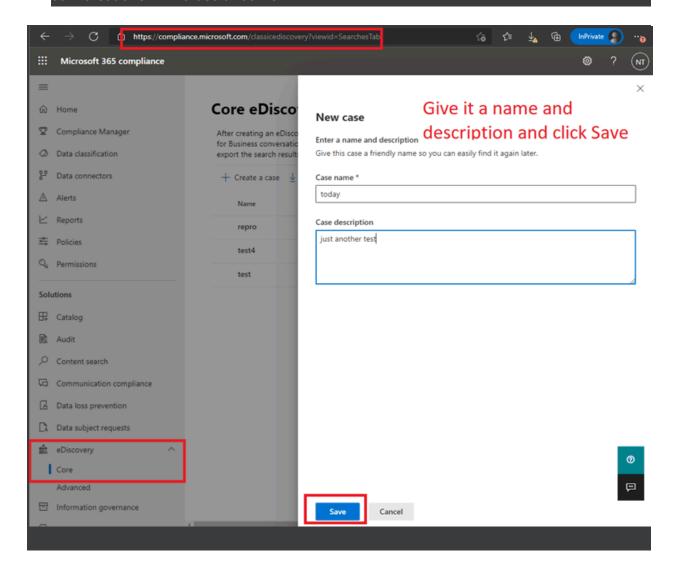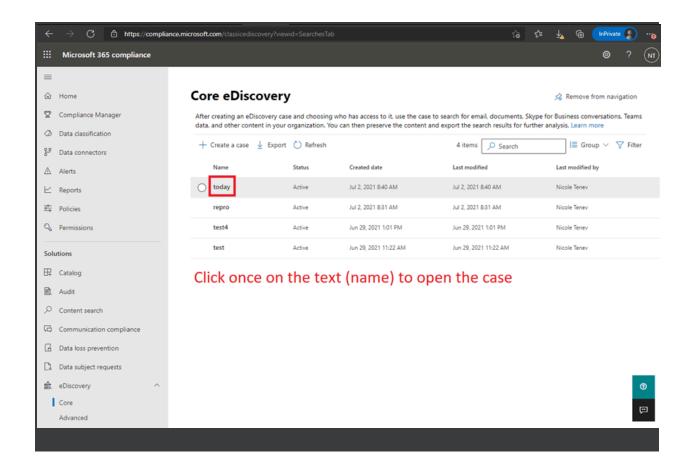# Find Chat Conversations Between Users

Microsoft Teams > Find Chat Conversations Between Users
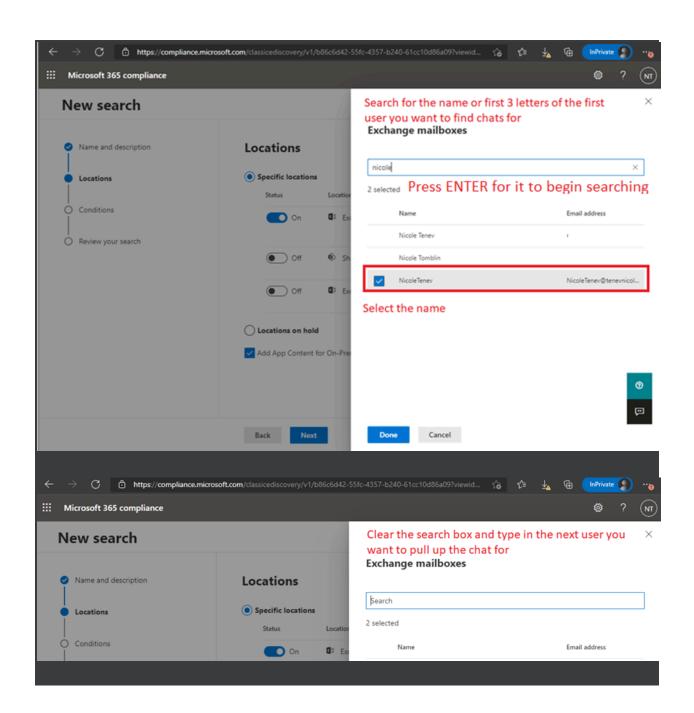
7/9/2021 · Applies to the Security and Compliance Center using eDiscovery to find conversations in Microsoft Teams

