

Exporting PST from Office 365

The export must be done in IE or Edge!

Initial export

1. Login to Office 365 with the **Company** specific admin login
Note: If you go back to the office portal page click Login again to fully sign in.
2. Click Admin
3. On the left side click "Show all"
4. Click Security
5. On the left side click "Permissions"
6. Sort the results by name and then click "eDiscovery Manager"
7. Verify that under "Assigned roles" you see "Export", If Export does exist go to Step 8
 1. click "Edit" besides "Assigned roles"
 2. Click "Edit", then click "+ Add"
 3. Search for Export, check the box, and click "Add"
 4. Click "Done" then click "Save"
8. Scroll down and click "Edit" beside "eDiscovery Administrator"
9. Click "Choose eDiscovery Administrator"
10. Click "+ Add"
11. Search for the user that we login as (I.E. Admin, O365Admin, etc...)
12. Once located check our user and click "Add"
13. Click "Done", then click "Save", and lastly click "Close"
14. Scroll to the top of the window and click the hyperlink on the line that reads;

"To assign permissions for archiving, auditing, and retention policies, [go to the Exchange admin center.](#)"

15. Look for a "Role Group" called "Import Export", Skip to step 16 if this exists
 1. Click "+" to create a new role.
 2. Name the role Import Export.
16. Edit the "Import Export" rule to add our user that we login as (I.E. Admin, O365Admin, etc...)
17. Click Save and close the Role Groups tab

User PST Export Steps

1. Login to Office 365 with the Company specific admin login
Note: If you go back to the office portal page click Login again to fully sign in.
2. Click Admin
3. On the left side click "Show all"
4. Click Security
5. On the left side Click "Search"
6. Click "Content Search"
7. Click "+ New search"
8. Beside "Specific Locations" click "Modify"
9. Click "Choose users, groups, or teams"
10. Click "Choose users, groups, or teams"
11. Search for the user you wish to export.
12. Check the box and click "Choose", Click "Done", and click "Save"
13. Click "Save & run"
14. Name the search "{Date YYYY-MM-DD} {Username} Export" and click "Save"
15. Click on "Searches" at the top of the screen, and then click "Refresh" You should now see your search
16. Click on the newly created search, and click Export Results
NOTICE: If Export Results is not an option, and you recently added the Admin user to have permission for this you may need to log out and back into O365, or wait for a duration of time as it can take up to 24 hours to update the settings.
17. Keep the Default settings and click "Export"
18. Click "Close:", then Click the "Exports" option at the top.
19. Click "Refresh" and you should see your new Export.
20. Click on the option and verify the "Preparing data ..." process has started under "Status".
Note: You may need to refresh this a couple of times before you see progress.
21. Now wait for that process to complete as you will not be able to download the PST file until it has.

Some Time Later . . .

22. Once the Export Process has completed.
23. Click "Copy to clipboard" under "Export Key:"
24. Click "Download results" at the top of the screen.
25. A new program will launch called "eDiscovery Export Tool" (Install if needed)
 1. Paste the Export Key

2. Then choose the download location.
3. Click the Down arrow next to "Advanced options" to change the name of the PST being exported.
4. Click Start
5. Now wait for the download to complete . . .

Some Time Later . . .

26. Once complete you now have a PST that you can import into another mailbox.

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