



Outlook/Exchange - Email Retention Policy Service Issue – FAQs

Wednesday July 1, 2020

- **What happened?**
 - Between June 25th 4:45pm and June 26th 11:59pm, emails that were 6 months and older were moved from some users' Inbox and sub-folders and moved to the "recovery" folder.
- **What is OIT doing to fix the issue?**
 - OIT has restored all emails that were moved to the "recovery" folder between June 25th 4:45pm and June 26th 11:59pm. Users should expect to see any messages that were erroneously moved to the recovery folder reappear in the folder from which it was moved.
- **Why did this happen?**
 - CU Boulder OIT and Microsoft continue to work together to identify the root cause. As we learn more, we will notify the user community.
- **Do I need to do anything to restore myself?**
 - No, OIT is doing an automatic restoration of items in the recovery folder for the affected period.
- **How do I know that I have been restored?**
 - The restoration that is taking place happens on the Exchange Online server. Email applications synchronize with the server several times throughout the day. Depending on the application, the restoration may be reflected sooner or later. To check the current status of your restoration, you can visit [Outlook Online](#) and verify that your account looks correct. Your email application will eventually reflect what is seen on Outlook Online after synchronization.
- **After the restoration took place, why do I have a significant number of unread messages in my inbox and folders?**
 - Unfortunately, several of our users experienced this. Depending on the various email applications used to read and send email, this may cause this action. These are all messages that were received in the past and we recommend using [bulk mark as read](#).
- **I have received unread messages regarding meetings that are already on my calendar. Do I need to do anything?**
 - These are meeting invites that reflect meetings that are already on your calendar. You can disregard, mark as read, or delete and they will stay on your calendar, regardless of your actions taken on the unread item.
- **I have canceled/declined meetings showing up on my calendar.**
 - Canceled meetings are moved to your deleted / trash folder. These may have been recovered and as an unfortunate by-product may return to your calendar. This experience is not common but may impact some users. Declined meetings have a similar outcome as unread mail because the restoration cannot restore the accept/decline/tentative status of a deleted meeting invite.

- For any erroneous invites, you may [manually delete or cancel these invites](#).
- **My email application is running very slowly after restoration.**
 - After the restoration, your email application will be working to synchronize with Exchange Online servers. As part of this, it may slow down your application for a period while this takes place.
- **I am seeing duplicate items in my email application**
 - Some non-standard email clients store email locally or download email to your device. If you would like to confirm that there is nothing wrong with your mailbox, you can verify at [Outlook Online](#).
- **After the restoration, my account sent “Out of Office Replies” to old emails.**
 - This is an outcome of some email applications that cannot determine a new email from a restored email. Unfortunately, there is nothing that can be done about this outcome.