Microsoft Exchange Online Archiving

Service Description

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For the latest information, please see [Microsoft Office 365](#).

 Note

Exchange Online Archiving is a solution for *on-premises* Exchange Server 2010 SP1 mailboxes. For details on the archiving capabilities available for Exchange Online mailboxes, refer to the [Exchange Online Service Description](#).

Contents

Introduction

Microsoft Exchange Online Archiving is a cloud-based, enterprise-class archiving solution for organizations that have deployed Microsoft Exchange Server 2010 on-premises. Exchange Online Archiving assists these organizations with their archiving, compliance, regulatory, and e-discovery challenges while simplifying their on-premises infrastructure, thereby saving costs and easing the information technology (IT) burden.

This document gives IT professionals an overview of the capabilities of the Exchange Online Archiving service.

Note

Exchange Online Archiving is a solution for *on-premises* Exchange Server 2010 SP1 mailboxes. For details on the archiving capabilities available for Exchange Online mailboxes, refer to the Exchange Online Service Description.

Features of Microsoft Office 365

Exchange Online Archiving is one of several cloud services offered by Microsoft Office 365 for enterprises. These Internet-based services are designed to help meet the need for robust security, 24/7 reliability, and user productivity.

Each service is designed for reliability, availability, and performance with a financially backed service level agreement (SLA) for a guaranteed 99.9-percent scheduled uptime. Microsoft deploys patches, security updates, and back-end upgrades, helping to eliminate the time and effort organizations spend managing their servers.

Subscribers to Exchange Online Archiving benefit from a set of features that are common to all of the Microsoft business-class cloud services:

- **Secure access:** Each offering from Microsoft Office 365 is accessed through 128-bit Secure Sockets Layer (SSL) or Transport Layer Security (TLS) encryption. Anyone who intercepts a communication sees only encrypted text.
- **Intrusion monitoring:** Microsoft continuously monitors the Office 365 systems for any unusual or suspicious activity. If Microsoft detects such activity, it investigates and responds appropriately. In the unlikely event that a significant incident occurs, the customer is notified.
- **Security audits:** Microsoft regularly assesses the Office 365 infrastructure to ensure that the latest antivirus signatures and required security updates are installed, and that high-level configuration settings are in compliance with Microsoft security policies.
- **High availability:** Microsoft Office 365 services have a 99.9-percent scheduled uptime. If a customer's service is affected, Office 365 offers financial remedies subject to the terms and conditions of the SLA. For details, refer to the [Service Level Agreement for Microsoft Online Services](#).
- **Service continuity:** Redundant network architecture is hosted at geographically dispersed Microsoft data centers to handle unscheduled service outages. Data centers act as backups for each other: If one fails, the affected customers are transferred to another data center with limited interruption of service.
- **Microsoft Online Services Portal:** This easy-to-use website is the center for activities related to Microsoft Office 365. The portal provides services based on each organization's specific needs. Prospective subscribers can use the portal to sign up for a free trial. End users accessing the portal can find online help, open Microsoft SharePoint site collections, and launch Microsoft Outlook® Web App. Administrators can manage users, administer services, download tools, and learn about service administration from online help.
- **Directory Synchronization tool:** For subscribers with Active Directory® directory services deployed on-premises, this tool helps keep the on-premises Active Directory and the Microsoft Office 365 directory synchronized.
- **Remote administration**: With Microsoft Windows PowerShell™, administrators can perform many tasks using a script or automated process. For example, tasks such as creating users, resetting passwords, assigning licenses, and obtaining service-use data can be fully automated.

Office Desktop Setup

For the best experience with Office 365, a set of required components and updates must be applied to each workstation. To simplify the installation and maintenance of these components and updates, Microsoft provides an installable piece of software—called Office desktop setup—at no charge. These updates are required for all workstations that use rich clients (such as Microsoft Office 2010) and connect to Microsoft Office 365.

Office desktop setup provides multiple benefits, including:

- Automatically detecting necessary updates.
- Installing updates and components upon approval or silently from a command line.
- Automatically configuring Outlook and Microsoft Lync for use with Microsoft Office 365.
- Uninstalling itself from the client computer after running.

A list of these update requirements are available for companies that want to use an alternative method of deploying the updates. See the help topic Manually update and configure desktops for Office 365 for details.

