

Hosted Exchange Mailbox Download

This article describes how to download your Hosted Exchange mailbox data. Hosted Exchange mailbox data is available in PST format and can be downloaded using the **Rackspace Cloud Office Control Panel**.

Prerequisites

- **Applies to:** Cloud Office Administrator
- **Difficulty:** Moderate
- **Tools required:** Cloud Office Control Panel

For more information about prerequisite terminology, see [Cloud Office support terminology](#).

Download Hosted Exchange Mailbox using the Cloud Office Control Panel

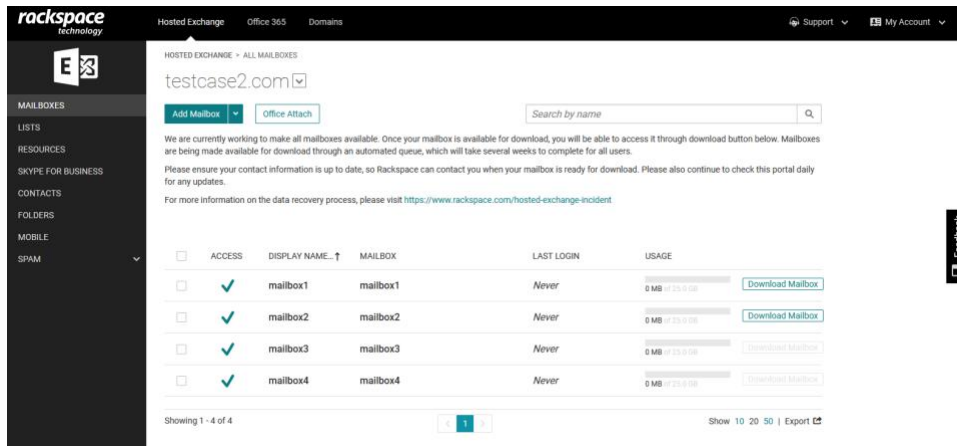
1. Log in to the Rackspace [Cloud Office Control Panel](#).

Note: Some customers will need to access the Cloud Office Control Panel using the [MyRackspace Portal](#) and performing the following steps:

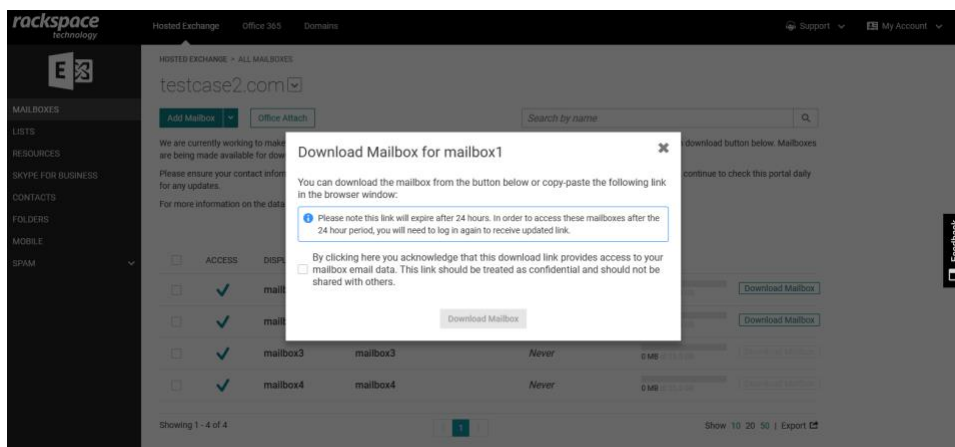
1. In the top navigation bar, click **Select a Product > Dedicated Hosting**.
2. Click **Products > Cloud Office**.
3. In the Cloud Office window, click **Open Cloud Office Control Panel**.

2. Click on **Mailboxes** under the **Hosted Exchange** section.
3. Search for the mailbox you wish to download and click the **Download Mailbox** button.

Note: 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.



4. Click the checkbox to agree to the terms and press the **Download Mailbox** button.



5. Your browser will download the PST file to the local device. For information on next steps and other questions related to the download process, please review the [FAQs here](#).

VIDEO: [How to download your Hosted Exchange mailbox from the Rackspace Cloud Office control panel](#)