Click once on the text (name) to open the case

Microsoft 365 compliance

New search

Give it a name and description and click Next

- ● Name and description
- ○ Locations
- ○ Conditions
- ○ Review your search

Name and description

Name

chats

Description

searching for chats

Next   Cancel

Microsoft 365 compliance

New search

- ✓ Name and description
- ● Locations
- ○ Conditions
- ○ Review your search

Locations

● **Specific locations**

Status	Location	Included	Excluded
1 ⬤ On	⊡ Exchange mailboxes	2 All Choose users, groups, or teams	None
⬤ Off	⊙ SharePoint sites		
⬤ Off	⊡ Exchange public folders		

○ **Locations on hold**

☑ Add App Content for On-Premises Users. Learn more

Back   **Next**   Cancel

Search for the name or first 3 letters of the first user you want to find chats for
Exchange mailboxes

nicole

2 selected   Press ENTER for it to begin searching

Name	Email address
Nicole Tenev	
Nicole Tomblin	
NicoleTenev	NicoleTenev@tenevnicol...

Select the name

Clear the search box and type in the next user you want to pull up the chat for
Exchange mailboxes

Search

2 selected

Name	Email address

Press enter after you typed in the second user. Select the user as shown

Exchange mailboxes

biff

2 selected

	Name	Email address
✓	biff co	biff@tenevnicole.onmicr...

Click Done

[Done] Cancel

New search

- ✓ Name and description
- ● Locations
- ○ Conditions
- ○ Review your search

Locations

● Specific locations

Status	Location	Included	Excluded
On	Exchange mailboxes	2 Choose users, groups, or teams	None
Off	SharePoint sites		
Off	Exchange public folders		

Note how it says there are two users, the two users you chose in previous step

○ Locations on hold

✓ Add App Content for On-Premises Users. Learn more

Back [**Next**] **Click Next** Cancel

New search

- ✓ Name and description
- ✓ Locations
- ✓ Conditions
- ● **Review your search**

Review your search and create it

Name and description

Name

chats

Description

searching for chats

Edit

Search criteria

(cc)(kind=microsoftteams)(ItemClass=IPM.Note.Microsoft.Conversation)(ItemClass=IPM.Note.Microsoft.Missed)
(ItemClass=IPM.Note.Microsoft.Conversation.Voice)(ItemClass=IPM.Note.Microsoft.Missed.Voice)
(ItemClass=IPM.SkypeTeams.Message)

Edit

Locations

SharePoint

Disabled

Exchange

biff@tenevnicole.onmicrosoft.com,nicole@tenevnicole.onmicrosoft.com

Exchange public folders

Disabled

Edit

Click Submit

Back   **Submit**   Cancel

New search

- ✅ Name and description
- ✅ Locations
- ✅ Conditions
- ✅ Review your search

✅ New search created

New search created. Soon you will be able to review estimates and preview results for your search.

Click Done

Done

Core eDiscovery > today

Home   **Searches**   Hold   Exports   Settings

+ New search   ✐ Search by ID List   ↓ Export   ⟳ Refresh

1 of 1 selected   🔍 Search

Name	Description	Last run time	Modified by	Status
✅ chats	searching for chats	Jul 9, 2021 6:51 PM	Nicole Tenev	Starting

Allow it to run
This can be quick or
it can take a while

Solutions

- Catalog
- Audit
- Content search
- Communication compliance
- Data loss prevention
- Data subject requests
- eDiscovery

Home
Compliance Manager
Data classification
Data connectors
Alerts
Reports
Policies
Permissions

Microsoft 365 compliance

Core eDiscovery > today

Home | Searches | Hold | Exports | Settings

+ New search | Search by ID List | Export | Refresh

1 item | Search

Name	Description	Last run time	Modified by	Status
chats	searching for chats	Jul 9, 2021 6:51 PM	Nicole Tenev	Completed

The status changes to Completed when it has finished searching all of the content

---

Microsoft 365 compliance

Core eDiscovery > today

Home | Searches | Hold | Exports | Settings

+ New search | Search by ID List | Export | Refresh

Name	Description
✔ chats	searching for chats

chats

Summary | Search statistics

Description
searching for chats

Last run on
2021-07-09T18:51:56.88Z

Searched by
Nicole Tenev

Search conditions
(cc)(kind=microsoftteams)(ItemClass=IPM.Note.Microsoft.Conversation)(ItemClass=IPM.Note.Microsoft.Missed)
(ItemClass=IPM.Note.Microsoft.Conversation.Voice)(ItemClass=IPM.Note.Microsoft.Missed.Voice)(ItemClass=IPM.SkypeTeams.Message)

