

## Import/Export PST option only for Exchange 2013 or later

### Summary

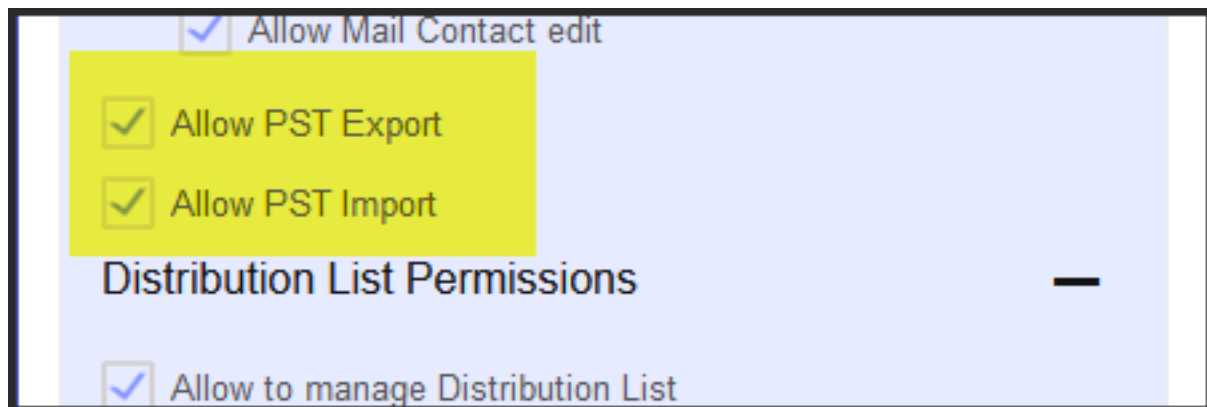
This article provides a summary on how to enable Import/Export PST option only for Exchange 2013 or later in MachPanel.

### Applies To

This article applies to MachPanel Build v6.3.30 HF1 and later.

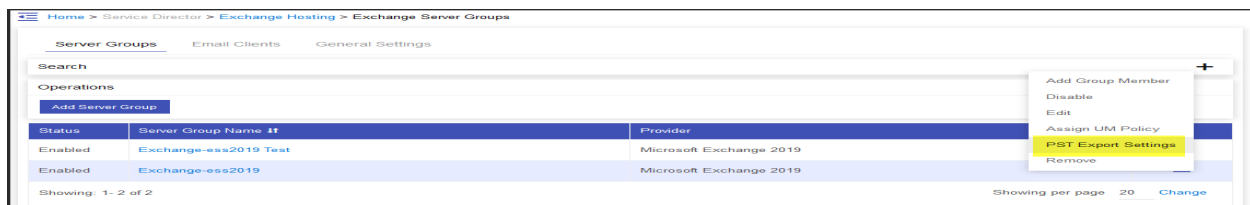
### Import/Export PST option settings

- In order to "Enable PST Import & Export Option" for Customers and Resellers, Enable permission under Access Template/Permissions, See image below for reference.



### How to Configure UNC path for Import/Export PST?

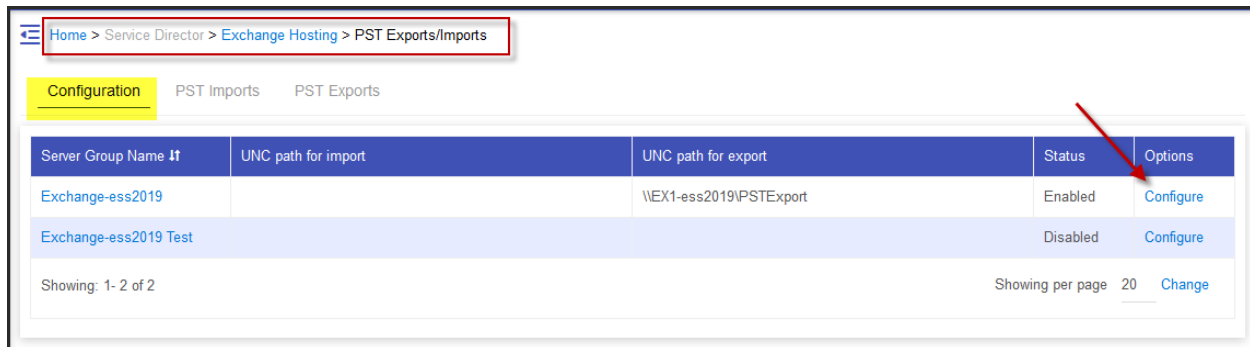
- Navigate to path: **Home > Service Director > Exchange Hosting > Exchange Server Groups** and click on **PST Export Settings** as shown below:



