

FAQ: How to temporarily increase the EWS throttling policy limits in Exchange Online / Outlook (Office 365)?

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Product Version:

AhsayCBS / AhsayOBM: 8.1.0.0 or above.

OS: All platforms

Description

This document contains instructions on how to temporarily increase the EWS (Exchange Web Services) throttling policy limit for Exchange Online / Outlook mailboxes (Office 365).

The steps provided in this article will apply to backup jobs that are encountering throttling issue on Exchange Online / Outlook mailboxes.

These changes will not resolve throttling issue on OneDrive, Personal Site or SharePoint Site collection backup. For example, for info message such as "Will retry in x second(s). Reason=Request is being throttled".

Important: The option to change EWS throttling setting through the automated help pages was introduced by Microsoft as a response to the COVID-19 crisis. It is possible that this option may become unavailable over time.

Steps

Make sure the Exchange Online or Office 365 backup job was running before attempting the following steps.

1. Sign in to your [Microsoft 365 Admin Center](#).



2. Click the ? (Help) icon in the upper-right corner of the page. If the switch at the upper part of the Help pane is pointing to Support Assistant, change it to Search.

Enter `ews` and then select Increase EWS Throttling Policy from the suggestion list.



3. Click the Run Tests button.



4. If the Exchange Web Service on the Office 365 organization is throttled, you will have the option to ease the throttling policy settings for 30, 60 or 90 days. Select your required duration (Days)

from the drop-down menu.



However, if the Exchange Web Service on the Office 365 organization is not throttled, then no further options would be provided.



5. Click Update Settings to confirm the change. The changes should take effect within 30 minutes.

Keywords

office, 365, throttling, exchange, exch, online, outlook, request, throttled

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