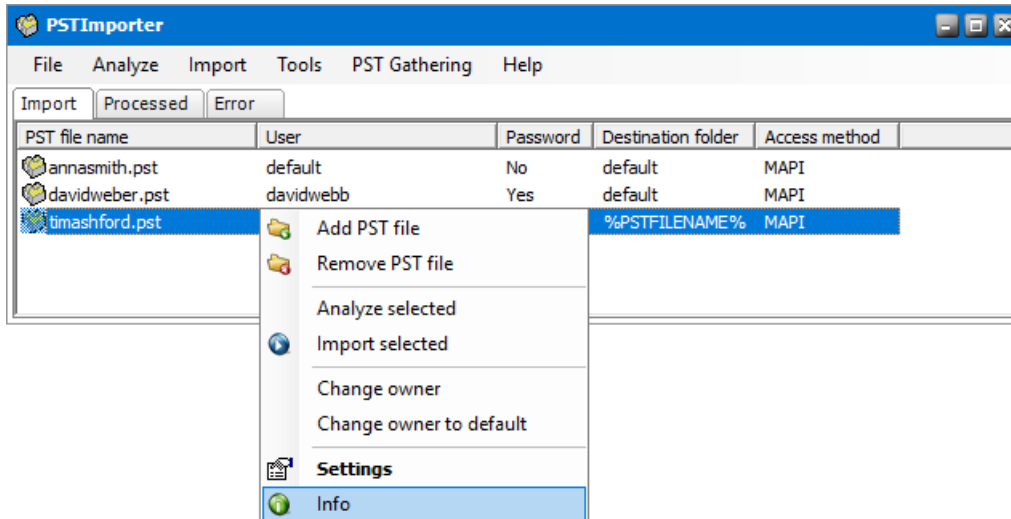


7. Click **Apply** to save and continue or click **OK** to save and exit the *PST Properties* window. Click **Cancel** to exit the window without saving any changes.

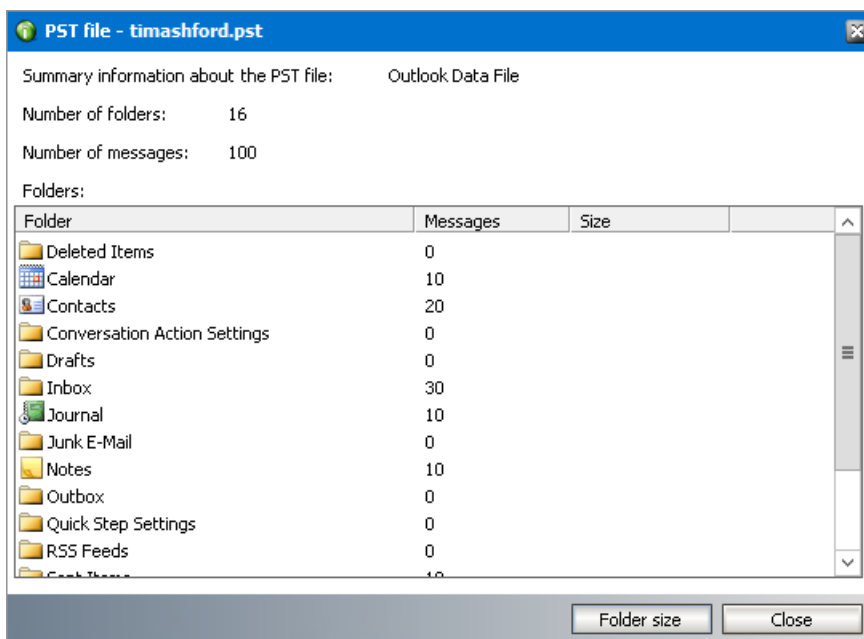
## Viewing a PST file summary

The PST file summary provides an overview of the PST file that includes its structure, folder size and number of items in each folder. To view the summary follow the steps below:

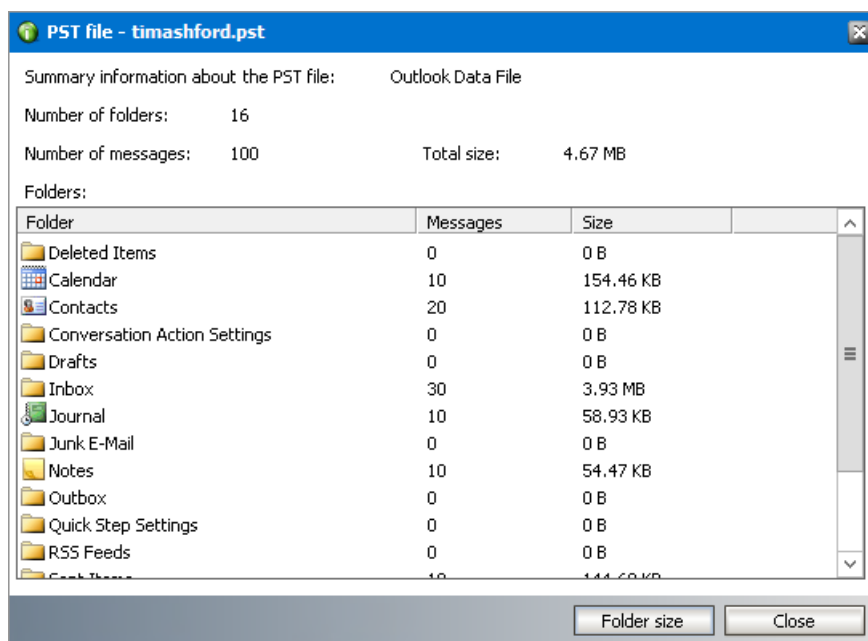
1. Right-click a PST file and select **Info** from the context menu. If the PST file is password protected, you must specify the password in the **Password** tab of the *PST properties* window.



2. The summary info displays only the size and structure of the PST file by default.



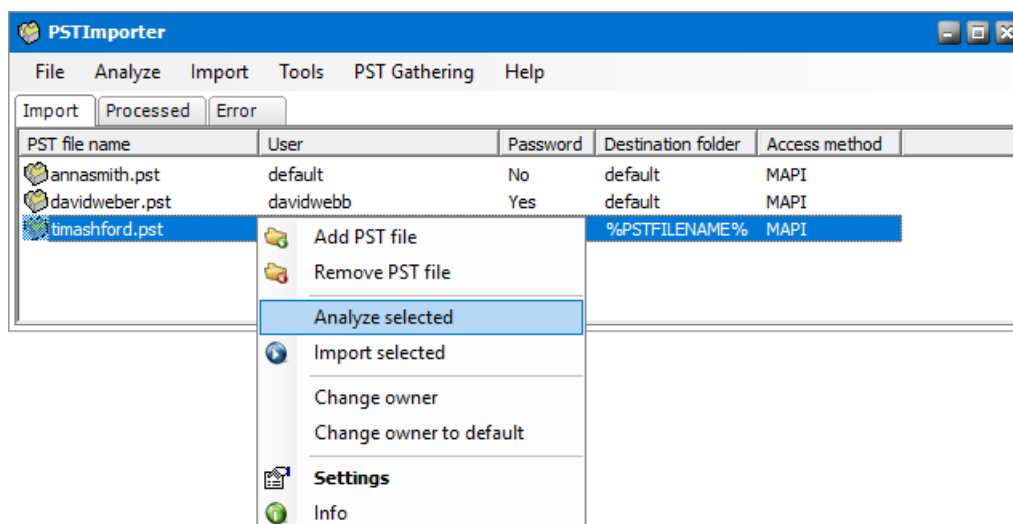
3. To view the **Size** of the folders click **Folder size**.



## Analyzing a PST file

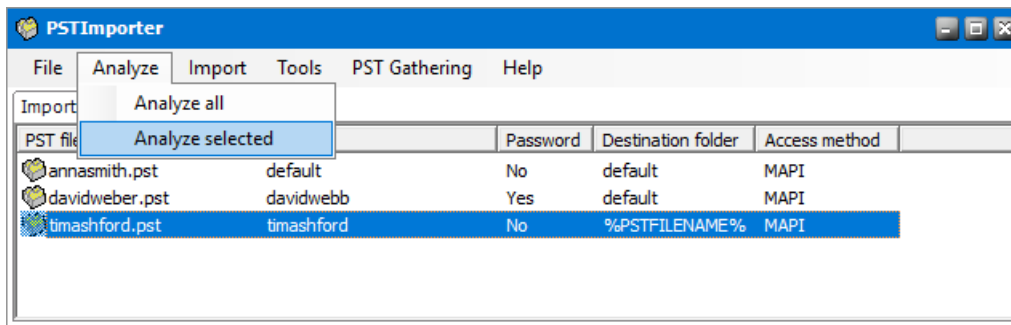
To analyze a PST file follow the steps described below:

1. Right-click a PST file and select **Analyze selected** from the context menu. If the PST file is password protected, you must specify the password in the **Password** tab of the *PST properties* window.



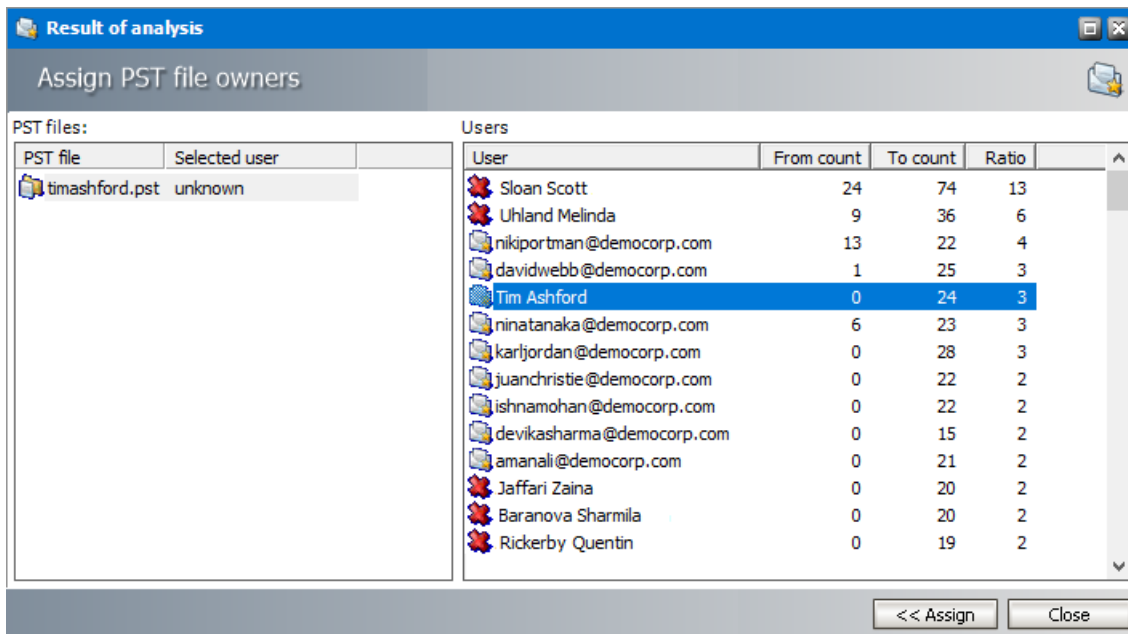
-or-

Select the PST file. Then click **Analyze** from the menu and select **Analyze selected**.

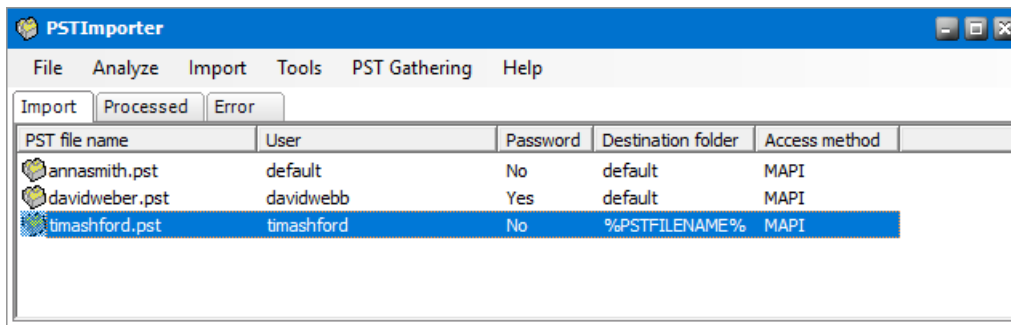


**NOTE:** To analyze all PST files at once, select **Analyze all**.

- The *Analyzer progress* window opens and displays the progress of the analysis of one or more PST files.
- When the analysis completes, the *Result of analysis* window displays the results.



- The left-hand side of the window lists the PST files. If a valid owner could not be determined from the results of the analysis, the currently assigned user is set to **unknown**. When you click on a PST file, the right-hand side displays the list of senders and recipients. If no user has been assigned as the owner of the PST file, double-click the user you want to select or select the user and click **Assign**.
- When the PST files are ready, click **Close** to close the window. All PST files will be saved with the changes.
- When the owner is assigned either automatically or manually, the new settings will be displayed on the **Import** tab.



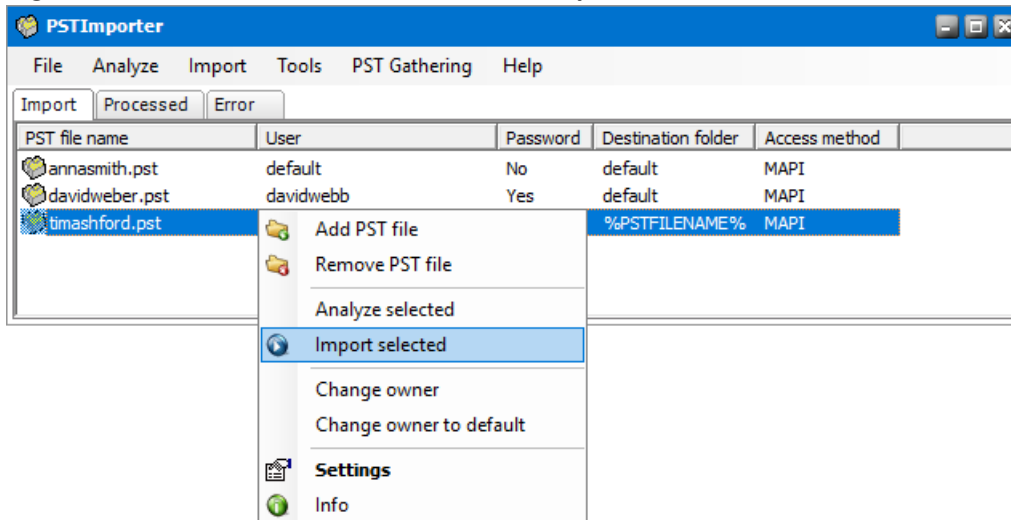
## Analysis Results

1. Users displayed with the red cross icon (✖) are considered invalid users because they do not exist on the Exchange server or have not been synchronized with the Archive Manager server. You cannot assign the default user of PST file to invalid users.
2. Analysis results are based on the settings in the [Analyze](#) tab of the PST Importer configuration options.
3. If the PST file has a single user, a 100% ratio is attained as the outcome of the analysis. The user is assigned automatically as the owner of the PST file if the user is a valid user. If the user is invalid, the **Assign** button remains inactive and the default owner configured on the PST file will be used.
4. If there are two or more valid users and the difference between the two highest ratios is *higher* than the **Lowest distinguishing ratio**, then the valid user with the highest ratio is assigned automatically as the owner of the PST file.
5. If there are two or more valid users and the difference between the two highest ratios is *lower* than the **Lowest distinguishing ratio**, then:
  - a. If the **Assign user who has the most "From" count** option is selected then the user with the highest "From" count is assigned automatically. If the "From" count is identical for several users then the user with the highest ratio is assigned automatically.
  - b. If the **Assign user who has the most "To" count** option is selected then the user with the highest "To" count is assigned automatically. If the "To" count is identical for several users then the user with the highest ratio is assigned automatically.
6. If the **Always ask** option is selected then you will be asked to select the owner.

# Importing a PST file

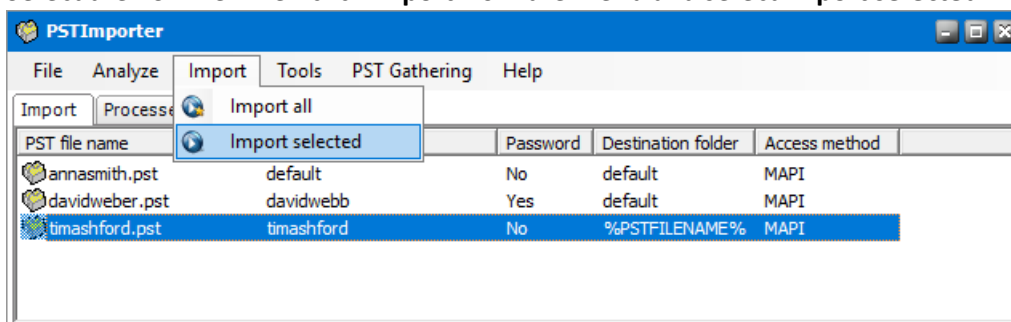
To import one or more PST files follow the steps described below:

1. Right-click the selected file and then select **Import selected** from the context menu.



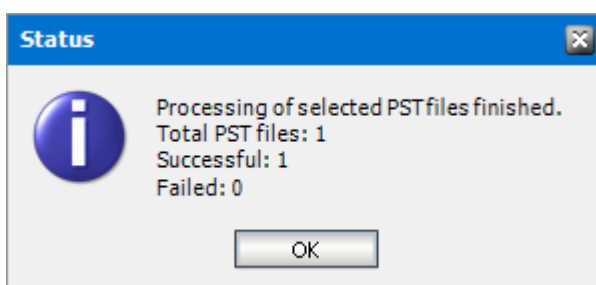
-or-

Select the PST file. Then click **Import** from the menu and select **Import selected**.