## Import/Export PST option only for Exchange 2013 or later



Or Navigate to following path: **Home > Service Director > Exchange Hosting > PST Exports/Imports** and click **Configure**.



In the **PST Import Export Configuration** perform below :

1. **Server group:** Server Group name is shown for the PST Export configuration you are in for the respective server group e.g. Exchange-ESS2019
2. **Enabled:** Check/Uncheck this box to enable/disable PST import/export
3. **Base url for PST download link:** example:  
https://providersite/downloads/pst (This URL needs to be mapped on **UNC Path for PST Download**). The logic behind this is that when you initiate a command to 'Export PST', the file is created in this folder and a link with file name is generated and sent to customer based on this Base url for PST download link.
4. **UNC path for PST download:** When MachPanel sends command to generate PST zip file for download, the UNC path is used to store the file. example: \\webserver\site\pst
5. **Maximum export jobs to be created in parallel on a server:** [value 1 to 100]
6. **Auto delete PST file from server after creation:** [3-30] days.
7. **UNC path for import:** You can specify path where all PST Files are stored. When you initiate an Import PST job from panel, this is the location from where the control panel will look for PST files.

### UNC path scenarios:



## Import/Export PST option only for Exchange 2013 or later

- In case your control panel server is member of same AD as the Exchange server, you can create the UNC path on Control panel server under the control panel installation directory and your exchange server should be able to generate PST zip in that directory. For Base URL you can use the control panel address pointing to the same folder and your downloads should work.
- In case your control panel server is not a member of AD as the Exchange server, then you have to create the UNC path on the Exchange Server, as well as create a base URL on the exchange server, make it public so that the PST zip files generated by the panel are accessible to the public.

Important Note

Pre-requisites:

- 'Exchange Trusted Subsystem' group shall have read,write permission on UNC path for import/export.
- Machpanel exchange server's service admin shall have read permission on UNC path for import.

PST Import Export Configuration

Server group:	Exchange-ess2019	
Enabled:	<input checked="" type="checkbox"/>	
Base url for PST download link:	https://PublicURLPointingtoUNCPath.com/PSTExport	example: https://providersite/downloads/pst
UNC path for PST download:	\\EX1-ess2019\PSTExport	example: \\webserver\site\pst
Maximum export jobs to be created in parallel on a server:	10	
Auto delete PST file from server after creation:	5	Days
UNC path for import:	\\EX1-ess2019\PSTExport	example: \\webserver\folder\

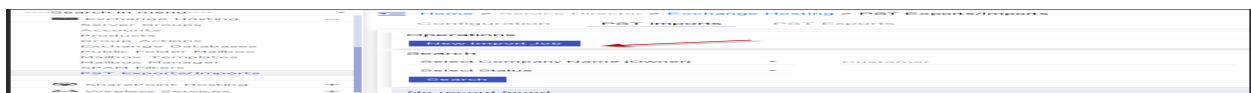
Save

Cancel

- The **PST Export** and **PST Import** tabs can be allowed /hidden via Access Templates. If those are unchecked customer/resellers cannot see **PST Export** and **PST Import** tabs.
- **Configuration** tab is not visible to customers. They cannot see the PST folder or its path. Only providers can add **New Import job**.

