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Known Limitations

MAPI Engine

- Power365® does not support migration of the following mailbox settings at this time:
  - OWA:
    - Configuration
    - TimeZone
    - Workhours
    - Signatures
    - View Settings
  - Mail Rules
  - Outlook Signatures
  - WorkHours
  - Out of Office Settings
  - Calendar Configuration
  - Safe/Blocked Senders from JunkEmail Rule
  - High Resolution User Photo (Root of the Mailbox)
  - Clutter Opt-In
  - Unified Group memberships
  - QuickSteps
  - External Calendar Sharing
  - Mailbox Shortcuts to Shared Mailbox folders
  - Auto-Complete List (QuickAddressList)

- The Power365 mail migration engine supports migration of an archive to an archive only. Mailbox to an archive or archive to a mailbox migration is not supported. (19264)

- The Power365 mail migration engine does not support migration of client-side delegates or delegation for groups. (19267)

- The Power365 mail migration engine does not support Modern attachments (links to OneDrive files). (26909)

- A duplicate source folder exception occurs when the same folder is copied multiple times as part of multiple migrations. (27183)

- Power365 only supports Free/Busy lookup when the recipient is being selected from the GAL. (27222)

- Signed and encrypted messages will not be rewritten by the address rewrite service (ARS). (27295)

- Additional custom SMTPs added to groups (outside of the email address policy) are not migrated during Group Sync. (31421)

- Contacts as group members are not migrated to the target group by Group Sync. (31422)

- Nested groups that exist in the target cloud only cannot be synced as group members. (31423)

- When Power365 creates groups, the groups will be created in the target on-premise hybrid exchange environment automatically, regardless of the origin of the source group. (31425)

- Accepted Senders (within Delivery Management) and Moderation settings (in Message Approval) are not migrated by Power365 Group Sync. (31426)
• MailTips (msExchSenderHintTranslations AD property) are not migrated by Power365 Directory Sync. (31427)

• Discoverability by Power365 may be delayed for new groups or recent updates to existing groups. This is due to delays in graph returning updated information. (31428)

• If a "matched" group is manually deleted from the target Exchange forest, the matching status in Power365 is not removed. This may result in errors during the group sync, as Power365 believes the target group already exists. (31429)

• The source mailbox retention policy is not copied to the target mailbox during mail migration. (34342)

• Power365 does not support changes to the mail-enabled folder’s display name on the target. (34455)

• The Chrome browser may take 10 to 15 minutes to access the Power365 website after failover. Clearing the browser cache and closing the browser may alleviate this issue. (36531)

• Contacts that are linked may not be copied during the mail migration if the PidLidIsContactLinked property is true and the linked ID points to an address hidden from the GAL. (37135)

• Prepare Job will fail if Power365 Directory Sync finds an existing contact object in the target tenant that is not created by DirSync. (37890)

• Hidden Public Folders will not be provisioned or migrated. (38718)

• Messages filtered with Azure Information Rights Management (IRM) will be migrated, but they will not be accessible by the end user. Messages encrypted with Office365 message encryption will be migrated, but they will need to be opened and decrypted via the web browser using the original source mailbox credentials. (39906)

• Hidden folders are not copied during mailbox migration. (41486)

• For on-premise migration projects, if a user is renamed in the on-premise environment after the upload has completed, Power365 will be unable to migrate that user. The migration will have to be deleted, and re-uploaded. (43003)

• If the Discovery Hold (eDiscovery in Office 365) hasn't been enabled, the DiscoveryHold folder will not exist in the Target. DiscoveryHold is a system folder which Power365 does not create. Migration of Litigation Hold settings isn't possible in this scenario. (45224)

• If there are any items in the purges folder that are within the retention period the item can't be deleted, therefore errors will appear in the logs. The overall status of rollback job will be successful. The purges folder isn't visible to the user. See the below link for information about the retention period settings, which defaults to 14 days.


