



BINARY TREE
Powering Enterprise Transformations®

Exchange Pro 19.12

Known Limitations

December 2019

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Known Limitations 19.12

Installation

- If Exchange Pro is installed to a non-default location, the configuration of the location of the scripts must be modified on the *Settings / Scripts* tab. (14911)
- When upgrading Exchange Pro there are often database changes that will appear as data loss errors in the installation prompt and *DatabaseUpdateLog.txt* file. These are acceptable errors, and no data loss will occur that adversely affects the installation. (14918)
- The install wizard will not detect newer versions of Microsoft Exchange Web Services Managed API and Windows Azure Active Directory Module for Windows PowerShell that are already installed and will install older versions. (14920)
- When uninstalling Exchange Pro, if a file is in use dialog box appears, text comments in the Exchange Pro uninstall wizard write on top of each other making them unreadable. (14928)
- The install wizard cannot complete the installation on a machine that is not domain joined. (14938)
- If the Default Installer is selected on a server that has SQL 2005 installed, which is not supported, Exchange Pro will not install SQL Server 2012 Express. SQL Server 2005 should be removed from the Exchange Pro server prior to installing Exchange Pro, and the Default installer can be used to install SQL Server 2012 Express. (17665)
- When migrating mailboxes to Office 365 from two or more source forests, separate instances of Exchange Pro should be implemented for each source forest. (29987)
- Administrators of Exchange Pro must be added explicitly to the *E2E_Admins* group as Exchange Pro doesn't support adding security groups to this group. (33622)
- Google Chrome no longer supported due to its lack of Microsoft Silverlight support. Internet Explorer 8 or later and Firefox browsers continue to be supported. (4872)

Mailbox Job Importer

- If a mailbox exists in both the Source and Target forest with the same *UserPrincipalName* (UPN) the Exchange Pro job importer may select the wrong mailbox as the source of a migration job. This is not an issue if one of the objects is just a mail user. (14916)

Licensing

- Exchange Pro does not currently allow licenses from more than one product to be active at a time. For customers requiring the use of Exchange Pro and E2E Express pointing to the same SQL database, please contact support for a new license key that includes both products. This will be resolved in a future release. (13265)
- When rolling back mailbox migration from Office 365 to an on-premises target, Exchange Pro attempts to verify Intra-Org/Inter-Org licenses instead of Office 365 licenses. If there are insufficient Intra-Org/Inter-Org licenses, the rollback migration will remain in a scheduled state. (14922)
- If a Mailbox migration fails or ends with errors and needs to be remigrated, the initial license will be subtracted, but an additional license will not be burned when the mailbox is remigrated. (14943)
- Migrating mailboxes or Public Folders without having input a valid license will log an error in the Event Viewer indicating there is no license available. (14958)

- Cancelling an on-premises submitted mailbox still burns a license. (14969)