Status
The search is completed
31 items(s) (754.56 KB)
28 unindexed items, 753.32 KB
2 mailbox(es)

Note all of the data listed here, also note that I did not specify a date under conditions, when you are on that step, you can choose a date range to filter the results

✎ Edit search
↻ Rerun search
↱ Retry failed locations
🗑 Delete
📋 Copy search
☰ Export results
📄 Export report

Actions ⌄ | Review sample

Choose one of these options but in this example, I am going to choose Export results

Then click Close | Close

Microsoft 365 compliance

Core eDiscovery > today

Home   Searches   Hold   Exports   Settings

+ New search   🖉 Search by ID List   ↓ Export   ⟳ Refresh

Name	Description
chats	searching for chats

chats

Summary   Search statistics

Description
searching for chats

Last run on
2021-07-09T18:51:56.88Z

Searched by
Nicole Tenev

Search conditions
(cc)(kind=microsoftteams)(ItemClass=IPM.Note.Microsoft.Co...
(ItemClass=IPM.Note.Microsoft.Conversation.Voice)(ItemClas...

Status
The search is completed
31 items(s) (754.56 KB)
28 unindexed items, 753.32 KB
2 mailbox(es)

Actions ▾   Review sample

Export results

When you start this export, we'll begin getting these search results ready for download. This may take a while depending on the size of your search results. Learn more

Population
Searchable Files: chats

Choose from the following options. I am going to go with the defaults in this example

Output options
- ⦿ All items, excluding ones that have unrecognized format, are encrypted, or weren't indexed for other reasons
- ○ All items, including ones that have unrecognized format, are encrypted, or weren't indexed for other reasons
- ○ Only items that have an unrecognized format, are encrypted, or weren't indexed for other reasons

Export Exchange content as
- ⦿ One PST file for each mailbox
- ○ One PST file containing all messages
- ○ One PST file containing all messages in a single folder
- ○ Individual messages

☐ Enable de-duplication for Exchange content

Estimation

	Number	Size	Updated to
Searchable items	31 results	754.56 KB	Jul 9, 2021 11:51 AM
Unsearchable items	28 results	753.32 KB	Jul 9, 2021 11:51 AM
Total items	59 results	1.47 MB	Jul 9, 2021 11:51 AM

After starting the export, a new export object with name "chats_Export" will be created in the Export table. To see status and download results, select the "Exp... menu option.

Export   Cancel   *Then click Export*

Core eDiscovery > today

Home   Searches   Hold   Exports   Settings

+ New search   🖉 Search by ID List   ↓ Export   ⟳ Refresh

Name	Description
chats	searching for chats

chats

Summary   Search statistics

Description
searching for chats

Last run on
2021-07-09T18:51:56.88Z

Searched by
Nicole Tenev

Search conditions
(cc)(kind=microsoftteams)(ItemClass=IPM.Note.Microsoft.Conversation)(ItemClass=IPM.Note.Microsoft.Missed)
(ItemClass=IPM.Note.Microsoft.Conversation.Voice)(ItemClass=IPM.Note.Microsoft.Missed.Voice)(ItemClass=IPM.SkypeTeams.Message)

Status
The search is completed
31 items(s) (754.56 KB)
28 unindexed items, 753.32 KB
2 mailbox(es)

Click Close

Actions ▾   Review sample   Close

Microsoft 365 compliance

Home
Compliance Manager
Data classification
Data connectors
Alerts
Reports
Policies
Permissions

lutions
Catalog
Audit
Content search
Communication compliance
Data loss prevention
Data subject requests
eDiscovery
Core
Advanced
Information governance
Information protection
Insider risk management
Records management

Settings
More resources

Core eDiscovery > today

Click on Exports

Home   Searches   Hold   Exports   Settings

Export   Refresh

Name   Last export start time

chats_Export   Jul 9, 2021 12:14 PM

Click once on the item and a popup shows...

chats_Export

Restart export   Download results   Delete

Search name
chats

Started on
2021-07-09T19:16:28.747Z

Size
31 Items. 754.56 KB

Export key
The export key below is required to download the search results. Be sure to take precautions to protect this key because anyone can use it to download these results.

?sv=2014-02-14&sr=c&si=eDiscoveryBlobPolicy9%7C08&sig=3hItm3xXuXt9Ka...

Copy to clipboard   Change key

Status
The export has completed. You can start downloading the results.