  (45446)

• If the Outlook Categories XML configuration file gets corrupted, the categories will not be copied, however the rest of the sync will continue, and will still be marked as completed if no other errors occur. A workaround would be to open Outlook and edit the categories in any way, which would cause the XML file to be rewritten. (45758)

• EWS access policies are not currently supported in Power365. (49429)
• Mail migration cannot be performed on mailboxes that are assigned an Office365 Kiosk License as MAPI connection is disabled for this license type. As a workaround, assign the mailbox an E1 or higher license during the migration, and then revert to the kiosk license. (49536)

• For on-premises migration projects, any user “Receive-As” permissions are not copied to the target. (Note: “Send-As” permissions ARE copied.) (49537)

• For on-premises migration projects ("on-premises to cloud", or “cloud to on-premises”), any source forwarding addresses will not be set on the target. (49568)

• If the Shared Mailbox has In-Place archive or litigation hold enabled, an Exchange Online Plan 1 or Plan 2 license is required. Therefore, the target mailbox may also require a license. More information from Microsoft can be found here: https://docs.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-service-description/exchange-online-limits (59495)

• The incorrect domain is selected as the default domain for the Public Folder domain mappings. When the default domain is calculated, the initial domain (IsInitial) is set as default instead of the default domain (IsDefault). (59779)

• Public Folder domain mappings are case-sensitive. The DomainName value in the database can be set to lowercase to work around this issue. (59780)

• Due to an issue, the progress summary for Migration Waves for Users/Groups and Migration Job History displays inaccurate data from synchronizations performed before January 1, 2019. (61781)

• PowerBI reporting is not available outside of the US. (62369)

MAPI Engine – Address Translation

• The assigned owner of tasks is not updated with the target user name after migration, the owner will remain the source user name. (20877)

• Although address translation in Power365 will work for attached messages in the .MSG format, it does not work for messages in .EML format or calendar attachments in iCal format. Any attached messages in .EML format or appointments in iCal that are migrated will still have the source display name and SMTP address after migration. (21035)

• If a contact with a birthday or anniversary appointment is migrated, and the birthday or anniversary date is changed, the corresponding appointment on the calendar is not updated and a new appointment will be created with the new birthday or anniversary date and the old appointment is retained. (21212)

• A Contact linked to a user that is migrated does not migrate with the link. (21214)

• After migrating a mailbox with conversation history, the "From" and the Subject for the conversation history items are being left as-is with the source user names still visible in the conversation history items. (21230)

• After the mailbox migration completes, the Skype for Business Meeting URL and Voice Mail Message listed in appointments and meetings will not be translated with target tenant information. The Skype for Business Meeting URL will be invalid once the source tenant is switched off. (21624)

• Birthday calendar appointments may be duplicated in the target mailbox after migration if the OWA Birthday calendar is enabled. (21644)

• When a calendar request is migrated, the "Accept" button does not add the calendar to the target user's Outlook/OWA. (21791)
MAPI Engine – Address Translation – Repliability

- When using "Reply All" to a migrated conversation history message the source user’s name is added to the recipient list. (21229)

MAPI Engine – Command-Line

- Internet calendars are migrated to "My Calendars" instead of "Other Calendars". Any updates to the internet calendars are not received as they are no longer internet calendars on the target. (21774)

- Not all Internet, Sharepoint, and Shared calendars for all Outlook versions are migrated. Users must manually re-add any calendars they have permissions to after the migration is complete. (21779)

MAPI Engine – Delta Sync

- Folder permissions are not removed on the target when the permissions are removed on the source and synced again. (34223)

- Junk mail rules are not copied to the target. (34232)

MAPI Engine – On-Prem Support

- Migration does not work if an on-premise user has an online archive. (41378)

- In a hybrid environment with an "Email From File" project, Power365 cannot automatically enable the archive for on-prem source users. Upgrade to a Power365 "Integration" or "Integration Pro" project, or, as a manual workaround, enable each archive manually. (42925)

OneDrive for Business

- OneDrive for Business content migration will not be successful, unless the user opens OneDrive for Business from the portal.office.com, if the following is true:
  - The target user was prepared and synced with OneDrive for Business enabled.
  - The target tenant administrator deletes the target user and mailbox.
  - The target mailbox was then recreated and provisioned with OneDrive for Business.