✎Note
Office desktop setup is not an authentication or sign-in service and should not be confused with single sign-on.

Federated Identity and Single Sign-On

With on-premises Active Directory, administrators can use a single sign-on approach to Office 365 authentication. To achieve this, administrators can configure on-premises Active Directory Federation Services—a Microsoft Windows Server® 2008 service—to federate with the Microsoft Federation Gateway. After Active Directory Federation Services is configured, all Office 365 users whose identities are based on the federated domain can use their existing corporate logon to automatically authenticate to Office 365.

Operating System and Software Requirements

Table 1 shows the operating system and browser combinations that are required to access Microsoft Office 365 services.

Table 1: Operating systems and browser combinations supported by Microsoft Office 365

Operating system	Supported browers
Windows 7 (32-bit)	- Windows Internet Explorer 8 and later versions - Firefox 3 and later versions - Chrome 6 and later versions
Windows 7 (64-bit)	- Internet Explorer 8 and later versions - Firefox 3 and later versions - Chrome 6 and later versions
Windows Vista with Service Pack 2 (32-bit)	- Internet Explorer 7 and later versions - Firefox 3 and later versions - Chrome 6 and later versions
Windows Vista with Service Pack 2 (64-bit)	- Internet Explorer 8 - Internet Explorer 7 - Firefox 5
Windows XP with Service Pack 3 (32-bit)	- Internet Explorer 7 and later versions - Firefox 3 and later versions - Chrome 6 and later versions
Windows XP with Service Pack 2 (64-bit)	- Internet Explorer 8 - Internet Explorer 7 - Firefox 5

Operating system	Supported browers
Windows Server 2008 and Windows Server 2008 R2	• Internet Explorer 8 and later versions • Firefox 3 and later versions • Chrome 6 and later versions
Mac OS X 10.5 or Mac OS X 10.6	• Firefox 3 and later versions • Safari 4 and later versions

Table 2 identifies other software required for using Office 365 services.

Table 2: Software supported by Microsoft Office 365

Software	Supported Version
System software	• Microsoft .NET Framework 3.0 (for Windows XP) • Java client 1.4.2 (for Macintosh OS X)*
Office clients	• Microsoft Office 2010 or Office 2007 Service Pack 2 • Office 2008 for Mac and Microsoft Entourage® 2008 Web Services Edition • Office 2011 for Mac and Outlook 2011 for Mac • Microsoft Lync 2010 client • .NET Framework 2.0 or later
Client applications	Office desktop set up
Browser software for Microsoft Online Services Portal	• Internet Explorer 7 or later • Mozilla Firefox 3.x • Apple Safari 3.x
Browser software for Outlook Web App	• Internet Explorer 7 or later • Firefox 3 or later • Safari 3 or later on Macintosh OS X 10.5 • Chrome 3 and later versions Outlook Web App also has a "light" version that supports a reduced set of features across almost any browser

📝**Note**

User mailboxes must reside on Exchange Server 2010 SP1 to use Exchange Online Archiving.

International Availability

Office 365 is available in Austria, Belgium, Canada, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Puerto Rico, Romania, Singapore, Spain, Sweden, Switzerland, Trinidad and Tobago, United Kingdom, and United States.

Multinational customers that purchase services in an approved country may enable use by their end users that reside anywhere in the world, except for Argentina and countries currently embargoed by the U.S. government. Features availability may vary by location. See the help topic License restrictions for Office 365 for details.

Data Center Locations

Microsoft Office 365 maintains primary and backup data centers distributed around the world. When a company signs up for a Microsoft Office 365 service, its hosted environment is automatically provisioned in the appropriate data center based on the company's address. All users for the company are hosted from the same data center.

Localization

Table 3 summarizes the languages supported the Microsoft Office 365 platform and related components.

Table 3: Supported languages for components related to Microsoft Office 365

Component	Supported languages
Microsoft Online Services Portal	Brazilian Portuguese, Chinese Traditional, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian[1], Japanese, Norwegian (Bokmal), Polish, Romanian, Spanish, Swedish
Help content—for end users and IT professionals	Brazilian Portuguese, Chinese Traditional, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Norwegian (Bokmal), Polish, Romanian, Spanish, Swedish
Directory Synchronization Tool	Brazilian Portuguese, Chinese Traditional, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Norwegian (Bokmal), Polish, Romanian, Spanish, Swedish

Technical Support

The Microsoft Office 365 technical support team provides supports services to people with administrator permissions for their company's Office 365 services. Those with administrator permissions provide support services to their company's Office 365 end users. For contact information, see Online Help in the services Administration Center.