**NOTE:** To import all PST files at once, select **Import all**.

2. When the PST file import process completes, a *Status* message box appears. Select **OK** to close the *Status* message box.



Depending on the import status, the following actions occur:

- a. If the import was successful and all items including non-archivable items were imported, the PST file is removed from the **Import** tab and deleted from the **Import** folder.

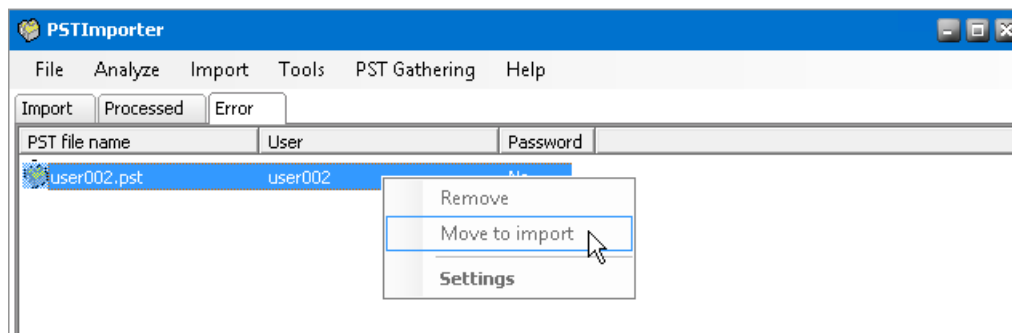
- b. If the import was partially successful and one or more non-archivable items could not be imported, the PST file is moved to the **Processed** tab and the physical file is moved from the **Import** folder to the **Processed** folder.
- c. If the import failed and one or more items could not be imported due to an error, the PST file is moved to the **Error** tab and the physical file is moved from the **Import** folder to the **Error** folder.

It is recommended that you check the log file after import. See [Log files](#) for more information.

## Managing PST files with import problems

PST files can be moved from the **Error** tab or **Processed** tab back to the **Import** tab to modify their settings and retry the import. To move a PST file:

1. Right-click the PST file displayed in the **Error** tab or the **Processed** tab.
2. From context menu, select **Move to import**. The file will be moved back to the **Import** tab.



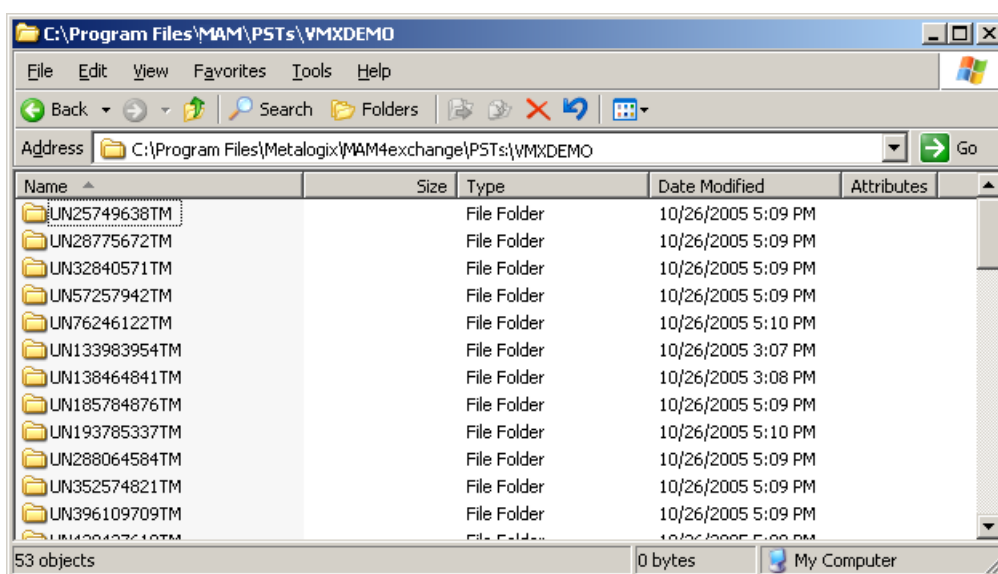
3. When a PST file is moved back to the **Import** tab, the physical file is moved to the **Import** folder. Messages that were successfully imported are removed from the file. As a result, PST Importer will attempt to import the remaining messages.

**i** **NOTE:** If the import fails and the user reloads the original PST file, then duplicate emails will be imported – those from the first import and those from the second import.

## Automated import

Automated import uses a complementary application called **PST Gatherer** to collect PST files from client computers. These files are then automatically uploaded to the PST Importer server where they can be manually imported and archived. Automated import is recommended for large organizations so that the manual process of collecting and uploading PST files from client computers is automated.

1. When PST Gatherer is installed as an application or a service on the client computer, it searches through local and network drives as permitted and uploads the PST file to the specified PST Importer server.
2. When a client computer is registered in the PST Importer server, a sub-folder for each client computer is created in the C:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs folder. Each PST file that is uploaded from the client computer will be stored in a unique sub-folder in the client computer folder.



3. The administrator uses the *PST Import wizard* to import the PST files stored on the server computer from C:\Program Files (x86)\Metalogix\MAM4Exchange\PSTs\<client-computer-name> to their destination mailboxes and destination folders and subsequently archives the email items.

### Requirements

1. PST Gatherer must be installed on all client computers from where PST files are gathered.
2. Firewall permissions must be granted to the PST Gatherer that is installed on the client computers.



3. The PST Gatherer application or service must be started.
4. The client computer must be registered in the PST Importer server.

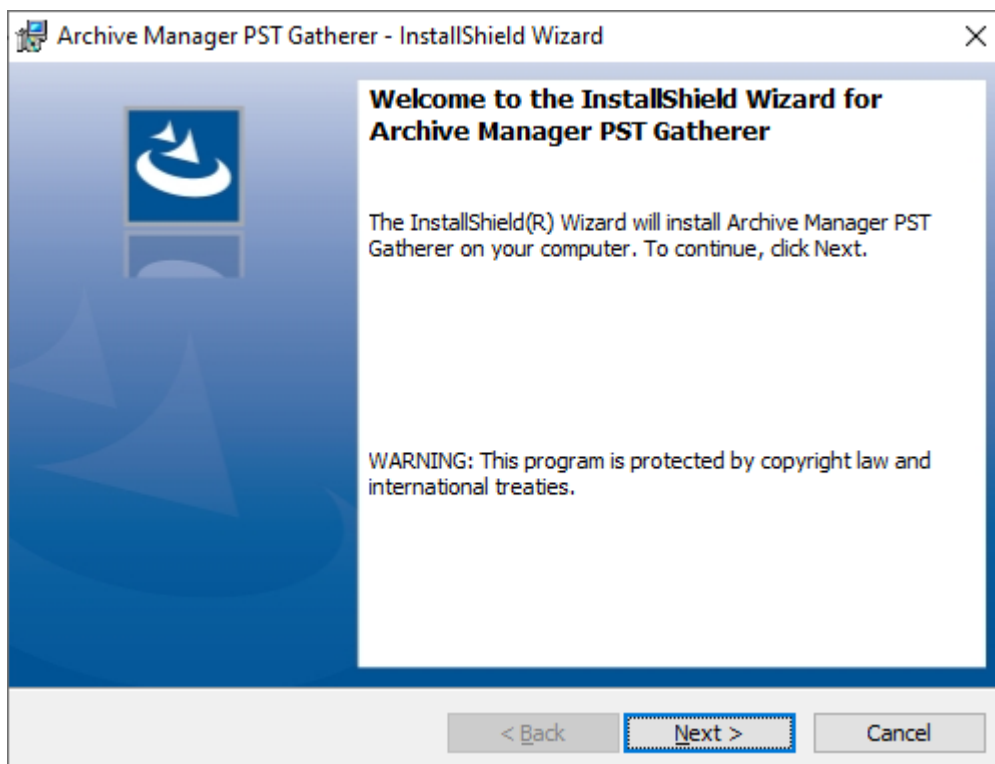
## Install PST Gatherer

In this topic:

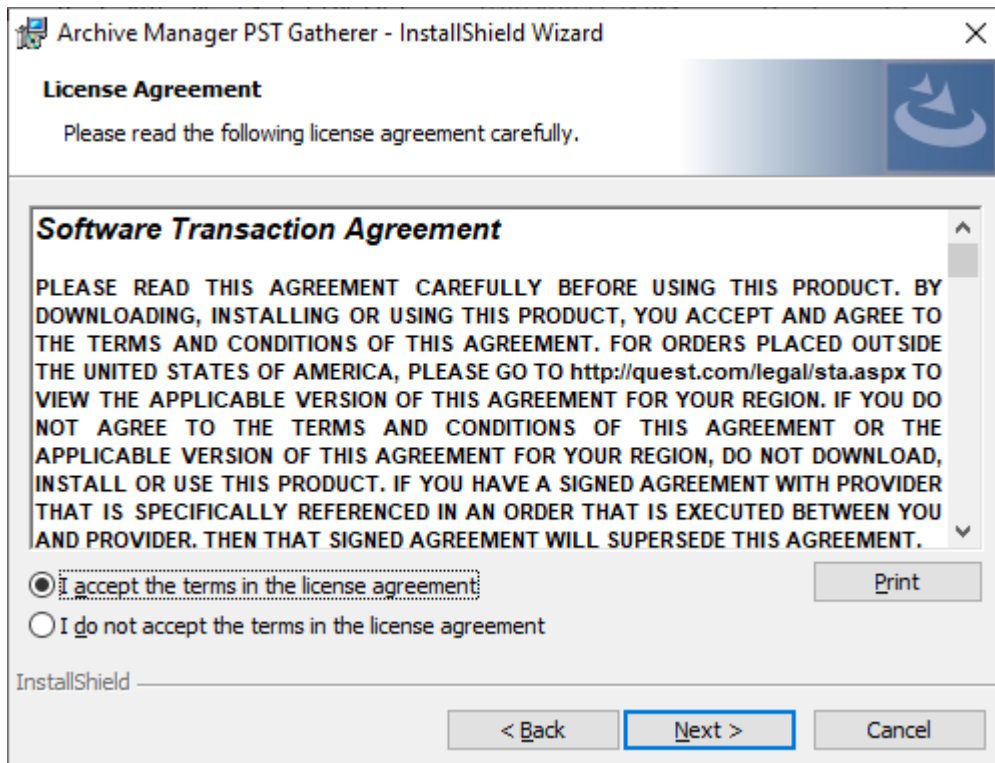
- [Steps to manually install PST Gatherer](#)
- [Steps to automatically install PST Gatherer](#)
- [Steps to verify the PST Gatherer installation as an application](#)
- [Steps to verify the PST Gatherer installation as a service](#)
- [Configuring PST Gatherer to communicate through a firewall](#)
- [Steps to repair the PST Gatherer installation](#)
- [Steps to remove the application or service](#)

### Steps to manually install PST Gatherer

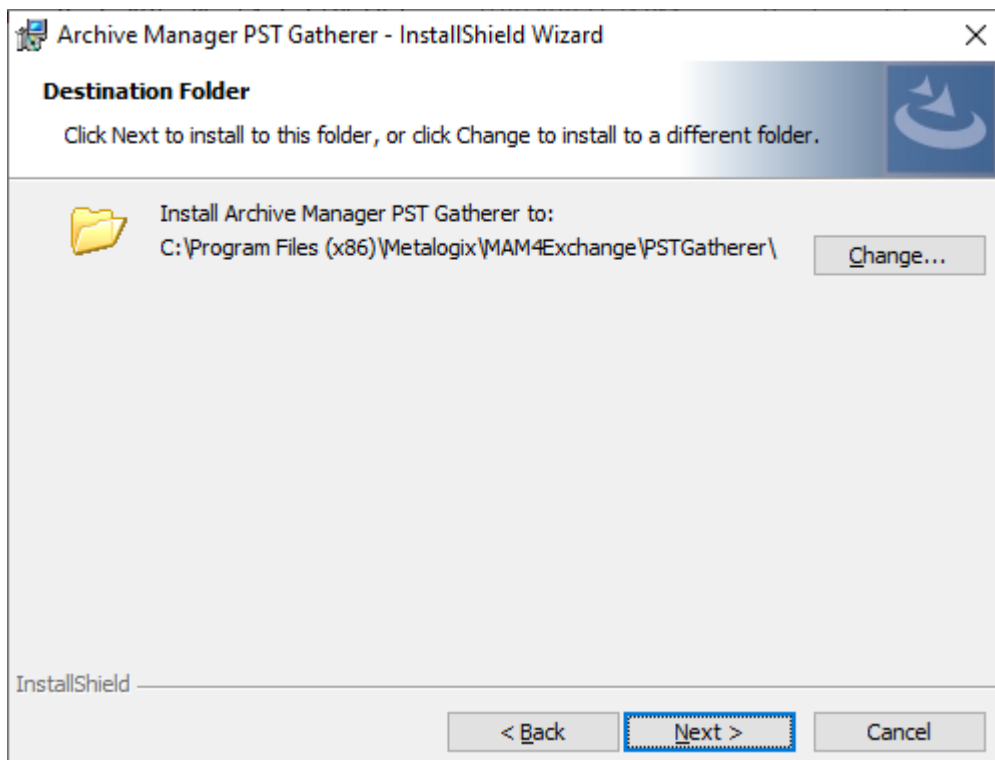
1. Double-click <install-media-folder>\Metalogix\Archive Manager Installation Package\Exchange\PST Gatherer\Archive Manager PST Gatherer Setup.exe



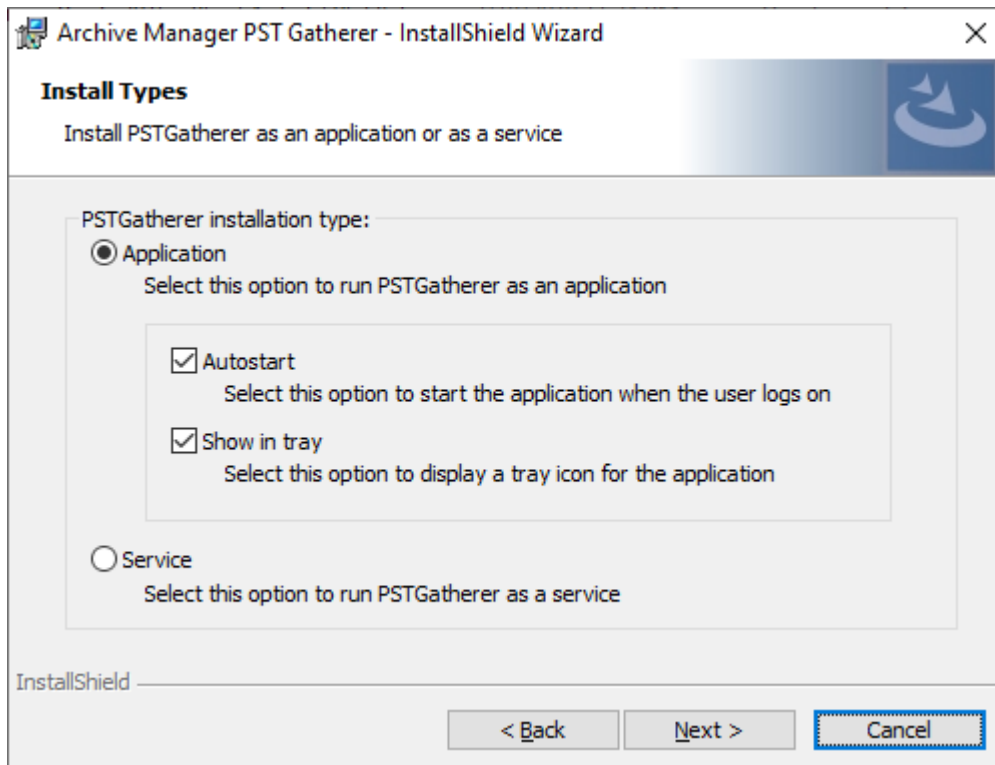
2. Click **Next**. The *License Agreement* window opens. Select **I accept the terms in the license agreement**.