### How to Bulk import PST on Mailboxes?

- Navigate to following Path: **Home > Service Director > Exchange Hosting > PST Exports/Imports**
- Click **New Import Job** under **PST Imports** tab as shown below:
- *Only providers can add New Import job.*



## Import/Export PST option only for Exchange 2013 or later

- Select Organization, Bad Items limit, Large Item Limits and Target Folder in Mailbox to Place Imported data. Click **Preview(PST to mailbox Mapping)**. Click Save.

Home > Service Director > Exchange Hosting > PST Exports/Imports

Configuration **PST Imports** PST Exports

**Important Note**

**Pre-requisites:**

- The folder '\\EX1-ESS2019\\PSTImport\\' must contain PST files for organization.
- The PST file name must match target mailbox UPN.
- Mailboxes with Import Job already in System, will be Skipped in PST to Mailbox Auto Mapping. Remove associated Import Job first to re-list in PST to Mailbox Auto Mapping.

**Add PST Import Job**

Select organization: DemoORG

Bad items limit: 0

Large items limit: 0

Target Root Folder: \\EX1-ESS2019\\PSTImport\\

[Preview \(PST to Mailbox mapping\)](#)

Mailbox	UNC path for import	Options
MB User01 [MB.User01@demoorg.com]	mb.user01@demoorg.com.pst	<a href="#">Remove</a>
MB User02 [MB.User02@demoorg.com]	mb.user02@demoorg.com.pst	<a href="#">Remove</a>
MB User03 [MB.User03@demoorg.com]	mb.user03@demoorg.com.pst	<a href="#">Remove</a>

[Save](#) [Cancel](#)

»» Import PST job for mailbox [MB User01 - MB.User01@demoorg.com] added successfully.  
»» Import PST job for mailbox [MB User02 - MB.User02@demoorg.com] added successfully.  
»» Import PST job for mailbox [MB.User03 - MB.User03@demoorg.com] added successfully.

### How to export PST on a single Mailbox?

- Navigate to Exchange Service Management of Organization & Click **Export PST** for any Mailbox as shown below:

Home > Service Director > Exchange Hosting > Exchange Accounts > Manage Service

Manage - #9 exchange2013

General Settings Mail Domains **MailBoxes** Mail Contacts Distribution List Public Folders Wireless Service Disclaimer

Group Actions Compliance Management Mobile device mailbox policy Application Impersonation Calendar Permissions

Search

Operations

[Add New MailBox](#) [Add Bulk MailBox](#) [Add Bulk Linked MailBox](#) [Group Actions](#) [Remove & Export Failed Bulk Mailboxes](#) [Linked AD Settings](#)