Service Details

This section describes service details and general information about Exchange Online Archiving.

User Subscriptions

Each user who accesses the Exchange Online Archiving service must have an Exchange Online Archiving subscription. Each email archive subscription can be used only for storage of one user's messaging data.

Archive Size Limits

A Exchange Online Archiving user receives unlimited storage in the personal archive. A quota is set on the personal archive for Exchange Online Archiving users that is large enough to accommodate and enforce reasonable use, including the import of one user's historical email.

> **Note**
>
> The default storage quota for the personal archive is 100 GB for **Exchange Online (Plan 2)** users.

In the unlikely event that a user reaches this quota, a call to support is required. Administrators cannot adjust this quota upward or downward.

Deleted Item Recovery

Exchange Online Archiving enables users to restore items they have deleted from any email folder in their archive. When an item is deleted, it is kept in a archive's Deleted Items folder. It remains there until it is manually removed by the user, or automatically removed by retention policies.

After an item has been removed from the archive's Deleted Items folder, the item is kept in a Recoverable Items folder for an additional 14 days before being permanently removed. Users can recover these items using the Recover Deleted Items feature in Outlook Web App or Outlook.

If a user has manually purged an item from the Recoverable Items folder, an administrator can recover the item within the same 14 day window, through a feature called Single Item Recovery. This feature allows administrators to conduct a multi-mailbox search to find purged items and then use the search-mailbox PowerShell commandlet to move the items from the discovery mailbox to users' mailboxes.

> **Note**
>
> The Single Item Recovery period is 14 days by default, but it can be customized in some circumstances. Refer to the Rolling Legal Hold (Single Item Recovery) section of this document for details.

If an administrator has placed a user's mailbox on legal hold, purged items are retained indefinitely and the 14-day window does not apply.

Microsoft recommends having the same Single Item Recovery setting for the on-premises mailbox and the archive in Exchange Online Archiving.

To change the Single Item Recovery period in Exchange Online Archiving, a call to Microsoft support is required. The maximum period that can be requested is 30 days for all plans except Exchange Plan 2.

Deleted Mailbox Recovery

When administrators delete users from the on-premises Exchange Server, the users' archives are also deleted. If the deleted archive mailboxes need to be recovered, the Office 365 support team can perform this recovery. A recovered archive will contain all of the mail stored in it at the time it was deleted.

Administrators have 30 days from the time a user's mailbox is deleted to request an archive mailbox recovery. After 30 days, the archive mailbox is not recoverable.

Mailbox Backup

Archive mailboxes in Exchange Online Archiving are replicated to multiple database copies, in geographically dispersed Microsoft data centers, to provide data restoration capability in the event of a messaging infrastructure failure. For large-scale failures, business continuity management is initiated.

Service Continuity Management

Exchange Online Archiving is hosted in Microsoft-managed data centers that are designed to operate highly available online services. Exchange Online Archiving provides a financially-backed Service Level Agreement (SLA) with a 99.9 percent uptime guarantee.

Hardware failures, natural disasters, and human error all have the potential to affect service availability. To address this, Exchange Online Archiving offers service continuity management, a process for managing risks to ensure that the Exchange Online Archiving infrastructure is capable of continuing service if unexpected events occur. Service continuity management for Exchange Online Archiving includes provisions to quickly recover from these events.

Two metrics commonly used in service continuity management to evaluate disaster recovery solutions are a *recovery time objective* (RTO), which measures the time between a system disaster and the time when the system is again operational, and a *recovery point objective* (RPO), which is a time representation of the possible data loss that occurred as a result of the recovery from the unexpected event .

Exchange Online Archiving has set an RPO and RTO for client messaging services in the event of a disaster:

- **Nearly instantaneous RPO:** Microsoft protects your Exchange Online data and makes a nearly instantaneous copy of your data.
- **1 hour RTO:** Organizations will be able to resume service within 60 minutes after service disruption if a disaster incapacitates a hosting data center.

