

Data Recovery FAQs



Last Update 2/2/23

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 the links expire you can revisit the Customer Portal and obtain new download links 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?**
We recommend downloading your PST files as soon as you can, and if needed we can help restore them ([Step 3](#)) at the best time for you. Please note that the data will remain in the Customer 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 contact 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 to 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 individual mailbox level, rather than your entire email 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. Please continue to check your customer portal 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 Customer 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:

- Hosted Exchange Mailbox link is copied for mailbox:xyz on domain:xyz.com
- Hosted Exchange 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.

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

The Hosted Exchange email environment will not be rebuilt as a go-forward service offering, and as a result, Hosted Exchange email customers will need to migrate to a new email solution. Even prior to the recent security incident, the Hosted Exchange email environment had already been planned for migration to Microsoft 365, which has a more flexible pricing model, as well as more modern features and functionalities.

If you are still using the temporary forwarding solution or have not completed the migration process, we would like to inform you that the temporary forwarding option will be discontinued on February 28, 2023 and we recommend that you migrate to Microsoft Office 365 in advance of this date in order to maintain use of your inbox.

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

As a reminder, Exchange Online Plan 1 will cost less than customers' prior subscription with Hosted Exchange email, but will provide similar functionalities and quality of service.

For those customers interested in Exchange Online Plan 2, Exchange Online Plan 2 offers services equivalent to those received as a Hosted Exchange email environment customer, as well as additional functionalities such as eDiscovery Center, Litigation Hold features, voicemail, and data loss prevention services. Exchange Online Plan 2 also offers up to 100 GB of storage per mailbox.

Rackspace will continue to assist customers with choosing the best plan to meet their needs depending on the capabilities required for their businesses.

Email Forwarding

24. 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. If you are still using the temporary forwarding solution or have not completed the migration process, we would like to inform you that the temporary forwarding option will be discontinued on February 28, 2023, and we recommend that you migrate to Microsoft Office 365 in advance of this date in order to maintain use of your inbox.

25. When will mail forwarding be removed?

The temporary forwarding option will be discontinued on February 28, 2023, and we recommend that you migrate to Microsoft Office 365 in advance of this date in order to maintain use of your inbox.

Other

26. 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.

27. I have a question/concern about my data. Whom do I contact?

For any questions or concerns about the data you've received, please contact customer support. Please contact our support channels by either joining us in chat or by calling +1 (855) 348-9064 (INTL: +44 (0) 203 917 4743).

28. I still have not received my data—when will you send me my historical email data?

Our Rackers technical team is working diligently to recover mailboxes for our Hosted Exchange email environment customers. In order to expedite the process of your mailbox recovery, customers can now select the "Prioritize Recovery" option available in the Customer Portal. To begin the process of selecting a mailbox for priority recovery, please log into your Hosted Exchange customer portal and click on the 'mailboxes' tab.

Selecting the "Prioritize Recovery" button will prioritize the recovery of the given mailbox ahead of non-prioritized mailboxes on your domain. Mailbox recovery does not require prioritization but helps us know which mailboxes are highest priority for you to have recovered.

To check if your historical email data is available and ready to download, please follow Step 2 on our Data Recovery Resources page (<https://www.rackspace.com/hosted-exchange-incident-data-recovery-resources>). If your data is available and you are having trouble downloading it, please contact our support channels by either joining

us in chat or by calling +1 (855) 348-9064 (INTL: +44 (0) 203 917 4743). We will be happy to assist you.