



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2022-171

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	45
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [Bell, SophieA](#) on behalf of [CMTEDD.FOI](#)
To: [EDU.FOI](#)
Subject: RE: FOI Partial Transfer Request S58
Date: Tuesday, 31 May 2022 2:25:00 PM
Attachments: [image002.png](#)
[image003.png](#)

OFFICIAL

Hi Paula

Thank you for your email.

CMTEDD FOI accepts partial transfer as of 31 May 2022.

Kind regards

Sophie Bell | Freedom of Information Coordinator | Information Access Team

Phone: 02 6207 7754 | Email: CMTEDDFOI@act.gov.au

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | act.gov.au



From: EDU, FOI <EducationFOI@act.gov.au>
Sent: Thursday, 26 May 2022 10:52 PM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Cc: EDU, FOI <EducationFOI@act.gov.au>
Subject: FW: FOI Partial Transfer Request S58

OFFICIAL

Hi team

Can we get a response please to this transfer request

Thanks

Paula

Paula Murray | Director Information Access

Phone: [REDACTED] | Email: paula.murray@act.gov.au

Governance | Education | ACT Government

GPO Box 158 Canberra ACT 2601

www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [Google+](#)

From: EDU, FOI
Sent: Wednesday, 18 May 2022 11:01 AM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Cc: EDU, FOI <EducationFOI@act.gov.au>
Subject: FOI Partial Transfer Request S58

OFFICIAL

Good morning FOI team,

During the course of preparing records to the attached FOI application, received by EDU on 19 April, with its scope clarified on 21 April to:

Records relating to the "email incident" that occurred on 14 August 2020 (referenced at <https://www.education.act.gov.au/about-us/all-news-and-news-alerts/news-items/august-2020/act-public-schools-email-incident>), created on or after that date, specifically:

- 1. Final briefs provided to executive staff (Director-General, Deputy Director-General, Executive Group Managers and Executive Branch Managers)*
- 2. Final briefs to the Minister*
- 3. Communications to third parties, including but not limited to emails, notes and meeting minutes*

We believe that relevant records may also held by the CMTEDD and would like to request a partial transfer of this access application to the CMTEDD.

On 17 May interpretation advice was sought with the applicant on the term 'third party' in the scopes 3 point, (second email attached). Subsequently, the third point is now amended to:

- 3. Third parties, including other areas inside the ACT Government, such as Directorates - and any other relevant entities outside the ACT Government.*

Please confirm if CMTEDD holds any relevant information to the scope, and if CMTEDD will act as the respondent.

We will continue with the EDU response to the applicant. As background information, a ten day extension to the 2 June for the EDU response, has been agreed with the applicant.

Kind regards,

Julia Bowden

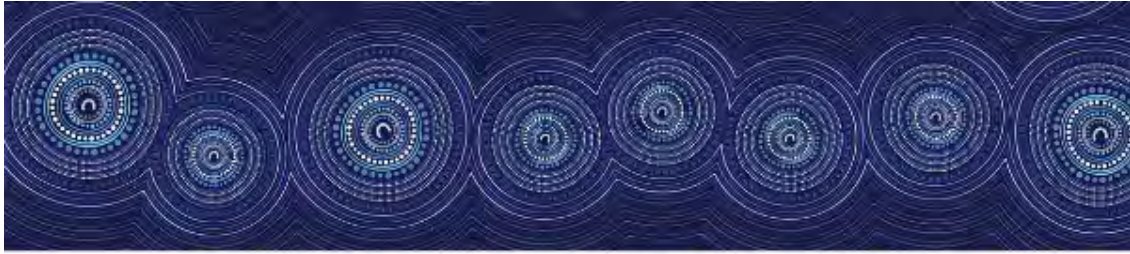
Julia Bowden | Assistant Director Freedom of Information and Information Access

Phone: + [REDACTED] | Email: julia.bowden@act.gov.au

Governance and Community Liaison | Education | ACT Government

L4, 220 London Circuit, Civic, ACT 2601 | GPO Box 158 Canberra ACT 2601

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**We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people
We acknowledge and respect their continuing culture and the contribution they make
to the life of this city and this region**

Artwork by Ngarrindjeri artist Jordan Lovegrove



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2022-171



FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 31 May 2022, in which you sought access to:

Documents, such as emails, notes, transcripts, written communications, or meeting minutes containing information from or about the "Email Incident" that occurred on the 14th of August 2020 (referenced at <https://www.education.act.gov.au/about-us/all-news-and-news-alerts/news-items/august-2020/act-public-schools-email-incident>), created on or after the 14th of August 2020, including communication between the Education Directorate and involved third parties - excluding the actual student-generated emails from the incident itself.

Documents, such as emails, notes, transcripts, written communications, or meeting minutes containing information from or about the incident mentioned above which involved, were directed to, or originated from the Minister or her office.

Legal advice provided to the Directorate regarding the incident mentioned above.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 3 August 2022.

Decision on access

Searches were completed for relevant documents and 31 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant partial access to 31 documents as I consider them to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons in accordance with section 54(2) of the Act, and the documents released to you are provided as **Attachment B** to this letter.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act,
- the content of the documents that fall within the scope of your request,
- submissions made by relevant third parties, and
- the *Human Rights Act 2004*.

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

Factors favouring disclosure in the public interest under Schedule 2.1:

(a) disclosure of the information could reasonably be expected to do any of the following:

(i) promote open discussion of public affairs and enhance the government’s accountability.

(ii) contribute to positive and informed debate on important issues or matters of public interest.

The safety and welfare of all students in ACT public schools is an important issue for the ACT community and any information on the handling of incidents, such as that which occurred in August 2020 involving inappropriate material being circulated to students, is within the public interest.

In considering the information that falls within the scope of this request, I give significant weight to factors that would promote open discussion of public affairs, in addition to contribute to positive and information debate on this issue.

The FOI Act has an express pro-disclosure bias which reflects the importance of public access to government information for the proper working of a representative democracy. This concept is promoted through the objects of the FOI Act, and I consider that giving access to the information sought would support this intention of the FOI Act.

Factors favouring nondisclosure in the public interest under Schedule 2.2:

(a) disclosure of the information could reasonably be expected to do any of the following:

(ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2000

(iii) prejudice security, law enforcement or public safety

(xi) prejudice trade secrets, business affairs or research of an agency or person

Considering the factors in favour of disclosure against the factors favouring nondisclosure, I am satisfied that the protection of an individual's right to privacy, especially during their dealings with ACT government, is a significant factor. These parties include contractors assisting with the incident, in addition to details of minors. Their right to privacy in my opinion, outweighs the benefit which may be derived from releasing their personal information. These individuals are entitled to expect that the personal information will be dealt with in a manner that protects their privacy.

In addition, some of the information contained in the documents found to be within scope of your request could prejudice law enforcement or public safety activities if released by revealing details that could cause harm if publicly available. I give this factor some weight.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury* [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. To release methodology and details of a business entity in the course of them providing a service to the ACT Government could reasonably prejudice their business affairs.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents, in addition to information that could prejudice law enforcement and security, or prejudice trade secrets or business affairs of an entity, is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest

to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Pursuant to Freedom of Information (Fees) Determination 2017 (No 2) processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107 (2)(e) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 6 August 2022. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Stuart', written in a cursive style.

Katharine Stuart
Information Officer
Chief Minister, Treasury and Economic Development Directorate
03 August 2022



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
<ul style="list-style-type: none"> •Documents, such as emails, notes, transcripts, written communications, or meeting minutes containing information from or about the "Email Incident" that occurred on the 14th of August 2020 (referenced at https://www.education.act.gov.au/about-us/all-news-and-news-alerts/news-items/august-2020/act-public-schools-email-incident), created on or after the 14th of August 2020, including communication between the Education Directorate and involved third parties - excluding the actual student-generated emails from the incident itself. •Documents, such as emails, notes, transcripts, written communications, or meeting minutes containing information from or about the incident mentioned above which involved, were directed to, or originated from the Minister or her office. •Legal advice provided to the Directorate regarding the incident mentioned above. 	CMTEDDFOI 202-171

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Email from ACT Government to Google	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
2	3-4	Email from ACT Government to Google	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
3	5	Email from ACT Government to Google	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
4	6-8	Email from ACT Government to Google	17 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
5	9	Email from ACT Government to Google	16 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	10	Email from Google to ACT Government	28 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
7	11	Email from Google to ACT Government	26 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
8	12	Email from Google to ACT Government	20 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
9	13	Email from Google to ACT Government	20 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
10	14	Email from Google to ACT Government	20 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
11	15-22	Email from Google to ACT Government	19 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes

12	23-26	Email from Google to ACT Government	19 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
13	27-29	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
14	30-31	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
15	32-34	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
16	35-36	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii))	Yes
17	37	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
18	38-39	Email from Google to ACT Government	17 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
19	40-41	Email from Google to ACT Government	16 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
20	42	Email from Google to ACT Government	15 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
21	43-44	Email from Google to ACT Government	15 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
22	45-51	Email from Google to ACT Government	14 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
23	52-54	Email from ACT Government to Google	19 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
24	55	Email from ACT Government to Google	20 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
25	56-66	ACT Government internal communication	21 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii) Sch 2 s2.2 (a)(xi)	Yes
26	67-71	Email from ACT Government to third party	17 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
27	72	Email from ACT Government to Google	20 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
28	73-79	Email from ACT Government to Google	14 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
29	80-81	Email from Google to ACT Government	15 Aug 20	Partial release	Sch 2 s2.2 (a)(ii)	Yes
30	82-84	Email from ACT Government to Google	17 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes

31	85	Email from Google to ACT Government	18 Aug 20	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(iii)	Yes
Total No of Docs						
31						

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 18/08/2020 11:09 PM
To: "Google Cloud Support" <esupport@google.com>
Cc: [redacted]; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; [redacted] "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; [redacted] "McKay, Murray" <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq;ref]

Hi [redacted]

We ran a single MBOX export yesterday - I checked it this morning and it is sitting on 95%, much like the previous attempts with PST which never got past 95%.

Are you able to have a look at the server logs to see if it is stuck or working as expected?

Kind Regards,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Tuesday, 18 August 2020 2:46 PM
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Cc: [redacted]; Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [redacted] Williamson, Bill <Bill.Williamson@ed.act.edu.au>; Sanderson, Mark (ACTGOV) <Mark.Sanderson@act.gov.au>; [redacted] McKay, Murray (ACTGOV) <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq;ref]

Hi Michael,

Great! Thank you for your confirmation.

We can not access to your organisation's account to create / modify exports.

You can stop the stuck PST exports (by ticking the checkboxes and clicking "Delete Selected" button) if you like. Then you can re-create those exports and choose "MBOX - Standard format".

Given that those exports are very large (at least 5M+ messages for each export), it's recommend that not run so many large exports at the same time. Preferably run them one by one or every 2-3 exports at a time.

Please let me know if you have any questions.

Thank you.
[redacted]

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]
Sent: 8/18/2020 1:41 PM
To: esupport@google.com
Cc: [redacted] kelly.bartlett@act.gov.au; [redacted] bill.williamson@ed.act.edu.au; mark.sanderson@act.gov.au; [redacted] murray.mckay@act.gov.au; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

MBOX format will be suitable. Can you please organise for the exports to be performed in this format as soon as possible, and keep us updated with regards to progress.

Kind Regards,

Michael

-----Original Message-----

From: Bayliss, Michael

Sent: Tuesday, 18 August 2020 10:57 AM

To: Google Cloud Support <esupport@google.com>

Cc: [redacted]; [redacted]; [redacted]; Williamson, Bill

<Bill.Williamson@ed.act.edu.au>; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>

Sent: Tuesday, 18 August 2020 10:34 AM

To: [redacted]; [redacted]; Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>

Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%

Hi Michael,

This is [redacted], Technical Solutions Engineer, and I'm going to work on your case today.

In regards to the question of Vault Hold, I believed it's resolved in case 24699544. Can you confirm that?

From the server logs, it seems there are 11 exports are stuck and 3 exports are still running. Vault product engineering team is still looking into this issue.

Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case?

Thank you.

Please log into your support portal and post a comment to reply to this update.

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 18/08/2020 3:41 AM
To: "Google Cloud Support" <esupport@google.com>
Cc: [redacted] "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>; [redacted]; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; "McKay, Murray" <Murray.McKay@act.gov.au>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

MBOX format will be suitable. Can you please organise for the exports to be performed in this format as soon as possible, and keep us updated with regards to progress.

Kind Regards,
Michael

-----Original Message-----

From: Bayliss, Michael
Sent: Tuesday, 18 August 2020 10:57 AM
To: Google Cloud Support <esupport@google.com>
Cc: [redacted] Williamson, Bill <Bill.Williamson@ed.act.edu.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Tuesday, 18 August 2020 10:34 AM
To: [redacted] Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>; [redacted]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

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Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case?

Thank you.



Please log into your support portal and post a comment to reply to this update.

Schedule 2.2(a)(iii)

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[ref:_00D00VNwG._5005w1eN6oq:ref]

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 18/08/2020 12:56 AM
To: "Google Cloud Support" <esupport@google.com>
Cc: [REDACTED] 'Williamson, Bill'
<Bill.Williamson@ed.act.edu.au>; [REDACTED]
[REDACTED]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [REDACTED]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Tuesday, 18 August 2020 10:34 AM
To: [REDACTED] Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>; [REDACTED]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%.

Hi Michael,

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Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case?

Thank you.
[REDACTED]

Please log into your support portal and post a comment to reply to this update.
[REDACTED]

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 17/08/2020 12:04 AM
To: "Google Cloud Support" <esupport@google.com>
Cc: Schedule 2.2(a)(1)
'Carriage, Nathan' <Nathan.Carriage@act.gov.au>
Subject: Re: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hi Google,

Is there any update to this investigation? The exports are still stuck and not pausing with partial results (now been running for almost three days).

The stalling of these exports is impacting investigation and remediation of a major incident for the Education Directorate (including potentially requiring Police investigation).

Second, can Google please advise steps (and/or provide assistance) to ensure all affected email is preserved in Vault, in the case that purging of email is needed to commence before exports have completed. Holds have been created in the matter SEC-INC-005, but we would like some assurance that this has been configured correctly to ensure purging email for users will not permanently delete from vault.

Kind Regards,

Michael

From: Google Cloud Support <esupport@google.com>
Sent: Sunday, 16 August 2020 18:34
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Subject: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hello Michael,

Thank you for your message and information you provided, our product engineering team is looking into this as we speak. I understand this is extremely important to you but I can assure you that this is a priority with our Engineering team and I'll follow up when I receive an update.

Thank you for the patience shown during the troubleshooting process.

If there is anything else I can help you with in the meantime, please don't hesitate in contacting me as I'll be more than happy to help.

I hope you have a great day.

Sincerely,

Google Cloud Support

Case: #24690438
Subject: Exports from Vault stuck at 95%

Chat Started: Sat, 15 Aug 2020 05:57:31 +0100
Chat Subject: Exports from Vault stuck at 95%

G Suite Support, Thank you for contacting G Suite Support. My name is and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

G Suite Support, Hello Michael, how are you today?

Michael Bayliss: not too bad

Michael Bayliss: well, could be better really

Michael Bayliss: we are trying to run some large exports from Vault and they seem to be stuck at 95%

Michael Bayliss: some have been running for over 24 hours - the help documentation indicates that an export will stop after 24 hours and deliver partial results

Michael Bayliss: just wanted to see if anything is going wrong or if it is working as expected for us

G Suite Support, [REDACTED]: I understand, Michael how large is that export and what was the search term you used in Vault?

Michael Bayliss: in terms of "count" the exports are in the millions range, e.g. 5M+

G Suite Support, [REDACTED]: I understand, allow me 4-5 minutes I'll check your account

Michael Bayliss: the search terms are:

Michael Bayliss: type:(Mail) mode:(All data) sent after 14/08/2020 time zone:(GMT+10:00) terms:([REDACTED])

Michael Bayliss: thats an example, but we have multiple running for different variations of addresses

G Suite Support, [REDACTED]: I understand, I'm checking

Michael Bayliss: no worries

G Suite Support, [REDACTED]: Michael export was not initiated by your account, but by another Admin correct?