The following conditions apply to service continuity management:

- See the Office 365 Identity Service Description for recovery times and other details related to sign-in and provisioning of new users and new tenants.

- Client access after recovery from a service disruption typically does not require reconfiguration on the part of Exchange Online Archiving subscribers.
- To achieve the stated recovery times, customer networking infrastructure must honor the DNS record Time to Live (TTL) of 5 minutes. Customers that have customized their DNS infrastructure settings and set a longer TTL may experience longer recovery times.
- After RPO and RTO objectives are met, there is a period of time before full data center redundancy is restored for the service. For example, data center 1 fails but services are restored by resources in data center 2 there may be a period of time until services in data center 2 have service continuity support either by restored resources in data center 1 or new resources in data center 3. Service Level agreements apply during this time.

You can obtain the most current information related to a service interrupting event by logging into the Service Health Dashboard at https://portal.microsoftline.com.

Access to Exchange Online Archiving

Exchange Online Archiving allows users to connect to their archive mailboxes from a variety of devices and platforms. All network connectivity to the user's archive occurs over the Internet, and virtual private network (VPN) connections are not required. Organizations can publish an on-premises Client Access server to allow users to access their primary mailbox using Outlook Anywhere, without requiring a VPN connection. If VPN access is required to access the user's primary mailbox located on an on-premises server, this requirement does not change.

Note

Microsoft reserves the right to block or throttle connections from any client software that negatively impacts the health of the Exchange Online Archiving service.

Microsoft Outlook

Microsoft Outlook is a rich email program that includes support for calendaring, contacts, and tasks. Exchange Online Archiving supports Outlook 2010 and Office Outlook 2007, including key features such as the following:

- **Outlook Anywhere:** Outlook Anywhere lets Outlook users connect to Exchange Server and Exchange Online Archiving over the Internet with no need for a VPN connection. Communication between Outlook and Exchange Online Archiving occurs via an SSL-secured tunnel, using the RPC-over-HTTP Windows networking component.
- **Exchange Autodiscover Service:** The Exchange Autodiscover service automatically configures Outlook to work with Exchange Online Archiving. Autodiscover enables Outlook users to receive their required profile settings directly from Exchange the first time (and at fixed intervals thereafter) that they sign in with their email address and password.

Note

Organizations are responsible for procuring, deploying, managing, and supporting Outlook. Outlook is not provided as part of the Exchange Online subscription price, although Microsoft Office Pro Plus is included in some Office 365 plans and can be purchased as a separate subscription.

Outlook 2010

Outlook 2010 supports the latest features of Exchange Online Archiving.

Outlook 2007

Outlook 2007 is supported for use with Exchange Online Archiving.

An update to Outlook 2007 is available to enable support for the Personal Archive, but not all archiving and compliance features will be available in Outlook 2007. Outlook 2007 users cannot apply retention or archive policies to items in their archive mailboxes; they must rely on administrator-provisioned policies. Additionally, Outlook 2007 users cannot search the on-premises mailbox and the archive at the same time. Each search is scoped at most to either the primary mailbox or the archive.

Outlook 2003

Outlook 2003 is not supported for use with Exchange Online Archiving.

Outlook Web App

Outlook Web App is a web-based version of the Outlook email program that is used with Exchange Online. Wherever users are connected to the Internet—at home, at the office, or on the road—they can access their email through Outlook Web App.

Users can access their personal archive by signing in to Outlook Web App on-premises (using the same URL). The personal archive appears alongside their primary mailbox in Outlook Web App. There is no explicit way to access the archive directly from Outlook Web App.

Outlook Web App Light

The light version of Outlook Web App supports older web browsers. The light version cannot be used with Exchange Online Archiving.

Microsoft Outlook for Mac 2011

Microsoft Outlook for Mac 2011 is a robust product for Macintosh users that provides email, calendaring, an address book, a task list, and a note list. Outlook for Mac 2011 does not currently support Exchange Online Archiving.

Microsoft Office Entourage 2008 Web Services Edition

Microsoft Entourage 2008 Web Services Edition does not support Exchange Online Archiving.

IMAP and POP

Exchange Online Archiving does not support access using Internet Message Access Protocol (IMAP) or Post Office Protocol (POP).

