



# Downloads

The pages accessible from the **Downloads** menu allow you create and/or manage:

- Search result message data CSVs
- Remediation error log CSVs
- EML download requests

## Messages

You can download message data in two ways:

- From the Messages page, as described in [Download Search Results, page 32](#). Use this option if you want to download specific filtered data or data for a longer time period. It will create a CSV file of the data for messages in the current search and filter results.
- From the **Downloads > Messages** tab, as described below. This is useful if you want to download all message data from a specific time period such as the Last 24 hours, Last 7 days, or a specific day or week.

To create and download a CSV of your message data from the Downloads page:

1. Select **Downloads > Messages**.
2. Click **Create CSV**.
3. In the dialog that displays, select the date range you want to create a download for, then click **Create CSV**.
4. When your download is ready, download the file by clicking the Download icon under the Actions column.

## EML Downloads

Super-admin and admin users can request EML downloads from the expanded message view. Small downloads happen immediately; larger downloads are available from the Downloads page until they are downloaded or for 7 days, whichever comes first. Files can be downloaded one time from the Downloads page. You can reach the Downloads page directly from **Downloads > Download EML**.

To request and download an EML file:

1. When you have a message expanded, click the **Request EML Download** button. Smaller messages are downloaded immediately.
2. For slower downloads, a banner indicating that your request is in progress appears. Click the text to be taken to the **Downloads: Download EML** page.

 Your request is in progress. [Click here](#) to view the status.

3. When your download is ready, download your file by clicking the Download icon under the Actions column.

## Remediation Error Log

If a remediation error occurs, a notification is shown under the Notifications (bell icon) menu. The remediation error log allows you to investigate any remediation failures for individual mailboxes. For example, a Move to Trash request could be unsuccessful if the message had already been deleted by the mailbox owner. The remediation error log would show this as *Resource is not found*.

You can request an error log download directly from a notification by expanding the notification and clicking **Request Download**.

Alternatively, complete the following steps to create and download a remediation error log:

1. Select **Downloads > Remediation Error Log**.
2. Click **Create CSV**.
3. In the dialog that displays, select the date range you want to create a download for, then click **Create CSV**.
4. When your download is ready, download the file by clicking the Download icon under the Actions column.