Michael Bayliss: correct, that particular export was initiated by my colleague, nathan carriage

G Suite Support, [REDACTED]: Thanks for confirmation

G Suite Support, [REDACTED]: Michael just to be clear, export is still running and you did not received partial results?

Michael Bayliss: well, to be honest im not sure what to expect in terms of the user interface when it returns partial results, but it looks like it is still running and sitting on 95%

Michael Bayliss: i will try to arrange a screenshot if that helps?

G Suite Support, [REDACTED]: That would be great, thanks

Michael Bayliss: Customer attached [Schedule 1.2\(1\)\(iii\)](#)

G Suite Support, [REDACTED]: Thank you.

G Suite Support, [REDACTED]: Michael I can confirm that this export is working over 24 hours, however please note that in some rare occasions it can take longer than 24 hours, especially if you have multiple large exports running the same time

G Suite Support, [REDACTED]: Currently export is still running and there is no partial results

G Suite Support, [REDACTED]: Technically Vault should stop and provide results at this stage

Michael Bayliss: ok, so your advice would be to continue waiting?

G Suite Support, [REDACTED]: Yes please, I will sent you an email after this chat. Please reply to this email of the issue persist after another 24 hours, I am working tomorrow and I will consult this issue with product Engineering team if need it

G Suite Support, [REDACTED]: *if the issue

Michael Bayliss: thanks [REDACTED] one more question?

G Suite Support, [REDACTED]: Sure, go ahead please

Michael Bayliss: the progress bar on the export - do you know if that represents the 'total' export or just the 24-hours worth?

G Suite Support, [REDACTED]: It should represent total export, for example if progress was only 60% after 24 hours and was stopped, you can continue remaining 40% after

Michael Bayliss: thanks, good to know

G Suite Support, [REDACTED]: Perfect, is there anything else I can do for you today?

Michael Bayliss: nothing further at the moment, thanks [REDACTED]

+++

ref: 00D00VNwG_5005w1eN6oq,00D5GEAW.5005oqAAC:ref

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 16/08/2020 8:07 AM
To: "Google Cloud Support" <esupport@google.com>
Subject: Re: [#24690438] Exports from Vault stuck at 95% [ref: 00D00VNwG.5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hi [REDACTED]

I've checked our exports again, its been a bit longer than 24 hours, and they have not completed nor given partial results. It also looks like some have gone backwards in progress (possibly they restarted at some point?).

Can you please investigate and advise options to resolve. These exports are being made as part of an investigation into a major incident for the Education Directorate.

Kind Regards,

Michael

From: Google Cloud Support <esupport@google.com>
Sent: Saturday, 15 August 2020 15:22
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Subject: [#24690438] Exports from Vault stuck at 95% [ref: 00D00VNwG.5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hello Michael,

Thank you for contacting Google Cloud Support. I understand you are experiencing an issue with Vault Export, at your domain ed.act.edu.au

As per our chat conversation I recommended to wait another 24 hours to see if we can either finish the export or get partial result, if the issue is still persisting after 24 hours please reply to this message and I will be happy to consult this issue with our product engineering team

Please advise if you have any additional questions or if there is anything else I can assist with, don't hesitate to get back to me by replying directly to this email.

Sincerely,

[REDACTED]
Google Cloud Support

Case: #24690438
Subject: Exports from Vault stuck at 95%

+++
ref: 00D00VNwG.5005w1cN6oq,00D5GEAW.5005oqAAC:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 28/08/2020 4:15 AM
To: [redacted]; [redacted]
[redacted]; "Bayliss, Michael (ACTEDU)"
<Michael.Bayliss@ed.act.edu.au>; [redacted]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Hi Michael,

Happy Friday!

I hope it's going well with the downloads.

One thing I would like to share with you. If you don't have enough time to finish all the downloads in Vault, you can use [redacted] to copy the files to a GCP Bucket under your organisation's control before the due date of the export.

Some caveats:

- 1) create the target GCP bucket in US region which is the same storage location of the Vault export
- 2) use Google Vault API to get the list of file download link for the export [redacted]
- 3) the same user needs access to both the export and the target bucket

If there is no further issue or question, I'm going to change the case status to "Solution Offered" and this case will be closed within 10 days.

Thank you.
[redacted]

Please log into your support portal and post a comment to reply to this update.
[redacted]

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++
[ref:_00D00VNwG,_5005w1cN6oq:ref]

From: "Google Cloud Support" <esupport@google.com>
Sent: 26/08/2020 4:50 AM
To: [redacted]; "Bayliss, Michael (ACTEDU)"
<Michael.Bayliss@ed.act.edu.au>; [redacted]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Hi Michael,

It seems the export "14th All Messages" was completed at about 11am today. From the logs, the total size of all zip files is about 1.6T. You might want to download the files ASAP because they will be auto deleted in the following next 6 days I believe. Vault UI should show how many days left for files deletion.

[redacted]

Please let me know if you have any question.

Thanks,
[redacted]

Please log into your support portal and post a comment to reply to this update.
[redacted]

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++
[ref: 00D00VNwG_5005w1eN6oq:ref]

From: "Google Cloud Support" <esupport@google.com>
Sent: 20/08/2020 7:29 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>; "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>
Cc: "Schedule 2.2(a)(ii)" <[REDACTED]>; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; "Schedule 2.2(a)(ii)" <[REDACTED]>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; "Schedule 2.2(a)(ii)" <[REDACTED]>; "McKay, Murray" <Murray.McKay@act.gov.au>; "Schedule 2.2(a)(ii)" <[REDACTED]>
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq;r [ref:_00D00VNwG._5005w1cN6oq;ref]

Here is the query for Vault search Terms (All Mail Accounts)

-label:^deleted

With this term, it matches all the undeleted messages across all accounts.
ref:_00D00VNwG._5005w1cN6oq;ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 20/08/2020 7:28 AM
To: [redacted]; "Bayliss, Michael (ACTEDU)"
<Michael.Bayliss@ed.act.edu.au>; [redacted]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Here is the query for Vault search Terms (All Mail Accounts)

-label:^deleted

With this term, it matches all the undeleted messages across all accounts.

Please log into your support portal and post a comment to reply to this update.

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++
[ref: 00D00VNwG;_5005w1cN6oq;ref]

From: "Google Cloud Support" <esupport@google.com>
Sent: 20/08/2020 1:07 AM
To: [REDACTED] <[REDACTED]>
>"Bayliss, Michael (ACTEDU)"
<Michael.Bayliss@ed.act.edu.au>; [REDACTED]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Hi Michael and Bill,

I worked with Vault engineers and investigated why 'SEC-INC005-EDU01' export was restarted. The root cause is CPU resource error and the job was terminated and restarted. We haven't seen this error before, and the engineering team says Vault isn't designed for handling large export at this scale.

I also asked the team and see if we could run an export from our end for you. Unfortunately, they confirmed that it is infeasible

A workaround for your case is that breaking down the large export by batches of accounts.

Here are the steps:

1) run a Count for the export query -

2) once the Count is finished, you can download accounts with matches on the right hand side. In the list you can find all the accounts match the query.

3) Save the accounts by a batch of each 5000.

4) run the export query again with each batch accounts as an individual export.

Some questions:

Is it possible to merge all your current exports into a single query ?

Does the "14th All Messages" export have all the data you need ?

Thank you,

Please log into your support portal and post a comment to reply to this update.

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[ref_00D00VNwG_5005w1eN6oq:ref]

From: "Google Cloud Support" <esupport@google.com>
Sent: 19/08/2020 5:57 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>; "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>
Cc: [redacted]; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; [redacted]; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; [redacted]
<[redacted] McKay, Murray" <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq:r [ref:_00D00VNwG._5005w1cN6oq:r]

Thank you Michael. That's very helpful!

I can see there is default indefinitely retention rule for Mail. In this case, the Mail messages are preserved by this default retention rule if there is no other customer retention for Mail.

Can you share the screenshots of the default and customer Mail retention rule ?

Optional, you can always setup a hold for the root org unit as hold take precedence over any retention rules, so it can preserve all the messages until the investigation and exports are finished.

Thanks
[redacted]

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]
Sent: 8/19/2020 3:34 PM
To: esupport@google.com; bill.williamson@ed.act.edu.au
Cc: [redacted]; kelly.bartlett@act.gov.au; [redacted] mark.sanderson@act.gov.au; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq:r []

Apologies all, I missed the call earlier -

Screenshot of the specified hold below. The "Hold for EDU" seems to be targeting a student account? I have blacked out the student's info.

[cid:image001.png@01D6763E.3C21DB30]

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Wednesday, 19 August 2020 3:21 PM
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>; Williamson, Bill <Bill.Williamson@ed.act.edu.au>
Cc: [redacted]; Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [redacted]; Sanderson, Mark (ACTGOV) <Mark.Sanderson@act.gov.au>; [redacted]; McKay, Murray (ACTGOV) <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq:r []

Hi Bill & Kelly,

Thank you for your time in the call.

As discussed, there is a Mail hold called "Hold for EDU" (inside matter "SEC-IST005") for root org unit in your organisation (which primary domain is [Schedule 2.2\(a\)\(ii\)](#)).

The hold can preserve all messages from all Gmail accounts of your organisation in Vault, even the messages are deleted from user's Gmail Inbox by Security Investigation Tool.

You can find the detailed product description in this article [Schedule 2.2\(a\)\(ii\)](#)

I can see the "Hold for EDU" from our system and it was created in Sep 2017, but can you also confirm that you can find the hold in Vault? It would be great to send me a screenshot of the setting of "Hold for EDU" hold, so I can make sure it's working as expected.

In regards to Vault API, here is the developer website [Schedule 2.2\(a\)\(ii\)](#)

Steps to monitor the exports status:

1) get a list of the exports

[Schedule 2.2\(a\)\(iii\)](#)

2) get summary for each export

[Schedule 2.2\(a\)\(iii\)](#)

- in the response, you can find "status" and "stats". "stats" object contains total count and exported counts([Schedule 2.2\(a\)\(ii\)](#))

I will followup with the engineering team about the request of generating a manual export from our end.

Sorry about the long email and let me know if I missed anything.

Thanks

----- Original Message -----

From: Williamson, Bill [bill.williamson@ed.act.edu.au]

Sent: 8/19/2020 10:10 AM

To: esupport@google.com<mailto:esupport@google.com>;
michael.bayliss@ed.act.edu.au<mailto:michael.bayliss@ed.act.edu.au>

Cc: [redacted] <[redacted]>; kelly.bartlett@act.gov.au<mailto:kelly.bartlett@act.gov.au>;
[redacted] <[redacted]>; mark.sanderson@act.gov.au<mailto:mark.sanderson@act.gov.au>;
[redacted] <[redacted]>;
murray.mckay@act.gov.au<mailto:murray.mckay@act.gov.au>;
[redacted] <[redacted]>

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG_5005w1cN6oq:r []

Hi all,

FYI I'm running a smaller export to test it all.

"type:(Mail) mode:(All data) sent between 14/08/2020 and 15/08/2020 time zone:(GMT+10:00)
terms:(to [redacted] subject: [redacted])"

Bill Williamson | Senior Director - School Administration System Architecture

T: 0430 333 647 | E: bill.williamson@ed.act.edu.au<mailto:bill.williamson@ed.act.edu.au> Digital Strategy, Services & Transformation | Education | ACT Government

51 Fremantle Drive, Stirling ACT 2611 | GPO Box 158, Canberra ACT 2601
www.education.act.gov.au<<http://www.education.act.gov.au>> | Facebook | Twitter | Instagram | LinkedIn | Google+

-----Original Message-----

From: Google Cloud Support <esupport@google.com<mailto:esupport@google.com>>

Sent: Wednesday, 19 August 2020 9:33 AM

To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au<mailto:Michael.Bayliss@ed.act.edu.au>>

Cc: [redacted] <[redacted]>; Bartlett, Kelly (ACTGOV)

<Kelly.Bartlett@act.gov.au<mailto:Kelly.Bartlett@act.gov.au>>, [redacted]
Williamson, Bill <Bill.Williamson@ed.act.edu.au<mailto:Bill.Williamson@ed.act.edu.au>>, Sanderson, Mark (ACTGOV)
<Mark.Sanderson@act.gov.au<mailto:Mark.Sanderson@act.gov.au>>, Daniel, Ryan (ACTGOV)

[redacted] McKay, Murray (ACTGOV)
<Murray.McKay@act.gov.au<mailto:Murray.McKay@act.gov.au>>;

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG_5005wIcN6oqT []

Hi Michael,

I can see there are 2 MBOX exports running in progress.

1. "14th All Messages"
2. "SEC-INC005-EDU01"

The first export is still querying and fetching messages.

The second export should be the one at 95% now and it's working on the final stage which is preparing the MBOX files and put them into zip files.

I can confirm that the exports are working as expected. I will keep an eye on it today.

Thanks,

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]

Sent: 8/19/2020 9:09 AM

To: esupport@google.com<mailto:esupport@google.com>

Cc: [redacted]; kelly.bartlett@act.gov.au<mailto:kelly.bartlett@act.gov.au>;
[redacted]; bill.williamson@ed.act.edu.au<mailto:bill.williamson@ed.act.edu.au>;
mark.sanderson@act.gov.au<mailto:mark.sanderson@act.gov.au>; [redacted];
[redacted] murray.mckay@act.gov.au<mailto:murray.mckay@act.gov.au>;
[redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% []

Hi [redacted]

We ran a single MBOX export yesterday - I checked it this morning and it is sitting on 95%, much like the previous attempts with PST which never got past 95%.

Are you able to have a look at the server logs to see if it is stuck or working as expected?

Kind Regards,

Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com<mailto:esupport@google.com>>

Sent: Tuesday, 18 August 2020 2:46 PM

To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au<mailto:Michael.Bayliss@ed.act.edu.au>>

Cc: [REDACTED] Bartlett, Kelly (ACTGOV)
<Kelly.Bartlett@act.gov.au<mailto:Kelly.Bartlett@act.gov.au>>; [REDACTED]
Williamson, Bill <Bill.Williamson@ed.act.edu.au<mailto:Bill.Williamson@ed.act.edu.au>>; Sanderson, Mark (ACTGOV)
<Mark.Sanderson@act.gov.au<mailto:Mark.Sanderson@act.gov.au>>; Daniel, Ryan (ACTGOV)

[REDACTED] McKay, Murray (ACTGOV)
<Murray.McKay@act.gov.au<mailto:Murray.McKay@act.gov.au>>;

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% []

Hi Michael,

Great! Thank you for your confirmation

We can not access to your organisation's account to create / modify exports.

You can stop the stuck PST exports (by ticking the checkboxes and clicking "Delete Selected" button) if you like. Then you can re-create those exports and choose "MBOX - Standard format".

Given that those exports are very large (at least 5M+ messages for each export), it's recommend that not run so many large exports at the same time. Preferably run them one by one or every 2-3 exports at a time.

Please let me know if you have any questions.

Thank you.

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]

Sent: 8/18/2020 1:41 PM

To: esupport@google.com<mailto:esupport@google.com>

Cc: [redacted]; kelly.bartlett@act.gov.au<mailto:kelly.bartlett@act.gov.au>;
[redacted]; bill.williamson@ed.act.edu.au<mailto:bill.williamson@ed.act.edu.au>;
mark.sanderson@act.gov.au<mailto:mark.sanderson@act.gov.au>; [redacted]
[redacted] murray.mckay@act.gov.au<mailto:murray.mckay@act.gov.au>;
[redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

MBOX format will be suitable. Can you please organise for the exports to be performed in this format as soon as possible, and keep us updated with regards to progress.

Kind Regards,

Michael

-----Original Message-----

From: Bayliss, Michael

Sent: Tuesday, 18 August 2020 10:57 AM

To: Google Cloud Support <esupport@google.com<mailto:esupport@google.com>>

Cc: [redacted]; [redacted];
[redacted]; Williamson, Bill
<Bill.Williamson@ed.act.edu.au<mailto:Bill.Williamson@ed.act.edu.au>>; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,

Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com<mailto:esupport@google.com>>

Sent: Tuesday, 18 August 2020 10:34 AM

To: [REDACTED]; [REDACTED] Bayliss, Michael <Michael.Bayliss@ed.act.edu.au<mailto:Michael.Bayliss@ed.act.edu.au>>

Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Hi Michael,

This is [REDACTED], Technical Solutions Engineer, and I'm going to work on your case today.