Sort by: Display name Ascending Go

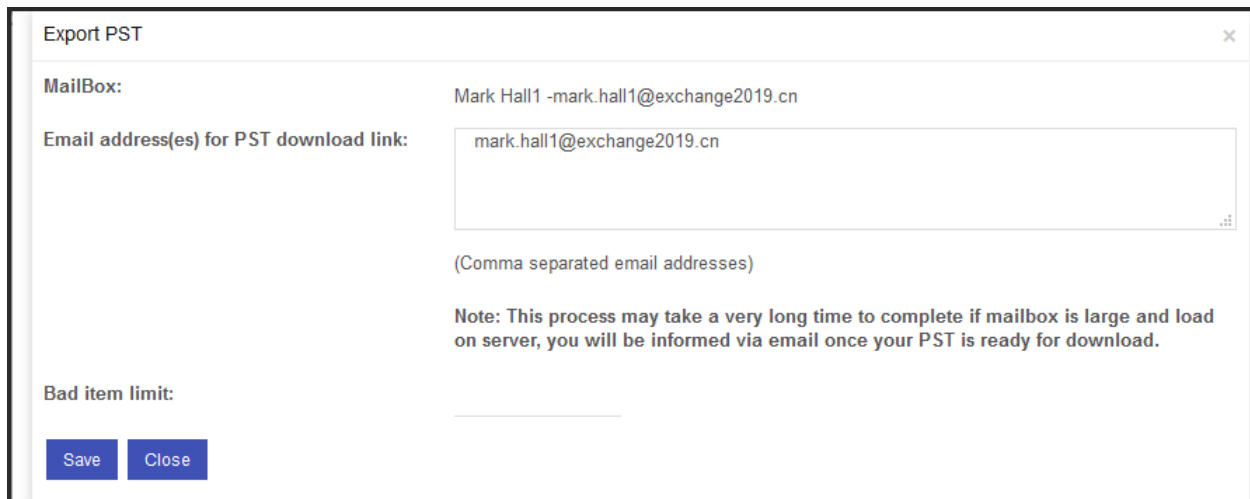
Mailbox	Details	Hidden from Address List
<input type="checkbox"/> Mark Hall1 - mark.hall1@exchange2019.cn	Status: Active Type: User Mailbox Usage: <a href="#">View Mailbox Usage</a>	Mailbox Template: Exchange2013 Litigation Hold Enabled: No
<input type="checkbox"/> Mark Hall10 - mark.hall10@exchange2019.cn	Status: Active Type: User Mailbox Usage: <a href="#">View Mailbox Usage</a>	Mailbox Template: Exchange2013 Litigation Hold Enabled: No

[Export PST](#)

## Import/Export PST option only for Exchange 2013 or later

New Window open which requires input email address for PST download link.

1. **Email address(es) for PST download link:** Multiple addresses can be added separated by comma. Primary email will be pre-populated.
2. **Bad item limit:** It is a limit to skip no of bad items in mailbox, if there are more than specified bad items, migration fails.



Export PST

MailBox: Mark Hall1 -mark.hall1@exchange2019.cn

Email address(es) for PST download link: mark.hall1@exchange2019.cn

(Comma separated email addresses)

Note: This process may take a very long time to complete if mailbox is large and load on server, you will be informed via email once your PST is ready for download.

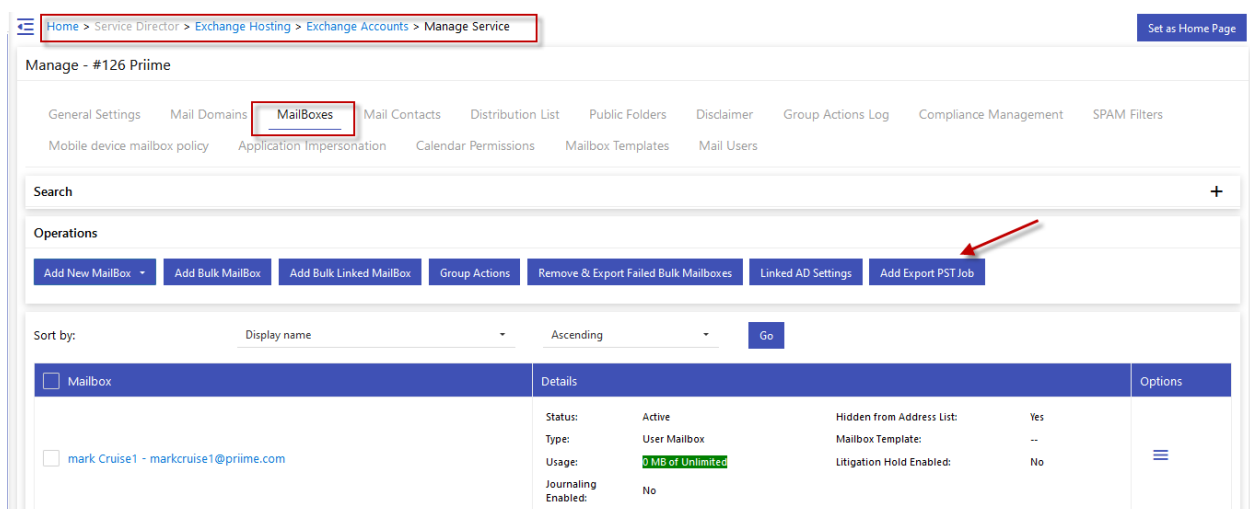
Bad item limit:

Save Close

### How to add Bulk PST Export ?

#### Add PST Export job:

- To group/bulk operation for mailbox exporting PST click **add Export PST job**.