Mailbox Migration

- PowerShell 3.0+ causes a memory leak in the Exchange Pro MCP Service if these features are used: Office 365 PowerShell *sessionsMailbox* post-migration *reportMailbox* custom Prepare move request (14890)
- If a mailbox migration job is initiated outside of Exchange Pro using PowerShell, Exchange Pro can be used to report status on the job and further manage using the *Settings Job Adoption* configuration option. This option will allow Exchange Pro to display the migration job in the jobs queue. However, if these manually initiated jobs are created using the *Suspend when ready to complete* flag values must be added to the SQL job record for *ScheduledStart* and *DoNotCompleteBefore* in order to be able to complete the migration job in Exchange Pro. (14898)
- Exchange Pro will incorrectly report Mailbox Migration Status when the mailbox migration was resumed after the Black-Out period ended. Exchange Pro will report the job status as suspended when in fact the migration was resumed and completed. To work around this issue, the Exchange Pro Administrator can issue another resume request for those suspended migration jobs. Exchange Pro will then report back the correct job status. As noted in KL 2124, if the move is resumed manually, statistics for suspended migrations are not reflected in Exchange Pro. (14913)
- When running Exchange Pro with PowerShell 3.0 or 4.0 installed, you may experience a small increase in memory usage of the MCP service compared with environments which use PowerShell 2.0. (14915)
- The *New-MoveRequest* command does not process retention tags as the tag definitions are not stored within the mailbox. If you wish to migrate these tags to your new organization, you must export them from the source to an XML file, and then import these definitions into your target. These tags must be present in the target PRIOR to mailbox migration, if you wish for your mailboxes to retain them. The following scripts can be executed to perform these actions: *C:\Program Files\Microsoft\Exchange Server\V14\scripts\Export-RetentionTags.ps1* *C:\Program Files\Microsoft\Exchange Server\V15\scripts\Import-RetentionTags.ps1* (14917)
- There is an issue where an intra-org mailbox migration fails with the error *object couldn't be found on the target database*. This is due to not being able to locate the migrating mailbox's AD object if the PowerShell host is in a different domain. For intra-org mailbox migrations, use a PowerShell host in the same domain. (14919)
- When starting a PowerShell session on a server without HTTPS\SSL, Exchange Pro fails to use HTTP and instead logs an error *Connecting to remote server failed* with the following error message: *The WinRM client sent a request to an HTTP server and got a response saying the requested HTTP URL was not available*. To work-around this issue, please ensure SSL certificates are installed correctly (see Exchange Pro User Guide for details). (14921)
- Post migration, the Outlook client does not configure properly for users that have a comma in their *legacyExchangeDN* causing an issue in Free Busy. The solution is to edit the *legacyExchangeDN* of the target mailbox post migration. (14961)
- When you select one or more mailboxes to migrate from target to source, and select *Auto select destination Exchange 2010 databases* in the *Add mailboxes to migration queue* dialog, the source forest servers do not display. (14963)
- Exchange Pro does not currently collect statistics for suspended migrations, so if the move is resumed manually, that information is not reflected in Exchange Pro. (14966)
- Exchange Pro does not mark a mailbox job as *Suspend When Ready To Complete* when a *Do Not Complete Before* date is entered through the Job properties or in the Jobs table. Instead users should right-click on the job and choose *Suspend when ready to complete*. (19162)

- If two jobs with the same `DisplayName` value are queued/running/exist in the Move Request repository, calling `Get-MoveRequest` and piping to `Get-MoveRequestStatistics` results in a failure to find the move request statistics. (37930)
- Exchange Pro supports the `PrimaryOnly` switch for the `New-MoveRequest` cmdlet, but not the `ArchiveOnly` switch. The `PrimaryOnly` switch is set if it detects the source mailbox is in the cloud, but will not be set if the source mailbox is on-premises. (50278)

Blackouts

- If an existing blackout profile name is modified, a new blackout profile will be created. (14889)
- If recurring blackouts have been created, individual instances of the recurring blackout should not be deleted. This will cause issues with the recurring blackout. (14905)
- If a Blackout is marked as *High Importance* it cannot be unset and saved. (14970)
- Blackouts are not respected if SQL Server is offline for more than 24 hours. (16031)

O365 Mailbox Migration

- Exchange Pro does not detect any changes that were made to folder address attributes in the Target Office 365. (14892)
- Exchange Pro currently does not prevent the addition of more than one Microsoft Online (O365) tenant. Only one Microsoft Online (O365) tenant should be used. (14931)
- When migrating to Microsoft Online (O365) and the `AssumeExchangeParallelFactor` is set to 50 or higher, the updates of the migration job status may be delayed. Once all of the migration jobs are submitted, the migration job statuses will be updated. (14948)
- An error message similar to the following may be logged during Microsoft Online (O365) migrations if the value of `UpdateRunningJobs_Seconds` is too low (default = 20 seconds): *The domain controller 'BL2PR04A001DC01.NAMPR04A001.prod.outlook.com' is not available for use at the moment. Please try again.* These errors are transient and will not interfere with the migration of the mailboxes. (14949)
- Exchange Pro cannot rationalize Office 365 mailboxes when the `WhenChanged` DateTime format is `ddMMyyyy`, due to a remote PowerShell error claiming invalid date time format. Changing the date-time format of the operating system to `mmdyyyy` resolves the issue. (30267)