In regards to the question of Vault Hold, I believed it's resolved in case 24699544. Can you confirm that ?

From the server logs, it seems there are 11 exports are stuck and 3 exports are still running. Vault product engineering team is still looking into this issue.

Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case ?

Thank you

[REDACTED]

Please log into your support portal and post a comment to reply to this update.

Schedule 2.2(a)(iii)

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[]

ref:_00D00VNwG_5005w1cN6oq:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 19/08/2020 5:21 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>; "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>
Cc: [redacted]; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; [redacted]; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; [redacted]; McKay, Murray" <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq:r [ref:_00D00VNwG._5005w1cN6oq:ref]

Hi Bill & Kelly,

Thank you for your time in the call.

As discussed, there is a Mail hold called "Hold for EDU" (inside matter "SEC-IST005") for root org unit in your organisation (which primary domain is [redacted]).

The hold can preserve all messages from all Gmail accounts of your organisation in Vault, even the messages are deleted from user's Gmail Inbox by Security Investigation Tool.

You can find the detailed product description in this article [redacted]

I can see the "Hold for EDU" from our system and it was created in Sep 2017, but can you also confirm that you can find the hold in Vault? It would be great to send me a screenshot of the setting of "Hold for EDU" hold, so I can make sure it's working as expected.

In regards to Vault API, here is the developer website [redacted]

Steps to monitor the exports status:

1) get a list of the exports

- [redacted]

2) get summary for each export

- [redacted]

- in the response, you can find "status" and "stats". "stats" object contains total count and exported counts ([redacted])

I will followup with the engineering team about the request of generating a manual export from our end.

Sorry about the long email and let me know if I missed anything.

Thanks,
[redacted]

----- Original Message -----

From: Williamson, Bill [bill.williamson@ed.act.edu.au]

Sent: 8/19/2020 10:10 AM

To: esupport@google.com; michael.bayliss@ed.act.edu.au

Cc: [redacted]; kelly.bartlett@act.gov.au; [redacted]; mark.sanderson@act.gov.au;

[redacted]; murray.mckay@act.gov.au; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq:r []

Hi all,

FYI I'm running a smaller export to test it all.

"type:(Mail) mode:(All data) sent between 14/08/2020 and 15/08/2020 time zone:(GMT+10:00)
terms:(to [REDACTED] subject [REDACTED])"

Bill Williamson | Senior Director - School Administration System Architecture
T: 0430 333 647 | E: bill.williamson@ed.act.edu.au
Digital Strategy, Services & Transformation | Education | ACT Government
51 Fremantle Drive, Stirling ACT 2611 | GPO Box 158, Canberra ACT 2601
www.education.act.gov.au | Facebook | Twitter | Instagram | LinkedIn | Google+

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Wednesday, 19 August 2020 9:33 AM
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Cc: [REDACTED]; Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [REDACTED], Williamson, Bill <Bill.Williamson@ed.act.edu.au>; Sanderson, Mark (ACTGOV) <Mark.Sanderson@act.gov.au>; [REDACTED] McKay, Murray (ACTGOV) <Murray.McKay@act.gov.au>; [REDACTED]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref: 00D00VNwG_5005w1eN6oqr |]

Hi Michael,

I can see there are 2 MBOX exports running in progress.

1. "14th All Messages"
2. "SEC-INCC005-EDU01"

The first export is still querying and fetching messages.

The second export should be the one at 95% now and it's working on the final stage which is preparing the MBOX files and putting them into zip files.

I can confirm that the exports are working as expected. I will keep an eye on it today.

Thanks.

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]
Sent: 8/19/2020 9:09 AM
To: esupport@google.com
Cc: [REDACTED]; kelly.bartlett@act.gov.au; [REDACTED] bill.williamson@ed.act.edu.au; mark.sanderson@act.gov.au; [REDACTED] murray.mckay@act.gov.au;
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% []

Hi [REDACTED]

We ran a single MBOX export yesterday - I checked it this morning and it is sitting on 95%, much like the previous attempts with PST which never got past 95%.

Are you able to have a look at the server logs to see if it is stuck or working as expected?

Kind Regards,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>
Sent: Tuesday, 18 August 2020 2:46 PM
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Cc: [REDACTED]; Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [REDACTED]; Williamson, Bill <Bill.Williamson@ed.act.edu.au>; Sanderson, Mark (ACTGOV) <Mark.Sanderson@act.gov.au>; Daniel, Ryan (ACTGOV)

McKay, Murray (ACTGOV)

<Murray.McKay@act.gov.au>

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% []

Hi Michael,

Great! Thank you for your confirmation

We can not access to your organisation's account to create / modify exports.

You can stop the stuck PST exports (by ticking the checkboxes and clicking "Delete Selected" button) if you like. Then you can re-create those exports and choose "MBOX - Standard format".

Given that those exports are very large (at least 5M+ messages for each export), it's recommend that not run so many large exports at the same time. Preferably run them one by one or every 2-3 exports at a time.

Please let me know if you have any questions.

Thank you

----- Original Message -----

From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]

Sent: 8/18/2020 1:41 PM

To: esupport@google.com

Cc: [redacted]; kelly.bartlett@act.gov.au; [redacted]; bill.williamson@ed.act.edu.au; mark.sanderson@act.gov.au; [redacted]; [redacted]; murray.mckay@act.gov.au; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

MBOX format will be suitable. Can you please organise for the exports to be performed in this format as soon as possible, and keep us updated with regards to progress.

Kind Regards,
Michael

-----Original Message-----

From: Bayliss, Michael

Sent: Tuesday, 18 August 2020 10:57 AM

To: Google Cloud Support <esupport@google.com>

Cc: [redacted]; [redacted]; Williamson, Bill <Bill.Williamson@ed.act.edu.au>; [redacted]; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>

Sent: Tuesday, 18 August 2020 10:34 AM

To: [redacted]; [redacted]; Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>; [redacted]; [redacted]

Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%.

Hi Michael,

This is Jason, Technical Solutions Engineer, and I'm going to work on your case today.

In regards to the question of Vault Hold, I believed it's resolved in case 24699544. Can you confirm that ?

From the server logs, it seems there are 11 exports are stuck and 3 exports are still running. Vault product engineering team is still looking into this issue.

Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case ?

Thank you.

[REDACTED]

Please log into your support portal and post a comment to reply to this update.

[REDACTED]

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[]

ref:_00D00VNwG_5005w1cN6oq:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 18/08/2020 11:33 PM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Cc: [redacted] "Bartlett, Kelly"
<Kelly.Bartlett@act.gov.au>; [redacted] "Williamson, Bill"
<Bill.Williamson@ed.act.edu.au>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; [redacted]
<Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq;r [ref:_00D00VNwG._5005w1cN6oq;ref]

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The second export should be the one at 95% now and it's working on the final stage which is preparing the MBOX files and put them into zip files.

I can confirm that the exports are working as expected. I will keep an eye on it today.

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Sent: 8/19/2020 9:09 AM
To: esupport@google.com
Cc: [redacted]; m: kelly.bartlett@act.gov.au; [redacted]; bill.williamson@ed.act.edu.au; mark.sanderson@act.gov.au; [redacted]; murray.mckay@act.gov.au;
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From: Google Cloud Support <esupport@google.com>
Sent: Tuesday, 18 August 2020 2:46 PM
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Cc: [redacted] Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [redacted] Williamson, Bill <Bill.Williamson@ed.act.edu.au>; Sanderson, Mark (ACTGOV) <Mark.Sanderson@act.gov.au>; [redacted] McKay, Murray (ACTGOV) <Murray.McKay@act.gov.au>; [redacted]
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% []

Hi Michael,

Great! Thank you for your confirmation.

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Given that those exports are very large (at least 5M+ messages for each export), it's recommend that not run so many large exports at the same time. Preferably run them one by one or every 2-3 exports at a time.

Please let me know if you have any questions.

Thank you.

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From: Bayliss, Michael [michael.bayliss@ed.act.edu.au]

Sent: 8/18/2020 1:41 PM

To: esupport@google.com

Cc: [redacted]; kelly.bartlett@act.gov.au; [redacted]; bill.williamson@ed.act.edu.au; mark.sanderson@act.gov.au; [redacted]; murray.mckay@act.gov.au;

[redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

MBOX format will be suitable. Can you please organise for the exports to be performed in this format as soon as possible, and keep us updated with regards to progress.

Kind Regards,
Michael

-----Original Message-----

From: Bayliss, Michael

Sent: Tuesday, 18 August 2020 10:57 AM

To: Google Cloud Support <esupport@google.com>

Cc: [redacted]; Williamson, Bill

<Bill.Williamson@ed.act.edu.au>; [redacted]

Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi [redacted]

Thanks for the update.

Question regarding Vault hold was resolved in case 24699544. Google support confirmed that our current holds in SEC-INC005 will protect the data being exported from Vault in the case we delete the emails for users.

Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>

Sent: Tuesday, 18 August 2020 10:34 AM

To: [redacted] Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>,

[redacted]

Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%.

Hi Michael,

This is [redacted], Technical Solutions Engineer, and I'm going to work on your case today.

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You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[]
ref:_00D00VNwG_5005w1cN6oq:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 18/08/2020 4:45 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Cc: "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; "Williamson, Bill" <Bill.Williamson@ed.act.edu.au>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; "McKay, Murray" <Murray.McKay@act.gov.au>;
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq;ref]

Hi Michael,

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Thank you.

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Sent: 8/18/2020 1:41 PM
To: esupport@google.com
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Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi

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Michael

-----Original Message-----

From: Bayliss, Michael
Sent: Tuesday, 18 August 2020 10:57 AM
To: Google Cloud Support <esupport@google.com>
Cc: Williamson, Bill <Bill.Williamson@ed.act.edu.au>;
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hi

Thanks for the update.

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Regarding MBOX format - I am checking with our security team whether MBOX will be suitable. I will update as soon as I know.

Cheers,
Michael

-----Original Message-----

From: Google Cloud Support <esupport@google.com>

Sent: Tuesday, 18 August 2020 10:34 AM

To: [redacted] <[redacted]>; [redacted] <[redacted]>; Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>

[redacted]

Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%

--

Hi Michael,

This is [redacted] Technical Solutions Engineer, and I'm going to work on your case today.

In regards to the question of Vault Hold, I believed it's resolved in case 24699544. Can you confirm that ?

From the server logs, it seems there are 11 exports are stuck and 3 exports are still running. Vault product engineering team is still looking into this issue.

Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case ?

Thank you.

[redacted]

--

Please log into your support portal and post a comment to reply to this update.

[redacted]

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[]

ref:_00D00VNwG._5005w1cN6oq:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 18/08/2020 4:39 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: [#24717932] Investigation Tool - deleting emails [ref:_00D00VNwG,_5005w1cNLTJ,00D5GEAW.5005TJAA4:ref]

Hello Michael,

Thank you for contacting G suite support. It was a pleasure talking to you.

You contacted me because you wanted to know if the Security Investigation Tool indeed deletes the messages and does not just put them in the trash of the user.

I can confirm that the emails deleted with the Security Investigation tool are indeed deleted off the users accounts.

I am sending you more information from our Help Center regarding the matter below:

[Delete messages permanently](#)

I will proceed to closing our ticket as resolved. Keep in mind the ticket will remain active in the next 30 days, so should you need my assistance again, Just reply to my email and I will gladly respond to your query as soon as possible.

I wish you all the very best. Take care.

Have a great day!

Sincerely,

Google Cloud Support

Case: #24717932

Subject: Investigation Tool - deleting emails

Chat Started: Tue, 18 Aug 2020 07:09:51 +0300

Chat Subject: Investigation Tool - deleting emails

G Suite Support, [redacted] Thank you for contacting G Suite Support. My name is [redacted] and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Michael Bayliss: hi [redacted]

G Suite Support, [redacted]: Hello!

G Suite Support, [redacted]: How are you today ?

Michael Bayliss: not too bad

G Suite Support, [redacted]: Nice to hear that! How may I assist you today?

Michael Bayliss: We have been responding to a large email incident (there are a few other cases I have logged about it) - in this case, I was hoping to get some confirmation around the Investigation Tool functions

Michael Bayliss: we are looking at using it to delete messages

Michael Bayliss: but want confirmation that using the ACTION > Delete messages will make them no longer visible or accessible to users

Michael Bayliss: e.g. do not want it to go to trashbin

G Suite Support, [redacted]: So if I understand you correctly, you want to know if when you create a rule with the Investigation tool and use the Action > Delete messages if that will delete the messages permanently or if it will put them in the Trash or something else ?

Michael Bayliss: yes

G Suite Support, [REDACTED]: I can confirm that this action deletes the messages completely.

Michael Bayliss: thanks [REDACTED]

G Suite Support, [REDACTED]: Absolutely my pleasure.

Michael Bayliss: do the messages remain recoverable for a period of time from the Investigation Tool? or are they only recoverable from Vault? (we have also set up holds on these messages)

G Suite Support, [REDACTED]: Please allow me 2-3 quick minutes to double check this. I just want to be sure I will not mislead you in any way.

Michael Bayliss: no worries, thanks [REDACTED]

G Suite Support, [REDACTED]: Thank you.

G Suite Support, [REDACTED]: Yes. You will have the option to Restore messages with the Investigation tool. I am sending you more information from our official Help Center with more information on Actions you can take for Gmail messages and Gmail Log events below.

G Suite Support, [REDACTED]: [REDACTED]

Michael Bayliss: thanks [REDACTED]

G Suite Support, [REDACTED]: If you have set up Vault Holds that will also be an option for you.

Michael Bayliss: thanks

G Suite Support, [REDACTED]: Is there anything else I may assist you with ?

Michael Bayliss: for messages that are sent to quarantine, does that mean quarantine within the users inbox (i.e. visible to them) or an organisational quarantine?

Michael Bayliss: e.g. [REDACTED]

G Suite Support, [REDACTED]: Allow me another 2-3 quick minutes to double check this.

Michael Bayliss: no worries

G Suite Support, [REDACTED]: Thank you

G Suite Support, [REDACTED]: I can confirm this quarantine option is referring to the quarantined messages visible only from the Admin Console under Apps > G Suite > Gmail > Manage quarantines

Michael Bayliss: excellent thanks

G Suite Support, [REDACTED]: That wont be visible by the users.

Michael Bayliss: perfect

G Suite Support, [REDACTED]: May I assist you with anything else ?

Michael Bayliss: nothing further at the moment, thanks [REDACTED]

G Suite Support, [REDACTED]: Thank you too!

G Suite Support, [REDACTED]: Thanks for chatting with Google Cloud Support! There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

+++

Sincerely,

Schedule 2

Google Cloud Support

ref: _00D00VNwG._5005w1cNLTJ,00D5GEAW.5005TJAA4:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 18/08/2020 4:22 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: Your chat transcript for [Case #24717932]

This is an automated email from Google Cloud Support. Case #24717932 has been created or updated. Here are some details about your case:

Status: Assigned

Subject: Investigation Tool - deleting emails

Description:

Chat Started: Tue, 18 Aug 2020 07:09:51 +0300 Chat Subject: Investigation Tool - deleting emails G Suite Support,

Thank you for contacting G Suite Support. My name is and I'll be working with you today. While

I read over your message, is there anything else you'd like to add? Michael Bayliss: hi G Suite Support, Hello! G Suite Support, How are you today ? Michael Bayliss: not too bad G Suite Support: Nice to hear that! How may I assist

you today? Michael Bayliss: We have been responding to a large email incident (there are a few other cases I have logged about it) - in this case, I was hoping to get some confirmation around the Investigation Tool functions Michael Bayliss: we are looking

at using it to delete messages Michael Bayliss: but want confirmation that using the ACTION > Delete messages will make them no longer visible or accessible to users Michael Bayliss: e.g. do not want it to go to trashbin G Suite Support, So if I understand

you correctly, you want to know if when you create a rule with the Investigation tool and use the Action > Delete messages if that will delete the messages permanently or if it will put them in the Trash or something else ? Michael Bayliss: yes G Suite Support,

I can confirm that this action deletes the messages completely. Michael Bayliss: thanks G Suite Support,

Absolutely my pleasure. Michael Bayliss: do the messages remain recoverable for a period of time from the Investigation Tool? or are

they only recoverable from Vault? (we have also set up holds on these messages) G Suite Support: Please allow me 2-3 quick minutes to double check this. I just want to be sure I will not mislead you in any way. Michael Bayliss: no worries, thanks

G Suite Support: Thank you. G Suite Support: Yes. You will have the option to Restore messages with the Investigation tool. I am sending you more information from our official Help Center with more information on Actions you can take for Gmail

messages and Gmail Log events below. G Suite Support, Schedule 2.2(a)(iii)

Michael Bayliss: thanks G Suite Support, If you have set up Vault Holds that will also be an option for you.