3. Click **Next**. The *Destination Folder* window opens. Keep the default or click **Change** to select another installation location.

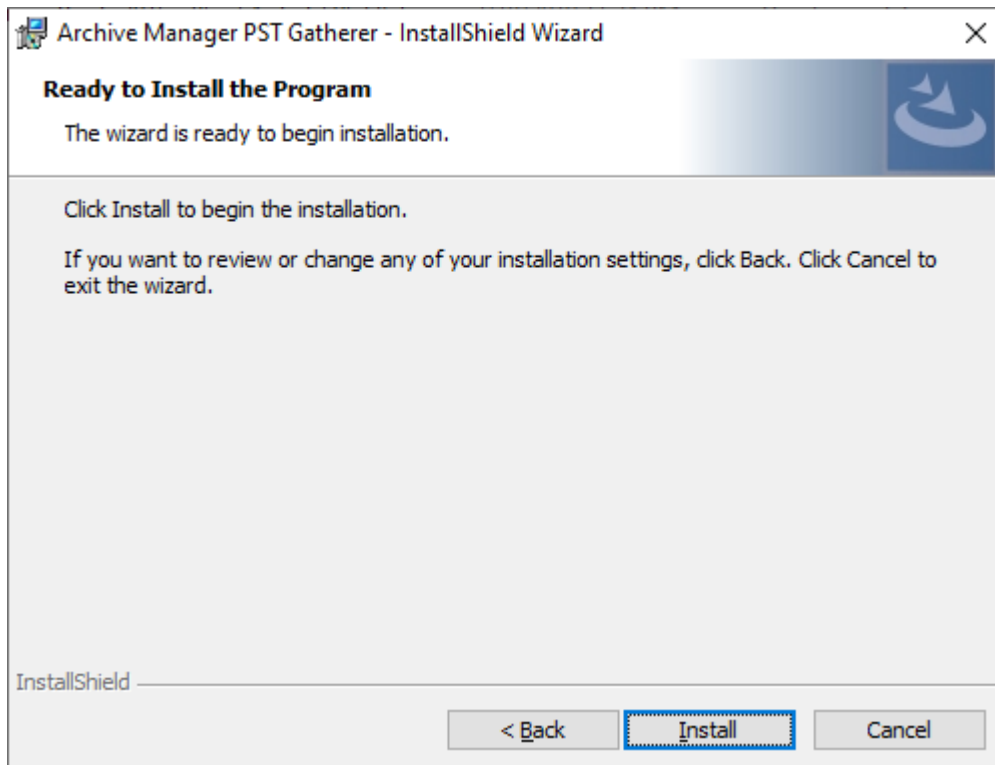


4. Click **Next**. The *Install Types* window opens.

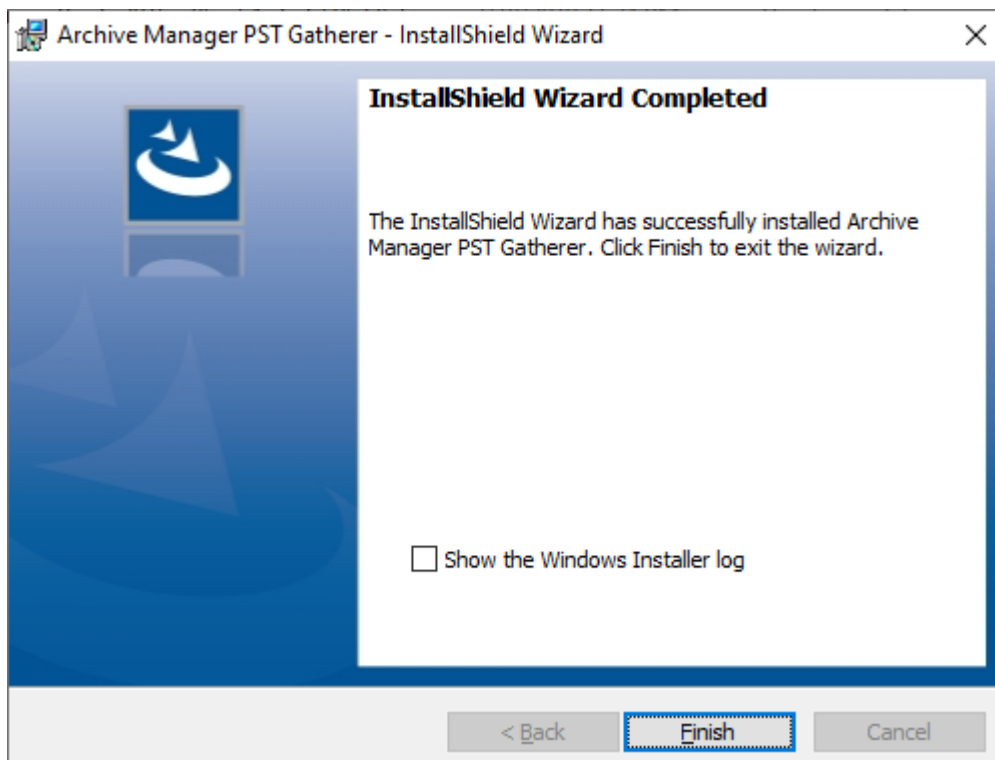


5. Select an option to install PST Gatherer either as a service or an application as described below:
  - a. **Application** - Users keep PST files not only on local drives, but also on the network shares and selecting this option allows PST Gatherer to search and gather PST files from the local drives and network shares where the current user has access rights.
  - b. **Autostart** - when selected, the PST Gatherer application will start whenever the user logs on.
  - c. **Show in tray** - when checked, a tray icon for this application will be displayed.
  - d. **Service** - selecting this option ensures that PST Gatherer runs as LOCAL SYSTEM which has limited rights to search files on the local drives only.
6. Click **Next**. The *Configuration* window opens.

7. Enter the information as described below:
  - a. **PST Importer server name** - enter the name or click **Browse** to locate the Archive Manager server.
  - b. **Allowed drive list** - Enter one or more drive letters that can be searched for PST files. Separate the letters with the pipe (|) character. You can enter an asterisk (\*) to indicate all drives.
  - c. **Blocked drive list** - Enter the drive letters that can be searched for PST files. Separate the letters with the pipe (|) character. For example A|B will prevent floppy drives A and B from being searched.
  - d. **Allow to search network drives on the client** - select this check box to permit PSTGatherer to search the specified network drives.
8. Click **Next**. The **Ready to Install the Program** window opens.



9. Click **Install**. When the installation completes, the *InstallShield Wizard Complete* window opens.



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

## Steps to automatically install PST Gatherer

Setup is available in two options:

- [MSI Setup](#)
- [EXE Setup](#)

You can create a silent setup with custom property values and the command option **/qn**

### MSI Setup

#### Installer file location

```
<install-media-folder>\Metalogix\Archive Manager Installation  
Package\Exchange\PST Gatherer\Archive Manager PST Gatherer Setup.msi
```

#### Syntax

```
msiexec [/option] [msi installer file location] PROPERTY=VALUE  
PROPERTY2=VALUE PROPERTY3=VALUE....
```

Property values that are literal strings must be enclosed in quotation marks.

spaces can be included in the string between the marks.

```
msiexec [/option] [msi nstaller file location] PROPERTY="Embedded White  
Space"
```

#### Examples

Action	Command
First install	msiexec /i [msi installer file location] or msiexec /i [msi installer file location] PSTSERVER="AMXSERVER"
Repair	msiexec /i [msi installer file location] REINSTALL=ALL REINSTALLMODE=vomus
Change import server name	msiexec /i [msi installer file location] REINSTALL=ALL REINSTALLMODE=vomus PSTSERVER="AMXSERVER"
Logging	msiexec /i [msi installer file location] /l*v [path to PSTGathererLog.txt file]
Uninstall	msiexec /x [msi installer file location]
Silent mode	msiexec /i [msi installer file location] PSTSERVER="AMXSERVER" /qn



**NOTE:** For more information related to msiexec command-line options see [http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/command\\_line\\_options.asp](http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/command_line_options.asp)

## EXE Setup

### Installer file location

<install-media-folder>\Metalogix\Archive Manager Installation  
Package\Exchange\PST Gatherer\Archive Manager PST Gatherer Setup.exe

### Syntax

```
[exe installer file location] /v"PROPERTY=VALUE PROPERTY2=VALUE  
PROPERTY3=VALUE"
```

Property values that are literal strings must be enclosed in quotation marks. White spaces can be included in the string between the marks.

```
[exe installer file location] /v"PROPERTY="Embedded White Space"
```

Command-line options that require a parameter must be specified with no space between the option and its parameter. For example, PST Gatherer

Setup.exe /v"PSTSERVER=testdemo" is valid, whereas PST Gatherer Setup.exe /v  
"PSTSERVER=testdemo" is not. Quotation marks around an option's parameter are required only if the parameter contains spaces.

If a path within a parameter contains spaces, you may need to use quotation marks within quotation marks, as in the following example: PST Gatherer




```
Setup.exe /v"INSTALLDIR=\"C:\My PST Files\""
```

### Examples

Action	Command
First install	[exe installer file location] /v"PSTSERVER="AMXSERVER""
Repair	[exe installer file location] /v"REINSTALL=ALL REINSTALLMODE=vomus"
Change import server name	[exe installer file location] /v"REINSTALL=ALL REINSTALLMODE=vomus PSTSERVER="AMXSERVER""
Logging	[exe installer file location] /v"/l*v \"C:\My logs\PSTGathererLog.txt""
Uninstall	[exe installer file location] /v"/x"
Silent mode	[exe installer file location] /v"PROPERTY="value" ... /qn"

## Properties

It is possible to change the default registry and config key values and set your desired values with PSTGatherer command line options. If no PSTGatherer cmd option is specified, default values will be used. Specifying values with properties is needed only in for silent installation.

Property	Value	Description	Note
INSTALLDIR	[ProgramFilesFolder] \Metalogix\MAM4Exchange\PSTGatherer	Path to the installation directory	 <b>CAUTION:</b> Use only with first install if you wish to change the default location.
INSTALLTYPE	1 - (default) PSTGatherer is installed as an application  2 - PSTGatherer is installed as a service	Indicates the type of installation for the PSTGatherer	 <b>CAUTION:</b> Use only with first install. Once PSTGatherer is installed as an application, it cannot be changed to a service. If you want to change it to service, you have to uninstall it and then install it again with new settings.
GATHERERID	0 - no icon is displayed on the taskbar  1 - (default) shows the icon on the taskbar	Indicates whether or not an icon tray should be displayed on the taskbar.	 <b>NOTE:</b> Can be used only if PSTGatherer is installed as an application with INSTALLTYPE = "1"  If PSTGatherer is installed as an application (INSTALLTYPE="1") then the setup program creates the GATHERERID registry key of type REG_DWORD at the following location:  HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Metalogix\PAM4Exchange\PAMGatherer



AUTOSTART	<p>0 - removes the PSTGatherer application from Start/Programs/Start up</p> <p>1 - (default) adds the PSTGatherer application under Start/Programs/Start up</p>	Indicates whether or not the PSTGatherer should start when the user logs in to the computer.	<p>If PSTGatherer is installed as an application (INSTALLTYPE="1") then the setup program creates the AUTOSTART registry key of type REG_DWORD at the following location:</p> <pre>HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Metalogix\PAM4Exchange\PAMGatherer</pre>
PSTSERVER	Localhost	NETBIOS name of the PST Importer server. Must be used with This name is written to the configuration file.	<p><b>!</b> <b>CAUTION:</b> Use only with first install if the PST Importer server is not the localhost.</p>
SEARCHNETWORKDRIVES	<p>0 - (default) PSTGatherer is not allowed to search network drives on the given computer</p> <p>1 - PSTGatherer is allowed to search network drives on the given computer; if this is the case, specify which drives are allowed and which are deactivated with the ALLOWEDDRIVES and DEACTIVATEDDRIVES properties.</p>	Permits or denies PSTGatherer to search the specified network drives.	
ALLOWEDDRIVES	*(default)	Indicates drives that can be searched for PST files. Separate the letters with the pipe ( ) character. You can enter an	Used only if SEARCHNETWORKDRIVES="1"

		asterisk (*) to indicate all drives.	
DEACTIVATEDDRIVES	A (default)	Indicates drives that can be searched for PST files. Separate the letters with the pipe ( ) character. For example A B will prevent floppy drives A and B from being searched.	Used only if SEARCHNETWORKDRIVES="1"

Besides the registry keys mentioned above, configuration keys in PSTGatherer config file can be specified through properties. By default, the PSTGatherer configuration file is present at the following locations:

- If PSTGatherer is installed as an application

`[InstallDirectoryPath]\Application\exchangePAMGatherer.exe.config`

- If PSTGatherer is installed as a service

`[InstallDirectoryPath]\Service\PAMPSTGathererSV.exe.config`

## Configuration keys

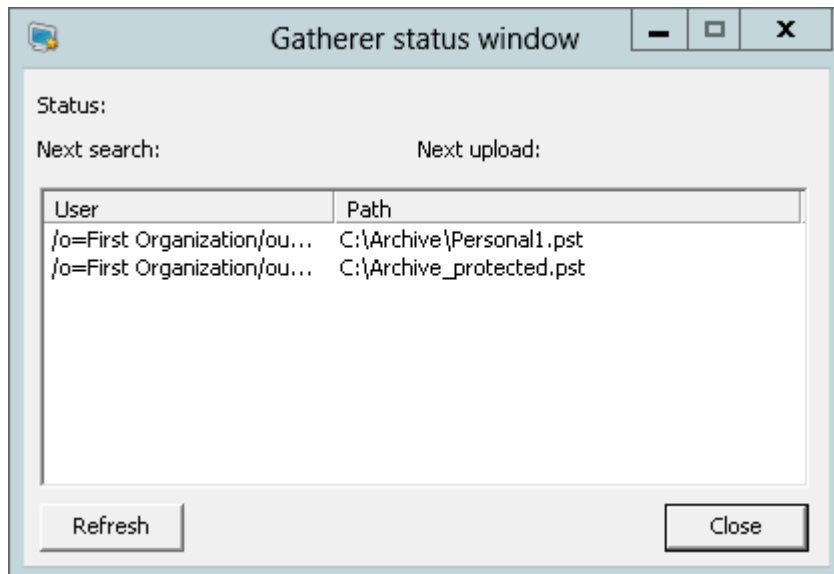
Key	Default value	Description	Note
CLIENTPORT	4446	Port used on the client	Do not change.
CLIENTNAME	<ComputerName>	Local computer name	Do not change. It is automatically detected and filled in by the setup.
CLIENTPROTOCOL	tcp	Protocol used on the client	Do not change.
CLIENTMACHINE	<ComputerName>	Local computer name	Do not change. It is automatically detected and filled in by the setup.
SERVERPORT	9910	Port used on the PST server	Do not change.

SERVERPROTOCOL	tcp	Protocol used on the PST Importer server	Must be the same as on the PST Importer server.
SERVERNAME	localhost	PST Importer server name	This value must be the NetBIOS name of the PST Importer server.
SEARCHNETWORKDRIVES	0	<p>0 - PSTGatherer is not allowed to search network drives on the given computer</p> <p>1 - PSTGatherer is allowed to search network drives on the given computer; if this is the case, specify which drives are allowed and which are deactivated with the ALLOWEDDRIVES and DEACTIVATEDDRIVES properties.</p>	
ALLOWEDDRIVES	*	<p>Enter one or more drive letters that can be searched for PST files. Separate the letters with the pipe ( ) character. You can enter an asterisk (*) to indicate all drives.</p> <p>Used only if SEARCHNETWORKDRIVES="1"</p>	
DEACTIVATEDDRIVES	A	Enter the drive letters that can be searched for PST files. Separate the letters with the pipe ( ) character. For example A B will prevent floppy drives A and B from being searched.	