Home > Service Director > Exchange Hosting > Exchange Accounts > Manage Service

Manage - #126 Priime

General Settings Mail Domains **MailBoxes** Mail Contacts Distribution List Public Folders Disclaimer Group Actions Log Compliance Management SPAM Filters


Mobile device mailbox policy Application Impersonation Calendar Permissions Mailbox Templates Mail Users

Search

Operations

Add New MailBox Add Bulk MailBox Add Bulk Linked MailBox Group Actions Remove & Export Failed Bulk Mailboxes Linked AD Settings **Add Export PST Job**

Sort by: Display name Ascending Go

Mailbox	Details	Options																
<input type="checkbox"/> mark Cruise1 - markcruise1@prime.com	<table border="0"><tr><td>Status:</td><td>Active</td><td>Hidden from Address List:</td><td>Yes</td></tr><tr><td>Type:</td><td>User Mailbox</td><td>Mailbox Template:</td><td>--</td></tr><tr><td>Usage:</td><td>2 MB of Unlimited</td><td>Litigation Hold Enabled:</td><td>No</td></tr><tr><td>Journaling Enabled:</td><td>No</td><td></td><td></td></tr></table>	Status:	Active	Hidden from Address List:	Yes	Type:	User Mailbox	Mailbox Template:	--	Usage:	2 MB of Unlimited	Litigation Hold Enabled:	No	Journaling Enabled:	No			
Status:	Active	Hidden from Address List:	Yes															
Type:	User Mailbox	Mailbox Template:	--															
Usage:	2 MB of Unlimited	Litigation Hold Enabled:	No															
Journaling Enabled:	No																	

## Import/Export PST option only for Exchange 2013 or later

[General Settings](#) [Mail Domains](#) [MailBoxes](#) [Mail Contacts](#) [Distribution List](#) [Public Folders](#) [Disclaimer](#) [Group Actions Log](#) [Compliance Management](#) [SPAM Filters](#)

[Mobile device mailbox policy](#) [Application Impersonation](#) [Calendar Permissions](#) [Mailbox Templates](#) [Mail Users](#)

---

### Add PST Export job(s)

Organization: Prime

Select Mailboxes:

Type and press enter to search

Selectable

mark Cruise1 - markcruise1@prime.com  
mark Cruise10 - markcruise10@prime.com  
mark Cruise100 - markcruise100@prime.com  
mark Cruise101 - markcruise101@prime.com  
mark Cruise102 - markcruise102@prime.com

>|

|<

>

<

Selected \*

Email address(es) for PST download link:

(Comma separated email addresses)

**Note: This process may take a very long time to complete if mailbox is large and load on server, you will be informed via email once your PST is ready for download.**

Bad item limit: 4

[Save](#) [Close](#)

[Home](#) > [Service Director](#) > [Exchange Hosting](#) > [Exchange Accounts](#) > [Manage Service](#)

---

### Manage - #70 20April2017

[General Settings](#) [Mail Domains](#) [MailBoxes](#) [Mail Contacts](#) [Distribution List](#) [Public Folders](#)

[Wireless Service](#) [Disclaimer](#) [Group Actions](#) [Retention Settings](#) [SPAM Filters](#) [Mobile device mailbox policy](#)

[Application Impersonation](#)

---

### Group Actions

Search

Parameters Select Action Type Select Status

[Search](#)

---

### Operations

[Reset Tries Count](#)