Items included from the search
All items, excluding ones that have unrecognized format, are encrypted, or weren't indexed for other reasons

Exchange content format
One PST file for each mailbox

De-duplication for Exchange content

Close

Core eDiscovery > today

Home   Searches   Hold   Exports   Settings

Export   Refresh

Name   Last export start time

chats_Export   Jul 9, 2021 12:14 PM

chats_Export

Up

Restart export   Download results   Delete

Warning
If you have problems downloading search results, your Microsoft Edge browser may not be configured correctly. Learn more

Search name
chats

Started on
2021-07-09T19:16:28.747Z

Status

Refresh
Scheduling...   Here is the status

We're getting your search results ready for download. This may take a while depending on the size of search results. You can also close this window and check back later.

Items included from the search
All items, excluding ones that have unrecognized format, are encrypted, or weren't indexed for other reasons

Exchange content format
One PST file for each mailbox

De-duplication for Exchange content
Disabled

Close

When it has finished it will look like this.

chats_Export

⬇ Restart export   ⬇ Download results   🗑 Delete

Search name

chats

Started on

2021-07-09T19:16:28.747Z

Size

31 Items. 754.56 KB

Export key

The export key below is required to download the search results. Be sure to take precautions to protect this key because anyone can use it to download these results.

?sv=2014-02-14&sr=c&si=eDiscoveryBlobPolicy9%7C08&sig=3hItm3xXuXt9Ka...

📋 Copy to clipboard   🔄 Change key

Choose Copy to clipboard

Status

The export has completed. You can start downloading the results.

Items included from the search

All items, excluding ones that have unrecognized format, are encrypted. or weren't indexed for other reasons

Exchange content format

One PST file for each mailbox

De-duplication for Exchange content

Close

---

chats_Export   Choose Download results

⬇ Restart export   ⬇ Download results   🗑 Delete

Search name

chats

Started on

2021-07-09T19:16:28.747Z

Size

31 Items. 754.56 KB

Export key

The export key below is required to download the search results. Be sure to take precautions to protect this key because anyone can use it to download these results.

?sv=2014-02-14&sr=c&si=eDiscoveryBlobPolicy9%7C08&sig=3hItm3xXuXt9Ka...

📋 Copy to clipboard   🔄 Change key

Status

The export has completed. You can start downloading the results.

Items included from the search

All items, excluding ones that have unrecognized format, are encrypted. or weren't indexed for other reasons

Exchange content format

One PST file for each mailbox

De-duplication for Exchange content

Close

A new tab will open, choose the Open button

Open this file?

Do you want to open
Microsoft.Office.Client.Discovery.UnifiedExportTool.application from
complianceclientsdf.blob.core.windows.net?

Report file as unsafe

Open | Cancel

After choosing Open, the eDiscovery Export tool pops up

eDiscovery Export Tool

Export Name: chats_Export

Paste the export key that will be used to connect to the source:

Paste the key that you copied to your clipboard in the previous step here

Select the location that will be used to store downloaded files:

Choose where you want to saveg the .pst file to | Browse

Advanced options

Customize PST file name: Exchange.pst

You can give it a name, or leave
it as the default name

Start | Cancel

Next choose Start

Next it begins the process of downloading it...

eDiscovery Export Tool

Export Name:	chats_Export
Export Location:	C:\Users \Desktop\chats_Export\07.09.2021-1241PM
Status:	✅ Office 365 has prepared your data for download.
	✅ Your data has been downloaded.
	✅ Processing has completed.
	The download completed successfully.
Estimated Item Remaining:	0 (0.00 MB)
Estimated Total:	31 (0.74 MB)
Time Remaining:	0 seconds
Speed:	Calculating ...

Close

Choose close and navigate to the folder where you saved it to...

Open Outlook and choose Open and Export. Navigate to where you saved the .pst file to...

Open

Open Calendar
Open a calendar file in Outlook (.ics, .vcs).

Open
Calendar

Open Outlook Data File
Open an Outlook data file (.pst).

Open Outlook
Data File

Import/Export
Import or export files and settings.

Import/Export

Other User's Folder
Open a folder shared by another user.

Other User's
Folder

Info

Open & Export

Save As

Save Attachments

Print

Office Account

Feedback

File Home Send / Receive View Help

New Email | Share to Teams | Unread/ Read | Search People | ...

