**Completing eDiscovery requests from the Legal Department**

These are different in requests as a normal restore doesn’t not retrieve deleted/purged mail this is retained in the RecoverableItems folder. Legal requests are investigative in nature and require a different process to restore mail.

Steps

1. Do a [Content Search](https://compliance.microsoft.com/contentsearchv2?viewid=search&rfr=scc_contentsearchbeta)
   1. via the GUI
   2. via Powershell by a [New-ComplianceSearch](https://docs.microsoft.com/en-us/powershell/module/exchange/new-compliancesearch?view=exchange-ps)
2. Export Results
3. Download Results
4. Copy .PST files to blob storage using AzCopy
5. Create eDiscovery mailbox
6. Import .PST exports to eDiscovery mailbox
7. Logon to INFMSGADM01 (O365 jumpbox)

On server INFMSGADM01 (O365 jumpbox) in a browser, go to “Microsoft 365 compliance” and select “Content Search.”

* Create a New Search and define the scope

Graphical user interface, application

Description automatically generated

* In Specific locations, turn On “Exchange mailboxes,” Then click on “Choose users, groups, or teams.”

Graphical user interface, text, application

Description automatically generated

* In the popout box, search for the account, select it, and click “Done.”
  + Graphical user interface, application, Teams

    Description automatically generated
* Un-Check “Add App Content for On-Premises Users.” Then click “Next.”
  + Graphical user interface, application

    Description automatically generated
* Click “Add condition” select “Type.”
  + Graphical user interface, application, Word

    Description automatically generated
* Under “Type,” select “Email messages.”
  + Graphical user interface, application

    Description automatically generated
* If this is only for selected dates, add another condition for “date.”
  + Graphical user interface, application

    Description automatically generated
* Add your dates and click “Next.”
  + Graphical user interface

    Description automatically generated
* Confirm this is the search you want and click “Submit.”
  + Graphical user interface, text, application, email

    Description automatically generated
* If you get this error
  + Graphical user interface, application

    Description automatically generated
  + Click once more to confirm the compliance search is created.
    - Graphical user interface, application

      Description automatically generated
  + Then go back to “Content search,” find your search, and click on it.
    - Graphical user interface, text, application

      Description automatically generated
  + This will open a popout. At the bottom, select “Action” and click “Rerun search.” This seems to “jiggle the wires per-say and runs the search.
    - Graphical user interface, text, application

      Description automatically generated
    - Leave this open we will be returning later.
* In Exchange Online Powershell, Create an eDiscovery mailbox. All eDiscovery mailboxes follow the below format. Make a note of the name you will need this later.
  + New-Mailbox -Name eDiscovery\_ <UsersName> -Discovery
  + Text

    Description automatically generated with low confidence
* Go back to “Content search” that we left open.
  + Click on “Actions” and select “Export results.”
  + Graphical user interface, text, application

    Description automatically generated
  + On the next screen. Check “All items, excluding ones that have unrecognized format, are encrypted, or weren’t indexed for others reasons,” “One PST file for each mailbox,” and check “Enable de-duplication for Exchange content.” Then click on “Export.”
  + Graphical user interface, application, Teams

    Description automatically generated
* You will receive an “A job has been created.” Message. Click “OK”
  + Graphical user interface, text, application, chat or text message

    Description automatically generated
* Stay in “Content search” and click the “Export” tab, then search for your export.
  + Graphical user interface, text, application, email

    Description automatically generated
* Clicking on your export will open a popout. The size of the files will determent the wait time.
  + Graphical user interface, application, Teams

    Description automatically generated
* Once the download is complete, you will have the option to “Download results” and an “Export key” Copy the export key and hold it somewhere you, will need it later.
  + Graphical user interface, application