		Used only if SEARCHNETWORKDRI VES-"1"	
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## Steps to verify the installation of PST Gatherer as an application

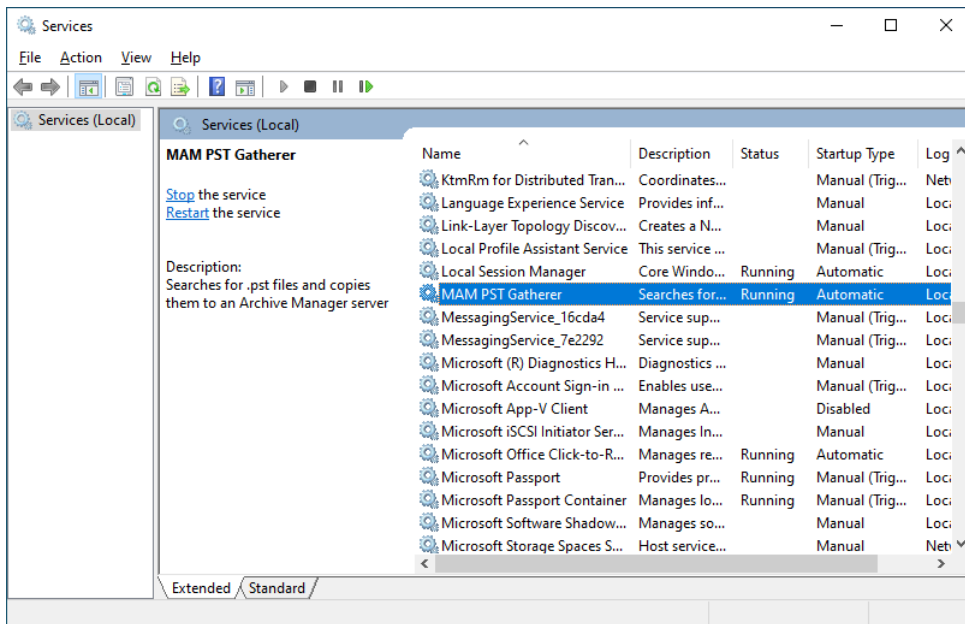
If the PST Gatherer is installed as an application and you have selected the **Show in tray** check box during installation, then a tray icon will appear. Double-click it to open the *Gatherer status window* with the Gatherer status and path to PST files.



## Steps to verify the installation of PST Gatherer as a service

After installing the PST Gatherer service on client computers make sure it is started.

1. Click Start > Programs > Administrative tools > Services and verify that Status = Running for **MAM PST Gatherer**.



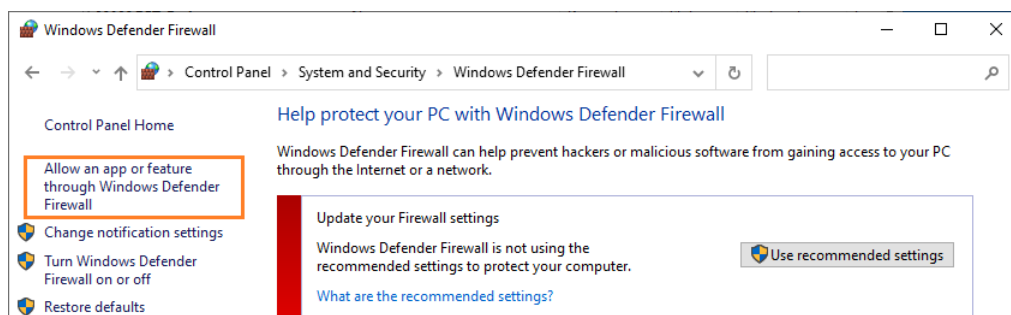
2. Also check if the Importer service is started on the PST Importer Server computer, by checking the status of **MAM PST Importer** service.



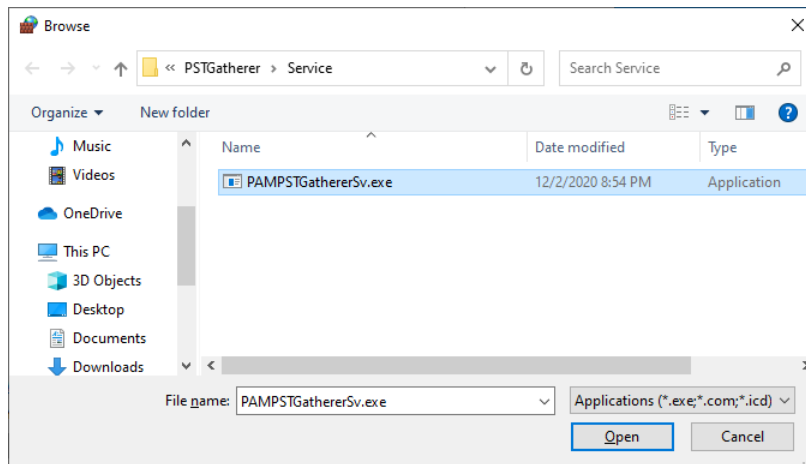
**NOTE:** Restart the PSTGatherer service whenever it is updated or modified. To restart the service, select **MAM PST Gatherer** and then click on the **Restart Service** icon on the toolbar.

## Steps to allow PST Gatherer to communicate through a firewall on a Windows 10 computer

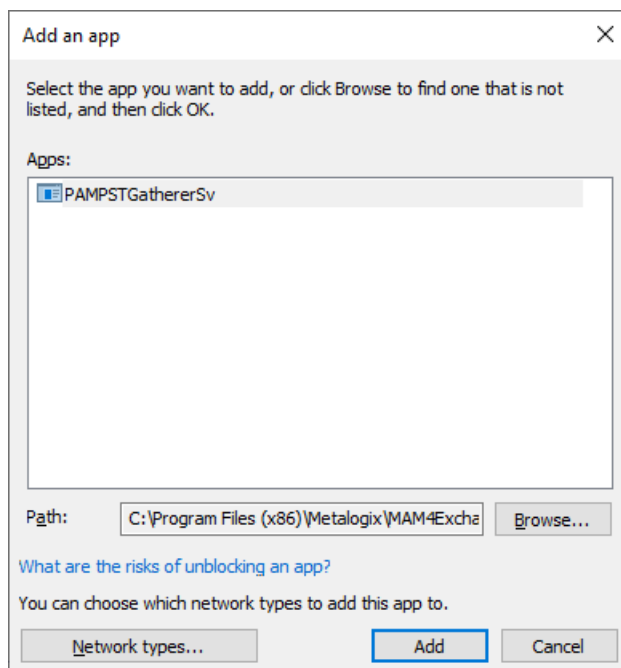
1. Navigate to Control Panel > System and Security > Windows Defender Firewall.



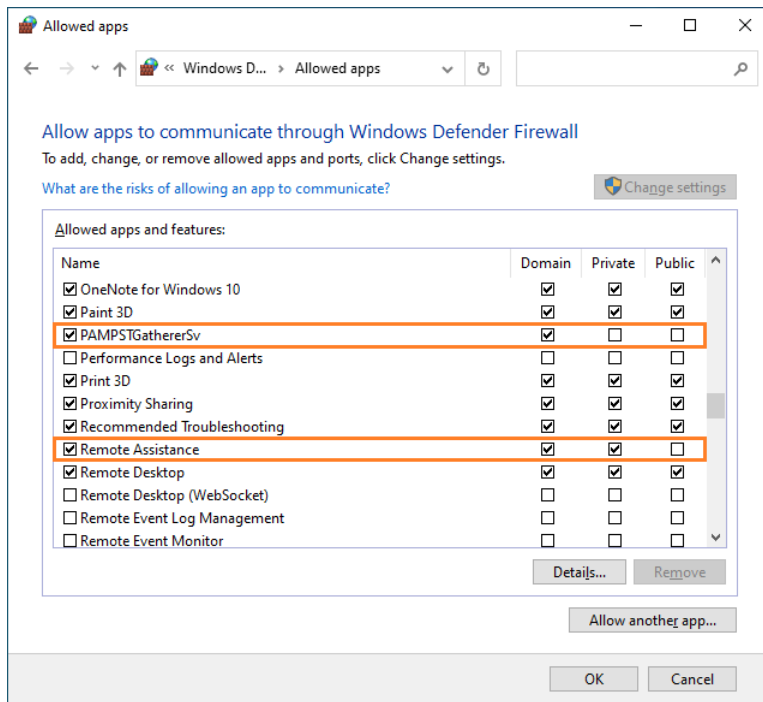
2. Click the **Allow a program or feature through Windows Firewall**. The *Allowed Programs* window opens.
3. Click **Allow another program**. The *Add an App* window opens.
4. Click **Browse** to locate the `C:\Program Files (x86)\Metalogix\MAM4Exchange\PSTGatherer\Service\PAMPSTGathererSv.exe` file.
5. Select **PAMPSTGathererSv.exe** and click **Open**.



6. Verify that the **PAMPSTGathererSv** appears in the *Apps* list and then click **Add**.



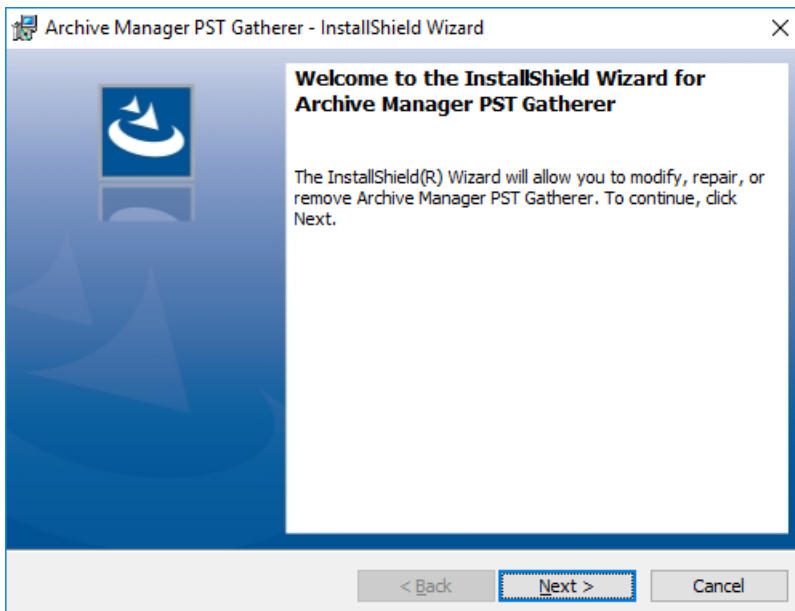
7. Select the **PAMPSTGathererSv** and the **Remote Assistance** check boxes.



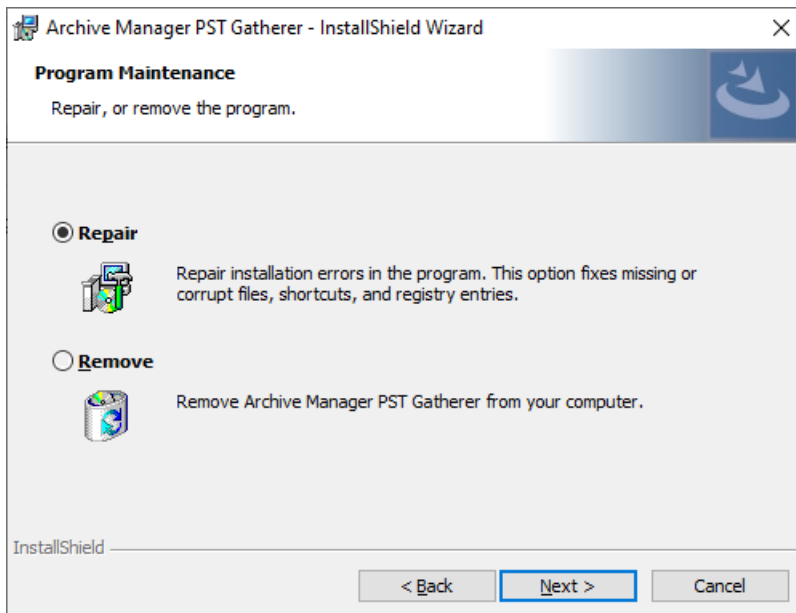
8. Click **OK** to save and exit the window.

## Steps to repair the PST Gatherer installation

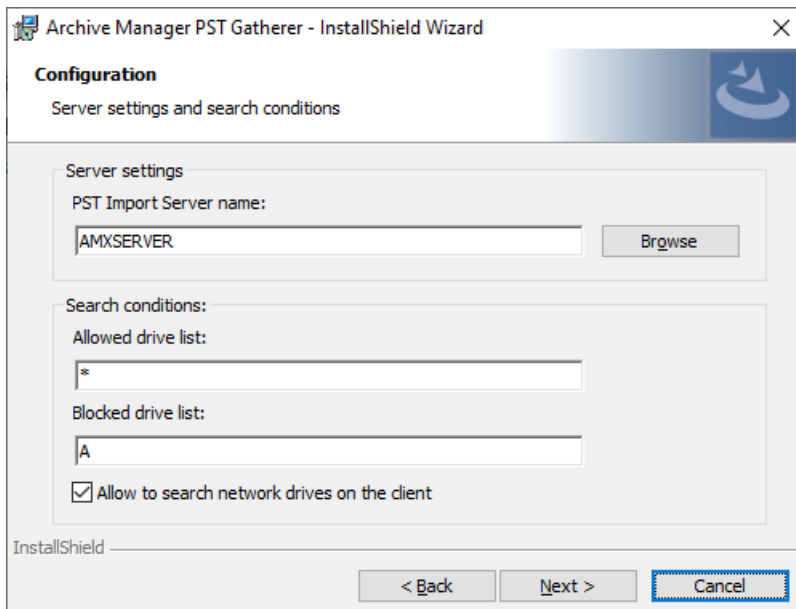
1. Double-click `<install-media-folder>\Metalogix\Archive Manager Installation Package\Exchange\PST Gatherer\Archive Manager PST Gatherer Setup.exe`