---

Status	Command	Date Entered ↑↓	Tries ↑↓	Option
	Export PST for mailbox [Mark Hall - mark.hall@20april2017.com]	7/13/2018 8:54:02 AM	1	<a href="#">Run</a> <a href="#">Cancel</a>

- You can see the list of Mailboxes under **PST Exports** tab:

**"PST Available" Email Template:**

- Menu Settings

Built-in Modules

Reseller Settings

Configure Alerts

Authentication

SMS Settings

Billing Configuration

+

Emails Configuration

-

Email Templates

Email Delivery

Providers

+

Notifications

MailChimp

Store Configuration

System Users

+

License Management

General

Email from Name:

Support Dept.

Email from address:

support@mpsupport.com

Email CC address:

jobmudesira@gmail.com

Reply to Name:

Support Dept.

Reply to Address:

support@mpsupport.com

Email BCC address:

owner@mpsupport.com

Apply "Do not send to customer" setting to group

☒ No Change

☐ Enable

☐ Disable

New Service - Sign Up Notification

Edit Template

Mimecast User Account Creation

Edit Template

PST Available

Edit Template

PST Failed

Edit Template

Dial-in Conferencing PIN Assignment

Edit Template

Notification to download file from server

Edit Template

<a href="#">Email Templates</a>	<a href="#">Edit Template</a>		
<b>Template Group</b>			
Email template group	General	-	
Email template name	PST Available	-	
<a href="#">Load Default Template</a>			
<b>Change email template name</b>	<b>PST Available</b>		<b>Customization Keys Info</b>
Locale language	English	-	Not implemented. Customer issue.
Email priority	Low	-	Not implemented. Customer will have when they live life in PST AVAILABLE
			Not implemented.

## Import/Export PST option only for Exchange 2013 or later

**Also PST Export option will be visible when you select single or multiple mailboxes.**

The screenshot shows the 'Exchange Hosting' interface. On the left is a sidebar with a tree view containing 'Server Groups', 'Accounts', 'Products', 'Group Actions', 'Exchange Databases', 'Public Folder Mailbox', 'Mailbox Templates', 'Mailbox Manager', 'Mailbox Migration', 'SPAM Filters', 'PST Exports/Imports', and 'Postfachumzug'. The 'Accounts' section is selected. The main area is titled 'Operations' and contains several buttons: 'Add New MailBox', 'Add Bulk MailBox', 'Add Bulk Linked MailBox', 'Group Actions', 'Remove & Export Failed Bulk Mailboxes', 'Disable', and 'Enable'. Below these are 'Remove', 'PST Exports' (highlighted with a red box), and 'Linked AD Settings'. A 'Sort by:' section shows 'Display name' and 'Ascending' with a 'Go' button. Below is a table with columns 'Mailbox', 'Details', and 'Options'. The table lists three mailboxes: a disabled one, an active one with 0 MB of Unlimited usage, and another active one with 0 MB of Unlimited usage.

**\*Notice:** Please note that the export Email-Message can only sent if on the selected Mailbox a alternative Email is setup.

This screenshot is similar to the previous one, but a dialog box is overlaid on the 'Operations' section. The dialog box contains the text: 'Notice: Please note that the export Email-Message can only sent if on the selected Mailbox a alternative Email is setup.' and has 'OK' and 'Cancel' buttons. The background interface is dimmed.

Alternate email address can be set at fourth level interface under Password recovery email.

The screenshot shows a 'Password recovery options:' dialog box. It has three radio button options: 'Send secret code in email' (selected), 'Send secret code in SMS to mobile number', and 'Secret question'. Below the first option, there is a text field labeled 'Email Address :' with the value 'alreadyinuse1@zohaibtravels.c'. At the bottom are 'Save' and 'Cancel' buttons.

Import/Export PST option only for Exchange 2013 or later

- Then if operation was successful, PST Export will be added in **Group Actions** which will process automatically.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55577/ImportExport-PST-option-only-for...>