  (66331)

- OneDrive for Business content does not sync when using the Advanced from File project type. (72062)

OneDrive for Business - Cutover

- OneDrive for Business migration does not sync the "Restricted View" sharing permission during Cutover. (67913)

- The OneDrive for Business sync will not start during Cutover if the target user’s UPN has changed. (72503)

OneDrive for Business - Logging

- For OneDrive for Business migrations, an error message is not logged when you attempt to migrate a file currently in use. (58476)

OneDrive for Business – Discovery

- Full discovery is needed to detect OneDrive for Business changes. (58015)
OneDrive for Business - OneNote

- OneNote data being edited in the source during a OneDrive for Business migration will log an "item has active edits" error. (66828)

- During OneNote cutover, if a Notebook is open in the source, edits will not be reflected in the target when cutover completes. (67321)

- OneNote fails to sync when the source is a Team that was converted from an Office 365 Group and the target is an Office 365 Group. (71267)

OneDrive for Business – Provision, Permission

- OneDrive for Business migration does not set the folder/files containing shareable links to the matched users in the source. (58447)

- Some Site Permissions Levels such as Full Control, Design and Edit are not fully migrated during the OneDrive for Business Final Cutover Sync Job. The default level assigned to the target during migration is the “Contribute” permission level. Read and Contribute permission levels are migrated successfully to the target. (58448)

- OneDrive for Business migration does not set permission inheritance flag correctly. (58531)

- OneDrive for Business quotas are not set or enforced in the source and target. (58610)

- The OneDrive for Business migration report does not contain permissions that cannot be applied because there is not a matching target user in the target tenant. (58740)

OneDrive for Business - Syncing

- The Admin will be listed as last modifying a migrated OneDrive for Business item instead of the actual migrating user. (58519)

Public Folder Engine

- Folder permissions that are removed from the source are not updated on the target when synchronized. (29169)

- If a Source user is deleted after being discovered, Power365 will not process the deletion. The user will remain in the UI and in the Target if previously prepared. An error is received when a user is deleted on the Source or Target and the migration (Sync) is run again. (29438)

- An error message is displayed and the subfolder on the target is not deleted when the subfolder on the source is deleted and the migration is run again. (31480)

- The Public Folder engine will not rewrite source folder email address to target folder email address during content copy. (38681)

Public Folder Engine – Folder Provision

- Power365 does not support public folder sync if the folder name contains a back slash (\). (31990)

- Public Folder content copying will not start if the Provision job reported an error when mail enablement failed. (40254)
Public Folder Engine – Public Folder Content Sync

- If a migrated public folder is renamed after the first synchronization, upon the next sync, the "Folder Renamed" count will be incorrectly incremented again. (44519)

Public Folder UI

- During Public Folder migration, the job can be archived when the status is "Syncing". (32952)
- Security group sync and Security group membership sync are not supported. Permission sync on Public Folders and mail folders will use matched users and mail-enabled security groups, but permissions to members of the mail-enabled security group will not be propagated unless the admin has set up the target security group to have the same members as the source. (33347)

Platform

- If ERS is disabled, the DKIM-Inbound rule is removed. Any custom actions of the DKIM-Inbound rule would need to be set up again if ERS is enabled. (68146)

Teams Migration

- The group owner is displayed as the author of Team conversations entered by a member who has left the team when synced. (70496)
- Synchronized Team conversations display up to 15 user reactions only. (70646)
- When an Office 365 Group is converted to a Team or matched to an already existing Team in the target, OneDrive for Business syncs may remove channels from the target Team if they were created directly in the target. (71173)
- The Private Channels of the source Team are not migrated to the target. (73067)