Michael Bayliss: thanks G Suite

Support, Is there anything else I may assist you with ? Michael Bayliss: for messages that are sent to quarantine, does that mean quarantine within the users inbox (i.e. visible to them) or an organisational quarantine?

Michael Bayliss: e.g. Schedule 2.2(a)(iii)

G Suite Support: Allow me another 2-3 quick minutes to double check this. Michael Bayliss: no worries G Suite Support, Thank you G Suite Support: I can confirm this quarantine option is referring to the quarantined messages visible only

from the Admin Console under Apps > G Suite > Gmail > Manage quarantines Michael Bayliss: excellent thanks G Suite Support, That wont be visible by the users. Michael Bayliss: perfect G Suite Support: May I assist you with anything else ? Michael

Bayliss: nothing further at the moment, thanks G Suite Support, Thank you too! G Suite Support,

Thanks for chatting with Google Cloud Support! There's a short survey coming up and we'd love to hear your feedback about our interaction today.

Have a great day!

Google Cloud Support

<https://support.google.com/googlecloud/apps/>

+++c

ref:_00D00VNwG._5005w1cNLTJ:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 18/08/2020 12:33 AM
To: [REDACTED]
>"Bayliss, Michael (ACTEDU)"
<Michael.Bayliss@ed.act.edu.au>; [REDACTED]
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

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Hi Michael,

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Regards,

Google Cloud Support

+++
[ref:_00D00VNwG._5005wIcN6oq:ref]

From: "Google Cloud Support" <esupport@google.com>
Sent: 17/08/2020 3:58 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: Your chat transcript for [Case #24699544]

This is an automated email from Google Cloud Support. Case #24699544 has been created or updated. Here are some details about your case:

Status: Assigned

Subject: Vault hold assistance

Description:

Chat Started: Sun, 16 Aug 2020 19:47:57 -0700 Chat Subject: Vault hold assistance Google Cloud Support, [REDACTED]
Thank you for contacting G Suite Support. My name is [REDACTED] and I'll be working with you today. While I read over your message, is there anything else you'd like to add? Google Cloud Support, [REDACTED]: Hi Michael, how are you doing today?
Michael Bayliss: hi [REDACTED], im ok, although I am assisting with a major incident which is not so good Google Cloud Support, [REDACTED] I'm sorry to hear that.
Michael Bayliss: i have previously opened a separate case regarding exports from vault which are failing Google Cloud Support, [REDACTED] No worries. I will be more than glad to assist you regarding your query for today. Google Cloud Support, [REDACTED] Oh I see
Michael Bayliss: the other case is #24690438 Google Cloud Support, [REDACTED] Thanks Michael Bayliss: what I am after at the moment is some assurance around Holds in vault Google Cloud Support, [REDACTED] Sure, how I can help?
Michael Bayliss: in our vault, we have a matter called SEC-INC-005 Michael Bayliss: SEC-INC005 rather Google Cloud Support, [REDACTED] Alright Michael Bayliss: we are attempting to export a lot of emails as part of the incident Google Cloud Support, [REDACTED] Got that noted Michael Bayliss: based on terms e.g. terms:(list:Schedule 2.2(a)(i), Schedule 2.2(a)(iii))
Michael Bayliss: i want to know if the holds we have established are sufficient to protect we have attempted to export Michael Bayliss: as we may need to attempt purging before the exports complete if they take too long Google Cloud Support, [REDACTED] I see Google Cloud Support, [REDACTED] By the way, for any reason that we're unable to complete the troubleshooting on this chat due to connectivity issues, I'll send you the complete steps via email. Can I have your preferred email address in case we need to continue working via email? Michael Bayliss: michael.bayliss@act.gov.au is my preferred Google Cloud Support, [REDACTED] Allow me to pull up and review your account for me to get a better understanding of what's going on. Google Cloud Support, [REDACTED] May I ask you at least 3-5 minutes to check the account? Michael Bayliss: no worries [REDACTED] Google Cloud Support, [REDACTED] Thank you. Google Cloud Support, [REDACTED] Thanks for waiting Google Cloud Support, [REDACTED] I did check the case #24690438 and yes it is still active case being manage by our Specialist team. Google Cloud Support, [REDACTED] Regarding Vault issue Vault doesn't allow Gmail to purge a message if the message is covered by a retention rule or hold. After all applicable retention periods and holds end, Gmail evaluates if the message can be purged based on how long the message has the ^deleted label. Google Cloud Support, [REDACTED] For Gmail to purge a message, the message must meet criteria for both Vault and Gmail: -It isn't retained by any retention rules. -It isn't on hold. -It has Gmail's system-generated ^deleted label for at least 30 days. Google Cloud Support, [REDACTED] Not to rush you Michael, I just want to check if we're still connected or if you need more time to respond? Michael Bayliss: yep still here (on a call, apologies) Google Cloud Support, [REDACTED] No worries. Google Cloud Support, [REDACTED] Take your time Michael Bayliss: ok, call has concluded Google Cloud Support, [REDACTED] Thank you. Michael Bayliss: are you able to take a look at the holds we have set up in SEC-INC005? Google Cloud Support, [REDACTED] About that to

further assist you | may need to transfer you over to our higher level of support to further assist you in checking it for you Michael Bayliss: no worries Google Cloud Support, Thank you so much. Google Cloud Support, Give me at least 2- 3 minutes

to complete my documentation Michael Bayliss: no worries Google Cloud Support, Also may I ask for your contact number in case a call is needed? Michael Bayliss: Google Cloud Support, Thanks Google Cloud Support, Thanks for waiting

Google Cloud Support, Done with my notes Michael Bayliss: thanks Google Cloud Support, Let me go ahead and connect you over now, Just to set your expectations, in case there's no one available while processing the transfer, we will proceed to

transfer our case offline where they will get in touch with you via phone or email as soon as possible. Google Cloud Support, Please stay on the line while waiting for someone to become available. Google Cloud Support, I will be transferring your

case to a Specialist team as it requires deeper product knowledge and troubleshooting. Please wait a few minutes so I can contact to our Specialist. Michael Bayliss: ok Google Cloud Support, Thank you. Google Cloud Support, Hi there. My name

is and I'll be working with you today. While I read over your message, is there anything else you'd like to add about this Email related issue? Google Cloud Support, Hi! Michael Michael Bayliss: Hi Michael Bayliss: the issue is

related to setting holds on email in Vault Michael Bayliss: there is a second case I have logged regarding failing exports from vault Google Cloud Support, I was reading the previous messages with the agent. Michael Bayliss: ah ok, that should explain

Google Cloud Support, Okay so you set a hold in some emails. Google Cloud Support, Then you are trying to export that hold. Google Cloud Support, Am I right? Michael Bayliss: yeah, essentially Michael Bayliss: i was hoping you

could take a look at the holds applied, and confirm that the holds will protect the data we have attempted to export Michael Bayliss: as given the exports are being problematic, we may need to purge emails from the user-side before the exports are successfully

completed Google Cloud Support, No worries let me take a look on it for you. Google Cloud Support, I was looking for the Holds at your domain. Google Cloud Support, I can see some of them that has the word "SEC-INC005" as name.

Michael Bayliss: thats the one Michael Bayliss: SEC-INC005 has numerous holds in it Google Cloud Support, All of them are set to list./ Google Cloud Support, list Schedule 2.2(a)(II), Schedule 2.2(a)(III) this one is one of them the rest just

vary the "00K" for other values. Michael Bayliss: yeah Google Cloud Support, No worries the Holds are properly set to retain that data Michael Bayliss: ok, so we could erase messages using the investigation tool and the data would still be preserved

in vault? Google Cloud Support, Correct, all of this will be held by Google Vault. Michael Bayliss: thanks Google Cloud Support, You are welcome. Is there something else I can help you with at the moment? Google Cloud Support,

In case you would like to read more details about this process please visit this Help Center article Schedule 2.2(a)(iii) Michael Bayliss: nothing further at the moment Google Cloud Support, You are welcome. Take

care and stay safe! Google Cloud Support, It was my pleasure to assist you. I'll proceed to close this chat and case, but you can always reopen it if you have further questions by replying to the email transcript in the next 30 days. By the way,

there's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

Google Cloud Support

<https://support.google.com/googlecloud/apps/>

From: "Google Cloud Support" <esupport@google.com>
Sent: 16/08/2020 8:34 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: [#24690438] Exports from Vault stuck at 95% [ref:_00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hello Michael,

Thank you for your message and information you provided, our product engineering team is looking into this as we speak. I understand this is extremely important to you but I can assure you that this is a priority with our Engineering team and I'll follow up when I receive an update.

Thank you for the patience shown during the troubleshooting process.

If there is anything else I can help you with in the meantime, please don't hesitate in contacting me as I'll be more than happy to help.

I hope you have a great day.

Sincerely,

Google Cloud Support

Case: #24690438
Subject: Exports from Vault stuck at 95%

Chat Started: Sat, 15 Aug 2020 05:57:31 +0100
Chat Subject: Exports from Vault stuck at 95%

G Suite Support, [REDACTED] Thank you for contacting G Suite Support. My name is Daniel and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

G Suite Support, [REDACTED] Hello Michael, how are you today?

Michael Bayliss: not too bad

Michael Bayliss: well, could be better really

Michael Bayliss: we are trying to run some large exports from Vault and they seem to be stuck at 95%

Michael Bayliss: some have been running for over 24 hours - the help documentation indicates that an export will stop after 24 hours and deliver partial results

Michael Bayliss: just wanted to see if anything is going wrong or if it is working as expected for us

G Suite Support, [REDACTED] I understand, Michael how large is that export and what was the search term you used in Vault?

Michael Bayliss: in terms of "count" the exports are in the millions range, e.g. 5M+

G Suite Support, [REDACTED] I understand, allow me 4-5 minutes I'll check your account

Michael Bayliss: the search terms are:

Michael Bayliss: type:(Mail) mode:(All data) sent after 14/08/2020 time zone:(GMT+10:00) terms:([REDACTED])

Michael Bayliss: thats an example, but we have multiple running for different variations of addresses

G Suite Support, [REDACTED] I understand, I'm checking

Michael Bayliss: no worries

G Suite Support, [REDACTED] Michael export was not initiated by your account, but by another Admin correct?

Michael Bayliss: correct, that particular export was initiated by my colleague, nathan carriage

G Suite Support, [REDACTED] Thanks for confirmation

G Suite Support, [REDACTED] Michael just to be clear, export is still running and you did not received partial results?

Michael Bayliss: well, to be honest im not sure what to expect in terms of the user interface when it returns partial results, but it looks like it is still running and sitting on 95%

Michael Bayliss: i will try to arrange a screenshot if that helps?

G Suite Support, [REDACTED] That would be great, thanks

Michael Bayliss: Customer attached [REDACTED]

G Suite Support, [REDACTED] Thank you.

G Suite Support, [REDACTED] Michael I can confirm that this export is working over 24 hours, however please note that in some rare occasions it can take longer than 24 hours, especially if you have multiple large exports running the same time

G Suite Support, [REDACTED] Currently export is still running and there is no partial results

G Suite Support, [REDACTED]: Technically Vault should stop and provide results at this stage

Michael Bayliss: ok, so your advice would be to continue waiting?

G Suite Support, [REDACTED] Yes please, I will sent you an email after this chat. Please reply to this email of the issue persist after another 24 hours, I am working tomorrow and I will consult this issue with product Engineering team if need it

G Suite Support, [REDACTED] *if the issue

Michael Bayliss: thanks [REDACTED] one more question?

G Suite Support, [REDACTED]: Sure, go ahead please

Michael Bayliss: the progress bar on the export - do you know if that represents the 'total' export or just the 24-hours worth?

G Suite Support, [REDACTED]: It should represent total export, for example if progress was only 60% after 24 hours and was stopped, you can continue remaining 40% after

Michael Bayliss: thanks, good to know

G Suite Support, [REDACTED] Perfect, is there anything else I can do for you today?

Michael Bayliss: nothing further at the moment, thanks [REDACTED]

+++
ref:_00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 15/08/2020 5:22 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: [#24690438] Exports from Vault stuck at 95% [
ref:_00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hello Michael,

Thank you for contacting Google Cloud Support. I understand you are experiencing an issue with Vault Export, at your domain ed.act.edu.au

As per our chat conversation I recommended to wait another 24 hours to see if we can either finish the export or get partial result, if the issue is still persisting after 24 hours please reply to this message and I will be happy to consult this issue with our product engineering team

Please advise if you have any additional questions or if there is anything else I can assist with, don't hesitate to get back to me by replying directly to this email.

Sincerely,


Google Cloud Support

Case: #24690438
Subject: Exports from Vault stuck at 95%

+++
ref:_00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 15/08/2020 5:45 AM
To: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: Your chat transcript for [Case #24690438]

This is an automated email from Google Cloud Support. Case #24690438 has been created or updated. Here are some details about your case:

Status: Waiting on Customer Response
Subject: Exports from Vault stuck at 95%
Description:

Chat Started: Sat, 15 Aug 2020 05:57:31 +0100 Chat Subject: Exports from Vault stuck at 95% G Suite Support, [REDACTED] Thank you for contacting G Suite Support. My name is [REDACTED] and I'll be working with you today. While I read over your message, is there anything else you'd like to add? G Suite Support, [REDACTED] Hello Michael, how are you today? Michael Bayliss: not too bad Michael Bayliss: well, could be better really Michael Bayliss: we are trying to run some large exports from Vault and they seem to be stuck at 95% Michael Bayliss: some have been running for over 24 hours - the help documentation indicates that an export will stop after 24 hours and deliver partial results Michael Bayliss: just wanted to see if anything is going wrong or if it is working as expected for us G Suite Support, [REDACTED] I understand, Michael how large is that export and what was the search term you used in Vault? Michael Bayliss: im terms of "count" the exports are in the millions range, e.g. 5M+ G Suite Support, [REDACTED] I understand, allow me 4-5 minutes I'll check your account Michael Bayliss: the search terms are: Michael Bayliss: type:(Mail) mode:(All data) sent after 14/08/2020 time zone:(GMT+10:00) terms:(list [REDACTED]) Michael Bayliss: thats an example, but we have multiple running for different variations of addresses G Suite Support, [REDACTED] I understand, I'm checking Michael Bayliss: no worries G Suite Support, [REDACTED] Michael export was not initiated by your account, but by another Admin correct? Michael Bayliss: correct, that particular export was initiated by my colleague, nathan carriage G Suite Support, [REDACTED] Thanks for confirmation G Suite Support, [REDACTED] Michael just to be clear, export is still running and you did not received partial results? Michael Bayliss: well, to be honest im not sure what to expect in terms of the user interface when it returns partial results, but it looks like it is still running and sitting on 95% Michael Bayliss: i will try to arrange a screenshot if that helps? G Suite Support, [REDACTED] That would be great, thanks Michael Bayliss: Customer attached Schedule 2.2(a)(iii) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] G Suite Support, [REDACTED] Thank you. G Suite Support, [REDACTED] Michael I can confirm that this export is working over 24 hours, however please note that in some rare occasions it can take longer than 24 hours, especially if you have multiple large exports running the same time G Suite Support, [REDACTED] Currently export is still running and there is no partial results G Suite Support, [REDACTED] Technically Vault should stop and provide results at this stage Michael Bayliss: ok, so your advice would be to continue waiting?

