

Arctera™ Insight Archiving Compatibility List

October 2025

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Last updated: 2026-01-15

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Introduction

This chapter includes the following topics:

- [About this document](#)
- [About Arctera Insight Archiving and Microsoft products](#)
- [Key to the tables](#)

About this document

This document provides information about Arctera's support for the use of Arctera Insight Archiving products.

Note: The information in this document is based on the assumption that you are using the latest versions of the Arctera Insight Archiving products.

About Arctera Insight Archiving and Microsoft products

We are committed to ensuring that Arctera Insight Archiving works effectively with the various products found in a typical Microsoft collaboration environment. We are also committed to ensuring that Arctera Insight Archiving adds value to the latest releases from Microsoft in the following product families:

- Exchange
- Office and Outlook
- Windows

To this end, we try to provide support for new releases from Microsoft in those areas within 90 days after the general availability of the releases from Microsoft.

In some cases, support may take longer, but we try to meet this objective to provide our customers the best interoperability with Microsoft products.

Key to the tables

The tables in this document use the following terminology:

Table 1-1 Key to terms used in this document

Term	Description
Personal	Arctera Insight Personal Archive
eDiscovery	Arctera Insight eDiscovery
Surveillance	Arctera Insight Surveillance
Manage	Arctera Insight Management Console
Mobile Web Access	Insight Archiving Mobile Web Access
Capture	Arctera Insight Capture
Y	Yes
N	No
N/A	Not applicable

Data Sources

This chapter includes the following topics:

- [Mail servers \(journaling\)](#)
- [Directory synchronization](#)
- [Social media servers and file services](#)
- [Legacy data ingestion](#)
- [Transcription](#)
- [Optical Character Recognition \(OCR\)](#)

Mail servers (journaling)

Table 2-1 Supported mail servers for journaling to Arctera Insight Archiving

Item	Version	Compatible?
Exchange Server Subscription Edition (SE)	Latest (Current version 15.02.2562.017)	Y
Exchange 2010	All	N
Exchange 2013	All	N
Exchange 2016	All	Y
Exchange 2019	All	Y
Office 365 (Exchange 2010)	All	Y
Domino 8.5	All	N
Domino 9.0	All	N

Table 2-1 Supported mail servers for journaling to Arctera Insight Archiving (continued)

Item	Version	Compatible?
Domino 10.0	All	N
Domino 11.0	All	Y
Domino 12.0	All	Y
Google G Suite Gmail	Google G Suite Enterprise	Y

Directory synchronization

Table 2-2 Directory synchronization

Synchronization method	Directory types	Compatible?
CloudLink	Active Directory, Domino Directory	See “CloudLink 4.1.x” on page 14.
Office 365 Sync from Manage	Microsoft Office 365	Y
System for Cross-domain Identity Management (SCIM)	Microsoft Azure Active Directory	Y
Active Directory Group Sync	Microsoft Azure Active Directory	Y

Social media servers and file services

Table 2-3 Supported social media servers and file services

Item	Version	Personal	Discovery	Surveillance
Box	All	Y	Y	Y
SalesForce Chatter	All	Y	Y	Y
Microsoft Lync on-premises	See “Lync Connector” on page 18.	Y	Y	Y

Table 2-3 Supported social media servers and file services (continued)

Item	Version	Personal	Discovery	Surveillance
Skype for Business on-premises	See “Lync Connector” on page 18.	Y	Y	Y
Bloomberg	N/A	Y	Y	Y

Legacy data ingestion

Table 2-4 Legacy data ingestion

Method	Version	Personal	Discovery
PST	All	Y	Y
PST with folder structure	All	Y	N/A
EML	N/A	Y	Y
NSF	N/A	Y	Y

Transcription

Upon subscribing to the transcription service, Arctera Insight Capture transcribes the following audio/video file types captured through its Audio/Video collector.

File Type	Transcription Support
.mp3	Y
.wav	Y
.ogg	Y
.acc	Y
.webm	Y
.mp4	Y
.mov	Y
.mpeg-4	Y

Optical Character Recognition (OCR)

Upon subscribing to the OCR service, Arctera Insight Capture transcribes the following file types:

File Type	OCR Support
.png	Y
.jpg	Y
.jpeg	Y
.bmp	Y
.tif	Y
.zip	Y
Embedded images in emails, collaboration messages (chats), and PDF	Y

User Access

This chapter includes the following topics:

- [Web browsers](#)
- [Web folder access](#)
- [Arctera Insight Archiving, Personal Archive Outlook add-in](#)
- [Mobile web browsers](#)
- [Single Sign-On solutions](#)