2. Click **Next**. The *Program Maintenance* window opens.

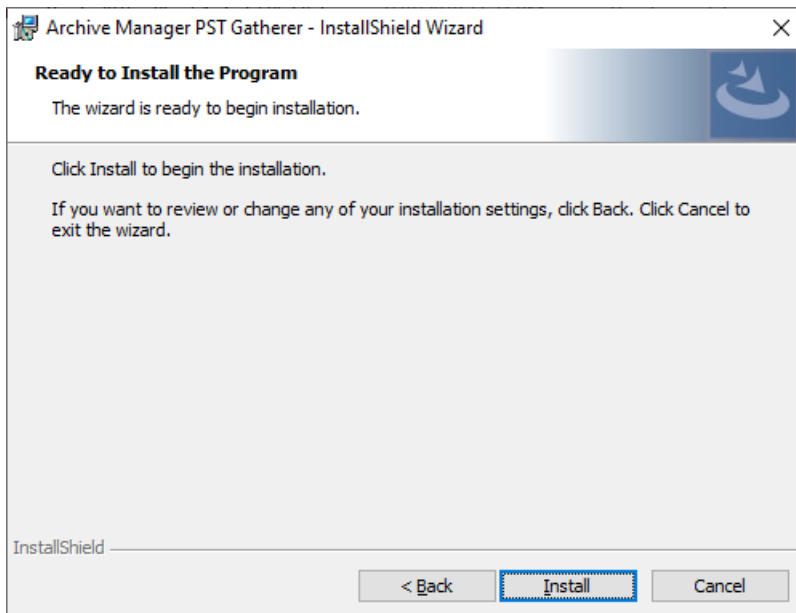


3. Click **Next**. The *Configuration* window opens.

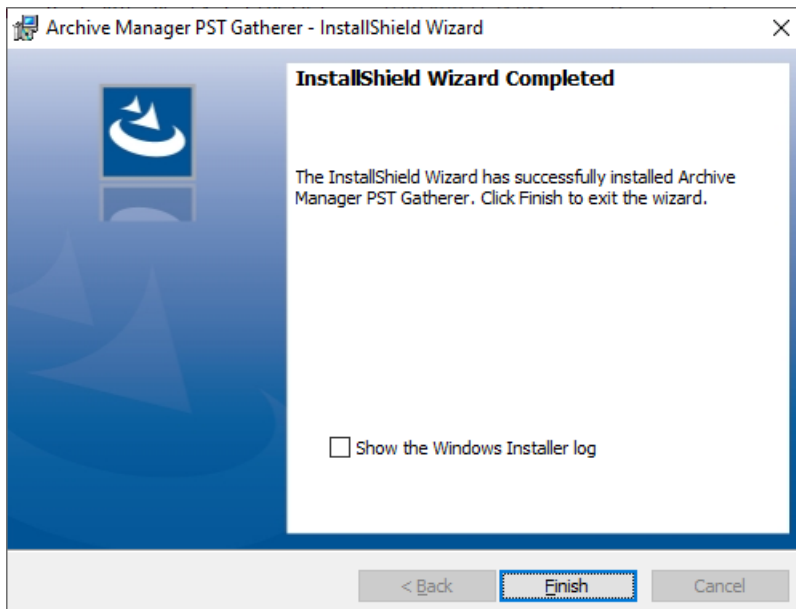


4. Click **Next**. The *Ready to Install the Program* window opens.



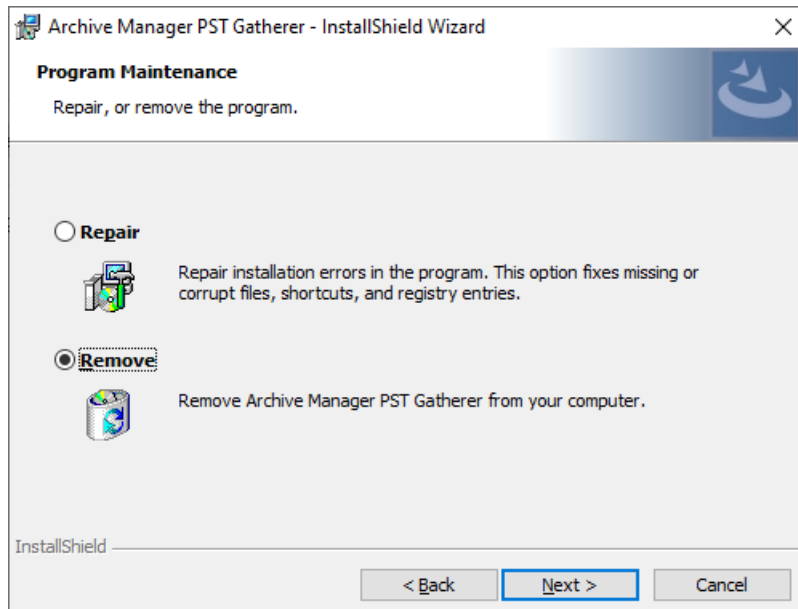


5. Click **Install**. The *InstallShield Wizard Completed* window opens.

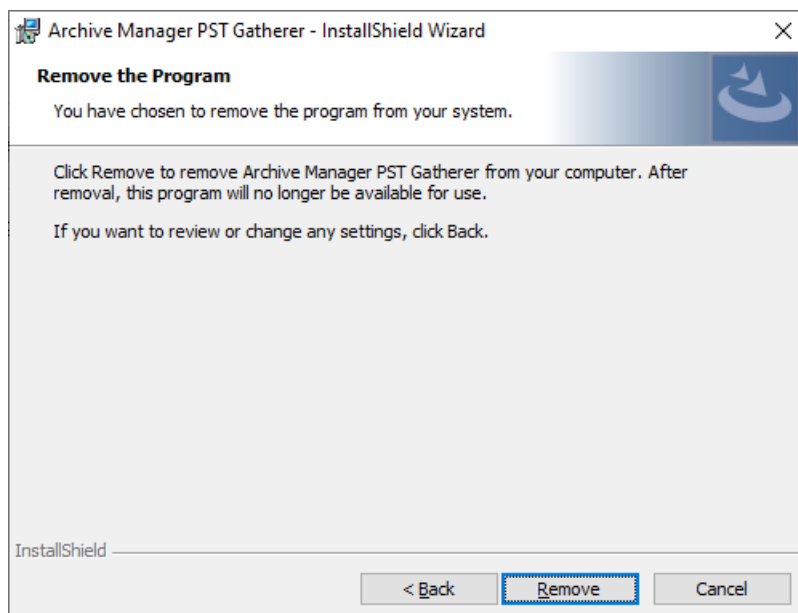


## Steps to remove the application or service

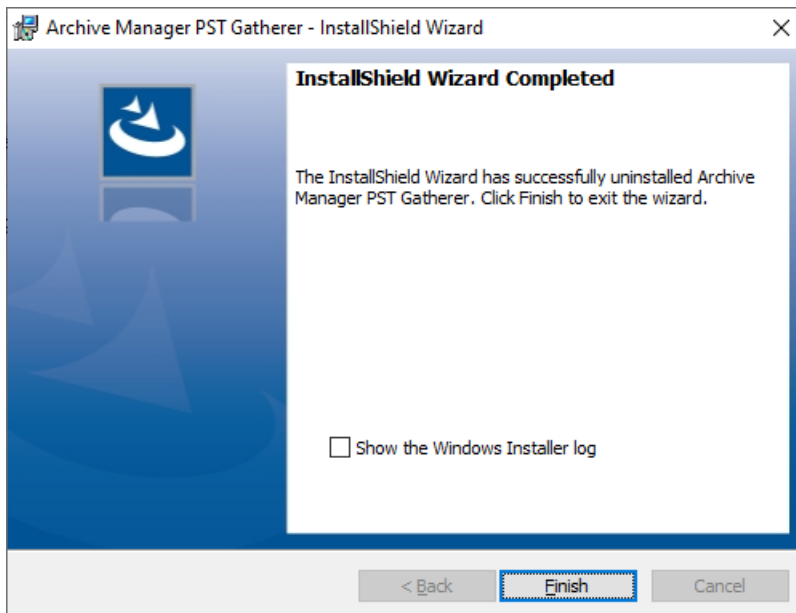
1. Double-click <install-media-folder>\Metalogix\Archive Manager Installation Package\Exchange\PST Gatherer\Archive Manager PST Gatherer Setup.exe



2. Click **Next**. The *Remove the Program* window opens.



3. Click **Remove**. The *InstallShield Wizard Completed* window opens.



4. Click **Finish**.

## Setup PST Gathering

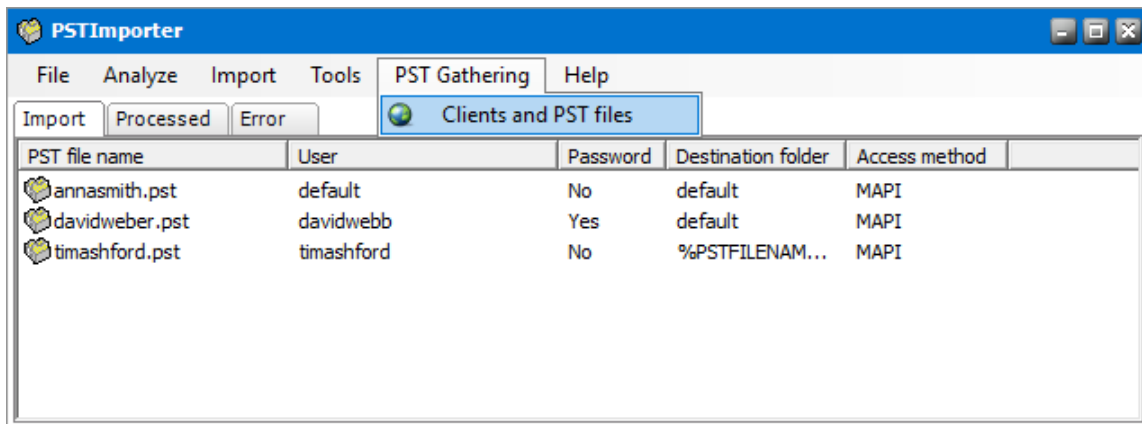
Default values must be set for all client computers where PST files will be gathered. All default settings, such as default destination mailbox, default destination folder, start search time and duration, start upload time and duration must be defined because these settings are inherited by all client computers. Once defined they may be changed for any client computer as required.

In this topic:

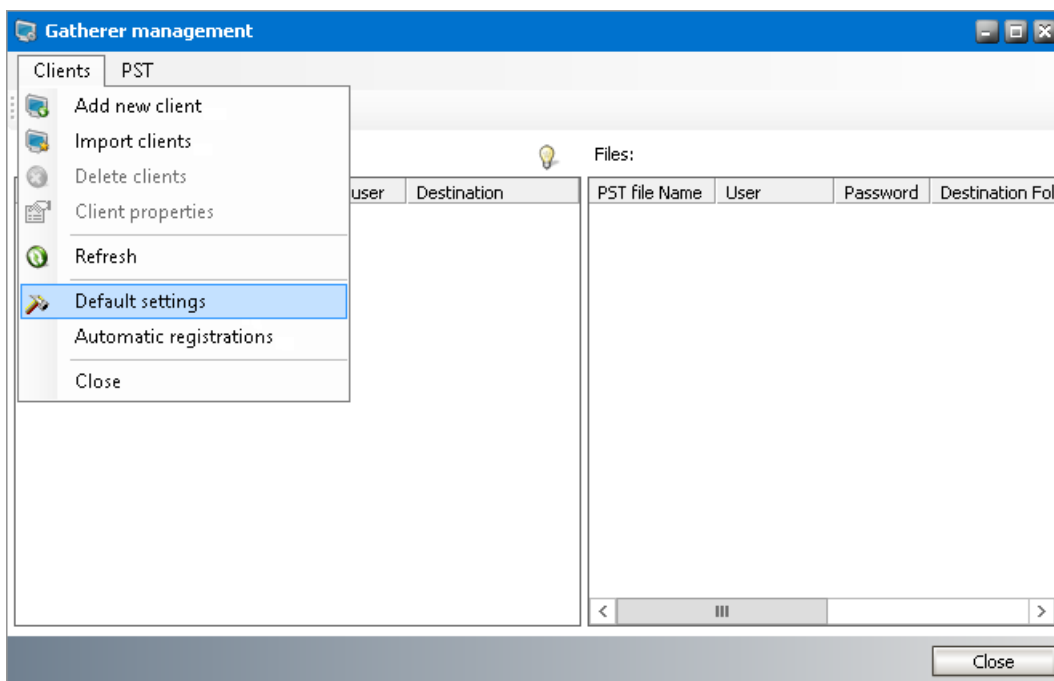
- [Steps to open the default settings window](#)
- [Steps to configure default ownership settings](#)
- [Steps to configure default search settings](#)
- [Steps to configure default upload settings](#)

### Steps to open the default settings window

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**.



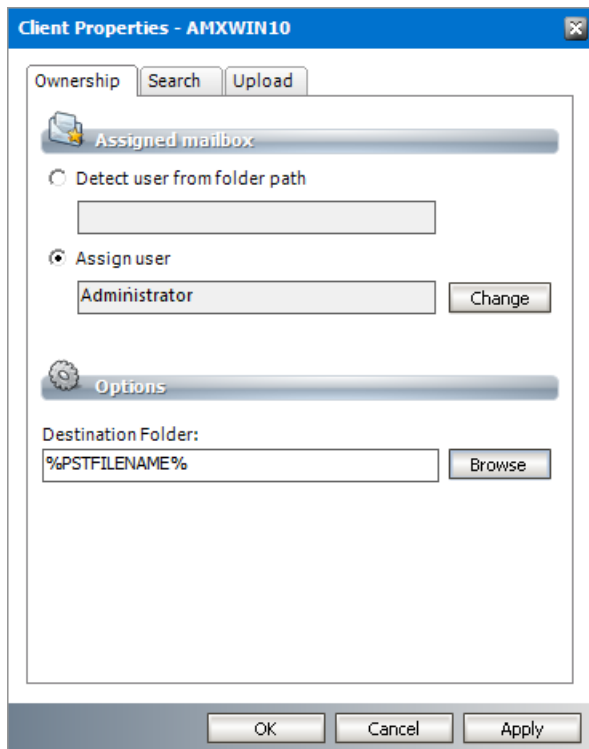
2. In the *Gatherer management* window click **Clients** from the menu and then click **Default settings**.



3. In the *Default Client Properties* window specify the defaults in the **Ownership**, **Search**, and **Upload** tabs as described below.

## Steps to configure default ownership settings

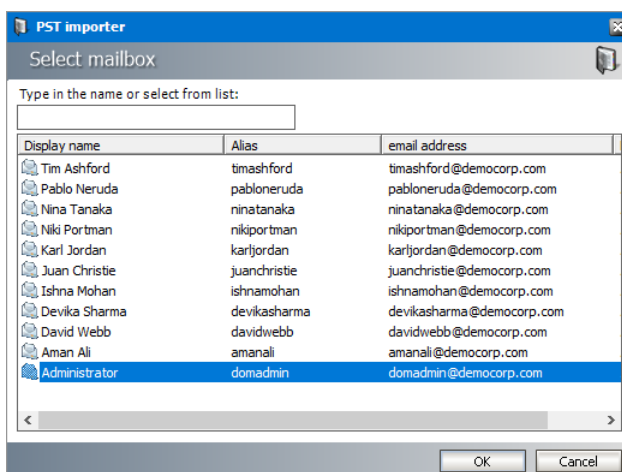
1. Click the **Ownership** tab.



2. Specify the default values as described below:

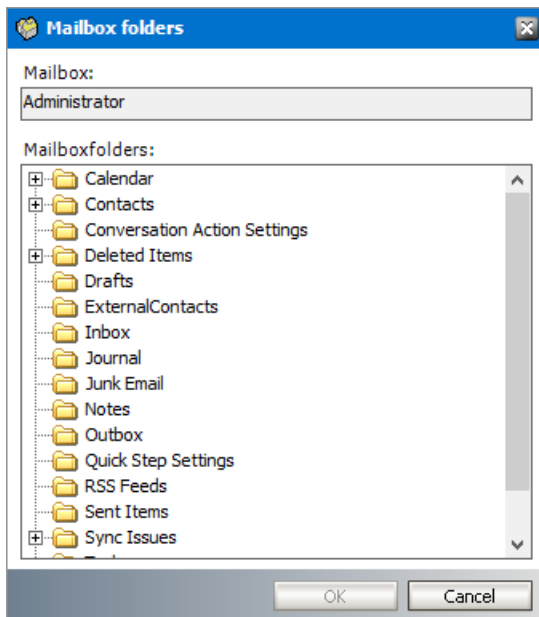
### Assigned mailbox

- a. **Detect user from folder path** - this setting is used for specific client computers. It remains deactivated for default settings. See [Modify client properties](#) for more details.
- b. **Assign user** - Click **Change** to open the *Select mailbox* window and choose a default user for PST import. Typically this is the administrator.



### Options

- a. **Destination folder** - the root folder for all messages that are loaded from a PST file. If the folder does not exist in the destination mailbox, the folder will be created.



**NOTE:** If you intend to import more than one PST file to the same destination mailbox, you can create unique root folders for each PST file by entering the special tags described below:

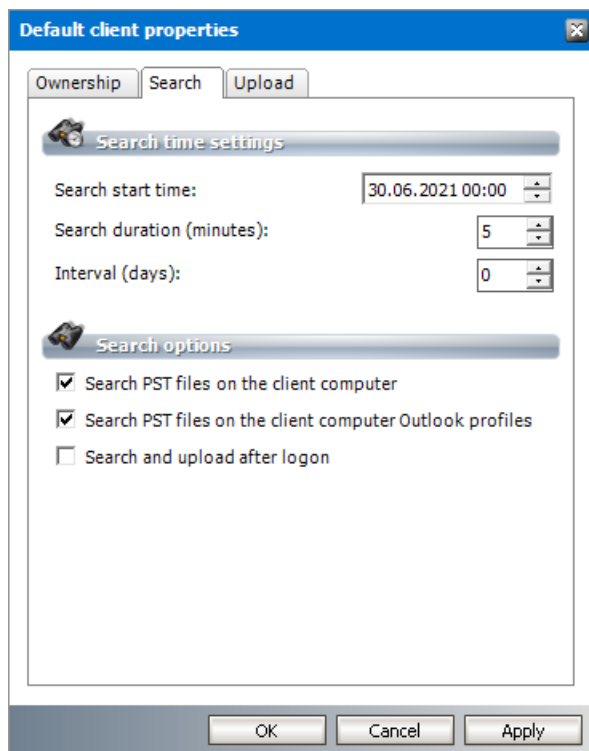
- a. %PSTNAME% - the folder name is the display name of the PST file.
- b. %PSTFILENAME% - the folder name is the file name (without extension) of the PST file

For example, if **Maya-2019.pst** is the file name of the PST folder being imported and you enter `PST Archive/%PSTFILENAME%` in the **Destination folder**, then a folder hierarchy will be created under the destination mailbox root as **PST Archive > Maya-2019**.

3. Click **OK** to save the settings and close the window or click **Apply** to save and continue.

## Steps to configure default search settings

1. Click the **Search** tab.



2. Specify the default values as described below:

### Search time settings

- a. **Search start time** - set the date and time in the format `DD:MM:YYYY:hh:mm` when the PST *Gatherer* should start searching for PST files. To change the values, select the date, month, year or time and then use the up or down buttons to increase or decrease the value.
- b. **Search duration (minutes)** - set the desired period in minutes. Consider a longer time period for client computers where many PST files may reside because searching may take time. For example, if the set of folders is limited to a 1000 folders, set the duration to 5 minutes. If the set of folders exceeds 100,000, set a duration of 15-30 minutes.
- c. **Interval (days)** - set the search frequency in days.

### Search options

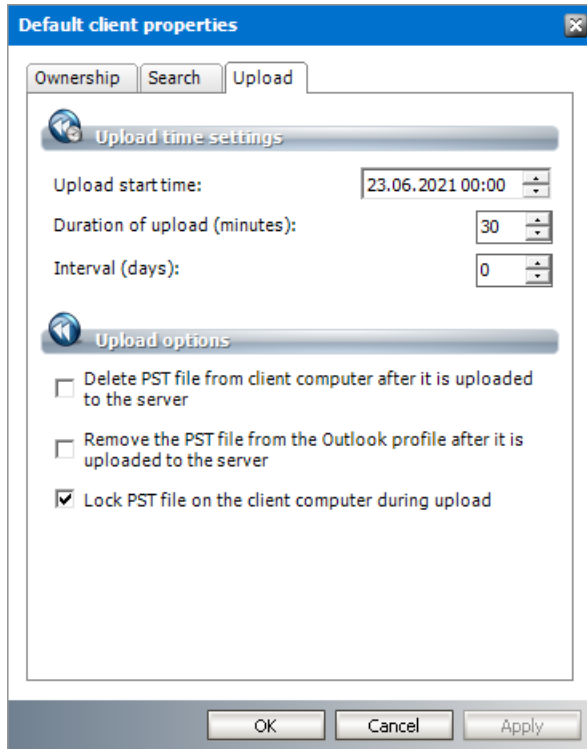
- a. **Search PST files on the client computer** - select this check box to search for PST files in local drives and network shares.
- b. **Search PST files on the client computer Outlook profiles** - select this check box to search through all Outlook profiles for PST files.
- c. **Search and upload after logon** - select this check box to search for PST files immediately after a user logs in. PST files will be uploaded immediately after search.