G Suite Support, [REDACTED] Yes please, I will sent you an email after this chat. Please reply to this email of the issue persist after another 24 hours, I am working tomorrow and I will consult this issue with product Engineering team if need it G Suite Support,

[REDACTED] *if the issue Michael Bayliss: thanks [REDACTED] one more question? G Suite Support, [REDACTED] Sure, go ahead please Michael Bayliss: the progress bar on the export - do you know if that represents the 'total' export or just the 24-hours worth? G Suite

Support, [REDACTED] It should represent total export, for example if progress was only 60% after 24 hours and was stopped, you can continue remaining 40% after Michael Bayliss: thanks, good to know G Suite Support, [REDACTED]

Perfect, is there anything else I can

do for you today? Michael Bayliss: nothing further at the moment, thanks [REDACTED]

Google Cloud Support

<https://support.google.com/googlecloud/apps/>

+++c

ref._00D00VNwG_5005w1cN6oq.ref

From: "Google Cloud Support" <esupport@google.com>
Sent: 14/08/2020 6:06 AM
To: "Kaur, Puneet" <Puneet.Kaur@ed.act.edu.au>
Cc: "Bayliss, Michael (ACTEDU)" <Michael.Bayliss@ed.act.edu.au>
Subject: [#24674292] Students Spamming each other at a very larger scale [ref:_00D00VNwG._5005w1cMxtX,00D5GEAW.5005tXAA5:ref]

Hello Puneet,

Thank you for reaching Google Cloud support, it was a pleasure to assist you.

From what we discussed today I understood that recently there were instances of students sending spam emails to each other. As you couldn't provide me with an EML of such message and with the information that we had, the options that I offered you are the following:

1. The first option is to prevent internal emails between [redacted] users. The steps are as follow:

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> Scroll down to 'Routing'> Hover over the 'Routing section' and select 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it.
- 1. Messages to affect> Internal-sending
- 2. Envelope filter> Only affect specific envelope senders> from the drop-down of 'Single email address', select 'Pattern match'> under 'Regex' type in just [redacted]
- 3. For the above types of messages, do the following> from the drop down menu of 'Modify message' select 'Reject message'
- click on 'Show options'> Account types to affect - Users and Groups
- click 'Add setting' and after that click again 'Save' at the bottom right corner of the screen.

2. The second option is to block emails with the subject [redacted]

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> in the 'Compliance' section, hover over 'Content compliance' and click 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it.
- 1. Messages to affect> Internal-receiving
- 2. Add expressions that describe the content you want to search for in each message> If ANY of the following match the message> click on the 'Add' button in order to add an expression.
- From the drop down menu of 'Simple content match', select 'Advanced content match'>
- Location - Subject
- Match type - Contains text
- Content - [redacted]

After that you should 'Save' this expression

- 3. If the above expressions match, do the following> From the dropdown menu of 'Modify message', select 'Reject message'
- Click on 'Show options'> Account types to affect> Users and Groups
- Envelope filter> Only affect specific envelope recipients> from the dropdown menu of 'Single email address' select 'Pattern match'> and under 'Regex' type [redacted]

3. The third option is to block emails send from the student [redacted]

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> Scroll down to 'Routing'> Hover over the 'Routing section' and select 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it.
- 1. Messages to affect> Internal-receiving
- 2. Envelope filter> Only affect specific envelope senders> Single email address> type [redacted]
- 3. For the above types of messages, do the following> from the drop down menu of 'Modify message' select 'Reject message'
- click on 'Show options'> Account types to affect - Users and Groups
- click 'Add setting' and after that click again 'Save' at the bottom right corner of the screen.

You also wanted me to share with you the steps to check the emails send from [redacted] and if there are other emails called [redacted]

This can be achieved with Email Log search. In order to use it, you should go in the Admin Console> Reports> Email Log search (it is at the very bottom from the menu on the left).

*For emails send from the student

- Select Date

-In sender type [redacted] and click search

-When results show under 'Subject (Message-ID)', for more detailed information regarding the message, you should click on one of those results.

*For emails with subject [redacted]

-Select Date

-In subject type [redacted]

-Click search

For more information about routing, compliance and email log search you can check the following articles from our official Help Center

-Routing [redacted]

-Compliance [redacted]

-Email Log search [redacted]

Please note that if I didn't hear back from you in the next couple of days your case will be automatically closed for administrative purposes. However, if anything else pops up or you require additional assistance, do not hesitate to contact me. Just respond to this email within the next 30 days, I'll receive a notification and will get back to you as soon as possible.

Have a great day!

Sincerely,

[redacted]
Google Cloud support

Case: #24674292

Subject: Students Spamming each other at a very larger scale

Chat Started: Fri, 14 Aug 2020 07:13:55 +0300

Chat Subject: Students Spamming each other at a very larger scale

G Suite Support, [redacted] Thank you for contacting G Suite Support. My name is [redacted] and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

G Suite Support, [redacted] Hello. Apologies for the long wait time and thanks for your time and patience today

May I ask for a phone number, on which I can get in touch with you in case the chat drops or we get disconnected.

[redacted]: Hi [redacted]

[redacted]: I am here for a very urgent request that needs investigation

[redacted]: ACT Students are spamming one another at a very large scale

[redacted]: Many of my students have reported receiving multiple emails this morning from other students within the directorate.

[redacted]: The spam emails contain inappropriate content and scary stuff

[redacted]: I would prefer if you can reach me through my email. Else my contact number is [redacted]

G Suite Support, [redacted] Thank you for elaborating, Puneet. In order to investigate this further I will need to review an original spam message. You can open the message in question in Gmail> Next to the Reply button, click on More (the three dots) and then Show original> click Download original> Send me the EML

[redacted]: Unfortunately I do not have the spam message.

G Suite Support, [redacted] Okay, your goal is to prevent students from sending such messages, correct?

[redacted]: correct and also finding out how students got the ability to spam one another

[redacted]: Hi [redacted] Can I please have case number of this chat.

[redacted]: I need to report it to management ASAP

G Suite Support, [redacted] Sure, the case number is 24674292

G Suite Support, [redacted] In order this to be investigated further I will need to review an EML file that I mentioned above. If you know the content of the emails that they send to each other a content compliance rule can be configured that can block those emails

G Suite Support, [redacted] Which is the domain used for the students?

[redacted]: [Schedule 2, 3, 4, 5](#)

G Suite Support, [redacted] Thank you. And they are sending the spam emails from [redacted] to

([Schedule 2, 3, 4, 5](#))

G Suite Support, [redacted] Is that correct?

[redacted]: yes

Puneet Kaur: if you need, I can give you student ID who sent spam emails. Through investigation tool, I found the student sent lot of [redacted] messages to groups like: [Schedule 2, 3, 4, 5](#), [Schedule 2, 3, 4, 5](#)

G Suite Support, [redacted] Thank you, are all the spam emails '[redacted]'

[redacted]: This just one I found so far based on information recieved from one school. Many schools have reported the issue

[redacted] and yes, for the student I mentioned above, all spam emails are labelled [redacted]

G Suite Support, [redacted] I can guide you to set a rule that will prevent internal emails between users with [redacted] addresses. If there is a specific body within all emails the rule can be set to trigger only emails, having this content. However, without any EMLs I am not able to investigate this much further, I hope that you will understand this

[redacted]: Thanks [redacted] However if there are many random emails floating around with different context, Do we have to set rules for each?

[redacted]: I can get emails from schools. Can I please have your email address so I can forward them to you

G Suite Support, [redacted] I am afraid that this would be the case. Also, I can see that you have a 'Spam' rule that is set to 'Bypass spam filters for messages received from internal senders'.

If you want you can remove this option in order the spam filters to also apply on internal emails

G Suite Support, [redacted] I will send you an email right now to which you can send me the emails. Please note, that in case for me to be able to work with the information from the emails I will need the EML, not the email itself.

[redacted]: I have viewed message of one spam email sent by the student mentioned above

[redacted]: Would you like me to provide it in this chat?

G Suite Support, [redacted]: Yes, please

G Suite Support, [redacted] I also send an email to have it is a contact option

[redacted]: from: [Schedule 2, 3, 4, 5](#), [Schedule 2, 3, 4, 5](#)

to:

[redacted]

Schedule 2.2(a)(ii), Schedule 2.2(a)(iii)

cc:

bcc:

date: 14 Aug 2020, 12:20:38

subject:

[REDACTED]

label: inbox

[REDACTED] and the body contains below:

[REDACTED]: [REDACTED]

[REDACTED]

G Suite Support, [REDACTED]: Do you have this email in your Gmail inbox?

[REDACTED]: nope. Only students use Gmail.

G Suite Support, [REDACTED]: Okay, thank you for confirming this. I will need the message-ID of this email. If you do not see it in your email service, can you please go in the Admin Console> Reports> Email Log search in order to obtain the message-id

[REDACTED]: I can give message ID

G Suite Support, [REDACTED]: Amazing, thank you!

[REDACTED]: Schedule 2.2(a)(ii), Schedule 2.2(a)(iii)

G Suite Support, [REDACTED]: Thank you

G Suite Support, [REDACTED]: Please, allow me 3-4 minutes to check it on my end

[REDACTED]: no problem

[REDACTED]: thank you

G Suite Support, [REDACTED]: Thank you too!

G Suite Support, [REDACTED]: Thank you very much for your patience.

[REDACTED]: no problem

G Suite Support, [REDACTED] I can indeed see that this email has a lot of recipients and was delivered to half of them. With the information that we have right now if you want we can configure the rule that will reject emails with the Subject [REDACTED]

G Suite Support, [REDACTED] If there are other instances of which you can obtain EMLs you can provide them later to me for further investigation

[REDACTED]: I can provide few more message IDs for investigation. These messages were also sent by same student to groups

[REDACTED]: here is the another one:

[REDACTED]: [REDACTED]

G Suite Support, [REDACTED] Thank you, let me check this one too

G Suite Support, [REDACTED] I can see the same behavior for this email and I also notice that the sender of both emails is this one student [REDACTED]

Are you aware if he is the only one sending the spam emails?

[REDACTED]: Not sure of that. The other schools who reported the issue mentioned about students receiving spam emails. only one school reported from whom they were receiving so I was able to investigate that

G Suite Support, [REDACTED] Okay, thank you for confirming this for me.

G Suite Support, [REDACTED] With the reviewed information and with what we have for the moment what I can offer are the following options:

- preventing internal emails between [REDACTED] users

- blocking emails with the subject [REDACTED]

- blocking emails send from the student [REDACTED]

G Suite Support, [REDACTED] Also, if you want I can guide you through Email log search so you can check the emails send from [REDACTED] and if there are other emails called [REDACTED] e'

[REDACTED]: give me 2-3 min

G Suite Support, [REDACTED] Sure, please, take your time

[REDACTED]: Hi [REDACTED], Thank you for your patience.

G Suite Support, [REDACTED]: My pleasure, Puneet!

[REDACTED]: Can you please provide us instructions on below

[REDACTED]: - preventing internal emails between [REDACTED] users

- blocking emails with the subject [REDACTED]

- blocking emails send from the student [REDACTED]

G Suite Support, [REDACTED] Sure, will you please allow me a few minutes so I can write them down?

G Suite Support, [REDACTED]: Also, if you prefer I can send them over to you via email

[REDACTED]: Yes, please send send me via email

[REDACTED]: Also, if you can send me instructions to check the emails send from [REDACTED] and if there are other emails called [REDACTED]

[REDACTED]: and just one last question

[REDACTED]: Is there a way to prevent students from sending emails to groups like this student did?

G Suite Support, [REDACTED]: Sure, I will send you detailed steps for all of the above to puneet.kaur@ed.act.edu.au, I can also include more recipients

G Suite Support, [REDACTED]: Just to confirm - is the students part of those groups?

[REDACTED]: please include below recipients as well:

[REDACTED]: michael.bayliss@ed.act.edu.au

[REDACTED]: Thank you

[REDACTED]: This student is member of [REDACTED] group only

G Suite Support, [REDACTED]: My pleasure, Puneet. Through the Group settings itself you can modify the group that only Group members can send emails to the Group.

G Suite Support, [REDACTED]: But this will require you to go through each group one by one

G Suite Support, [REDACTED]: The other option is just to forbid this student from sending emails

[REDACTED]: What is the setting in group that allow only Group members can send emails to the Group.

G Suite Support, [REDACTED]: You should go in the Admin Console> Groups> open the Group in question

G Suite Support, [REDACTED]: From the three sections click on the 'Settings' one

G Suite Support, [REDACTED]: You can tell me when you are there so I can proceed

[REDACTED]: I am there

G Suite Support, [REDACTED]: Okay, and from the section with the 'Checkboxes', 'Publish posts' must be selected only for Group members

[REDACTED]: Thank you, and like you said only way to apply this setting for all groups is to by one group at a time.

[REDACTED]: Is there a way to set this as baseline rule that when any new group is created, its publish post setting is ticked for group members only

G Suite Support, [REDACTED]: Unfortunately, there is no such rule, as when the group itself is created this section is there to choose the group settings

[REDACTED]: right

[REDACTED]: Thank you very much [REDACTED] You have been huge help. I'll wait for the instructions

G Suite Support, [REDACTED]: My pleasure, Puneet. Thank you very much for being so patient with me and having such a kind attitude! It is much appreciated.

[REDACTED]: like wise

[REDACTED]: Bye

G Suite Support, [REDACTED]: While we are still here in the chat is there anything else I can assist you with today?

[REDACTED]: all good. thank you

G Suite Support, [REDACTED] Thanks for chatting with Google Cloud Support! There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

+++

ref:_00D00VNwG._5005w1cMxtX,00D5GEAW.5005tXAAS:ref

From: "Bayliss, Michael"
Sent: 19/08/2020 8:48 AM
To: Schedule 2.2(a)(ii)
Cc: Schedule 2.2(a)(ii); "Bartlett, Kelly"
<Kelly.Bartlett@act.gov.au>; Williamson, Bill (ACTEDU)"
<Bill.Williamson@ed.act.edu.au>
Subject: RE: Progress Update

OFFICIAL

Hi [redacted]

The SEC-INC005-EDU01 MBOX export appears to have restarted from 0%, after sitting on 95% for a long time - we saw the same behaviour in some of the PST exports, which continued running for over three days. Given the DSST 'All messages' export is larger than this one (~16M vs ~5M) I'm guessing it may encounter the same problem.

Is it possible for Google to run an export for less than a whole day? From what I can see in the UI and search operators help documentation we can only go down to a whole day.

It looks like based on the 'count' of the All messages export (~16.6M) which is not much larger than the per-group exports (~5M-12M) that exporting all messages within short time increments might be the most efficient/viable way as it will eliminate duplicate messages being exported?

Google Search Vault

Vault

SEC-INC005

Search

Export

Audit

NAME
SEC-INC005-EDU01

1.42%

[Show query](#) [Run query](#) [Show options](#)

From: Schedule 2.2(a)(ii)
Sent: Wednesday, 19 August 2020 4:30 PM
To: Bayliss, Michael <Michael.Bayliss@act.gov.au>
Cc: Schedule 2.2(a)(ii); Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; [redacted]
[redacted]; Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>
Subject: Re: Progress Update

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Thanks for checking. It could be intended as the export has fetched all messages, but I'm going to check with the engineer for it.

From the server logs, I can confirm that both exports are not stalled.

Cheers,

Continued

On Wed, Aug 19, 2020 at 3:45 PM Bayliss, Michael <Michael.Bayliss@act.gov.au> wrote:

OFFICIAL

Hi [redacted]

Unfortunately no, we are still seeing this:



Cheers,
Michael

From: Williamson, Bill <Bill.Williamson@ed.act.edu.au>
Sent: Wednesday, 19 August 2020 3:43 PM
To: Schedule 2.2(a)(ii) [redacted]
Cc: Schedule 2.2(a)(ii) [redacted]; Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; [redacted]
 Bayliss, Michael <Michael.Bayliss@act.gov.au>
Subject: RE: Progress Update

Hi, that export is managed by the Shared Services ICT team, whom I have CC'D

Bill Williamson | Senior Director - School Administration System Architecture
 T: 0430 333 647 | E: bill.williamson@ed.act.edu.au
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From: Schedule 2.2(a)(ii) [redacted]
Sent: Wednesday, 19 August 2020 3:40 PM
To: Williamson, Bill <Bill.Williamson@ed.act.edu.au>
Cc: Schedule 2.2(a)(ii) [redacted]; Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>
Subject: Re: Progress Update

BTW, do you see a "Continue export" button underneath the "SEC-INC005-EDU01" export name in Vault UI ?

