

MICROSOFT TEAMS GRAPH API COLLECTION LONG EXECUTION TIME

MARCH 2026

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About Exterro

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Data Risk Management platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world's largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

Overview

When running a **Microsoft Teams Graph API collection**, the process may take longer than expected. In some cases, logs may not appear consistently while the collection is running, making it difficult to track progress.

This behavior is typically related to **Microsoft Graph API limitations** and the **volume of Teams data being collected**.

1 Cause

1.1 API Pagination

The **Microsoft Graph API** returns a limited number of messages per request (typically **around 20 messages per page**). To retrieve all messages, the system must repeatedly call the API and process multiple pages until all results are collected.

API's Used:

- Chat messages:
 - ***/chats/{chat-id}/messages***
- Channel messages:
 - ***/teams/{team-id}/channels/{channel-id}/messages***

Example Requests:

- *GET https://graph.microsoft.com/v1.0/chats/{chat-id}/messages*
- *GET https://graph.microsoft.com/v1.0/teams/{team-id}/channels/{channel-id}/messages*

The collection process retrieves the following message types:

- **1:1 chat messages**
- **1:N group chat messages**
- **Public channel messages**
- **Private channel messages**
- **Messages from all Teams where the custodian is a member**

If a custodian belongs to **many Teams and channels**, the system must process a large number of paginated API requests, which increases the total collection time.

1.2 System Messages Included

The Microsoft Graph API returns **system-generated messages** along with user messages.

Examples include:

- User joining or leaving a channel
- Team membership changes
- Other system activity notifications

Since these messages are also processed during collection, they increase the **total number of records retrieved**, which can further extend the execution time.

2 Prerequisites

Before starting the collection, ensure the following configuration is completed:

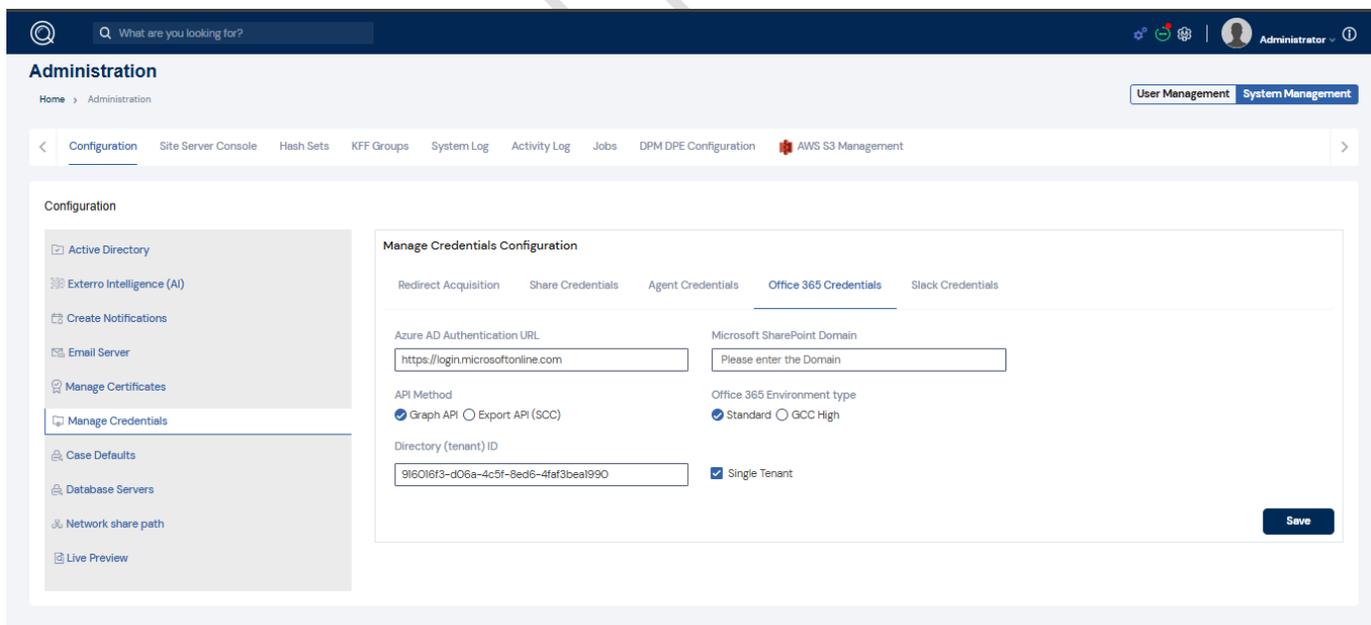
1. Navigate to **System Management** → **Credentials** → **O365 Credentials**
2. Verify the following settings:
 - **Directory (Tenant) ID** is configured
 - **Single Tenant** is enabled
 - **Graph API access** is enabled
 - The **Microsoft datasource** is authorized

Ensure the datasource authorization is completed before initiating the collection.