Exchange ActiveSync (Mobile Devices)

Exchange Online Archiving does not support the Microsoft Exchange ActiveSync protocol.

Personal Archive

Exchange Online Archiving offers users advanced archiving capabilities with the *personal archive* feature. A personal archive is a specialized mailbox that appears alongside the users' primary mailbox folders in Outlook or Outlook Web App. Users can access the archive in the same way that they access their primary

mailboxes. In addition, they can search both their personal archives and primary mailboxes.

✎ **Note**

Using journaling, transport rules, or auto-forwarding rules to copy messages to Exchange Online Archiving for the purposes of archiving is not permitted.

Outlook 2010 and Outlook Web App provide users with the full features of the personal archive, as well as related features like retention and archive policies.
Outlook 2007 provides basic support for the personal archive, but not all archiving and compliance features are available in Outlook 2007. For example, with Outlook 2007, users cannot apply retention or archive policies to items in their mailboxes. They must rely on administrator-provisioned policies instead. Outlook 2007 users require the Office 2007 Cumulative Update for February 2011 to access the personal archive.

✎ **Note**

The personal archive has specific Outlook licensing requirements, which are described in License requirements for Personal Archive and retention policies.

Administrators can use the Exchange Control Panel or Remote PowerShell to enable the personal archive feature for specific users. Users with Exchange Online mailboxes cannot have personal archives in on-premises Exchange Servers.

Moving Messages to Exchange Online Archiving

Users can drag and drop .pst files into the personal archive, for easy online access. Users can also move e-mail items from the primary archive to the personal archive automatically, using Archive Polices, to reduce the size and improve the performance of the primary mailbox. While this behavior is different than Exchange Hosted Archive, which will create a secondary copy of each message in the archive, retention requirements can be achieved in either scenario. See the TechNet artricle Understanding Personal Archives for details on additional methods to move messages into the archive.

Size of the Personal Archive

Each personal archive can be used only for storage of one user's messaging data. An Exchange Online Archiving email archive receives unlimited storage in the personal archive. A quota is set on the personal archive that is large enough to accommodate reasonable use, including the import of one user's historical email.

✎ **Note**

The default quota for the personal archive is 100 GB for **Exchange Online Archiving** users.

In the unlikely event that a user reaches this quota, a call to Office 365 support is required. Administrators cannot adjust this quota upward or downward.

See the help topic Enable an Archive Mailbox for details.

Importing Data to the Personal Archive

Users can import data to personal archives in the following four ways:
- Import data from a .pst file using Outlook's Import and Export wizard.

- Drag email messages from .pst files into the archive.
- Drag email messages from the primary mailbox into the archive.
- Let archive policies automatically move email messages from the primary mailbox, based on the age of the messages.

Compliance

The following sections describe the compliance features of Exchange Online Archiving.

Retention Policies

Exchange Online Archiving offers retention policies to help organizations reduce the liabilities associated with email and other communications. With these policies, administrators can apply retention settings to specific folders in users' inboxes. Administrators can also give users a menu of retention policies and let them apply the policies to specific items, conversations, or folders using Outlook 2010 or Outlook Web App. In Exchange Online Archiving, administrators manage retention policies from the on-premises infrastructure.

Exchange Online Archiving offers two types of policies: archive and delete. Both types can be applied to the same item or folder. For example, a user can tag an email message so that it is automatically moved to the personal archive in a specified number of days and deleted after another span of days.

With Outlook 2010 and Outlook Web App, users can apply retention policies to folders, conversations, or individual messages and can also view the applied retention policies and expected deletion dates on messages. Users of other email clients can have email deleted or archived based on server-side retention policies provisioned by the administrator, but they do not have the same level of visibility and control.

The retention policy capabilities offered in Exchange Online Archiving are the same as those offered in Exchange Server 2010 Service Pack (SP) 1. Administrators can manage retention policies from on-premises Exchange Server 2010 environments. Managed Folders, an older approach to messaging records management that was introduced in Exchange 2007, are not available in and not compatible with Exchange Online Archiving.

Legal Hold

Exchange Online Archiving provides legal hold capabilities to preserve users' deleted and edited mailbox items (including email messages, appointments, and tasks) from both their primary mailboxes and personal archives. Administrators can use Exchange Management Console (EMC), Exchange Control Panel, or Remote PowerShell to set legal holds on individual mailboxes or across an organization. This feature also includes an option that automatically alerts the user through Outlook 2010 that a hold has been placed on the mailboxes. By setting a legal hold on the user, both the primary mailbox and archive are placed on hold.