Cheers,

[redacted]

On Wed, Aug 19, 2020 at 3:37 PM Schedule 2.2(a)(ii) [redacted] wrote:

Hi Bill,

It's good to hear that the 50K one is finished.

The "14th All Messages" and "SEC-INC005-EDU01" are still WIP.

"14th All Messages" just finished with fetching all the messages and started to prepare archive files.

"SEC-INC005-EDU01" is the same as the previous status, and it's still working on preparing the archive files.

Cheers,



On Wed, Aug 19, 2020 at 3:22 PM Williamson, Bill <Bill.Williamson@ed.act.edu.au> wrote:

Actually, the 50k one just finished !

Bill Williamson | Senior Director - School Administration System Architecture

T: 0430 333 647 | E: bill.williamson@ed.act.edu.au

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From: Williamson, Bill

Sent: Wednesday, 19 August 2020 3:21 PM

To: [Schedule 2.2\(a\)\(ii\)](#) >

Cc: Bartlett, Kelly (ACTGOV) <Kelly.Bartlett@act.gov.au>; [Schedule 2.2\(a\)\(i\)](#)

Subject: Progress Update

Hi [Schedule 2.2\(a\)\(ii\)](#)

Can we have an update on the extracts? Both show up as 95% now, but we would like confirmation that nothing is stalled.

Is there any way to see how far along zipping it is?

Thanks

Bill Williamson | Senior Director - School Administration System Architecture

T: 0430 333 647 | E: bill.williamson@ed.act.edu.au

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From: "Bayliss, Michael"
Sent: 20/08/2020 7:37 AM
To: "Google Cloud Support" <esupport@google.com>
Cc: Schedule 2.2(a)(iii); Schedule 2.2(a)(iii)
Schedule 2.2(a)(iii); Schedule 2.2(a)(iii) "Williamson, Bill (ACTEDU)"
<Bill.Williamson@ed.act.edu.au>; "Bartlett, Kelly (ACTGOV)" <Kelly.Bartlett@act.gov.au>
Subject: RE: New Case Comment: [#24690438] Exports from Vault stuck at 95%
Attachments: accounts_with_matches_20200820_0732.csv

OFFICIAL

results

-----Original Message-----

From: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Sent: Thursday, 20 August 2020 5:29 PM
To: Bayliss, Michael <Michael.Bayliss@act.gov.au>
Subject: FW: New Case Comment: [#24690438] Exports from Vault stuck at 95%

From: Google Cloud Support
Sent: Thursday, 20 August 2020 5:28:59 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: Schedule 2.2(a)(iii); Schedule 2.2(a)(iii) Bayliss, Michael; Schedule 2.2(a)(iii)
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%:

Here is the query for Vault search Terms (All Mail Accounts)

-label:^deleted

With this term, it matches all the undeleted messages across all accounts.

Please log into your support portal and post a comment to reply to this update.

Schedule 2.2(a)(iii)

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[ref:_00D00VNwG_5005w1eN6oq:ref]

From: "Bayliss, Michael"
Sent: 21/08/2020 6:20 AM
To: "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>
Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG,_5005w1cN6oq;ref]

OFFICIAL

Hi Kelly,

Steps to run the checks:

1. Go to Google Vault ediscovery.google.com
2. Select a Matter (e.g. DSST – All Messages 14/8/2020)

Out of scope

3. Go to search

Vault

CREATE HOLD

DSST -- All Messages 14/8/2020

Holds

Search

Export

Audit

HOLD NAME

14th



4. In search select
 - a. Mail
 - b. All Data
 - c. All Accounts
5. Set sent date FROM 14 Aug
6. Set sent date TO 15 Aug
7. Set time zone to GMT+10
8. Enter Terms -label:^deleted
9. Click Count
10. Wait about 2 minutes
11. Count results appear to the right
12. **Email count = Number of Non-deleted emails**

Sent date: 14 Aug 2020 to 15 Aug 2020

Time zone for this search: GMT+10:00

Terms: -label:^deleted

Exclude drafts

Count results

99350 accounts searched. Completed count in 01.02 at a rate of 1502.4 accounts per second

164 (0.165%) accounts could not be searched. [Learn more](#)

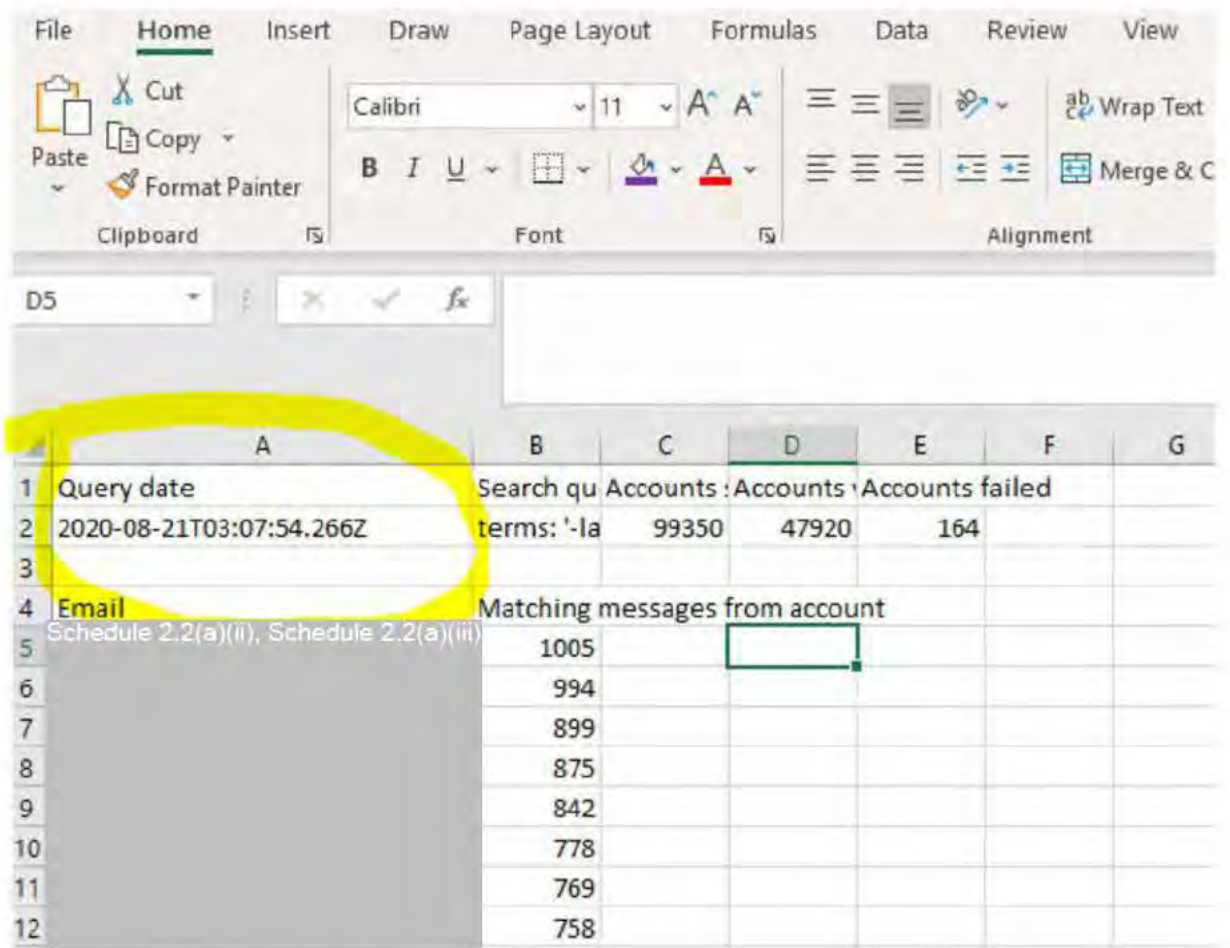
164 accounts are temporarily not searchable. Please try again in 10 minutes. [View failed accounts](#)

Count Accounts with matches

8,673,162 47,920

[Download accounts with matches](#)

13. If you want to update graph
 - a. Download accounts with matches (if you want to update graph)
 - b. Open CSV
 - c. Get query date:



14. Open Gmail delete progress spreadsheet
 - a. Paste non-deleted email count
 - b. Paste query date
 - c. Ensure formulas are copied down to new row to allow calculation

Schedule 2.2(a)(xi)

To: Bayliss, Michael <Michael.Bayliss@act.gov.au>

Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Thanks Michael.

How are you running those checks?

I want most people to have a day off, so I'm thinking of running them myself

Regards,

Kelly Bartlett | A/G Executive Branch Manager (Chief Information Officer)

T: +61 2 620 75663 | M: 0422 233 772 | E: kelly.bartlett@act.gov.au

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From: Bayliss, Michael <Michael.Bayliss@act.gov.au>

Sent: Friday, 21 August 2020 1:38 PM

To: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>

Cc: [Schedule 2.2\(a\)\(i\)](#); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>; [Schedule 2.2\(a\)\(ii\)](#)

>; Google Cloud Support <esupport@google.com>; McKay, Murray

<Murray.McKay@act.gov.au>

Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Update –

Currently at about 8.6M emails remaining to be deleted.

Deletion continues to be around [Schedule 2.2\(a\)\(i\)](#) per hour. ETA based on current rates, assuming no big changes, is around [Schedule 2.2\(a\)\(xi\)](#). Spreadsheet attached with count results and calculations.

Schedule 2.2(a)(xi)

From: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>
Sent: Friday, 21 August 2020 11:07 AM
To: Bayliss, Michael <Michael.Bayliss@act.gov.au>
Cc: [Schedule 2.2\(a\)\(ii\)](#); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>; [Schedule 2.2\(a\)\(xi\)](#)
>; Google Cloud Support <esupport@google.com>; McKay, Murray
<Murray.McKay@act.gov.au>
Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]


OFFICIAL

Fantastic, thank you Michael!

Regards,

Kelly Bartlett | A/G Executive Branch Manager (Chief Information Officer)

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From: Bayliss, Michael <Michael.Bayliss@act.gov.au>
Sent: Friday, 21 August 2020 11:06 AM
To: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>
Cc: [Schedule 2.2\(a\)\(ii\)](#); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>; [Schedule 2.2\(a\)\(xi\)](#)
>; Google Cloud Support <esupport@google.com>; McKay, Murray
<Murray.McKay@act.gov.au>
Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Hi Kelly,

Update –

Deletion progress below, apologies it's a bit ugly atm, trying to get it into an easy to follow graph.

Latest count was around 9.4M not deleted, or 56.61% not deleted.

Based on current deletion rates, looking like Schedule 2.2(a)(xi) ETA.

Schedule 2.2(a)(xi)

From: Bayliss, Michael

Sent: Friday, 21 August 2020 10:01 AM

To: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>

Cc: Schedule 2.2(a)(xi); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>; Schedule 2.2(a)(xi)
Schedule 2.2(a)(xi); Google Cloud Support <esupport@google.com>; McKay, Murray
<Murray.McKay@act.gov.au>

Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Yep no worries Kelly.

From: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>

Sent: Friday, 21 August 2020 10:00 AM

To: Bayliss, Michael <Michael.Bayliss@act.gov.au>

Cc: Schedule 2.2(a)(xi); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>; Schedule 2.2(a)(xi)
Schedule 2.2(a)(xi); Google Cloud Support <esupport@google.com>; McKay, Murray
<Murray.McKay@act.gov.au>

Subject: RE: Delete progress [#24690438] [ref:_00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Hi Michael

Given the several jobs we setup seems to be progressing. Can you please provide me with an updated report at 11am?

The jobs seems to be working from Murray's account but not Bill's.

Regards,

Kelly Bartlett | A/G Executive Branch Manager (Chief Information Officer)

T: +61 2 620 75663 | M: 0422 233 772 | E: kelly.bartlett@act.gov.au

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From: Bayliss, Michael <Michael.Bayliss@act.gov.au>

Sent: Friday, 21 August 2020 9:36 AM

To: McKay, Murray <Murray.McKay@act.gov.au>; Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; Schedule 2.2(a)(i)
[REDACTED]; Google Cloud Support <esupport@google.com>

Cc: Schedule 2.2(a)(i); Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>

Subject: Delete progress [#24690438] [ref: _00D00VNwG._5005w1cN6oq:ref]

OFFICIAL

Hi All,

I have re-run the delete label counts as explained yesterday by Jason, and it looks like the deletion has moved along significantly overnight. The queries counted are screenshotted below.

Overall it looks like 6.8M deleted, with another ~9.7M not yet deleted.

total	approx	16600180	
not deleted	approx	9774910	59%
deleted	approx	6825270	41%

Not deleted count:

Mail All Data All accounts

Sent date: 14 Aug 2020 to 15 Aug 2020

Time zone for this search: GMT+10:00

Terms: -label:*deleted

Exclude drafts

Search Count Export

Count results
 99350 accounts searched. Completed count in 01:50 at a rate of 903.2 accounts per second.

One (0.001%) account could not be searched. [Learn more](#)

- One account is temporarily not searchable. Please try again in 10 minutes. [View failed accounts](#)

Count: 9,774,910 Accounts with matches: 48,028

[Download accounts with matches](#)

Total count:

Mail All Data All accounts

Sent date: 14 Aug 2020 to 15 Aug 2020

Time zone for this search: GMT+10:00

Terms: has attachment is: sent-label drafts

Exclude drafts

Search Count Export

Count results
 99350 accounts searched. Completed count in 01:12 at a rate of 1,379.9 accounts per second.

19 (0.019%) accounts could not be searched. [Learn more](#)

- 19 accounts are temporarily not searchable. Please try again in 10 minutes. [View failed accounts](#)

Count: 16,600,180 Accounts with matches: 48,117

[Download accounts with matches](#)

From: McKay, Murray <Murray.McKay@act.gov.au>
Sent: Friday, 21 August 2020 9:17 AM
To: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; [Schedule 2.2\(a\)\(ii\)](#) >
Cc: [Schedule 2.2\(a\)\(ii\)](#) Bayliss, Michael <Michael.Bayliss@act.gov.au>; Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>
Subject: RE: Purge Job

OFFICIAL

Thanks - I haven't had much luck on the support line this morning:

This is an automated email from Google Cloud Support. Case #24773999 has been created or updated. Here are some details about your case:

Status: Assigned

Subject: Would like a status report for case #24690438

Description:

Chat Started: Thu, 20 Aug 2020 17:38:27 -0500 Chat Subject: Would like a status report for case #24690438 G Suite Support, [REDACTED] Thank you for contacting G Suite Support. My name is [REDACTED] and I'll be working with you today. While I read over your message, is there anything else you'd like to add? G Suite Support, [REDACTED]: Sure, give me 2 minutes to check the case Murray McKay: No - just need an update as to the status of our gmail purge process G Suite Support, [REDACTED]: Sure G Suite Support, [REDACTED] Last updated was sent today and you replied, after your last reply there's no more G Suite Support, [REDACTED]: I place a note to the agent to contact you, as this is already being handled by a Tier 2 Murray McKay: That was 15 hours ago. An upgrade from the would be very helpful G Suite Support [REDACTED]: I just notified the agent so he will contact you if there's something new about it G Suite Support, [REDACTED] can you confirm your phone number Murray McKay: I would really like an update either way - Murray McKay: [Schedule 2.2\(a\)\(ii\)](#) G Suite Support [REDACTED] You mean, an update from me? Murray McKay: no from the tier 2 contact G Suite Support [REDACTED]: Oh, yes I just placed the note to notify the agent and send you an email with the update G Suite Support, [REDACTED] So please keep an eye in your inbox Murray McKay: thank you G Suite Support, [REDACTED]: Sorry for the delays G Suite Support [REDACTED] For now is there anything else I can help you with? Murray McKay: no thats it. thanks G Suite Support [REDACTED]: Thanks for chatting with Google Cloud Support! Keep in mind that you have 30 days to reopen this case if further assistance is needed.