**i** **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 options are checked, the client will be searched when available.

3. Click **OK** to save the settings and close the window or click **Apply** to save and continue.

## Steps to configure default upload settings

1. Click the **Upload** tab.



2. Specify the default values as described below:

### Upload time settings

- Upload start time** - set the date and time in the format `DD:MM:YYYY:hh:mm` when the *PST Gatherer* should start uploading the PST files. To change the values, select the date, month, year or time and then use the up or down buttons to increase or decrease the value.
- Duration of upload (minutes)** - set the desired upload period in minutes. Consider a longer time period for client computers where many PST files may reside because uploading may take time.
- Interval (days)** - set the upload frequency in days.

**i** **NOTE:** If uploading starts before searching begins, PST files gathered during the previous search are uploaded.

### Upload options

- Delete PST file from client computer after it is uploaded to the server** - select this check box to delete the PST files on the client computer after they are uploaded to the PST Importer server. Selecting this option ensures that no PST file is imported twice. No PST files will be lost because they will be moved to the PST Importer server and if the



importing process is not completed, the file is not removed from the PST Importer server either.

- b. **Remove the PST file from the Outlook profile after it is uploaded to the server** - select this check box to remove the PST file from the Outlook profile after being uploaded to the PST Importer server.
  - c. **Lock PST file on the client computer during upload** - select this check box to lock the PST files so that no other applications can use the files while they are being uploaded.
3. Click **OK** to save the settings and close the window or click **Apply** to save and continue.

## Manage client computers

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

- manually one-by-one. See [Add a new client](#).
- by automatic registration. See [Register new clients](#).
- by importing with a comma separated file. See [Import new clients](#).

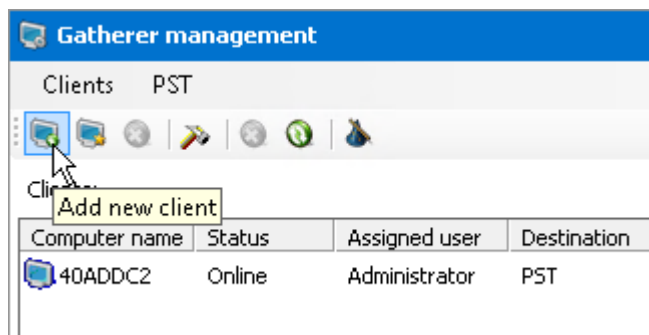
Other client management topics:

- [Remove a client](#)
- [Modify client properties](#)
- [Deactivate a client](#)

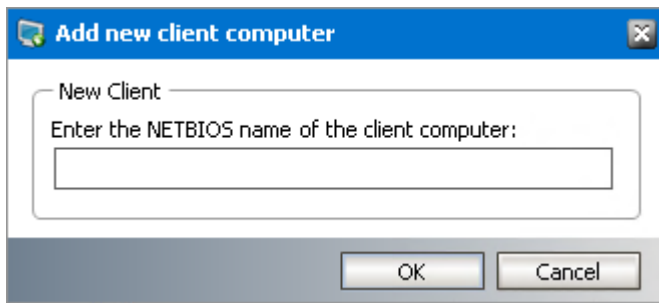
## Add a new client

To add a new client computer manually:

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
2. Click on the **Add New Client** icon on the toolbar, or from the main menu click **Clients** and then select **Add new client**.



3. In the *Add new client computer* window enter NETBIOS name or the IP address of the client computer.



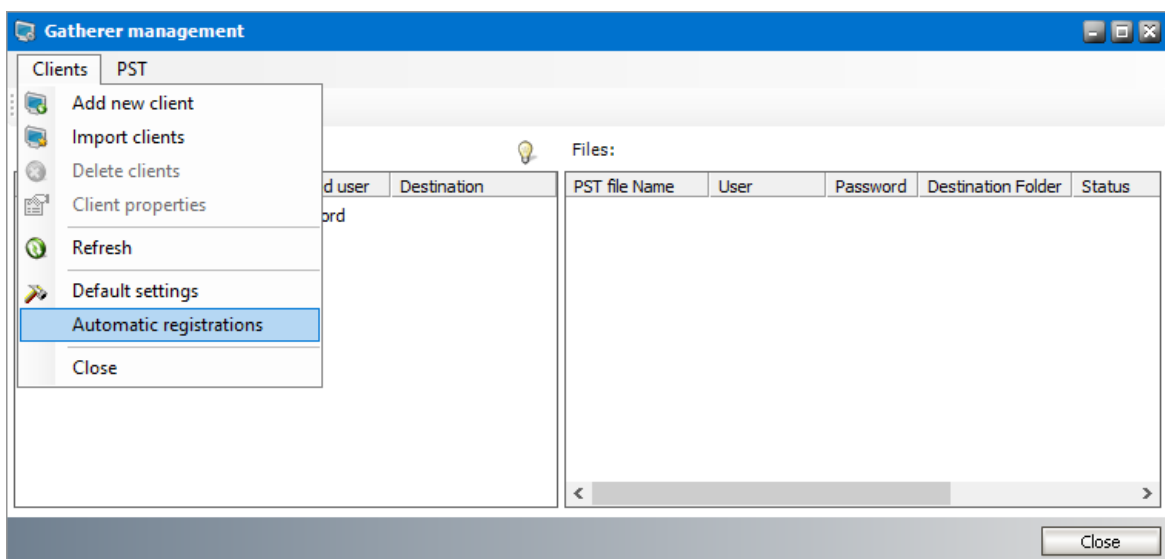
4. Click **OK**. The computer will be displayed in the *Clients* list.

- i NOTE:** If the client computer cannot be added, the *Status* column of the *Clients* list displays ERROR. Check for the following typical issues:
- a. You entered an incorrect NETBIOS name or IP address.
  - b. Client computer is turned off.
  - c. PST Gatherer application or service on the client computer is not installed or not running. You can start the Gatherer service on the respective computer from C:\Program Files (x86)\Metalogix\MAM4Exchange\Tools\Start.

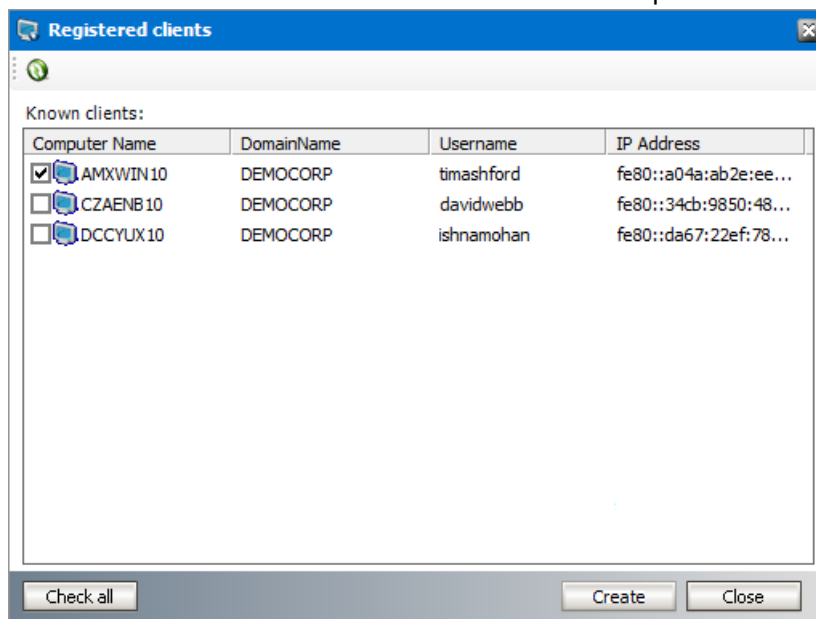
## Register new clients

Instead of adding client computers one-by-one, you may want to add them automatically by using the automatic registration as described below:

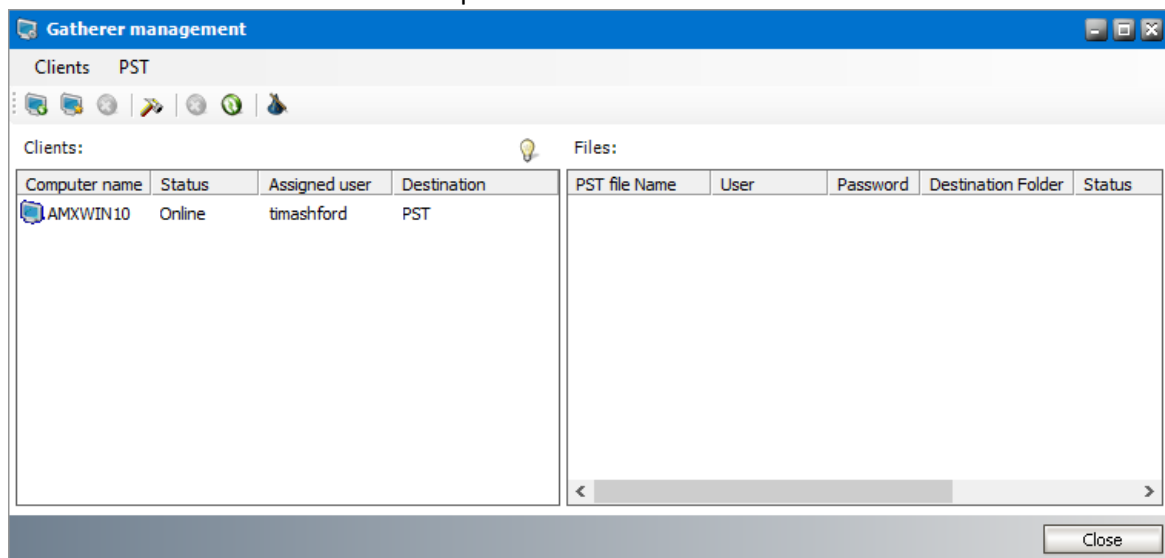
1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
2. From the main menu click **Clients** and then select **Automatic registrations**.



3. In the *Registered clients* window select the check boxes for each client computer that you want to add. You can click **Check all** to select all client computers.



4. Click **Create**. The selected client computers will be added to the *Clients* list.



- NOTE:** If the client computer cannot be added, the *Status* column of the *Clients* list displays ERROR. Check for the following typical issues:
- a. Client computer is turned off.
  - b. PST Gatherer application or service on the client computer is not installed or not running. You can start the Gatherer service on the respective computer from C:\Program Files (x86)\Metalogix\MAM4Exchange\Tools\Start.

## Import new clients

You can use an import file to add a large number of pre-configured client computers. The import TXT file format and considerations are described below:

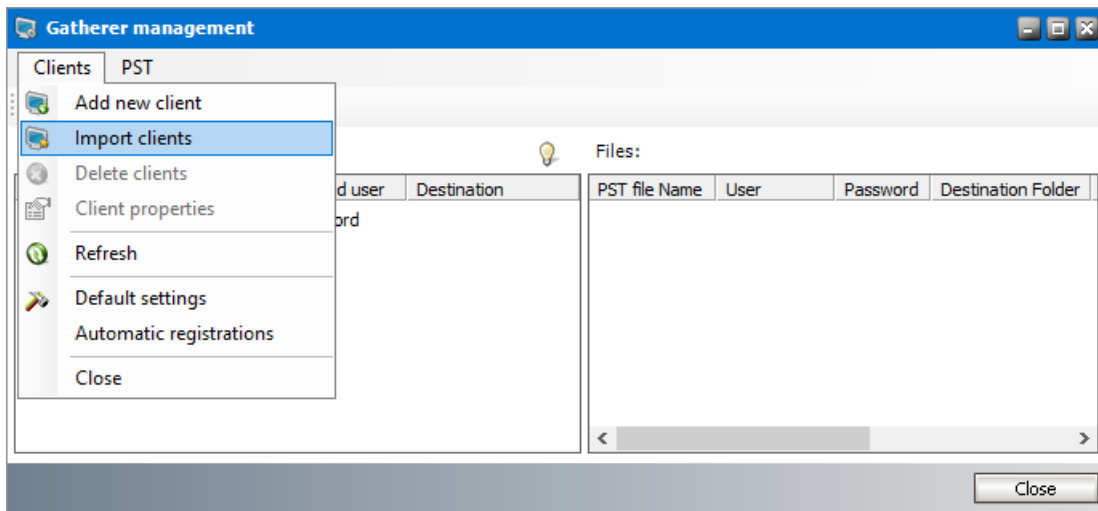
Column name	Value	Description	Example
Name	string	Computer name	AMXWIN10
MBXID	integer	Mailbox identifier. Instead of this column you can use <i>OwnerName</i> column	6
DestinationFolder	string	Folder in the target mailbox which will be the root folder for the whole PST tree structure. If you intend to import more than one PST file to the same destination mailbox, you can create unique root folders for each PST file by entering the special tags described below:  a. %PSTNAME% - the folder name is the display name of the PST file.  b. %PSTFILENAME% - the folder name is the file name (without extension) of the PST file	%PSTFILENAME%
OwnerName	string	If you do not know the mailbox identifier (MBXID), you can specify the email address or alias	timashford@democorp.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

Column name	Value	Description	Example
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

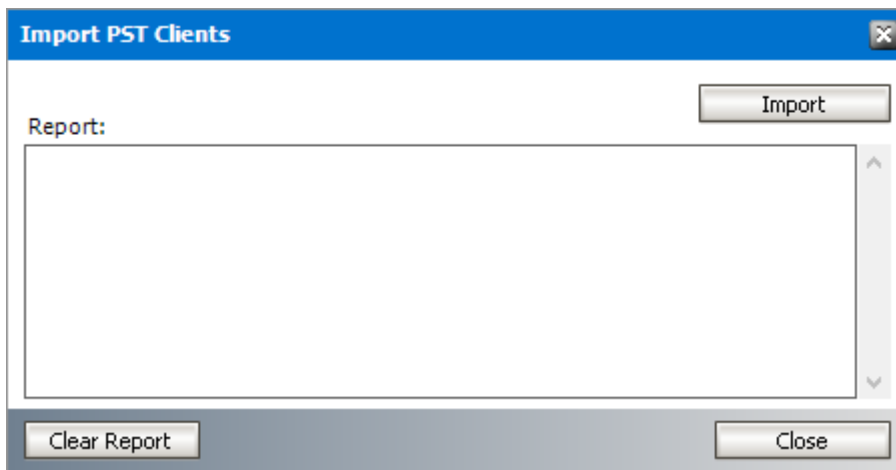
- The first line must contain the columns which are used in the file. The file need not contain all columns.
- The column **Name** is mandatory
- Column names are *not* case sensitive.
- Column names and values must be separated by either a semicolon (;) or a pipe (|). Only one type of the separator should be used in the whole import file.
- The data types must be correctly formatted:
  - String - any string that does not contain separator. The string can be empty.
  - Integer - only numeric values.
  - DateTime - the format of the date depends on the regional settings of the computer where the application is running.

To import new client computers with an import file:

- From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
- From the main menu click **Clients** and then select **Import clients** or click the **Import clients** icon in the tool bar.



3. In the *Import PST Clients* window click **Import** and locate the import file you have created.

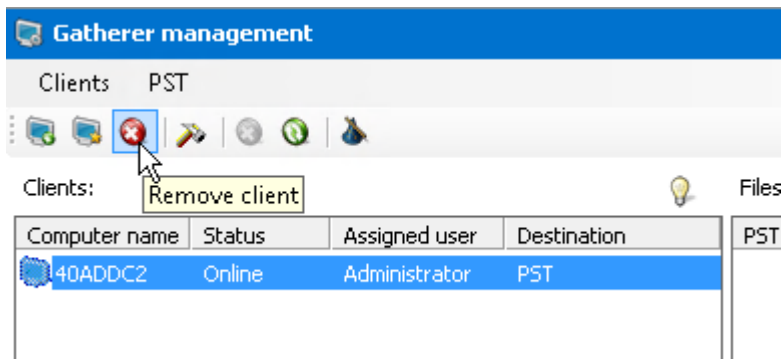


4. Check the displayed report and the *Clients* list for imported clients.
5. Click **Clear Report** to erase the report contents and then click **Close** to exit the *Import PST Clients* window.