Rolling Legal Hold (Single Item Recovery)

Some organizations want to preserve users' email archive contents for archiving and eDiscovery purposes, but only for a specific amount of time, such as one year. The Single Item Recovery feature in Exchange Online can be used to meet this need, by providing rolling legal hold capabilities.

Single Item Recovery is enabled by default on all mailboxes in Exchange Online Archiving, with a 14-day retention period, in order to facilitate recovery of deleted items. By extending the Single Item Recovery retention period, organizations can ensure that mailbox items are preserved for a specified amount of time. Single Item Recovery uses the same mechanisms as legal hold to preserve original copies of items that have been modified or deleted.

> 📝 **Note**
>
> To change the Single Item Recovery period for a mailbox, an administrator must contact the Office 365 help desk. The Single Item Recovery period can be set to any length of time, including zero days.

Multi-Mailbox Search

Exchange Online provides a web-based interface for searching the contents of mailboxes in an organization. Through the Exchange Control Panel, administrators can search a variety of mailbox items—including email messages, attachments, calendar appointments, tasks, and contacts. Multi-mailbox search can search simultaneously across primary mailboxes and personal archives. Rich filtering capabilities include sender, receiver, message type, sent/receive date, and carbon copy/blind carbon copy, along with Advanced Query Syntax (AQS).

See the help topic [Create a New Multi-Mailbox Search](#) for details on how to run multi-mailbox searches.

The Exchange Control Panel can be used to search up to 50 mailboxes at a time. If more mailboxes are required to be included in the same search, the search must be performed using Remote PowerShell. See the help topic [Search-Mailbox](#) for details about searching large numbers of mailboxes via PowerShell.

Results of multi-mailbox searches are stored in a special type of mailbox, called a discovery mailbox. Administrators or compliance officers can connect to a discovery mailbox, and export the search results to a .pst file. If the discovery mailbox is stored on Exchange Online, administrators cannot directly export mailbox search results to a .pst file.

See the help topic [Create a Discovery Mailbox to Store Search Results](#) for details about discovery mailboxes.

Administrators can also search for and delete inappropriate email messages sent to multiple mailboxes across their organizations. For example, if confidential salary information was accidentally sent to all employees, an administrator can delete the email from the users' mailboxes. This type of search is not available in the Exchange Control Panel. It must be performed using Remote PowerShell.

See the help topic [Search For and Delete Messages from Users' Mailboxes](#) for details on how to delete messages from users' mailboxes.

Archive Delegate Access

Exchange Online Archiving supports delegate access—that is, the users' ability to allow others to access and manage their email and calendars. Delegate access is commonly used between a manager and an assistant, where the assistant is responsible for processing the manager's email messages and coordinating the manager's schedule. If delegate access is set, the assistant has access to the manager's primary mailbox and archive.

Security

The following sections describe the security features of Exchange Online Archiving.

Encryption Between On-Premises Servers and Exchange Online Archiving

TLS is used to encrypt the connection between email servers to help prevent spoofing and provide confidentiality for messages in transit. TLS is also used for securing on-premises mail server traffic to Office 365 data centers for Exchange Online Archiving.

Encryption Between Clients and Exchange Online Archiving

Client connections to Exchange Online Archiving use the following encryption methods to enhance security:

- SSL is used for securing Outlook, Outlook Web App, and Exchange Web Services traffic, using TCP port 443.
- Client's connections to on-premises servers do not change with the introduction of Exchange Online Archiving.

Encryption: S/MIME and PGP

Exchange Online Archiving will store Secure/Multipurpose Internet Mail Extensions (S/MIME) messages. However, Exchange Online Archiving does not host S/MIME functions or host the public keys, nor does it provide key repository, key management, or key directory services because all of these services attach to the on-premises Exchange infrastructure.

Similarly, Exchange Online Archiving will store messages that are encrypted using client-side, third-party encryption solutions such as Pretty Good Privacy (PGP).