Google Cloud Support

<https://support.google.com/googlecloud/apps/>

Murray McKay | Director, Digital Literacies

T: +61 2 620 59756 | E: murray.mckay@act.gov.au

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From: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>

Sent: Friday, 21 August 2020 9:16 AM

To: [Schedule 2.2\(a\)\(ii\)](#)

Cc: [Schedule 2.2\(a\)\(i\)](#); Bayliss, Michael <Michael.Bayliss@act.gov.au>; McKay, Murray <Murray.McKay@act.gov.au>; Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>

Subject: RE: Purge Job

OFFICIAL

Thank you

Regards,

Kelly Bartlett | A/G Executive Branch Manager (Chief Information Officer)

T: +61 2 620 75663 | M: 0422 233 772 | E: kelly.bartlett@act.gov.au

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From: Schedule 2.2(a)(ii)
Sent: Friday, 21 August 2020 9:14 AM
To: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>
Cc: Schedule 2.2(a)(ii); Bayliss, Michael <Michael.Bayliss@act.gov.au>; McKay, Murray <Murray.McKay@act.gov.au>; Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>
Subject: Re: Purge Job

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Hi Kelly,

Jason is looking into the case as we speak... will report back shortly.

Best,
Brent

On Fri, Aug 21, 2020 at 8:46 AM Bartlett, Kelly <Kelly.Bartlett@act.gov.au> wrote:

OFFICIAL

Hi Everyone

Have we heard anything from the USA team- ideally if we can have an email update this morning and then discuss at 10:30am

Regards,

Kelly Bartlett | A/G Executive Branch Manager (Chief Information Officer)

T: +61 2 620 75663 | M: [0422 233 772](tel:0422233772) | E: kelly.bartlett@act.gov.au

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Schedule 1.2(a)(1)

Google for Education

Program Manager

From: "Bayliss, Michael"
Sent: 17/08/2020 7:41 AM
To: Schedule 2.2(a)(ii)
Cc: "Williamson, Bill (ACTEDU)" <Bill.Williamson@ed.act.edu.au>; "McKay, Murray" <Murray.McKay@act.gov.au>; "Sanderson, Mark" <Mark.Sanderson@act.gov.au>; "Malhotra, Vidhi" <Vidhi.Malhotra@act.gov.au>; "Kaur, Puneet" <Puneet.Kaur@act.gov.au>
Subject: FW: ACT Education - Settings Changed

OFFICIAL

Hi [REDACTED]

We have had a report from a staff member that has reported being unable to access their google account on their phone – could the "Sync on mobile" setting be causing this behaviour? (see below for screenshot)

Cheers,
Michael

From: McKay, Murray <Murray.McKay@act.gov.au>
Sent: Monday, 17 August 2020 5:07 PM
To: Bayliss, Michael <Michael.Bayliss@act.gov.au>; Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>
Cc: Sanderson, Mark <Mark.Sanderson@act.gov.au>; Ruecroft, Daniel <Daniel.Ruecroft@act.gov.au>; Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; Kaur, Puneet <Puneet.Kaur@act.gov.au>; Malhotra, Vidhi <Vidhi.Malhotra@act.gov.au>
Subject: RE: ACT Education - Settings Changed

OFFICIAL

Yes please. We would want to re-enable that now that we are confident that all student users have been successfully suspended.

Thanks
Murray

Murray McKay | Director, Digital Literacies

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From: Bayliss, Michael <Michael.Bayliss@act.gov.au>
Sent: Monday, 17 August 2020 5:05 PM
To: Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>
Cc: Sanderson, Mark <Mark.Sanderson@act.gov.au>; Ruecroft, Daniel <Daniel.Ruecroft@act.gov.au>; Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; Kaur, Puneet <Puneet.Kaur@act.gov.au>; Malhotra, Vidhi <Vidhi.Malhotra@act.gov.au>; McKay, Murray <Murray.McKay@act.gov.au>
Subject: RE: ACT Education - Settings Changed

OFFICIAL

Hi Bill,

We have had a report from an Education staff member that they've been unable to access their google account from their phone (screenshot below).

I suspect this may be related to the disabled "Sync on mobile" setting applied by [redacted] on Friday. Would you mind if I emailed [redacted] to check?

The setting was applied at the top OU level (i.e. inheriting down to staff and students). If it is affecting staff Education may want to re-enable the sync for staff OUs (leave it off for student OUs).

Cheers,
Michael

Device Policy Alert

G Suite access for
dominic.nixon@ed.act.edu.au is
disabled on this device. Please
contact your administrator.

OK

From: Williamson, Bill <Bill.Williamson@ed.act.edu.au>

Sent: Friday, 14 August 2020 5:58 PM

To: Sanderson, Mark <Mark.Sanderson@act.gov.au>; Ruecroft, Daniel <Daniel.Ruecroft@act.gov.au>; Bayliss, Michael <Michael.Bayliss@act.gov.au>

Cc: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>

Subject: FW: ACT Education - Settings Changed

Bill Williamson | Senior Director - School Administration System Architecture

T: 0430 333 647 | E: bill.williamson@ed.act.edu.au

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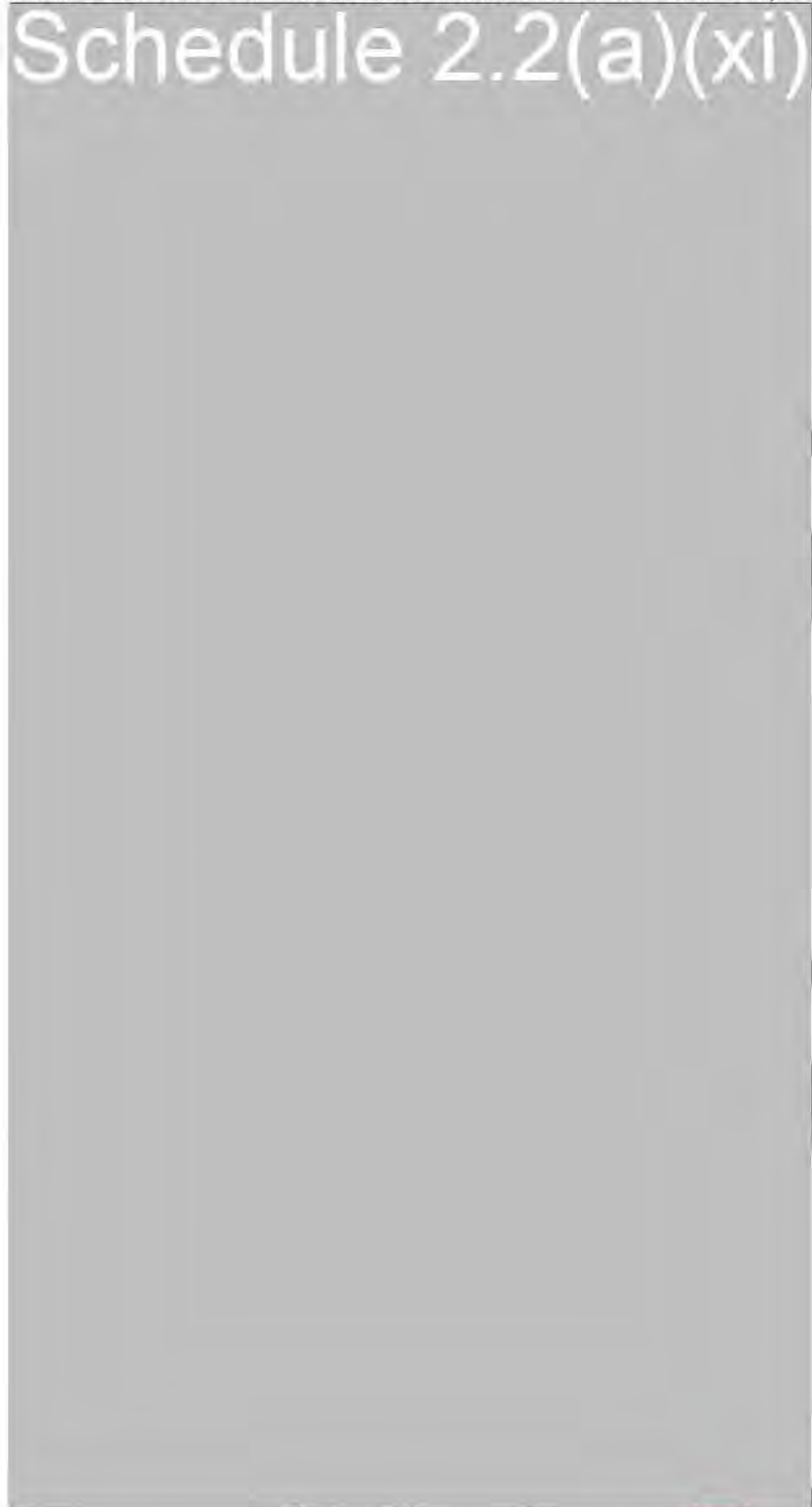
 Please consider the environment before printing this email

From: Schedule 2.2(a)(ii)
Sent: Friday, 14 August 2020 5:56 PM
To: Williamson, Bill <Bill.Williamson@ed.act.edu.au>
Subject: ACT Education - Settings Changed

Hi Bill,

As discussed here are items that i changed.

Enabled Context aware access to block access to GMail from everyone except from the IP address listed.



And all apps that are listed as blocked were trusted

Schedule 2.2(a)(xi)



Cheers

Schedule 2.2(a)(ii)



Schedule 2.2(a)(ii)

From: "Bayliss, Michael"
Sent: 20/08/2020 8:03 AM
To: Schedule 2.2(a)(i)
Subject: Accepted: FW: Invitation: [HOLD] GoogleEDU + ACT Gmail Purge Sync @ Fri 21 Aug 2020 10:30am - 11am (AEST) (michael.bayliss@ed.act.edu.au)

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 14/08/2020 6:06 AM
To: "Bayliss, Michael" <Michael.Bayliss@act.gov.au>
Subject: FW: [#24674292] Students Spamming each other at a very larger scale [ref:_00D00VNwG._5005w1cMxtX,00D5GEAW.5005tXAAS:ref]

From: Google Cloud Support
Sent: Friday, 14 August 2020 4:06:22 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: Kaur, Puneet
Cc: Bayliss, Michael
Subject: [#24674292] Students Spamming each other at a very larger scale [ref:_00D00VNwG._5005w1cMxtX,00D5GEAW.5005tXAAS:ref]

Hello Puneet,

Thank you for reaching Google Cloud support, it was a pleasure to assist you.

From what we discussed today I understood that recently there were instances of students sending spam emails to each other. As you couldn't provide me with an EML of such message and with the information that we had, the options that I offered you are the following:

1. The first option is to prevent internal emails between [redacted] users. The steps are as follow:

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> Scroll down to 'Routing'> Hover over the 'Routing section' and select 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it
- 1. Messages to affect> Internal-sending
- 2. Envelope filter> Only affect specific envelope senders> from the drop-down of 'Single email address', select 'Pattern match'> under 'Regexp' type in just [redacted]
- 3. For the above types of messages, do the following> from the drop down menu of 'Modify message' select 'Reject message'
- click on 'Show options'> Account types to affect - Users and Groups
- click 'Add setting' and after that click again 'Save' at the bottom right corner of the screen.

2. The second option is to block emails with the subject [redacted]

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> in the 'Compliance' section, hover over 'Content compliance' and click 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it.
- 1. Messages to affect> Internal-receiving
- 2. Add expressions that describe the content you want to search for in each message> If ANY of the following match the message> click on the 'Add' button in order to add an expression.
- From the drop down menu of 'Simple content match', select 'Advanced content match'>
Location - Subject
Match type - Contains text
Content - [redacted]

After that you should 'Save' this expression

3. If the above expressions match, do the following> From the dropdown menu of 'Modify message', select 'Reject message'
- Click on 'Show options'> Account types to affect> Users and Groups
 - Envelope filter> Only affect specific envelope recipients> from the dropdown menu of 'Single email address' select 'Pattern match'> and under 'Regexp' type [redacted]

3. The third option is to block emails send from the student [redacted]

- Go in the Admin Console> Apps> GSuite> Gmail> Advanced settings> Scroll down to 'Routing'> Hover over the 'Routing section' and select 'Configure' or 'Add another'.
- In the empty field at the top you should write a name for the setting so you can recognize it.
- 1. Messages to affect> Internal-receiving
- 2. Envelope filter> Only affect specific envelope senders> Single email address> type [redacted]
- 3. For the above types of messages, do the following> from the drop down menu of 'Modify message' select 'Reject message'
- click on 'Show options'> Account types to affect - Users and Groups

- click 'Add setting' and after that click again 'Save' at the bottom right corner of the screen.

You also wanted me to share with you the steps to check the emails send from **Schedule 2.2(a)(iii)** and if there are other emails called **[REDACTED]**

This can be achieved with Email Log search. In order to use it, you should go in the Admin Console> Reports> Email Log search (it is at the very bottom from the menu on the left)

*For emails send from the student

-Select Date

-In sender type **Schedule 2.2(a)(iii)** and click search

-When results show under 'Subject (Message-ID)', for more detailed information regarding the message, you should click on one of those results.

*For emails with subject **[REDACTED]**

-Select Date

-In subject type **[REDACTED]**

-Click search

For more information about routing, compliance and email log search you can check the following articles from our official Help Center

-Routing

Schedule 2.2(a)(iii)

-Compliance

Schedule 2.2(a)(iii)

-Email Log search

Schedule 2.2(a)(iii)

Please note that if I didn't hear back from you in the next couple of days your case will be automatically closed for administrative purposes. However, if anything else pops up or you require additional assistance, do not hesitate to contact me. Just respond to this email within the next 30 days, I'll receive a notification and will get back to you as soon as possible.

Have a great day!

Sincerely,

[REDACTED]
Google Cloud support

Case: #24674292

Subject: Students Spamming each other at a very larger scale

Chat Started: Fri, 14 Aug 2020 07:13:55 +0300

Chat Subject: Students Spamming each other at a very larger scale

G Suite Support, **[REDACTED]** Thank you for contacting G Suite Support. My name is **[REDACTED]** and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

G Suite Support, **[REDACTED]** Hello. Apologies for the long wait time and thanks for your time and patience today

May I ask for a phone number, on which I can get in touch with you in case the chat drops or we get disconnected.

Puneet Kaur: Hi **[REDACTED]**

Puneet Kaur: I am here for a very urgent request that needs investigation

Puneet Kaur: ACT Students are spamming one another at a very large scale

Puneet Kaur: Many of my students have reported receiving multiple emails this morning from other students within the directorate.

Puneet Kaur: The spam emails contain inappropriate content and scary stuff

Puneet Kaur: I would prefer if you can reach me through my email. Else my contact number is 02 6207 5774

G Suite Support, [REDACTED]: Thank you for elaborating, Puneet. In order to investigate this further I will need to review an original spam message. You can open the message in question in Gmail> Next to the Reply button, click on More (the three dots) and then Show original> click Download original> Send me the EML

Puneet Kaur: Unfortunately I do not have the spam message

G Suite Support, [REDACTED]: Okay, your goal is to prevent students from sending such messages, correct?

Puneet Kaur: correct and also finding out how students got the ability to spam one another

Puneet Kaur: Hi [REDACTED]. Can I please have case number of this chat.

Puneet Kaur: I need to report it to management ASAP

G Suite Support, [REDACTED]: Sure, the case number is 24674292

G Suite Support, [REDACTED]: In order this to be investigated further I will need to review an EML file that I mentioned above. If you know the content of the emails that they send to each other a content compliance rule can be configured that can block those emails

G Suite Support, [REDACTED]: Which is the domain used for the students?

Puneet Kaur: [REDACTED]

G Suite Support, Marina: Thank you. And they are sending the spam emails from [REDACTED] to [REDACTED]

G Suite Support, Marina: Is that correct?

Puneet Kaur: yes

Puneet Kaur: if you need, I can give you student ID who sent spam emails. Through investigation tool, I found the student sent lot of "[REDACTED]" messages to groups like [REDACTED]

G Suite Support, [REDACTED]: Thank you, are all the spam emails [REDACTED]

Puneet Kaur: This just one I found so far based on information received from one school. Many schools have reported the issue

Puneet Kaur: and yes, for the student I mentioned above, all spam emails are labelled [REDACTED]

G Suite Support, [REDACTED]: I can guide you to set a rule that will prevent internal emails between users with [REDACTED] addresses. If there is a specific body within all emails the rule can be set to trigger only emails, having this content. However, without any EMLs I am not able to investigate this much further, I hope that you will understand this

Puneet Kaur: Thanks [REDACTED]. However if there are many random emails floating around with different context, Do we have to set rules for each?