Additional Information:

Refer to the attached screenshots for the following:

- **System Management**



- **Data Source Configuration**

Add Microsoft Teams Details

Microsoft Teams Name *

Please enter the Microsoft Teams Name

Graph API Export API

Application (client) ID *

Please enter the Application (client) ID

Secret Value *

Please enter the Secret Value

Microsoft Teams Redirect Uri *

Please enter the Microsoft Teams Redirect Uri

Cancel Save

Edit Microsoft Teams Details

Microsoft Teams Name *

STD 8.3.0.608

Graph API Export API

Application (client) ID *

e838190b-d4c0-4c32-8613-0b78284e8955

Secret Value *

.....

Microsoft Teams Redirect Uri *

https://agwin19.exterrocloud.info/api/MicrosoftTeamsAccessData

Authorize

 Microsoft Teams

Cancel Save

Edit Microsoft Teams Details

Microsoft Teams Name *

STD 8.3.0.608

Graph API Export API

Application (client) ID *

e838190b-d4c0-4c32-8613-0b78284e8955

Secret Value *

.....

Microsoft Teams Redirect Uri *

https://agwin19.exterrocloud.info/api/MicrosoftTeamsAccessData

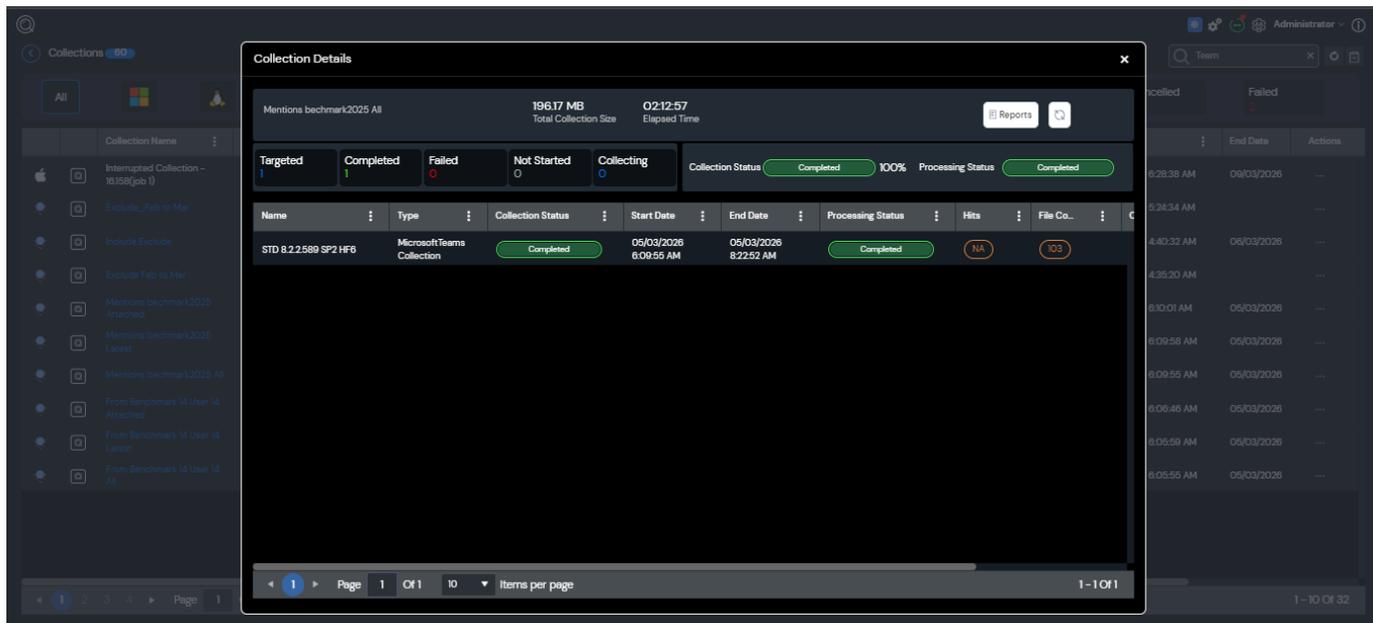
Authorize

 Microsoft Teams 

Cancel Save

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- Collection Details



Contact Exterro

If you have any questions, please refer to this document, or any other related materials provided to you by Exterro. For usage questions, please check with your organization's internal application administrator. Alternatively, you may contact your Exterro Training Manager or other Exterro account contact directly.

For technical difficulties, support is available through support@exterro.com.

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