Tenant-to-Tenant

- Power365 Outlook Setup Pro cannot run on Outlook 2013 if Modern Authentication is enabled. This is a limitation of the Outlook 2013 protocols. Using Basic Authentication or upgrading to Outlook 2016 are workarounds. (65479)

Tenant-to-Tenant ARS

- The ARS user’s SMTP address is not rewritten to the target SMTP address when they send on behalf of a non-ARS user. (34467)
- There is an issue in a project using the Address Rewrite Service (Email Rewriting) with a single source tenant and multiple target tenants. Messages sent from one of the targets ("Target A") that contain the source address of another target ("Target B"), will not be rewritten. (42060)
- For Integration Pro projects, messages processed by the Email Rewriting Service will be marked as spam if one of the tenants has the DMARC policy enabled. A workaround is to disable the DMARC policy. (48564)

Tenant-to-Tenant ARS – ARS Integration

- If a member of the "DayOne" (BT-IntegrationPro-DayONE) email rewrite group is manually mailbox-enabled after the "Prepare" action has been run, rewrites from the target tenant will fail. As a workaround, when you manually mailbox-enable a mailuser, you must also manually move the mailuser's TargetEmailAddress to the mailbox's ForwardingSmtpAddress. If the mailbox’s ForwardingSmtpAddress is empty, opt-in sync assumes the mailbox has already been cutover. (52278)
Tenant-to-Tenant ARS – Domain Move
- Messages sent to a unified group in the source cannot be delivered during the Domain Move process. (41516)
- When performing a domain move, ensure that AzureADSync has synchronized all proxy addresses to the cloud before restoring the Office365 MX record. (46830)
- Directory Sync Lite does not remove the source email address if the object does not have a mail or ProxyAddress attribute value. (61885)
- The source email addresses of Office 365 Groups are not added to the target during a Domain Move. (67698)

Tenant-to-Tenant Coex
- Free/Busy for Room and Resource meeting requests are displayed as tentative when the request is sent from the target tenant. (28458)
- Notification emails from Power365 may be delivered to the Junk Mail folder instead of the Inbox. (31922)

Tenant-to-Tenant Coex – Directory Sync Installer
- A timeout error is encountered in the installer when attempting to connect to the SQL Server. (34413)
- When installing French or German versions of Power365 Directory Sync, the installation path, localized SSDT install helpers, and SQL installation screens appear in English. (35916)
- Power365®Directory Sync Lite is only supported on 64bit operating systems. (52723)
- The Power365 Directory Sync Lite installer cannot install .NET 4.6.1 if the machine is not fully patched and updated. (56023)

Tenant-to-Tenant Coex – Cutover
- During cutover process, target contact’s LegacyExchangeDN will be added to the target mailbox as a x500 address by Power365 DirSync, Microsoft Azure Connect Sync will need to sync these changes to O365 Tenant in the cloud. However, sometime the x500 address is not being stamped in the cloud object even thought it was synced by Microsoft Azure Connect Sync per Azure Sync log. (38675)

Tenant-to-Tenant Coex – Prepare
- An issue has been found where the Prepare job for users will fail, in the rare instance that a naming convention is used where the only difference between names is a special character. For example, Special#User and Special$User. (50296)
- Power365 will not update the msExchRecipientDisplayType, msExchRecipientTypeDetails and msExchRemoteRecipientType attributes if the target mailbox was already provisioned in the cloud directly. Since AADC Sync will not back-sync the changes to AD, the AD local object will not be shown as remote mailbox in the on-prem Exchange environment. (68213)

Tenant-to-Tenant Coex – Free Busy
- If a German tenant is added to an Integration or Integration Pro Power365 project, the Free/Busy configuration screen shows in the wizard but does not allow configuration. This is a Microsoft unsupported feature for Office 365 Germany tenants. (40642)
Tenant-to-Tenant Coex – Group Sync