Information Rights Management

Exchange Online Archiving does not provide hosted Information Rights Management (IRM) services, but administrators can use on-premises Active Directory Rights Management Services. If an Active Directory Rights Management Services server is deployed, Outlook can communicate directly with that server, enabling users to compose and read IRM-protected messages. If interoperability between the Active Directory Rights Management Services server and the on-premises Exchange environment is configured, users will be able to compose and read IRM-protected messages.

Support for IRM in Outlook Web App

Users can read and create IRM-protected messages natively in Outlook Web App, just as they can in Outlook. IRM-protected messages in Outlook Web App can be accessed through Internet Explorer, Firefox, Safari, and Chrome (with no plug-in required). The messages include full-text search, conversation view, and the preview pane. Interoperability between the Active Directory Rights Management Services server and the on-premises Exchange environment must be configured to enable this.

IRM Search

IRM-protected messages are indexed and searchable, including headers, subject, body, and attachments. Users can search IRM-protected items in Outlook and Outlook Web App, and administrators can search IRM-protected items by using Multi-Mailbox Search or the Search-Mailbox cmdlet.

Language Support

The following section describe language support for Exchange Online Archiving.

Client Languages

The client languages supported by Exchange Online Archiving are the same as those supported in Exchange Server 2010 SP1.

- For languages supported by Outlook Web App, see the TechNet article Client Languages for Outlook Web App.
- For languages supported by Outlook, see the TechNet article Client Languages for Outlook.

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Administration Languages

To administer on-premises mailboxes, IT administrators can use the Exchange Management Shell, or Exchange Control Panel. Provisioning of archives is done through the on-premises tools. If further optional configuration of the archive is needed, administration can be done by way of Exchange Management Shell. The administration interfaces for Exchange Online Archiving are the same as those supported in Exchange Server 2010 SP1:

- For languages supported by Remote PowerShell (also called the "Exchange Management Shell"), see the TechNet article Language Support for Exchange Management Interfaces.
- The languages supported by Exchange Control Panel are the same as those supported in Outlook Web App. See article Client Languages for Outlook Web App.

Note

The Microsoft Online Services Portal supports a different set of languages, as described previously in this document.

Administration

The following section describe the administration features for Exchange Online Archiving.

Remote PowerShell

Using the remote commands in Windows PowerShell (remote PowerShell), administrators can connect to Exchange Online Archiving to perform management tasks that are not available or practical in EMC or the web management interface. For example, they can use remote PowerShell to automate repetitive tasks, extract data for custom reports, customize policies, and connect Exchange Online Archiving to existing infrastructure and processes.

Exchange Online Archiving uses the same PowerShell cmdlets as Exchange Server 2010 SP1; certain cmdlets and parameters are disabled because these features do not apply in the data center environment. For a list of the cmdlets available to Exchange Online Archiving administrators, see Reference to Available PowerShell Cmdlets.

Role-Based Access Control (RBAC)

Exchange Online Archiving uses a Role-Based Access Control (RBAC) model that allows administrators to finely control what users can do in the service. Using RBAC, administrators can delegate tasks to employees in the IT department as well as to non-IT employees. For example, if a compliance officer is responsible for mailbox search requests, the administrator can delegate this task to the officer.

Auditing

Exchange Online Archiving provides two types of built-in auditing capabilities:

- **Administrator audit logging:** Allows customers to track changes made by their administrators in the Exchange Online Archiving environment, including changes to RBAC roles or Exchange policies and settings.
- **Mailbox audit logging:** Allows customers to track access to mailboxes by users other than the owners, including access by delegates and access to shared mailboxes.

Several predefined audit reports are available in the Exchange Control Panel, including Administrator Role Changes, Litigation Hold, and Non-Owner Mailbox Access. Administrators can filter reports by date and role, and they can export all audit events for specified mailboxes in XML format for long-term retention or custom reporting.

Administrator audit logging is on by default, and mailbox audit logging is off by default. Administrators can use Remote PowerShell to enable mailbox audit logging for some or all mailboxes in their organization. See the help topic [Use Auditing Reports in Exchange Online](#) for details.

Exchange Web Services

Exchange Web Services (EWS) is the preferred development API for Exchange Server and Exchange Online Archiving. Using EWS or the EWS Managed API, administrators can access data stored with Exchange Online Archiving from applications that are running on-premises, in Windows Azure™, or in other hosted services. EWS can perform specialized actions such as querying the content of a mailbox, posting a calendar event, creating a task, or triggering a specific action based on the content of an email message.