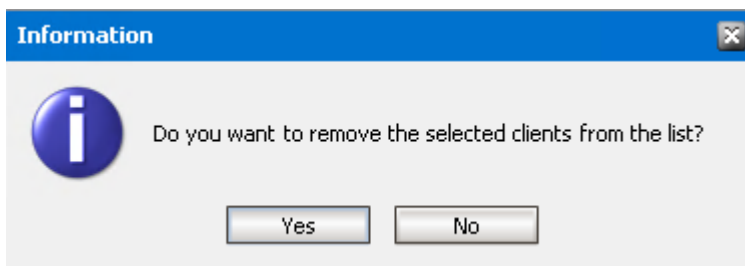
## Remove a client

When a client computer is removed, PST files cannot be uploaded from that client computer. To remove a client computer:

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.



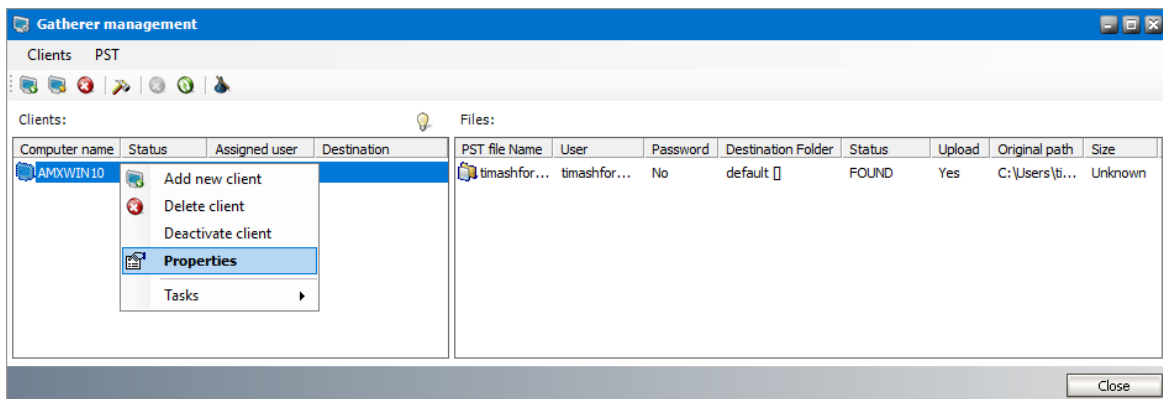
2. Select the client computer and then you can remove the client in one of two ways:
  - a. Click the **Remove Client** icon on the toolbar.
  - b. From the menu click **Clients** and then select **Delete client**.



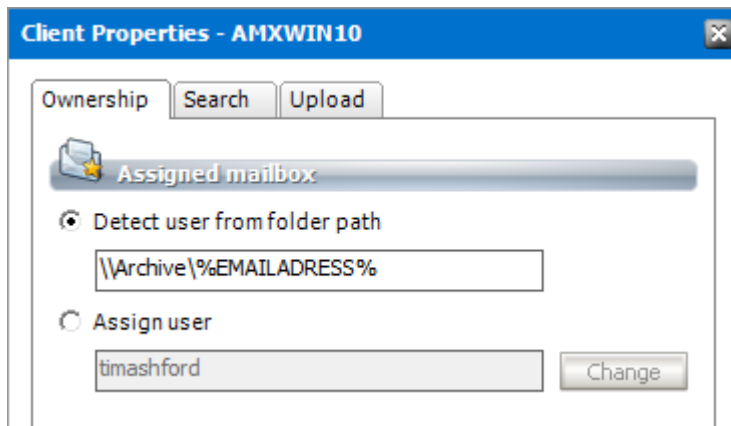
3. In the *Information* window that opens, click **Yes** to confirm.

## Modify client properties

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
2. In the **Clients** list select a client computer. Open the *Properties* window in one of three ways:
  - Double-click a client computer in the *Clients* list.
  - From the main menu click **Clients** and then select **Client Properties**.
  - Right-click a client computer in the *Clients* list and select **Properties** from the context menu.



3. From the *Properties* window select the **Ownership** tab.



Customize the properties as described below:

- a. **Detect user from folder path** - when PST files are stored on a network share or a disk drive where each user has their own folder, you can specify the user's folder path or a search string to identify the user's folder. PST files will be assigned to the user on the basis of the folder name. If the user's folder cannot be found, no other folder will be used. You can use the following wildcards to detect assignees:

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

For example, if user folders are created on the basis of their email address on a network share called *Archive*, then you can use the folder path `\\Alias\\%EMAILADDRESS%` to search for PST files in these folders and assign each PST file to a unique user mailbox.

- b. **Assign user** - Click **Change** to open the *Select mailbox* window and choose a user for PST import. If the user's folder cannot be found, no other folder will be used.
- c. You can customize other settings in the *Ownership*, *Search* and *Upload* tabs as described in the [Setup PST Gathering](#) topic.

## Deactivate a client

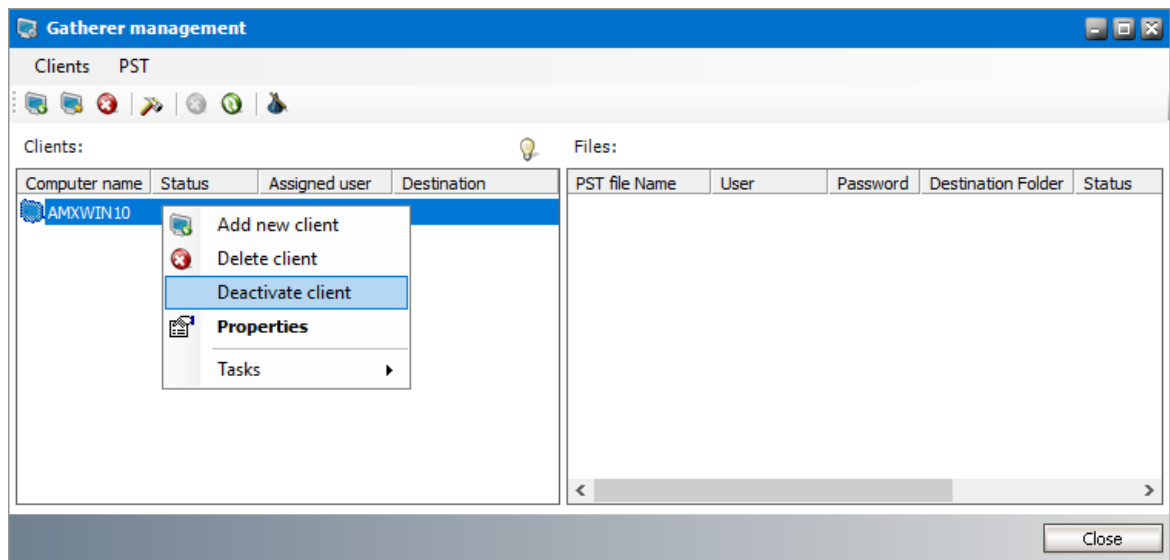
If you want to temporarily prevent a client computer from automatically uploading PST files you can deactivate the client instead of removing it. If a client is deactivated, manual uploading and importing of PST files can still be performed. Manual uploading is an independent process from automated uploading.

To deactivate a client computer:

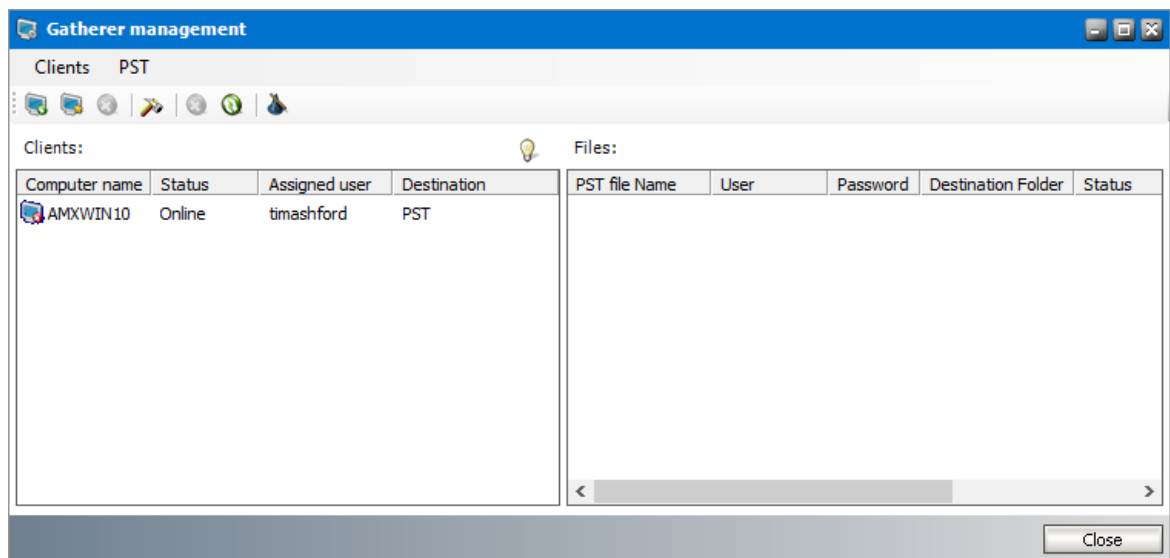
1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.



2. Right-click the client that you want to deactivate and select **Deactivate client** from the context menu.



3. A deactivated client is displayed with a red mark in the icon.



**i** **NOTE:** A deactivated client computer can be activated again. Right-click a deactivated client in the *Clients* list and select **Activate client** from the context menu.

## Manage PST files

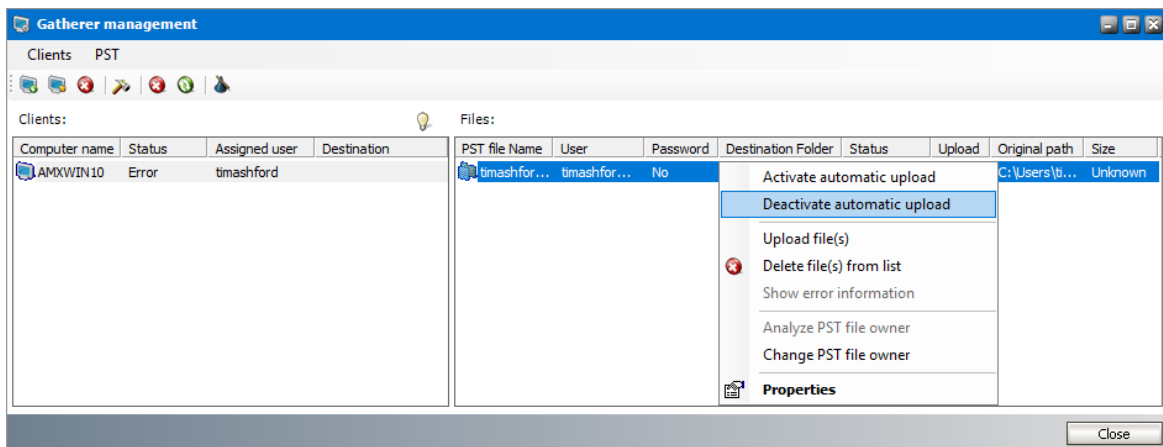
In this topic:

- [Deactivate automatic upload](#)
- [Modify PST Properties](#)

## Deactivate automatic upload

To prevent uploading a PST file :

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
2. Select a client from the *Clients* list. The PST files found by the *PST Gatherer* are displayed in the *Files* list.
3. Right-click a PST file and then select **Deactivate automatic upload** from the context menu. The status of the *Upload* column changes to **No**.

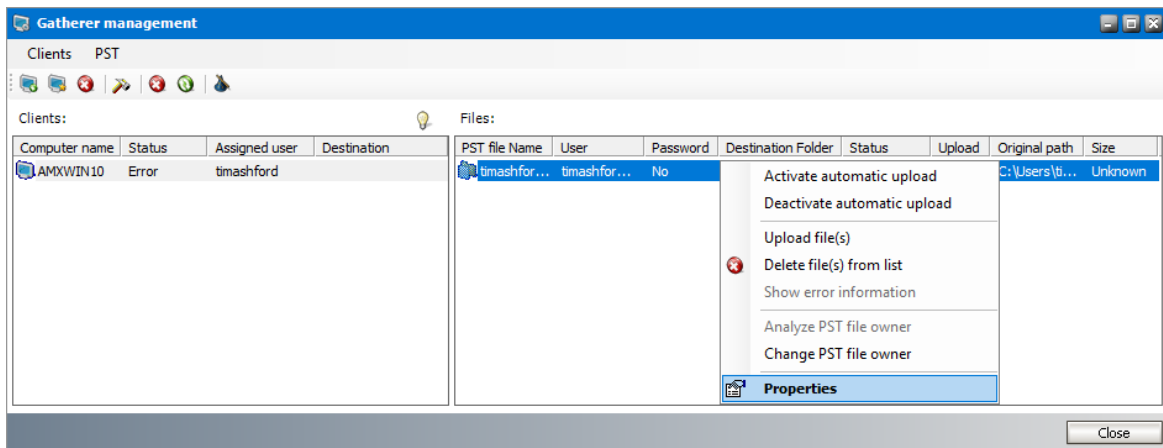


**NOTE:** Deactivated PSTs can be activated again. Right-click a deactivated PST file and then select **Activate automatic upload** from the context menu. The status of the *Upload* column changes to **Yes**.

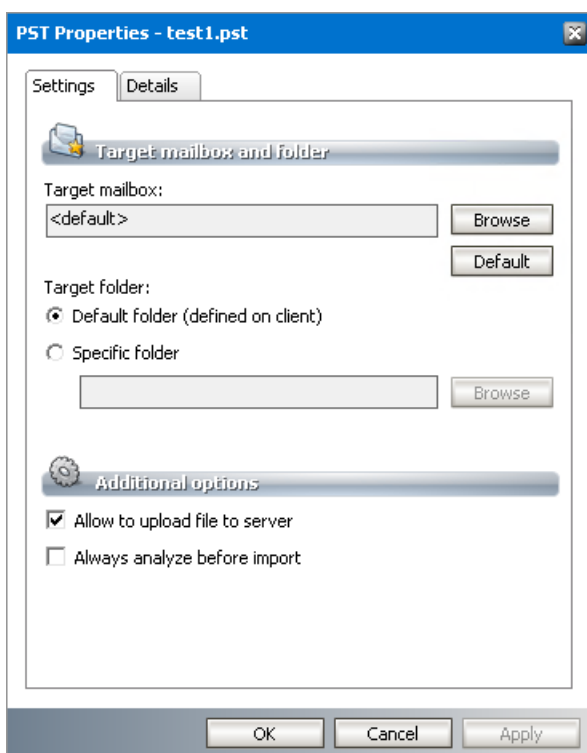
## Modify PST Properties

To change properties of a PST file:

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**. The *Gatherer management* window opens.
2. Select a client from the *Clients* list. The PST files found by the *PST Gatherer* are displayed in the *Files* list.
3. Right-click a PST file and then select **Properties** from the context menu.



4. In the *Properties* window that opens, modify the properties as described below:



#### Settings tab

- a. **Target mailbox** - sets a specific owner mailbox for the PST file. To change the target mailbox, click **Browse** to open the *Select mailbox* window and choose the new owner mailbox. Click **Default** to reset the mailbox to the default setting. You can also right-click the PST file and select the **Change PST file owner** from the context menu
- b. **Default folder** - select this option to use the default folder.
- c. **Specific folder** - select this option to define a specific target folder. Either type the mailbox folder name in the text box or use the **Browse** button to select a mailbox folder.

**i NOTE:** If you intend to import more than one PST file to the same target mailbox, you can create unique root folders for each PST file by entering the special tags described below:

- a. %PSTNAME% - the folder name is the display name of the PST file.
- b. %PSTFILENAME% - the folder name is the file name (without extension) of the PST file

For example, if **Maya-2019.pst** is the file name of the PST folder being imported and you enter `PST Archive/%PSTFILENAME%` in the **Destination folder**, then a folder hierarchy will be created under the destination mailbox root as **PST Archive > Maya-2019**.

- d. **Allow to upload file to server** - allows the PST file to be uploaded. If this check box is not checked the PST file will not be uploaded.
- e. **Always analyze before import** - select this check box to use the *Analyze function* to identify a PST owner.