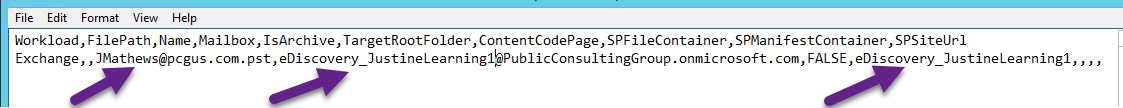
    Description automatically generated
* Click “Download results” and then click “Open” in the popout.
  + Graphical user interface, text, application, chat or text message

    Description automatically generated
* In the “eDiscovery Export Tool” enter your key and select file path “D:\eDiscovery,” then click “Start.”
  + A screenshot of a computer

    Description automatically generated
* When the download is complete, click “Close.”
  + A screenshot of a computer

    Description automatically generated
* In file explorer, open file path “D:\eDiscovery\” and drill down till you get to a .PST file labeled with the User Principle Name
  + Graphical user interface, text, application

    Description automatically generated
* Move this .PST file to the parent folder, “D:\eDiscovery\”
  + Graphical user interface, text, application

    Description automatically generated
* Next, create a mapping file in .CSV format using the “!template” in D:\PSTImportMap. Note, opening in a text document can make it easier.
  + Headers are: Workload,FilePath,Name,Mailbox,IsArchive,TargetRootFolder,ContentCodePage,SPFileContainer,SpManifestContainer,SPSiteUrl
* It is simplest to update the current second line.
  + 
* Click “Save As,” name the file, and label it as a .CSV
  + Graphical user interface, application

    Description automatically generated
* Now we need to copy the file to Azure blob storage to add it to the eDiscovery mailbox we created.
* Click on the “Information governance” option and select “Import” at the top. Then click on “+ New import job.”
  + Graphical user interface, application

    Description automatically generated
* In the popout, enter a name and click “Next.”
  + Graphical user interface, application

    Description automatically generated
* Check “Upload your data” and click “Next.”
  + Graphical user interface

    Description automatically generated
* Click “Show network upload SAS URL” to generate a code for uploading to Azure Blob storage.
  + Graphical user interface, text, application, email

    Description automatically generated
* Open “Microsoft Azure Storage AzCopy
  + A picture containing icon

    Description automatically generated
* Take the SAS URL, add it into the below line (notice no space between /Dest:”<SAS URL>,” and you need the quotes), and then run the command in Microsoft Azure Storage AzCopy.
* AzCopy.exe /Source:"\\infmsgadm01\eDiscovery" /Dest:”[<SAS](https://*) URL>” /Y
  + Text

    Description automatically generated with low confidence
* Once the command finishes, the boxes for “I’m done uploading my files” and “I have access to the mapping file.” The mapping file is the .CSV we created earlier.
  + Graphical user interface, application

    Description automatically generated
* Click “Select mapping file.”
  + A picture containing text

    Description automatically generated
* Add the mapping file and click “Validate.”
  + Graphical user interface, text, email

    Description automatically generated
* Click “Next” to continue.
  + Graphical user interface, text, application

    Description automatically generated
* Review your setting and click “Submit.”
  + Graphical user interface, application

    Description automatically generated
* If successful, click “Done.”
  + Graphical user interface, text, application, email

    Description automatically generated
* This should put you back on the “Information governance” page. There will be an analysis run on the data.
  + Graphical user interface, application

    Description automatically generated
  + You can click the “Refresh” option to see if the progress has been completed. The length of time will depend on the file size and network traffic.
* Once the import is complete, click on “Import to Office 365.”
  + Graphical user interface, text, application

    Description automatically generated
* In the popout box, select “No, I want to import everything.” Then click “Next.”
  + Graphical user interface, text, application

    Description automatically generated
* Then click “Submit.”
  + Graphical user interface, text, application

    Description automatically generated
* Then, click “Done.”
  + Graphical user interface, text, application

    Description automatically generated
* Connect to Exchange online in PowerShell and grant the requestor access.
  + Add-MailboxPermission -Identity “eDiscovery\_MailboxName” -User Jmathews@pcgus.com -AccessRights FullAccess -InheritanceType all
  + Text

    Description automatically generated
* Email the requestor and inform them the mailbox should show up within 24 hours.