Favorites
- Inbox — 169
- Sent Items
- Deleted Items — 5
- Drafts
- Sent Items
- Deleted Items — 5
- Archive
- biff@tenevnicole.onmicrosoft.c...
  - **TeamsMessagesData — 7**
  - Chats
  - Conversation History
  - Junk Email
- nicole@tenevnicole.onmicrosof...
  - TeamsMessagesData
  - Outbox
  - RSS Feeds
- Search Folders
- Groups

TeamsMessagesData By Date ↑

biff co
Tue 6/29
<This item contains active

Nicole Tenev
Tue 6/29
<This item contains active

Nicole Tenev
Tue 6/29
<This item contains active

biff co
Tue 6/29
<This item contains active

Nicole Tenev
Tue 6/29
<This item contains active

Nicole Tenev
Tue 6/29
<This item contains active

(no subject)

BC biff co <biff@tenevnicole.onmicrosoft.com>
To ○ Nicole Tenev

Tue 6/29

Hi how's it going

Here I navigated to the folder I chose to import the .pst file into. Here are the conversations between the two users we choose from the earlier steps.

Note the timestamps. If you chose a date range back on the previous step where we defined conditions, it will only search for conversations within that date range.

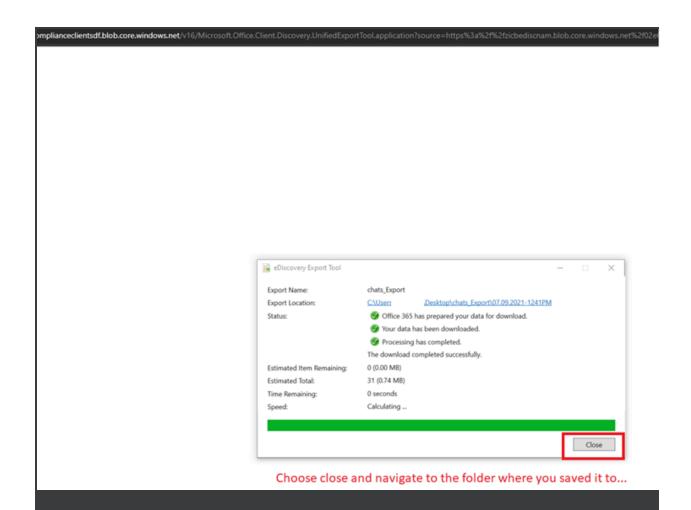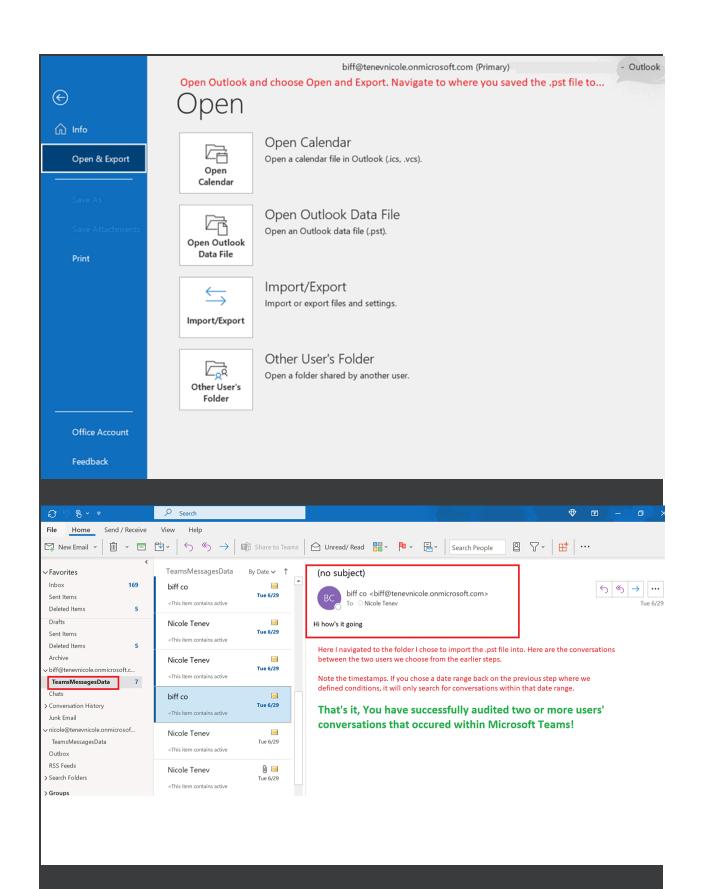**That's it, You have successfully audited two or more users' conversations that occured within Microsoft Teams!**

Then Use Autopsy https://www.autopsy.com/