Mailbox Migration Permissions

- Exchange Pro will observe an error when applying `GrantSentOnBehalf` permission to mailbox stating duplicate permission was found in the target Exchange server. This error will occur if the mailbox was re-migrated to the target Exchange server after rollback migration because the Exchange server does not remove the Mailbox permissions after `new-moverquest` completed the migration. (14891)
- A linked mailbox user cannot be given `GrantSendOnBehalf` by specifying the source DN, SID, NTLM, so Exchange Pro will always use the target trustee for `GrantSendOnBehalf` regardless of the configuration of the Mailbox Permissions Trustees (Resource Forests) setting. Therefore, customers must synchronize all `GrantSendOnBehalf` trustees even when specifying Mailbox Permissions Trustees (Resource Forests) = Source Forest. (14908)
- Exchange Pro may not correctly migrate AD mailbox permissions in a multi-domain forest if the source or target DC is Windows 2003. (14909)

- Permissions that are inherited (set at the Exchange Org\Server level) are not read from the Source or migrated to the Target mailbox. (14924)
- When performing messaging migration from Exchange 2010 to a hybrid Office 365, Exchange Pro does not stamp mailbox permissions on the target. This causes no problem if AD Dirsync is used to sync objects between the on-premises Exchange and Office 365, since mailbox permissions are stored in the AD attributes, but in a direct mail migration from an Exchange forest that is not connected directly to the Office 365 tenant, permissions will not be stamped on the target. (27322)

Notifications

- Copying text that includes hyperlinks into a Notification Template will not retain the hyperlink functionality, and the hyperlink will need to be modified. (14899)
- Images cannot be inserted and included in the notification templates. (14952)
- Administrator Notifications are not sent if Started and/or Complete Notification Templates are disabled in Settings. (14953)

Public Folders

- The Public Folder change detection process does not detect changes when the folder name contains a "%" character. (14885)
- Exchange Pro cannot support Public Folders that have a first character "\" which is not allowed in Exchange 2013, 2016, and Office 365 and the "\" in the Public Folder names should be remediated before beginning the Public Folder migration. (14895)
- A new Exchange 2013/Office 365 Public Folder will be auto-discovered during new Public Folder detection as long as the folder name is smaller than 254 characters and does not exceed the Folder Path Limitation in MAPI. (14902)
- Email address modifications done to any Mail-Enabled Public Folder will trigger folder attribute changes in Active Directory for that folder object, and the object USN number will be increased as with any another object attribute changes in AD. In an environment that has multiple Sites/Domains and Exchange Servers, Public Folder attribute USN values will be different between each Global Catalog Server. Exchange Pro will query this USN value per Email Address using the Change Detection logic which uses the Global Catalog Server that is defined in the Forest Setting. The Global Catalog Server value should not be changed in the Forest Setting during Public Folder migration to ensure Email Address changes will be detected by Exchange Pro. (14903)
- For Exchange 2013 folders, a folder attribute change triggers the content copy process. (14904)
- When exporting Public Folder statistics via CSV, the CSV file will have data offset in incorrect columns if the data contains values with commas. (14906)
- Exchange Pro does not maintain the read/unread status for Public Folder documents. (14910)
- Exchange Pro does not properly display all Public Folders in a mixed environment for Exchange 2007. (14927)
- Exchange Pro will not be able to display sub-folders properly in folder lists if the folder was created via PowerShell and has a resident Public Folder Mailbox that is different from the parent Public Folder. (14932)
- Exchange Pro will encounter an issue when migrating Public Folders to Exchange 2013 using bi-directional synchronization if an Outlook Profile is not used. This problem can be resolved by configuring an Outlook Profile for the Public Folder migration to Exchange 2013. (14934)