#### Details tab

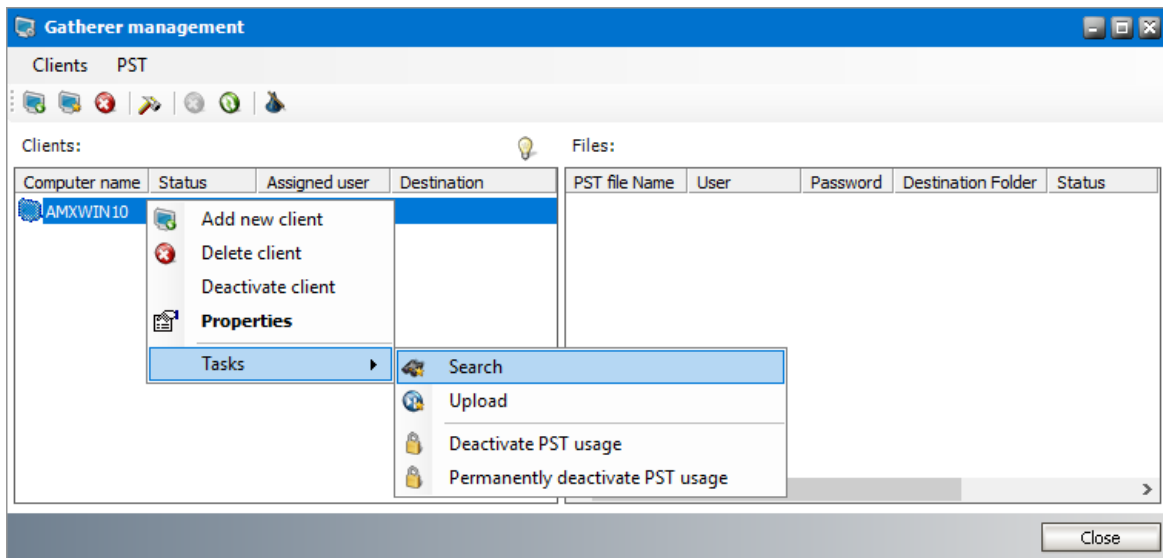
- a. If the PST file is password protected, enter the password in the **Password** field and re-enter the password in the **Confirm password** field.
5. Click **OK** to save the settings and exit the window or click **Apply** to save and continue.

## Search for PSTs immediately

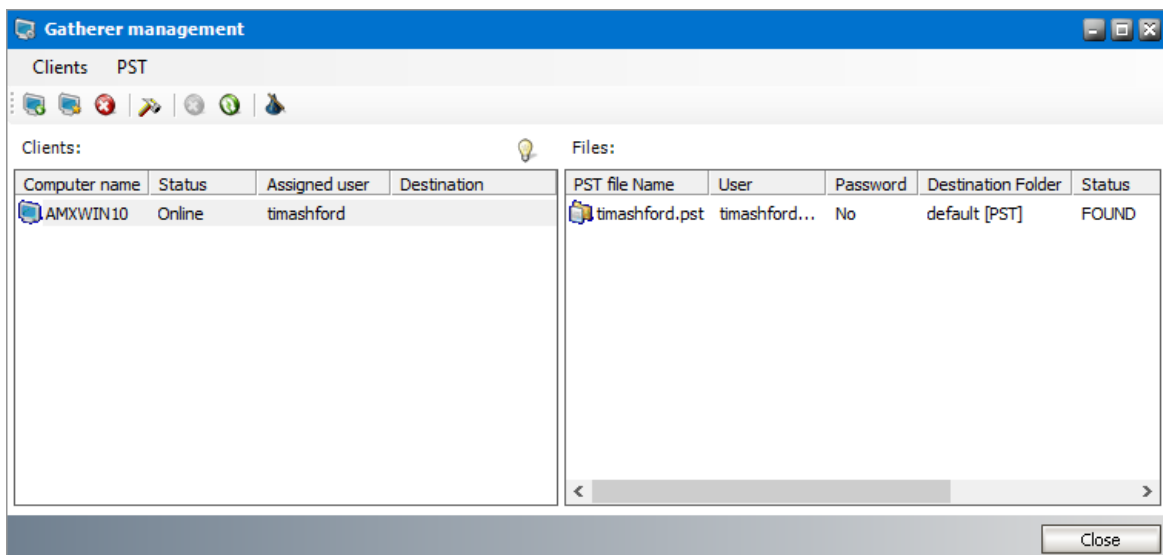
Searching for PST files on a specific client computer starts automatically at the start time specified for that specific computer. You can start searching for PST files immediately if necessary.

To start searching immediately:

1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**.
2. In the *Gatherer management* window right-click the client you want to search. Select **Tasks > Search** from the context menu. Searching starts immediately.



3. Click the **Refresh** icon in the toolbar to view the results in the *Files* list. It may take a while (maybe several minutes) to display the PST files as it depends on the number of disks that have to be searched through, their size, and the number of files that have to be screened.



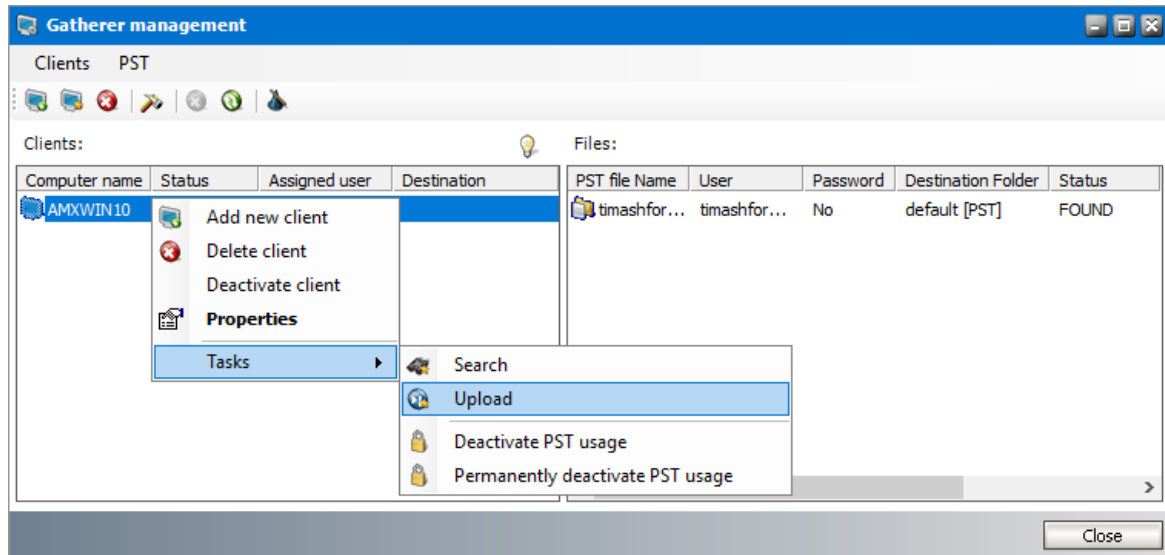
**NOTE:** To clear the search results list when performing a new search, open PST Importer. The click **Tools > Options** to open the *Options* window. On the **Default** tab select the **Clear existing list before a new search** check box and save the setting.

## Upload PSTs immediately

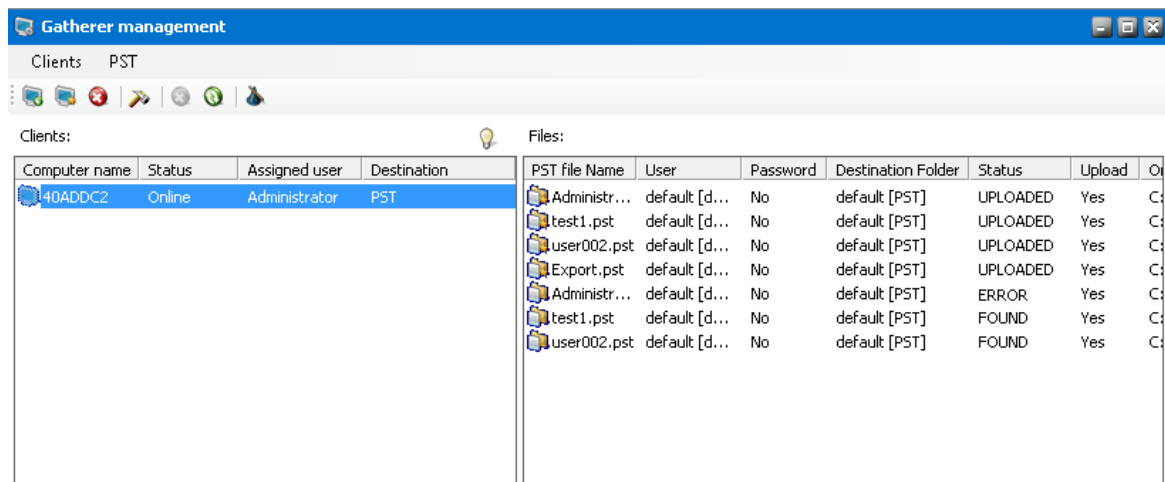
Files found by the PST Gatherer will be uploaded automatically depending on the upload start time specified for that client computer. You can start uploading PST files immediately if necessary.

To start uploading PST files immediately:

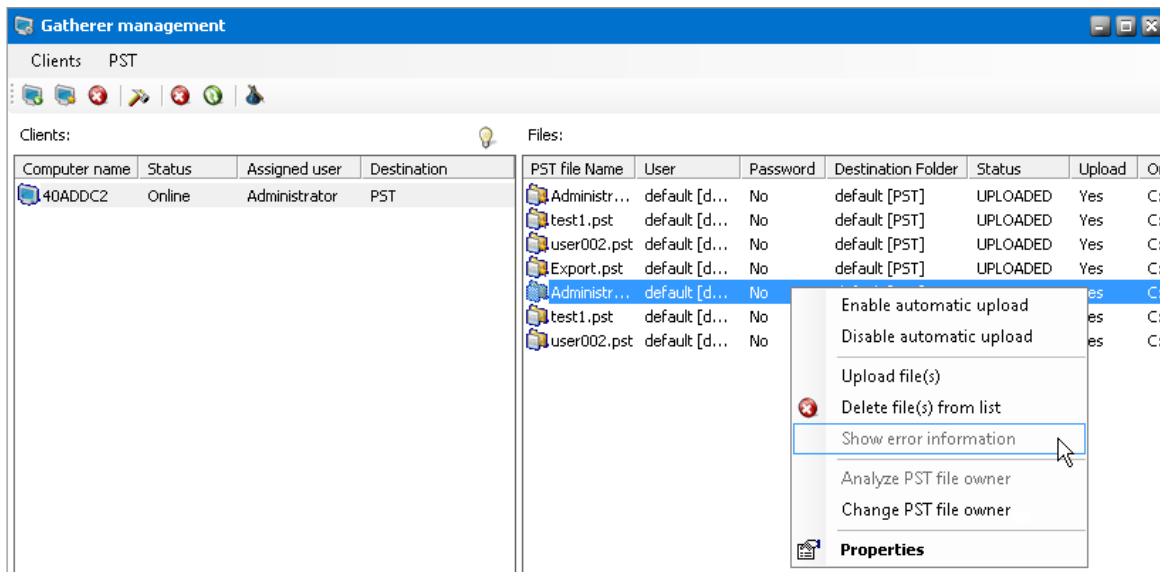
1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**.
2. In the *Gatherer management* window right-click the client for which you want to start the immediate upload. Select **Tasks > Upload** from the context menu. PST file upload starts immediately.



3. Click the **Refresh** icon in the toolbar and check the *Status* column in the *Files* list. The status value changes from UPLOADING to UPLOADED or ERROR as files are uploaded.



4. If the upload status indicates ERROR then the PST file could not be uploaded. There could be several reasons. For example, the file was deleted from the disk or the file was removed from its original path after a search action. To analyze the error, right-click the PST file and select **Show error information** from the context menu.



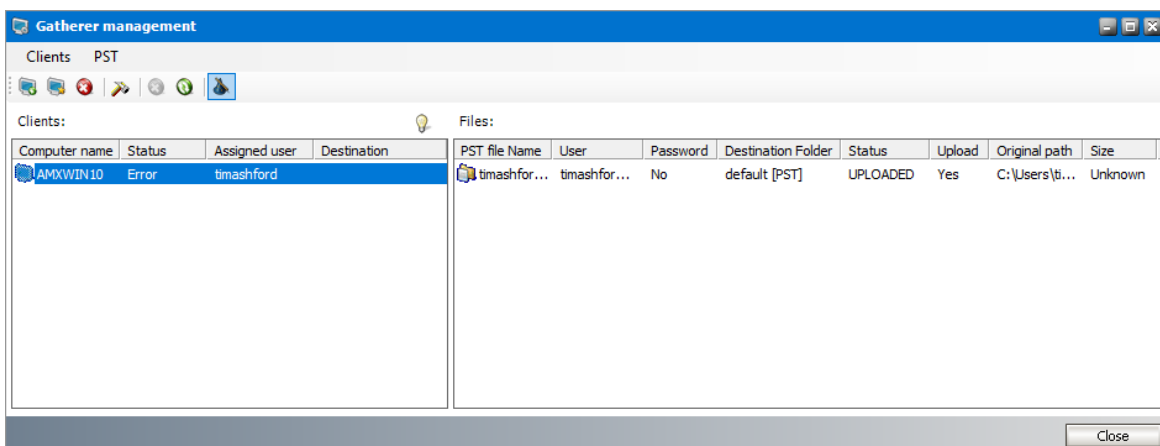
**NOTE:** To re-upload one or more specific files from the *Files* list, initiate a search action on the same client computer as described in the [Search for PSTs immediately](#) topic. When the file gets displayed in the *Files* list, right-click the file and select **Upload file(s)** from the context menu.

## Import and archive uploaded PST files

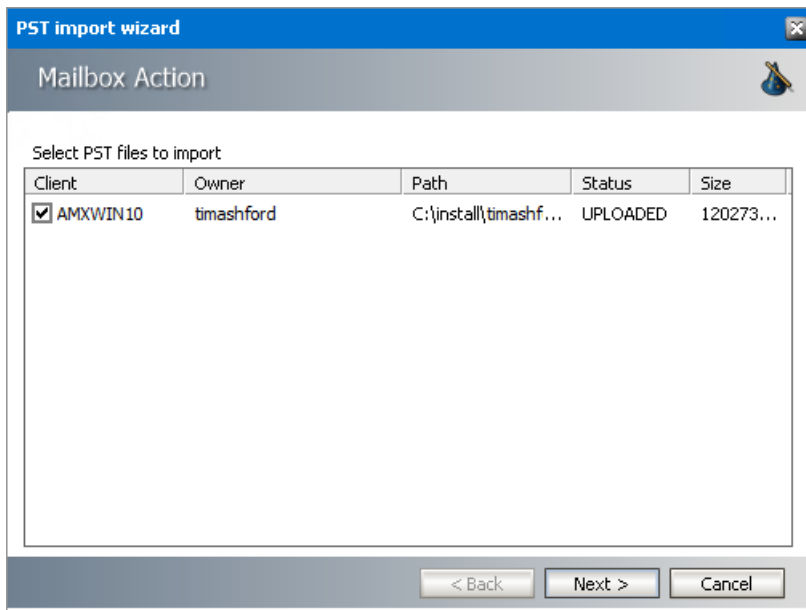
PST files are imported by the *PST Import wizard* to their destination mailboxes and destination folders and then archived.

To import and archive uploaded files:

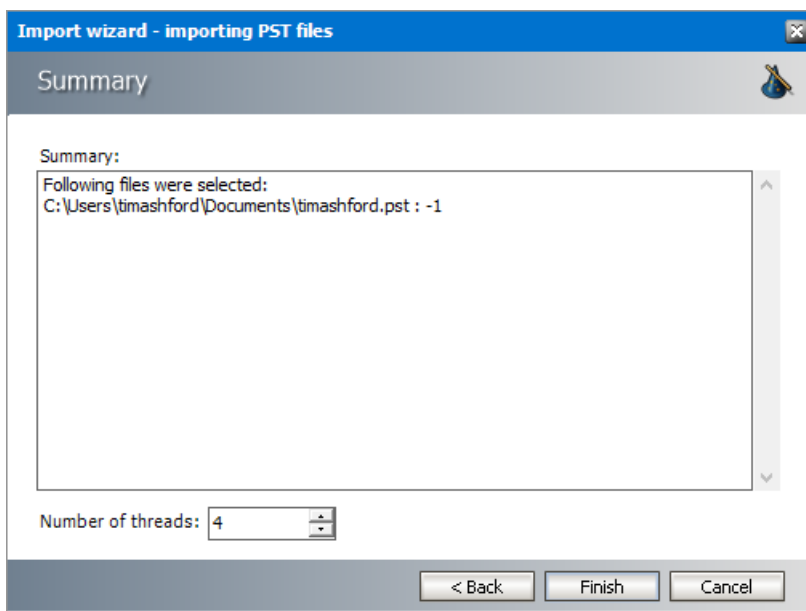
1. From the PST Importer menu click **PST Gathering** and then click **Clients and PST files**.
2. In the *Gatherer management* window click the **Import wizard** icon to open the *PST Import wizard*.



3. The *Mailbox Action* window displays the list of uploaded PST files. Select the files which you want to import.



- Click **Next**. The *Summary* window opens. Verify that the PST files selected for import appear in the *Summary* list.



**Number of threads** - set the number of threads to process the import. The more the threads, the higher is the import speed. However, it means also a higher network load.

- Click **Finish** to start the import.
- Click **Close** when the import completes. Imported and archived PST file status in the *Files* list of the *Gatherer management* window changes to **PROCESSED**.



# Troubleshooting

## Cannot import PST file of any type

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)

## Cannot import Unicode PST files

Probably the MAPI is not configured to use Unicode PST files or no Outlook was installed on the PST Importer 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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- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product