

Data Recovery FAQs

1. What is Falcon endpoint detection?

Falcon endpoint detection is a tool created by CrowdStrike that is deployed on platforms with the ability to stop breaches via a unified set of cloud-delivered technologies that can prevent all types of attacks.

2. How long will extraction take?

Extraction is ongoing and has been completed on a number of servers. We expect extraction to be complete in the coming days.

3. What's a PST file?

A type of data file containing email messages and attachments.

4. I have a question/concerns about my data. Who should I contact?

For any questions or concerns about the data you've received, please contact customer support.

5. I already have my emails. Do I need to do anything?

No. If you have your historical email data, no further action is needed

6. I wasn't impacted/have no accounts on Hosted Exchange environment. Is there anything I need to do now?

No. If you were not impacted, no further action is need.

7. I don't have time to do this right now. What should I do?

Please let us know when the best time to help you is, and please note that the data will remain in your portal for 30 days.

8. I've downloaded all of my mailbox PSTs. Now what?

If you've moved your Hosted Exchange mailbox to a different provider, you will need to use Microsoft Outlook in order to import the data to your new mailbox.

- [Import email address data into Outlook 2016 for Windows](#)
- [Import email address data into Outlook 2013 for Windows](#)

If you have moved your mailbox to an external mail provider, you may need to reach out to that other provider for additional information on configuring Microsoft Outlook and importing PST data into your mailbox.

If you have moved your mailbox to Microsoft 365, you can follow the import instructions in the following article: [How to import PST files to Microsoft 365](#).

9. How long will the downloads be available?

30 days.

10. How large are the PST files?

This depends on the size of the mailbox. They could range anywhere from 0 MB ~ 100 GB.

11. How long does each download take?

This will depend on the size of the file and the internet connection speed of the device used to download the file. This could range anywhere from a few seconds to 24 hours.

12. Is there a "Download All" or bulk download option?

No. Each mailbox will need to be downloaded one at a time.

13. What if I don't see the "Download Mailbox" option for one or more of my mailboxes?

This recovery effort is occurring at the level of individual mailboxes, rather than your entire domain. The download links will be available for mailboxes as soon as they're ready. We will continue to work on making mailbox data available for download and the links will appear as soon as the mailbox data is ready for download. Check back later to see if the mailbox has become available for download.

14. Is there any file type besides PST available?

No. PST is the only download option available.

15. Can the PST file be downloaded more than once?

Yes. There is no limit to the number of downloads for each PST file.

16. What about Public Folders? Will Public Folder data be available for download?

Public Folder data will not be available for download at this time.

17. What about Resource mailboxes? Will Resource data be available for download?

Resource mailbox data will not be available for download.

18. How can I tell if someone has already downloaded a user's mailbox?

Once an admin has downloaded a mailbox from the Cloud Office Control Panel, this action will be logged in the [Audit Logs](#).

19. When will mail forwarding be removed?

At this time, there is no specific date on which forwarding will be removed.

20. I have requested to have mail forwarding enabled on my Hosted Exchange mailbox. What can I do with the PST file once I've downloaded it?

If you wish to continue to have mail forwarding enabled on your mailbox, you should download and save the PST file. Once downloaded, you will need to use Microsoft Outlook in order to import or access the mailbox data. However, we do not recommend using mail forwarding as a long term solution.

You can also choose to set up a new Microsoft 365 tenant and import your PST data into your newly created Microsoft 365 mailboxes.

For more information on creating a new Microsoft 365 tenant, see [How to set up O365 via your Cloud Office Control Panel](#).

For more information on importing your PST file into your Microsoft 365 mailbox, see [How to import PST files to Microsoft 365](#).

21. Will the PST file include mail sent to me during the time the service has been shut down?

Recovered data includes historical email data through December 2, 2022. Email received after that will not be available in the current or any future downloads of your PST files.

22. Why can't I stay on Hosted Exchange?

We have several options available as an alternative to Hosted Exchange:

1. Move all mailboxes to Microsoft 365
2. Move all mailboxes to Rackspace Email
3. Use internal relay to maintain mail routing for your hybrid setup