- When migrating Contact data in Public Folders to Exchange 2013 with **Conflict Resolution** set to *Rename*, it will appear that a duplicate contact is created in the target. This is due to the *DisplayName* field being computed by Exchange 2013 and the value cannot be changed to show the rename mask. (14942)
- Exchange Pro will not migrate any user-updated Public Folder Posts when **Conflict Resolution** is set to *Rename*. The work around is to setup a migration job with a Sync Interval configured, which will enable Exchange Pro to migrate updated posts by renaming the Post Subject in the target. Also, if a post was copied to the Target Server with a Renamed PostSubject due to a duplicated item found in the target server, and then the user schedules a separate migration job with **Conflict Resolution** set to *Overwrite*, Exchange Pro will overwrite the renamed posts in the Target Server with information from the Source Server including the Post Subject and Message Body creating duplicate posts in the Target Server. (14944)
- Migration of Public Folders with backslashes ("\") in the Public Folder name is not supported and those Public Folders should be renamed on the Source prior to migration. (14946)
- Intra-organization migration of Public Folders is not supported. (14964)
- Public Folder Rules are not migrated to the Target. (14965)
- The Public Folder Job Importer currently supports only migration of Public Folders to Public Folders. Migration of Public Folders to Office 365 using the Job Importer is not supported at this time. (19183)
- The Public Folder mailbox quota threshold may be exceeded if new content or subfolders are added to a source Public Folder that has an existing migration job. If this occurs, raise the quota of the target Public Folder Mailbox or clean up extraneous content in the target Public Folders. The job will succeed when enough space is available. (22498)
- When migrating to Office 365 from two or more source public folder forests, the drag-and-drop feature works only from the source forest identified as the Home Forest. To preserve that feature for multiple source forests, you can install a separate instance of Exchange Pro for each source forest. (27256)
- Outlook 2019 is not supported for bi-directional Public Folder synchronization. (1161)

O365 Public Folder Migration MAPI

- Migration of the Public Folder Forwarding Address for mail-enabled folders (using *Export-MailPublicFoldersForMigration.ps1* and *Import-MailPublicFoldersForMigration.ps1*) to Microsoft Online (O365) is not supported. (14939)

O365 Public Folder Migration PowerShell

- After Public Folders are migrated to Microsoft Online (O365) from an On-Premise Exchange Server, the Exchange Pro Admin Portal will not display Public Folders in a tree-like structure view. This occurs because the Microsoft PowerShell command does not return parent folder values correctly until Microsoft Online (O365) finishes folder replication. Folder replication can take several hours to complete depending on the size of the folders in the cloud. Users can use the Microsoft Online (O365) Exchange Admin Console web page or Outlook Client to view the folders in tree-like structure until replication is completed. (14940)
- Migrating a subset of Public Folders from on premises to Microsoft Online (O365) is not supported by the underlying PowerShell scripts. All Public Folders on the source will be migrated. (14941)

Public Folder Migration Permissions

- After syncing *SendOnBehalf* permissions from an O365 Public Folder back to the source, Exchange Pro attempts to sync the same permissions back to O365 and the worker provides a duplicate recipient error when trying to apply them. (14887)
- When utilizing a resource forest as the migration target, Exchange does not support the application of trustees outside the organization to public folder permissions. Exchange does accept foreign trustees for resource forest mailbox permissions. Exchange Pro will always add the target trustee to the public folder access control list. (14893)
- Public Folder permissions cannot be applied on the Target for disabled user accounts. (14901)
- When using SMART Directory Sync and Exchange Pro, and migrating public folders before migrating mailboxes, Exchange Pro cannot apply permissions on public folders before the mailboxes have been moved to the target. To work around this, you can create a trigger in SQL (Binary Tree Support can help you with this) to make Exchange Pro retry the public folder permissions sync after the mailboxes have been moved. (23629)

