

JINDAL TECHNICAL SUPPORT REPORT

Date: 2 April 2026

Start Time: 12:00 PM

Overview

This report summarizes the technical support activities performed, including issue analysis, actions taken, and current status.

Case 1: Mailbox Search Issue (OWA / Web Search)

Issue

Users experienced incomplete and inconsistent search results in mailbox.

Analysis

- Mailbox data verified via Purview Content Search
- Data integrity confirmed (no data loss)
- High number of **partially indexed items** identified
- Indicates backend indexing issue in Exchange Online

Action Taken

- Prepared and shared a **direct Microsoft Support request**
- Recommended **Mailbox Move Request (index rebuild)** as per Microsoft best practices

Support Request (Shared with Microsoft)

Request: Backend Mailbox Reindex via Move Request (Search Index Issue).

We are encountering Exchange Online mailbox search issues where results are incomplete. Purview Content Search confirms that mailbox data is intact, however a significant number of items are partially indexed, indicating a backend search indexing issue. Based on Microsoft guidance, initiating a move request (New-MoveRequest) rebuilds the mailbox index and resolves such inconsistencies.

We request you to:

- Initiate a backend mailbox reindex / repair operation
- Perform the equivalent of a move request (index rebuild)
- Validate that all mailbox items are fully indexed post-operation

Affected Users:

user1@domain.com

user2@domain.com

Kindly proceed with backend remediation and confirm once completed.

Status

Awaiting Microsoft backend action

Case 2: Mailbox Archive Issue (Retention Policy Not Moving Data)

Issue

Emails were not moving to archive despite retention policy being applied.

Analysis

- Retention policy configuration reviewed
- Identified requirement for proper **Default Policy Tag (DPT)** execution

Action Taken

- Created and linked **30-Day Move to Archive DPT**
- Triggered **Managed Folder Assistant (Full Crawl)**
- Provided validation steps to monitor archive movement

Commands Executed

```
New-RetentionPolicyTag -Name "Archive30Days_DPT" -Type All -RetentionAction MoveToArchive -AgeLimitForRetention 30
```

```
Set-RetentionPolicy "1 Month Archive" -RetentionPolicyTagLinks @{Add="Archive30Days_DPT"}
```

```
Start-ManagedFolderAssistant -Identity vipin.chand@jindalstainless.com -FullCrawl
```

```
Get-Mailbox vipin.chand@jindalstainless.com | fl RetentionPolicy
```

```
Get-RetentionPolicy "1 Month Archive" | fl RetentionPolicyTagLinks
```

```
Get-RetentionPolicyTag "Archive30Days_DPT" | fl Name,Type,RetentionAction,AgeLimitForRetention
```

Validation (Post 1–4 Hours)

```
Get-MailboxStatistics vipin.chand@jindalstainless.com | select DisplayName,TotalItemSize,ItemCount
```

```
Get-MailboxStatistics vipin.chand@jindalstainless.com -Archive | select DisplayName,TotalItemSize,ItemCount
```

Status

Processing initiated – archive movement expected within a few hours

Summary

| Metric | Details |
|---------------------|------------------------|
| Total Cases Handled | 2 |
| Total Effort | 1 hour 10 minutes |
| Start Time | 2 April 2026, 12:00 PM |

Remarks

All actions have been completed from the technical side. Pending items are under backend processing or expected system execution timelines.