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1. O365 Mailbox export

In some use-cases, you might want to export Office 365 mailboxes to a PST file. For example when a user leaves the organization, legal purposes, or when you want to migrate a mailbox to another mail service.

Users can export their own mailbox through the Outlook client, but also as an admin we can easily export a complete mailbox through the Office 365 Admin Center.

In this article, I am going to explain how you can export an Office 365 mailbox to pst.

Requirements to Export Mailbox to PST in Office 365

We are going to use the Content Search and eDiscovery Export Tool to export an Office 365 mailbox to PST. To use the Content Search you will need to have the eDiscovery Manager role in the Microsoft 365 Compliance center.

A global administrator doesn't have this role by default, so first, we are going to give your account the proper permissions. You will need to be a global administrator to change permissions.

1. Log in at the [Microsoft 365 Admin Center](#)
2. In the menu, click on **Compliance** to open the [Compliance Admin Center](#).
3. Click on **Permissions**
4. And open the Compliance Center **Roles**

Compliance Center Permissions

5. Select **eDiscovery Manager**
6. Make sure that the **Export Role** is listed in the Assigned Roles (otherwise add it)
7. Edit the **eDiscovery Administrator**

8. Click on **Choose eDisovery Administrator** or **Edit**
9. Click **+ Add**
10. Lookup your own account and add it to the list
11. Clic **Save** to complete

We have now the proper permissions to start a Content Search and export an Office 365 mailbox to pst. To apply the new permissions it's best to log out, close the tab and log back in again.

Office 365 Export Mailbox to PST

To export a mailbox out of Office 365 we first need to create a **Content Search** that will collect all the mail of the specified user. Then we can export the result to a PST file with the eDiscovery Export Tool.

> Note
>
> Only the browser Edge is supported to download the eDiscovery Export Tool.

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Their are browser extensions available for Chrome and Firefox that solve this issue and allows you to download and use the eDiscovery Export Tool

Chome : [Meta4 ClickOnce](#)
Firefox : [Breez ClickOnce](#)

1. **Open the Microsoft 365 Compliance Center**

   [Open https://compliance.microsoft.com/](https://compliance.microsoft.com/)

2. **Create a new Content Search**

   – Select **Content Search** in the menu under Solutions
   – Click **+ New Search**

3. **Enter a name and description**

   Give your content search a recognizable name and description and click **Next**. This helps you later with identifying the correct content search.

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4. **Select Exchange Mailboxes**

   To export a mailbox, **turn Exchange Mailboxes on** and click on **Choose users, groups, or Teams**

5. **Select the mailbox to Export**

   The next step is to **select the mailbox** that we want to export. **Select or search for the correct user** and click on **Done**

   And click on **Next to continue to the Conditions.**

6. **Leave Conditions empty**

   We want to export the complete mailbox, so we can leave the conditions empty.
   Just **click Next**

7. **Complete the Content Search**

   Review your Content Search and **click Submit** to start it.
   Click **Done** to close the New Search screen

8. **Wait for the search to complete**

   Depending on the mailbox size it can take a couple of minutes to complete the content
   search. **Wait for the status to change to Completed** in the Content Search scene. (Click
   Refresh occasionally to update the status)

9. **Export the Office 365 Mailbox to PST**

   1. Click on the Content Search that we have just created
   2. Select **Actions**
   3. Choose **Export results**

10. **Export Options**

We can now select what and how we want to export our mailbox.
– Output Options: **All items, including ones that have unrecognized format…**
– Export Exchange Content as **One PST file for each Mailbox.**

Click **Export** to start the export

11. **Download the Office 365 export mailbox PST file**

Again, it can take a couple of minutes for the download file to get ready.

– Open the **Export tab** in the content search screen
– Select the Export job to **view the status**

It can take a couple of minutes depending on the mailbox size. You can click on **refresh** to update the status, and wait for it to be completed.

12. **Download eDiscovery Export Tool**

    To download the PST files we will need to use the eDiscovery Export Tool.
    As mentioned earlier in the blue note, you will need to use Edge for this step or use a
    ClickOnce browser extension in Chrome or Firefox.

    Click **Download Results** to download the tool

13. **Approve the download**

    A new tab will open that will download the eDiscovery Tool. Click **Open** in the security
    warning

14. **Copy the Export Key**

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Before you can start the download, you will need to copy the export key from the Compliance Center.

15. **Download the PST File**

    The last step is to start the download in the eDiscovery Export Tool.

    1. **Paste the key** that we copied
    2. **Enter a location** for the PST file
    3**. Expand Advanced Options** and give the PST file a meaningful name

    And click on **Start**

16. **Wait for the download to finish**

    Depending on the size of the mailbox, the download can take some time. Wait for it to finish and open the PST file in the location that you specified.

You can also use these steps to download multiple mailboxes at once. Just select multiple users or mailboxes at step 5 and makes sure that you select one pst file for each mailbox in step 10.

Office 365 Export PST File Size Limit

The default file size of the exported PST files is 10 GB. You can increase or decrease the file size, but keep in mind that if you make it too large, to chance of file corruption increases as well. If the exported mailbox is larger than the PST limit, then the tool will split the PST file into sequentially-numbered files.

Making the file size smaller can be useful if you need to place the files on removable media.

To change the file size you will need to create a registry key.

1. Close the eDiscovery Export Tool
2. **Create a new txt file** and name it **pstsize.reg** (note the extension)
3. Add the following content

Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\eDiscovery\ExportTool]

"PstSizeLimitInBytes"="21474836480"

4. Change the **PstSizeLimitInBytes** to the desired value:

Size in bytes	Size in GB
4294967296	4 GB
8589934592	8 GB
21474836480	20 GB
32212254720	30 GB

5. **Save the file** and close it.
6. Double-click the newly created reg file to import it. **Click yes twice** to the warnings.

You can remove the registry key to change the value back to 10 GB or change the value of the key to **10737418240**.

Restart the eDiscovery tool to export the PST files in the new size.

Export or Backup Office Outlook contacts

When users leave the organization they sometimes want to take their Outlook contacts with them. Even though you can easily export them through Outlook, you could also use the Content Search method to export only the contacts.

Follow all the steps described earlier, but add a condition in Step 6:

1. Click **Add Condition**
2. Select **Type**
3. Click **Add/Remove more options**
4. Select **Contacts**

Follow all the other steps to export the Outlook contact to a PST file.

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