Public Folder to Office 365 Group Migration

- Public Folder migration to Office 365 Groups requires Outlook 2010 to be installed on the Exchange Pro and/or Exchange Pro Worker machines. This feature does not work with Outlook 2013. (17948)
- When migrating Public Folders to Office 365 Groups, Exchange Pro does not preserve the read/unread status of the content migrated. All new items (posts, mail, and appointments) will appear as unread. (18124)
- Migration of Public Folders to Office 365 Groups requires the Exchange Pro worker to be configured with the Provisioning role, even though no provisioning is performed. (18174)
- Conflict resolution mode selection does not function with migrations of Public Folders to Office 365 Groups. (18180)
- When migrating Public Folders to an Office 365 Group the mailbox used as the MAPI account should be a cloud mailbox, not an account that has been migrated to Office 365 or authored from an on-premises Active Directory. (19346)
- Only Mail, Appointments, Posts and Documents (IPM.Document types) can be migrated to an Office 365 Group. An IPM.Document that is directly stored in a public folder is migrated to an Office 365 Group as a new conversation (IPM.Note). (37966)
- When migrating Public Folders to O365 Groups, folder permissions do not translate (migrate) to group membership. This must be manually set by the O365 Group Owners. (37966)
- Outlook 2016 cannot be used to migrate Public Folders to Office 365 Groups. (68034)

Mailbox Rationalization

- To collect mailbox sizes and item counts from an Exchange 2007 server, the CAS role should be co-located on the same system. As a workaround, an Exchange 2010 server with remote PowerShell enabled may be added to the organization, enabling data collection. (14955)
- If an Exchange database is removed, and then another Exchange database is recreated with the same name, duplicate databases are shown in Exchange Pro. (14957)

Public Folder Rationalization

- Rationalization of public folders relies on EWS for Exchange 2007 and WMI for Exchange 2003. EWS returns all folders in the organization, and not just folders resident on Exchange 2007 servers. So if an Exchange 2007 folder has an Exchange 2003 subfolder an error is logged when Exchange Pro reads the Exchange 2003 folder via EWS. These errors are harmless as the Exchange 2003 folders are rationalized separately via WMI. (14888)
- If a bidirectional Public Folder job is created with *Folder Adds* enabled, and the target has some unique pre-existing Public Folders, those Public Folders will not be synced back to the source until rationalization completes. (14894)
- If using the drag and drop feature in Exchange Pro to migrate a Public Folder and a Public Folder is first dropped onto *server1\pfmailbox1* and later dropped to *server1\pfmailbox2*, Exchange Pro will not move the Public Folder to *pfmailbox2*. Exchange Pro does not support migrating a Public Folder multiple times to the same server but different mailboxes. The following PowerShell command should be run in Exchange, and then when the Exchange Pro rationalization process runs Exchange Pro will be updated: *New-PublicFolderMoveRequest -Folders "\folder1" -TargetMailbox "pfmailbox2"* (14896)
- Rationalization will continuously process an Exchange 2013 Public Folder that has a name consisting of 255+ characters without ever stamping the folder with the correct parent folder ID. (14900)
- In a mixed environment, the **Refresh** option does not refresh sub-folders if the parent folder is on a different server. (14925)
- In a mixed environment with 2003 and 2010 Exchange Servers, Exchange Pro is not able to rationalize all folders during the initial forest rationalization due to servers being processed in order. Subsequent rationalizations correct this issue. (14926)
- Exchange Pro may not rationalize newly created Public Folders in the Source after a bi-directional Public Folder job has completed. A manual mini-rationalization (refresh) of the Source folder should be done by the user to reflect the changes. (14933)
- Exchange Pro cannot rationalize and display Public Folders with backslashes ("\") in the Public Folder name and those Public Folders should be renamed on the source prior to forest rationalization or refresh. (14945)