Puneet Kaur: I can get emails from schools. Can I please have your email address so I can forward them to you

G Suite Support, [REDACTED]: I am afraid that this would be the case. Also, I can see that you have a 'Spam' rule that is set to 'Bypass spam filters for messages received from internal senders'.

If you want you can remove this option in order the spam filters to also apply on internal emails

G Suite Support, [REDACTED] I will send you an email right now to which you can send me the emails. Please note, that in case for me to be able to work with the information from the emails I will need the EML, not the email itself.

Puneet Kaur: I have viewed message of one spam email sent by the student mentioned above

Puneet Kaur: Would you like me to provide it in this chat?

G Suite Support, [REDACTED]: Yes, please

G Suite Support, [REDACTED] I also send an email to have it is a contact option

Puneet Kaur: from: [REDACTED] [REDACTED]

to:

Schedule 2.2(a)(ii), Schedule 2.2(a)(iii)

cc:

bcc:

date: 14 Aug 2020, 12:20:38

subject:

label: inbox

Puneet Kaur: and the body contains below:

Puneet Kaur: [REDACTED]

G Suite Support, Marina: Do you have this email in your Gmail inbox?

Puneet Kaur: nope. Only students use Gmail.

G Suite Support, Marina: Okay, thank you for confirming this. I will need the message-ID of this email. If you do not see it in your email service, can you please go in the Admin Console > Reports > Email Log search in order to obtain the message-id

Puneet Kaur: I can give message ID

G Suite Support, [REDACTED] Amazing, thank you!

Puneet Kaur: Schedule 2.2(a)(1), Schedule 2.2(a)(1)

G Suite Support, [REDACTED] Thank you

G Suite Support, [REDACTED] Please, allow me 3-4 minutes to check it on my end

Puneet Kaur: no problem

Puneet Kaur: thank you

G Suite Support, [REDACTED] Thank you too!

G Suite Support, [REDACTED] Thank you very much for your patience.

Puneet Kaur: no problme

G Suite Support, [REDACTED] I can indeed see that this email has a lot of recipients and was delivered to half of them. With the information that we have right now if you want we can configure the rule that will reject emails with the Subject [REDACTED]

G Suite Support, [REDACTED] If there are other instances of which you can obtain EMLs you can provide them later to me for further investigation

Puneet Kaur: I can provide few more message IDs for investigation. These messages were also sent by same student to groups

Puneet Kaur: here is the another one:

Puneet Kaur: Schedule 2.2(a)(1), Schedule 2.2(a)(1)

G Suite Support, [REDACTED] Thank you, let me check this one too

G Suite Support, Marina: I can see the same behavior for this email and I also notice that the sender of both emails is this one Schedule 2.2(a)(1), Schedule 2.2(a)(1)

Are you aware if he is the only one sending the spam emails?

Puneet Kaur: Not sure of that. The other schools who reported the issue mentioned about students receiving spam emails. only one school reported from whom they were receiving so I was able to investigate that

G Suite Support, [REDACTED]: Okay, thank you for confirming this for me.

G Suite Support, [REDACTED]: With the reviewed information and with what we have for the moment what I can offer are the following options:

- preventing internal emails between Schedule 2.2(a)(1) users

- blocking emails with the subject [REDACTED]

- blocking emails send from the student Schedule 2.2(a)(1)

G Suite Support, Marina: Also, if you want I can guide you through Email log search so you can check the emails send from [REDACTED] and if there are other emails called [REDACTED]

Puneet Kaur: give me 2-3 min

G Suite Support, [REDACTED] Sure, please, take your time

Puneet Kaur: Hi Marina, Thank you for your patience.

G Suite Support, [REDACTED] My pleasure, Puneet!

Puneet Kaur: Can you please provide us instructions on below

Puneet Kaur: - preventing internal emails between [REDACTED] users

- blocking emails with the subject [REDACTED]

- blocking emails send from the student [REDACTED]

G Suite Support, [REDACTED] Sure, will you please allow me a few minutes so I can write them down?

G Suite Support, [REDACTED] Also, if you prefer I can send them over to you via email

Puneet Kaur: Yes, please send send me via email

Puneet Kaur: Also, if you can send me instructions to check the emails send from [REDACTED] and if there are other emails called [REDACTED]

Puneet Kaur: and just one last question

Puneet Kaur: Is there a way to prevent students from sending emails to groups like this student did?

G Suite Support, [REDACTED] Sure, I will send you detailed steps for all of the above to puneet.kaur@ed.act.edu.au, I can also include more recipients

G Suite Support, [REDACTED] Just to confirm - is the students part of those groups?

Puneet Kaur: please include below recipients as well:

Puneet Kaur: michael.bayliss@ed.act.edu.au

Puneet Kaur: Thank you

Puneet Kaur: This student is member of [REDACTED] only

G Suite Support, [REDACTED] My pleasure, Puneet. Through the Group settings itself you can modify the group that only Group members can send emails to the Group.

G Suite Support, [REDACTED] But this will require you to go through each group one by one

G Suite Support, [REDACTED] The other option is just to forbid this student from sending emails

Puneet Kaur: What is the setting in group that allow only Group members can send emails to the Group.

G Suite Support, [REDACTED] You should go in the Admin Console> Groups> open the Group in question

G Suite Support, [REDACTED] From the three sections click on the 'Settings' one

G Suite Support, [REDACTED] You can tell me when you are there so I can proceed

Puneet Kaur: I am there

G Suite Support, [REDACTED] Okay, and from the section with the 'Checkboxes', 'Publish posts' must be selected only for Group members

Puneet Kaur: Thank you. and like you said only way to apply this setting for all groups is to by one group at a time.

Puneet Kaur: Is there a way to set this as baseline rule that when any new group is created, its publish post setting is ticked for group members only

G Suite Support, [REDACTED]: Unfortunately, there is no such rule, as when the group itself is created this section is there to choose the group settings

Puneet Kaur: right

Puneet Kaur: Thank you very much Marina. You have been huge help. I'll wait for the instructions.

G Suite Support, [REDACTED]: My pleasure, Puneet. Thank you very much for being so patient with me and having such a kind attitude! It is much appreciated.

Puneet Kaur: like wise

Puneet Kaur: Bye

G Suite Support, [REDACTED]: While we are still here in the chat is there anything else I can assist you with today?

Puneet Kaur: all good. thank you

G Suite Support, [REDACTED]: Thanks for chatting with Google Cloud Support! There's a short survey coming up and we'd love to hear your feedback about our interaction today. Have a great day!

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ref:_00D00VNwG._5005wlcMxtX,00D5GEAW.5005tXAAS:ref

From: Schedule 2.2(a)(ii)
Sent: 15/08/2020 9:08 PM
To: "McKay, Murray" <Murray.McKay@act.gov.au>
Cc: "Williamson, Bill (ACTEDU)" <Bill.Williamson@ed.act.edu.au>; "Bartlett, Kelly" <Kelly.Bartlett@act.gov.au>; "Southwell, Mark" <Mark.Southwell@act.gov.au>; "Bayliss, Michael" <Michael.Bayliss@act.gov.au>
Subject: Re: Google settings - ensuring groups don't get posted to

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Murray,

Thanks for the update. Are you able to reachout to the support team or respond to the existing case and request for instructions on this functionality.

There are ways to stop posts via both Email and Web UI but as far as i have tested there is no impact on drive. The support team can provide step by step instructions and should be able to point you to the right API or GAM command that could help scale it.

Let me know how you go. If you are not getting the correct response from them, let me know via txt or email.

They are 24/7 and you have a premium support tier with the support team.

Regards,

On Sat, Aug 15, 2020 at 6:53 PM McKay, Murray <Murray.McKay@act.gov.au > wrote:

Hi [REDACTED]

The root cause was the misuse of groups. Started with one student sharing a slides presentation with all of year 8 using a group. Students then realised the groups existed and 1 hour later messages were hitting all groups 01-12.

We think we have worked out the actions required to restrict this on an individual group level, but would value your insights about what group settings should look like and ways we can streamline this.

Thanks

Murray

Get [Outlook for iOS](#)

From: Schedule 2.2(a)(ii)

Sent: Saturday, August 15, 2020 6:38:42 PM

To: Williamson, Bill (ACTEDU) <Bill.Williamson@ed.act.edu.au>

Cc: Bartlett, Kelly <Kelly.Bartlett@act.gov.au>; McKay, Murray <Murray.McKay@act.gov.au>; Southwell, Mark <Mark.Southwell@act.gov.au>; Bayliss, Michael <Michael.Bayliss@act.gov.au>

Subject: Re: Google settings - ensuring groups don't get posted to

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bill,

Gmail will not stop sharing functionality In Google drive. These are separate. As for sharing to groups, do you plan on disabling groups as well?

Without know the root cause of the incident, it's hard to advice on next steps or additional steps.

Regards,

On Sat, 15 Aug 2020, 1:11 pm Williamson, Bill, <Bill.Williamson@ed.act.edu.au > wrote:

Hi [REDACTED]

To confirm, if we turn on everything except gmail, Users will not be able to share docs from google docs to a group (that relies on email)?

Any other considerations?

Thanks

Bill Williamson | Senior Director - School Administration System Architecture

T: 0430 333 647 | E: bill.williamson@ed.act.edu.au

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Schedule 2.2(a)(ii)

Google For Education
APAC Solutions Engineer
Schedule 2.2(a)(ii)



Learning Never Stops - [Google Teacher Center](#)

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 17/08/2020 2:29 AM
To: "Bayliss, Michael" <Michael.Bayliss@act.gov.au>
Subject: Fw: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

From: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Sent: Monday, 17 August 2020 10:04
To: Google Cloud Support <esupport@google.com>
Cc: [redacted]; [redacted]; Carriage, Nathan (ACTGOV) <Nathan.Carriage@act.gov.au>
Subject: Re: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]

Hi Google,

Is there any update to this investigation? The exports are still stuck and not pausing with partial results (now been running for almost three days).

The stalling of these exports is impacting investigation and remediation of a major incident for the Education Directorate (including potentially requiring Police investigation).

Second, can Google please advise steps (and/or provide assistance) to ensure all affected email is preserved in Vault, in the case that purging of email is needed to commence before exports have completed. Holds have been created in the matter SEC-INC-005, but we would like some assurance that this has been configured correctly to ensure purging email for users will not permanently delete from vault.

Kind Regards,
Michael

From: Google Cloud Support <esupport@google.com>
Sent: Sunday, 16 August 2020 18:34
To: Bayliss, Michael <Michael.Bayliss@ed.act.edu.au>
Subject: [#24690438] Exports from Vault stuck at 95% [ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref]
Hello Michael,

Thank you for your message and information you provided, our product engineering team is looking into this as we speak. I understand this is extremely important to you but I can assure you that this is a priority with our Engineering team and I'll follow up when I receive an update.

Thank you for the patience shown during the troubleshooting process.

If there is anything else I can help you with in the meantime, please don't hesitate in contacting me as I'll be more than happy to help.

I hope you have a great day.

Sincerely,

[redacted]
Google Cloud Support

Case: #24690438
Subject: Exports from Vault stuck at 95%

Chat Started: Sat, 15 Aug 2020 05:57:31 +0100
Chat Subject: Exports from Vault stuck at 95%

G Suite Support, [REDACTED] Thank you for contacting G Suite Support. My name is Daniel and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

G Suite Support, [REDACTED] Hello Michael, how are you today?

Michael Bayliss: not too bad

Michael Bayliss: well, could be better really

Michael Bayliss: we are trying to run some large exports from Vault and they seem to be stuck at 95%

Michael Bayliss: some have been running for over 24 hours - the help documentation indicates that an export will stop after 24 hours and deliver partial results

Michael Bayliss: just wanted to see if anything is going wrong or if it is working as expected for us

G Suite Support, [REDACTED] I understand, Michael how large is that export and what was the search term you used in Vault?

Michael Bayliss: im terms of "count" the exports are in the millions range, e.g. 5M+

G Suite Support, [REDACTED] I understand, allow me 4-5 minutes I'll check your account

Michael Bayliss: the search terms are:

Michael Bayliss: type:(Mail) mode:(All data) sent after 14/08/2020 time zone:(GMT+10:00) terms:([REDACTED])

Michael Bayliss: thats an example, but we have multiple running for different variations of addresses

G Suite Support, [REDACTED] I understand, I'm checking

Michael Bayliss: no worries

G Suite Support, [REDACTED] Michael export was not initiated by your account, but by another Admin correct?

Michael Bayliss: correct, that particular export was initiated by my colleague, nathan carriage

G Suite Support, [REDACTED] Thanks for confirmation

G Suite Support, [REDACTED] Michael just to be clear, export is still running and you did not received partial results?

Michael Bayliss: well, to be honest im not sure what to expect in terms of the user interface when it returns partial results, but it looks like it is still running and sitting on 95%

Michael Bayliss: i will try to arrange a screenshot if that helps?

G Suite Support, [REDACTED] That would be great, thanks

Michael Bayliss: Customer attached [Schedule 2.2\(a\)\(ii\)](#)

G Suite Support, [REDACTED]: Thank you.

G Suite Support, [REDACTED] Michael I can confirm that this export is working over 24 hours, however please note that in

some rare occasions it can take longer than 24 hours, especially if you have multiple large exports running the same time

G Suite Support, [REDACTED] Currently export is still running and there is no partial results

G Suite Support, [REDACTED] Technically Vault should stop and provide results at this stage

Michael Bayliss: ok, so your advice would be to continue waiting?

G Suite Support, [REDACTED] Yes please, I will sent you an email after this chat. Please reply to this email of the issue persist after another 24 hours, I am working tomorrow and I will consult this issue with product Engineering team if need it

G Suite Support, [REDACTED] *if the issue

Michael Bayliss: thanks [REDACTED] I - one more question?

G Suite Support, [REDACTED] Sure, go ahead please

Michael Bayliss: the progress bar on the export - do you know if that represents the 'total' export or just the 24-hours worth?

G Suite Support, [REDACTED] It should represent total export, for example if progress was only 60% after 24 hours and was stopped, you can continue remaining 40% after

Michael Bayliss: thanks, good to know

G Suite Support, [REDACTED] Perfect, is there anything else I can do for you today?

Michael Bayliss: nothing further at the moment, thanks [REDACTED]

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ref: _00D00VNwG._5005w1cN6oq,00D5GEAW.5005oqAAC:ref

From: "Bayliss, Michael" <Michael.Bayliss@ed.act.edu.au>
Sent: 18/08/2020 12:33 AM
To: "Bayliss, Michael" <Michael.Bayliss@act.gov.au>
Subject: FW: New Case Comment: [#24690438] Exports from Vault stuck at 95%

From: Google Cloud Support
Sent: Tuesday, 18 August 2020 10:33:54 AM (UTC+10:00) Canberra, Melbourne, Sydney
To: Schedule 2.2(a)(iii); Schedule 2.2(a)(iii) Bayliss, Michael; Schedule 2.2(a)(iii)
Subject: New Case Comment: [#24690438] Exports from Vault stuck at 95%

Hello,

Google Cloud Support has added a comment to your Support Case #24690438 - Exports from Vault stuck at 95%.

Hi Michael,

This is [REDACTED] Technical Solutions Engineer, and I'm going to work on your case today.

In regards to the question of Vault Hold, I believed it's resolved in case 24699544. Can you confirm that ?

From the server logs, it seems there are 11 exports are stuck and 3 exports are still running. Vault product engineering team is still looking into this issue.

Exports in PST format usually take a longer time to be completed because of format conversion. Is MBOX format a suitable format for this case ?

Thank you.

[REDACTED]

Please log into your support portal and post a comment to reply to this update.

Schedule 2.2(a)(iii)

The owner of your case will be notified of any updates you make.

You can also respond directly to this email. However, your email response will not show in your Google Cloud Support Center (GCSC).

Regards,

Google Cloud Support

+++

[ref:_00D00VNwG_5005w1cN6oq:ref]