Instant Messaging Archiving

On-premises Lync instant messages (IMs) can interoperate with Exchange Online Archiving. Exchange Server and Exchange Online Archiving will archive IM content, provided that it is delivered to a user's mailbox. The Lync client can be configured to store IM conversations in a user's mailbox in Outlook, which will enable Exchange to archive them.

Directory Synchronization

To simplify management of the Online Services environment, Microsoft provides the Online Services Directory Synchronization tool, which helps to synchronize a company's local Active Directory services with Exchange Online Archiving, SharePoint Online, and Lync Online. The tool is available for free.

> **Notes**
>
> - Active Directory supports synchronization from only one customer Active Directory forest to Office 365.
> - Directory synchronization will make it easier to move Exchange Online Archiving archives back to an on-premises Exchange Server.

Enabling Exchange Online Archiving

Connecting on-premises Exchange mailboxes to Exchange Online Archiving is straightforward and follows these required steps:

1. [Sign up](#) for Office 365 and create a tenant or, alternatively, sign in to your existing Office 365 tenant account.
2. Enable Active Directory synchronization (DirSync) to replicate Exchange mailbox objects from on-premises to a mail-enabled user in Exchange Online Archiving. Verify that DirSync Writeback is enabled.
3. Set up [hybrid deployment](#) to enable Exchange Server to communicate with Exchange Online
4. Provision an archive mailbox using the Exchange Management Console or Windows PowerShell on-premises.

5. Wait for the directory synchronization cycle to complete (this may take up to two hours).
6. Refresh the EMC and verify that the user's archive status is now active.

Tools for Migrating to Exchange Online Archiving

Microsoft will upgrade organizations running Exchange Hosted Archive to Exchange Online Archiving. See your Microsoft representative for more for more information.

Tools for migrating from other email archiving solutions (such as Google Postini, Symantec Enterprise Vault, or EMC SourceOne) will be provided by third-party vendors.

For more details, see the help topic [Choose a migration or coexistence option](#),

Appendix A: Exchange Online Archiving and Exchange Hosted Archive Comparison

Table 4 compares features available in the Microsoft Exchange Online Archiving with the Microsoft Exchange Hosted Archive, a previously released archiving solution from Microsoft.

Table 4. Exchange Online Archiving comparison with Exchange Hosted Archive

	Exchange Online Archiving	Exchange Hosted Archive
SERVICE FEATURES		
Deleted item recovery	14 days	No
Deleted mailbox recovery	30 days	No
TLS for server connections	Yes	Yes
Password synchronization	Yes	No
CLIENT ACCESS		
Outlook 2010	Yes	No
Outlook 2007	Yes	No
Outlook Web App	Internet Explorer 7 or later, Safari 3 or later, Firefox, Chrome	Internet Explorer 6, Internet Explorer7, Firefox 2 or later
Delegate access	Yes	Yes
ARCHIVING		
Personal archive	Yes	No
Accept journaled content	No	Yes
Content type: Instant messaging	Yes	Yes
Content type: Calendar	Yes	No
Content type: Contacts	Yes	No
RETENTION		
Retention policies	Yes	Yes
Archive mailbox size	Unlimited	Unlimited
Legal hold	Yes	Yes
Rolling Legal Hold (Single Item Recovery)	Yes (Unlimited)	Yes (10 year max)
Self-service Historical Data Load (HDL)	Yes	No
DISCOVERY		
Unified user search	Yes	No
Export to PST file	Yes	Yes
Auditing	Yes	Yes
Multi-mailbox search (e-discovery)	Yes	Yes

	Exchange Online Archiving	Exchange Hosted Archive
De-duplication of data	Yes	Yes
Rights-protected discovery	Yes	Yes
Attachment discovery	Yes	Yes
ADMINISTRATION		
Administration through a web-based interface	Yes	Yes
Administration through EMC	Yes	No
Administration through command line shell	Yes	No
RBAC	Yes	No
APPLICATION ACCESS/CUSTOMIZATION		
Application connectivity through web services	Yes	No
Outlook Web App Web Parts	Yes	No
Outlook add-ins and Outlook MAPI	Yes	No