



## **General**

**1. Where do I get started**

You can follow the “Steps” we have put together on the [Data Recovery Resources \(rackspace.com\)](https://www.rackspace.com/data-recovery-resources)

**2. How will I get my email data?**

We are exporting your email data in PST files so that you can restore your available historical emails.

**3. What is a PST file?**

A personal storage table (PST) is a proprietary file format built by Microsoft to **store copies of messages, calendar events, and attachments.**

**4. How long will the downloads be available?**

30 days from when it becomes available to you to access.

**5. How long will my download link work for?**

Your download links are active for 24 hours from when you get them in the Customer Portal. If this expires you can revisit the Customer portal and obtain a new download link from the download page.

**6. Are there any file types besides PST available?**

No. PST is the only download option available.

**7. 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.

**8. I don't have a lot of time to spend on this now right now. What should I do?**

If you can, at least download your PST files and if needed we can help restore them ([Step 3](#)) at the best time for you. Please note that the data will remain in your portal for 30 days once it becomes available.

## **My Data**

**9. Where can I download my PST. Is it ready now?**

Follow “Step 2” in [Data Recovery Resources \(rackspace.com\)](https://www.rackspace.com/data-recovery-resources) to check if your PST file is ready. If it is ready, proceed with the download.. Some mailboxes may become available to you before others.

**10. I've downloaded all my mailbox PSTs. Now what?**

This is “Step 3” of [Data Recovery Resources \(rackspace.com\)](https://www.rackspace.com/data-recovery-resources)

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.

- a. [Import email address data into Outlook 2016 for Windows](#)
- b. [Import email address data into Outlook 2013 for Windows](#)
  - i. 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.
  - ii. 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.](#)

**11. How large are the PST files?**

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

**12. What about Public Folders? Will Public Folder data be available for download?** Public Folder data will not be available for download at this time.

**13. What about Resource mailboxes? Will Resource data be available for download?** Resource mailbox data will not be available for download.

## **Downloading**

**14. 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.

**15. 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.

**16. Can the PST file be downloaded more than once?**

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

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

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

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

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

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

The portal posts an audit log message indicating if a mailbox download link has been copied or downloaded directly. There are two possible audit messages for downloads: \_

- HEX Mailbox link is copied for mailbox:xyz on domain:xyz.com
- HEX Mailbox link is downloaded for mailbox:xyz on domain:xyz.com
- Admins can find [Audit Logs](#). in Cloud Office Control Panel

## **Recovery Process**

**20. I want to understand the recovery path we have taken.**

You can review our recovery process [here](#)

**21. How long will extraction take?**

Extraction is ongoing and has been completed on several servers. We expect extraction to be complete in the coming weeks.

**22. 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 needed.

## **Email Forwarding**

**23. Should I set up email forwarding? How do I do that?**

Email forwarding was enabled as a quick and temporary solution, it's not the recommended long-term solution. At some point in the future, we will contact all customers who have this enabled to review the best solution for them.

How to setup forwarding in the meantime:

- Please log in to the customer portal and look for a ticket section for a ticket subject line: REQUESTING FORWARDING FOR HOSTED EXCHANGE, which has the instructions to request this
- Or, create a new ticket with the above subject line and provide the hosted exchange you wish to enable, and destination email to which each mailbox will forward

```
To YourUser@YourDomain.com FORWARDS to YourUser@gmail.com  
Example:  
To Kelly@YourDomain.com FORWARDS to Kelly@gmail.com  
To Jo@YourDomain.com FORWARDS to Jo@hotmail.com  
To Casey@YourDomain.com FORWARDS to Casey@aol.com  
To Kris@YourDomain.com FORWARDS to Kris@yahoo.com
```

#### **24. When will mail forwarding be removed?**

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

#### **25. 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 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.](#)

### **Other**

#### **26. Why can't I stay on Hosted Exchange?**

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

- a. Move all mailboxes to Microsoft 365
- b. Move all mailboxes to Rackspace Email
- c. Use internal relay to maintain mail routing for your hybrid setup

#### **27. 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.

#### **28. I have a question/concern about my data. Who Whom I contact?**

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