Web browsers

Table 3-1 Web browser compatibility

Browser	Version	Personal	Discovery	Surveillance	Manage	Data Insight
Internet Explorer 9	N/A	N	N	N	N	N
Internet Explorer 10	N/A	N	N	N	N	N
Internet Explorer 11	N/A	N	N	N	N	N
Edge	Current	Y	N	N	N	Y
Edge Chromium	Current	Y	Y	Y	Y	N
Firefox	Current	Y	Y	Y	Y	N
Chrome	Current	Y	Y	Y	Y	Y
Safari	Current	Y	N	Y	N	N

Web folder access

Note: The Web Folder Access method is no longer supported to access Arctera Insight Personal Archive in Microsoft Outlook. Instead, you can use Microsoft System Center Configuration Manager (SCCM) or similar deployment tools. Refer to [Accessing Insight Personal Archive by Using Outlook Web Add-in and VSTO Add-ins](#)

Based on your working environment (Windows operating system or macOS), you can use the following approaches:

- **Web Add-in:**
This approach is compatible with the Windows and macOS environments. Refer to [Configuring Insight Personal Archive Using Outlook Web Add-in](#).
- **Visual Studio Tools for Office (VSTO) Add-in:**
This approach is compatible with the Windows environment only. Refer to [Accessing Insight Personal Archive Using VSTO Add-in](#).

Arctera Insight Archiving, Personal Archive Outlook add-in

Table 3-2 Arctera Insight Archiving, Personal Archive Outlook add-in

Item	Compatible?
Microsoft Office 365	Y
Exchange Online	Y
Exchange Server 2016 or later	Y
Office 2016	Y
Office on Mac version 16.40 or later	Y

Mobile web browsers

Table 3-3 Mobile web browser compatibility

Browser	Version	Mobile Web Access
iOS on iPhone/iPad (Safari)	16	Y
Android (Chrome)	7,9,10 is EOL	Y

Single Sign-On solutions

Table 3-4 Single Sign-On solution compatibility

Item	Personal	Mobile Web Access	Discovery	Surveillance	Manage
AD FS 2.0	Y	Y	Y*	Y	Y*
AD FS 2.1	Y	Y †	Y*	Y	Y*
AD FS 3.0	Y	Y ‡	Y*	Y	Y*
AD FS 4.0	Y	Y ‡	Y*	Y	Y*
Azure Active Directory	Y*	Y*	Y*	Y*	Y*
OneLogin	Y*	Y*	Y*	Y*	Y*
Okta	Y*	Y*	Y*	Y*	Y*
PingOne	Y*	Y*	Y*	Y*	Y*
Centrify	Y*	Y*	Y*	Y*	Y*
MFA (Multi Factor Authentication) **	Y*	Y*	Y*	Y*	Y*

* Contact [Arctera Services & Support](#) for assistance with configuring these solutions.

** MFA is certified to work with AD FS 3.0, AD FS 4.0, and Okta.

† AD FS 2.1 for Mobile Web Access is currently supported only with Safari on iOS.

‡ AD FS 3.0 for Mobile Web Access is currently supported only with Safari on iOS and Chrome on Android.

On-premises Software

This chapter includes the following topics:

- [CloudLink 4.1.x](#)
- [Folder Sync 1.14](#)
- [Arctera Insight Archiving BlackBerry option](#)
- [Lync Connector](#)

CloudLink 4.1.x

This section provides version support for the features of the Arctera Insight Archiving CloudLink on-premises application.

Active Directory and Domino Directory synchronization

Table 4-1 CloudLink synchronization of Active Directory and Domino Directory

Directory	Compatible?
Exchange Server Subscription Edition (SE)	Y
Active Directory: Windows Server 2003	N
Active Directory: Windows Server 2003 R2	N
Active Directory: Windows Server 2008	N
Active Directory: Windows Server 2008 R2	N
Active Directory: Windows Server 2012 R2	Y

Table 4-1 CloudLink synchronization of Active Directory and Domino Directory (*continued*)

Directory	Compatible?
Active Directory: Windows Server 2016	Y
IBM Domino Directory: Domino 8.5.x	N
IBM Domino Directory: Domino 9.0	N
IBM Domino Directory: Domino 10.0	N
IBM Domino Directory: Domino 11.0	Y
IBM Domino Directory: Domino 12.0	Y

Exchange mailbox delegate access synchronization

Table 4-2 CloudLink synchronization of mailbox delegation permissions

Item	Compatible?
Exchange 2010	N
Exchange 2013	N
Exchange 2016	Y
Exchange 2019	Y

Web folder push

Table 4-3 CloudLink support for configuring web folders for Insight Personal Archive

Item	Compatible?
Exchange 2010	N
Exchange 2013	N
Exchange 2016	Y
Exchange 2010 (OWA)	Y
Exchange 2019	Y

Note: Web folder push works with Exchange 2019 when there is the following setting:

TLS 1.2 related regkeys on the CloudLink server:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v2.0.50727]  
"SchUseStrongCrypto" = dword:00000001
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319]  
"SchUseStrongCrypto" = dword:00000001
```

CloudLink host server

Table 4-4 CloudLink host server compatibility

Item	Compatible?
Windows Server 2003 x32	N
Windows Server 2003 x64	N
Windows Server 2008 x32	N
Windows Server 2008 x64	N
Windows Server 2008 R2	N
Windows Server 2012 R2	Y
Windows Server 2016	Y
Windows Server 2019	Y
CPU	Multi-core x86 or x64 processor
Memory	16 GB RAM
Microsoft .NET Framework 4.0	Y
IBM Lotus Notes Client, required for Domino support	V8.5.3, V9.0, V10.0, V11.0, V12.0

Folder Sync 1.14

This section provides information about the Arctera Insight Archiving Folder Sync version 1.14 on-premises application.

Folder Sync 1.14 supports mailbox folder synchronization for both on-premises Exchange and Office 365.

Note: If you upgrade from Folder Sync 1.11 or earlier, note that support has been withdrawn in Folder Sync 1.14 for the following:

- SQL Server 2005
- Exchange 2003
- The 32-bit version of Exchange 2007
- Windows Server 2005 as the host server operating system

Folder Sync 1.14 mail server support

Table 4-5 Folder Sync 1.14 mail server support

Item	Compatible?
Exchange Server Subscription Edition (SE)	Y
Exchange 2010	N
Exchange 2013	N
Exchange 2016	Y
Exchange 2019	Y
Office 365	Y

Folder Sync 1.14 database

Table 4-6 Folder Sync 1.14 database compatibility

Item	Compatible?
SQL Server 2008 or 2008 R2, Standard or Enterprise	N
SQL Server 2012 Standard or Enterprise	Y
SQL Server 2014 Standard or Enterprise	Y
SQL Server 2016 Standard or Enterprise	Y

Folder Sync 1.14 host server operating system

For full host server requirements, see the *Folder Sync 1.14 Administration Guide*.

Table 4-7 Folder Sync 1.14 host server operating system compatibility

Item	Compatible?
Windows Server 2008 R2 Standard or Enterprise edition, x64	Y
Windows Server 2012 R2, Standard or Enterprise edition, x64	Y
Windows Server 2016 Standard or Enterprise edition, x64	Y
Windows Server 2019 Standard or Enterprise edition, x64	Y
Windows Server 2022 Standard or Enterprise edition, x64	Y

Arctera Insight Archiving BlackBerry option

Table 4-8 BlackBerry operating system compatibility

Item	Compatible?
BlackBerry Device Software 4	4.2.1 or higher
BlackBerry Device Software 5	All
BlackBerry 6 OS	All
BlackBerry 7 OS	All

Lync Connector

This section provides information about the Arctera Insight Archiving Lync Connector on-premises application.

Table 4-9 Compatibility with Lync Server and Skype for Business Server

Item	Compatible?
Lync Server 2010 *	Y
Lync Server 2013 *	Y
Skype for Business Server 2015 †	Y

* The Lync Server must archive the conversation transcripts to a Lync archiving database.

- † The Skype for Business Server must archive the conversation transcripts to a Skype for Business Server archiving database.

On-cloud Software

This chapter includes the following topics:

- [Arctera Insight Capture](#)

Arctera Insight Capture

Partner solution	Description	Supported?
Arctera Insight Capture	To mitigate enterprise-level compliance risk, Arctera Insight Capture application captures, consolidates, and archives various forms of communication data from different content sources, including email, mobile, social, IM, collaboration, video, and voice tools.	Y

The currently supported content sources are as follows:

Actiance Vantage IM	Exchange 2003 Envelope	Refinitiv
Amazon	Exchange 2003	RingCentral
Audio File	Non-envelope	Salesforce Chatter
AudioVideo	Exchange	ServiceNow
Avyaya	2007/2010/2013/2016/2019	SharePoint
BlackBerry	Exchange Hosted Archive	Slack
Bloomberg	Ingestion	Slack(EML)
Bloomberg IM	Files	SMS
Bloomberg Message	FXConnect	Symphony
Box	Google Drive	Teams Meeting
CellTrust	Google Journal	Text-Delimited
Chatter Cipher Cloud	Google Mail	Twitter
Cisco	GroupWise 7-8	UBS
Cisco Webex Teams	IceChat	Video File
Citrix Workspace and Sharefile	ImportedEmails	Vodafone
Crowd Compass	IPC	Webpage Capture
Domino 7-8	JSON	WhatsApp
Domino	Lync OnPrem	Workplace from Facebook
8.x/9.x/10.x/11.x/12.x (Native)	MS Teams	XIP
Dropbox Business	MS Teams (EML)	XSLT/XML
EML	Office 365	Yammer
EWS	Office 365 - PA Collection	Yieldbroker
	OneDrive for Business	YouTube
	Pivot	Zoom
	Redtail Speak	Zoom Chat
		Zoom Meetings Chats