UI

- The column filter does not return the correct search results if the filter criteria is changed. Closing and reopening the filter window allows you to successfully filter on new criteria. (14937)
- If the Internet browser's temporary files are cached, older *.xap* files could potentially cause out-of-date dialog boxes to display. This can be resolved by clearing the temporary files, which clears the *.xap* file history. The isolated storage cache should also be cleared. To do this, perform the following steps:
 1. Right-click in the Exchange Pro application banner and click on **Silverlight**
 2. Select the *Application Storage* tab
 3. Click on the **Delete all...** button

We recommend configuring your browser to clear temporary files and history upon exiting on the Exchange Pro machine. (14959)

- Selecting a large number of mailboxes (for example, 1,000 mailboxes) in the Mailbox Jobs from the bottom to the top can cause the application to time out. Select mailboxes in Mailbox Jobs from top to bottom. (14960)
- The Mailboxes and Mailbox Jobs selection columns display an invalid property *garbageCollPeriod* as a choice. This property displays no values if selected. (14962)

- Changing the screen resolution or resizing the browser window while scheduling Mailbox or Public Folder migrations can cause the buttons at the bottom of the *Add to Queue* dialog boxes to not be visible. This can be resolved by clearing the Internet temporary files, which clears the .xap file history. The isolated storage caches should also be cleared. To do this, perform the following steps:
 1. Right-click in the Exchange Pro application banner and click on **Silverlight**.
 2. Select the *Application Storage* tab.
 3. Click on the **Delete all...** button.

We recommend configuring your browser to clear temporary files and history upon exiting on the Exchange Pro machine. (14968)

Forest Alerts

- An EWS Alert does not return the internal URL when Exchange Pro is running on Windows Server 2008 R2. (18600)

Forest Settings

- If Outlook 2010 or 2013 is your MAPI provider, always use an Outlook profile for connectivity to secondary forests. (14929)
- Exchange Servers without Mailbox Roles and Sites without Exchange Servers are listed in the forest configuration wizard and in the forest settings page for sites, servers and mailboxes. (14935)
- If a server returns an unexpected time zone value from Exchange during forest population, the server objects will not be processed correctly. As a work around, in SQL Server Management Console, edit the *dbo.BT_TimeZone* table and find the row corresponding to your local time zone. Update *Standard Name* and *Display Name* values with the results of this PowerShell query, *[TimeZoneInfo]::Local*. Do not modify the value for *Serialized String*. (14954)
- The Resource Forest check box should not be checked on a target forest if doing intra-org migrations. (14956)
- When updating the Global Catalog settings on the Forest *Accounts* configuration tab, the newly defined Global Catalog server Information may not save properly into the SQL database if the **Auto-detect a Global Catalog** checkbox was checked/unchecked. When the checkbox is unchecked, it will clear out Global Catalog server values stored in the SQL database for all forests. To work around this issue, the Global Catalog information should be re-entered and the information saved. (22796)

General Settings

- The *Error Message* column for both Mailbox Jobs and Public Folder Jobs will be blank unless **Log Mailbox Job Events** and **Log Public Folder Job Events** are enabled on the *General* tab of *Settings*. (14897)
- The Exchange Pro database connection string setting should use the FQDN for the SQL Server instead of the default *shortName* when Exchange Pro is configured in a remote SQL server environment. (14923)
- If two or more servers are listed in the *MailboxServer* setting but nothing is in the *CASServer* setting, OPUS will incorrectly update the Outlook profile to all servers listed in the *MailboxServer* setting. As a workaround, users should put one server in the *CASServer* setting in addition to the two or more listed in the *MailboxServer* setting. (14950)
- The Exchange Pro Admin Portal does not prompt you to save changed settings when navigating to a different section of the portal. (17147)

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