- ARS Opt-in Groups will be created in the target On-Prem Exchange Environment if the source group was added to a migration profile that has group sync set to continuous mode. (37879)

Tenant-to-Tenant Coex – Outlook Profile

- Cutover email cannot be sent when EWS is set to use an Allow list. (49604)
- The MSI version of the Outlook Setup Pro does not support multiple Outlook Profiles (Users) on a single Windows Login Profile. This is an Early Adopter feature. Please contact your sales representative to be considered for the Early Adopter program. (54043)
- Outlook Setup Pro does not provide an error message when an incorrect password is entered for Outlook 2016 and the profile is created. (55382)

Tenant-to-Tenant Coex – Office 365 Groups

- The content in the Notebook and the Planner is not migrated to the target when syncing Office 365 Groups. (62764)
- Email Rewrite Services (ERS) currently does not support Office 365 (Unified) Groups. Attempts to enable Unified Groups will fail. (62819)
- After Office 365 Group Mailbox migration, email attachments uploaded to the group files have broken links in the target. (63869)

Tenant-to-Tenant Coex – User Creation

- DirSync does not enable user objects not created by DirSync. (32420)
- In a one-to-many migration scenario where the source tenant’s domain is being mapped to two different target domains in two different tenants in the same project, duplicate users will be created if Power365 is configured to create users. To remedy this, target users should be pre-created in the target tenants prior to the migration so source users can be properly matched with the target users. Alternatively, create a separate project for each tenant pair. (41258)

Tenant-to-Tenant Discovery

- The Tenant’s Org Name is not updated by Discovery if the name is changed after the project is created. (32067)
- When a source tenant is removed from a project (by clicking the “X” next to tenant in the project wizard) the user migration records associated with the removed tenant are not removed. This could cause issues if future migration actions are attempted against the orphaned users. (39785)
- Only some nested groups used for group migration filtering are added during the first discovery pass. (41036)
- The source Room or Equipment Mailbox Capacity is only copied from the source to the target object during the Prepare action. Any changes to the source mailbox capacity will not be reflected during the migration or if Prepare was successfully completed. (64229)
- Automatic detection of deleted contacts is no longer support by Microsoft Graph. In order to remediate deleted contacts (for example, during a Domain Move), users will need to run a Reconcile discovery and then mark the un-discovered contacts as deleted or remove them from the database. (70030)
Tenant-to-Tenant Mail Migration Jobs

- Task request and reply messages are synced when the content filter is set to sync only task items. (65873)

Tenant-to-Tenant Mail-Only Migration Jobs

- For Email From File project types only, a user’s UPN value must not be changed while the project is being configured via the wizard. Any changes to the UPN value during this process (before the “Submit” button) will cause the user’s Exchange attribute to fail to be located. (41979)

Tenant-to-Tenant Mail-Basic

- The SharePoint Admin Role will be added to the Binary Tree PowerShell account created during project setup when the client has the OneDrive license added to their account. This includes when using the Basic Migration Project. However, the Basic Migration Project does not support OneDrive migrations. Use the Advanced Migration or Premium Integration project type to migrate OneDrive. (65452)

Tenant-to-Tenant Mailbox Permission

- The migration of delegates for Rooms or Shared Mailboxes, and the migration of delegation by Group, is not supported. (49892)

Tenant-to-Tenant Projects - UI

- The Project dashboard displays 1969 as the last update time if the project is abandoned before completion and another project is started. (37099)

Tenant-to-Tenant – Tenant Configuration

- On Windows 10 Enterprise - Build 1511 and Internet Explorer version 11.589.10586.0, the Add Tenant window fails to close after authentication which prevents the tenant from being listed on the Project Wizard screen. (27524)

- The Power365 portal requires users to re-authenticate when the browser token expires. (27868)
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