



Exchange Mailbox Add-on

Using the **BackupAssist Exchange Mailbox Add-on** to achieve brick-level backups of Exchange 2000 and 2003 Servers.

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Introduction and Overview

1.1 What does the Exchange Mailbox Add-on do?

The BackupAssist Exchange Mailbox Add-on is primarily used to achieve brick-level backups of your Microsoft Exchange Server. The add-on does this by extracting Exchange Server mail data to separate .PST files, which can be then be manually read by Microsoft Outlook, or re-imported back into your Exchange Server. These extracted .PST files can also be copied to your intended backup device: tape, CD/DVD, hard disk, etc.

A separate .PST file is created for each Exchange user's mailbox, making for simple and rapid restoration of user's individual or group emails, calendar, tasks, notes, contacts or entire mailboxes. As Mailboxs are stored in Microsoft's PST format, they can be easily opened with Outlook and not locked into any vendor's proprietary formats.

The add-on also provides automatic grouping and storage of emails by date, allowing you to sort your mail into separate folders by year, quarter, or month. This is especially useful for compliance and legal scenarios where you may need to produce separate archives of your mail data for designated time periods.

The best part of the Exchange Mailbox Add-on: it's all automated for you. Input your mail server settings; configure a few simple options; perform an initial export of your mail data; and BackupAssist will take care of the rest, automatically appending incremental backups of new mail data for each day as specified within your defined backup schedule.

1.2 Who needs the Exchange Mailbox Add-on?

The following table describes where the add-on is best utilized:

Where to use the add-on	Where not to use the add-on
 To restore individual items that have been inadvertently changed or deleted. To bulk-restore messages, with filtering options such as date, mailbox, message subject, etc. To retain a historical library of your emails, which can also be taken and stored offsite or viewed offline. 	 To restore a complete exchange server – restore the entire Information Store from your main Exchange backup instead To restore public folders – only private mailboxes are backed up using the Exchange Mailbox add-on

Supported platforms for the add-on: Microsoft Exchange Server 2000 and Exchange Server 2003.

1.3 Comparison matrix

The following table highlights the different configurations of BackupAssist that are available:

	BackupAssist	BackupAssist + Exchange Mailbox add-on	
Information Store Backup	Р	Р	
Private Mailbox	0	Р	
	Restore Options Full restore or your Exchange Server 	Restore Options Individual item restore 	





Features and Benefits

2.1 Core advantages of the BackupAssist Exchange Mailbox add-on

Non-proprietary format storage for mail data

The Exchange Mailbox add-on stores your mailbox data in PST format, which is a well recognized standard, making you mail data readily accessible, and not locked within any proprietary format.

For example: imagine you're in court 7 years from now, and have to produce emails as a form of evidence. Unfortunately, your mail data was backed up using a thirdparty application and your backups are locked within the vendor's proprietary format.

This creates the problem of needing the original backup software installed to be able to simply access your data to perform a restore. What happens if you have lost the installation CD for the backup software, or your original license key information? Or what if the backup software company is no longer in business and you can't get any support?

It's far less risky to simply store your backups in non-proprietary formats that any Windows based machine can read. This is precisely the approach that BackupAssist takes.

Intelligent grouping of emails into separate folders

The Exchange Mailbox add-on allows you to group your mailbox data within separate folders for easy archiving. PST file can easily be stored within separate folders sorted by either year, quarter or month. This is especially useful for compliance and legal scenarios where forensic archiving is required.

Separating your mailbox data into separate folders also makes it far easier to manage your Mailboxs and reduces the size of each individual PST file, as each file only includes mail data from a specific time period.

You can read more about grouping within the section entitled "3.2 The grouping and archiving of your mailbox data" on page 7.

Permanent archives to write-once media: CD/DVD

With a combination of the Exchange Mailbox add-on and some basic scripts your PST Mailboxs can be written to CD/DVDs or transferred to remote servers, such as a FTP server.

For example: if you utilized the grouping option to sort your mail data by month, you could then archive the backup of your PST files each month to writable media and store this backup offsite as a complete record of all emails for any given month.





2.2 Key features and benefits of the add-on

The following table highlights the key features of the Exchange Mailbox add-on and the benefits of each feature:

Feature	Benefits
P Brick-level backup of Exchange data	Achieve automated brick-level backup of Exchange data to backup user's individual mailboxes.
P Smarter implementation makes daily backups fast	After an initial export of existing mail data to separate PST files (one per mailbox), BackupAssist will then automatically schedule daily exports which intelligently merge or append only new mail data into these files. This is similar to a daily incremental and is much faster than traditional methods because only new data is exported.
P Simple and rapid restoration of Exchange data	A separate .PST file is created for each Exchange user's mailbox, making for simple and rapid restoration of user's individual or group emails, calendar, tasks, notes, contacts or entire mailboxes.
P No proprietary formats	PST is a well recognized file format, and users can open the files easily in Outlook. This means that email data is not locked within other vendors' proprietary formats.
${f P}$ Easy grouping and storage of emails	PST files of mail data can be easily stored within separate folders and sorted by either year, quarter or month. This is especially useful for compliance and legal scenarios where forensic archiving is required.
P Extra protection for deleted items	Mailboxs go beyond a standard "snapshot" backup. Each separate PST file is the cumulative total of all emails sent/received over a given time period and not just a "snapshot" of each individual mailbox at particular point in time. This solves many scenarios that arise when a user realizes they deleted an email weeks or months after they actually deleted it.
P External storage of mail data	Exchange mailbox PST files can be backed up to External Storage media such as tape, optical, or hard disk.
P Archive mail data to writeable media or FTP	Using basic scripts PST files can be written to CD/DVDs or transferred to remote servers, such as a FTP server.
P A range of recovery options	Automated recovery - Administrators can use the Microsoft Mailbox Merge Wizard (ExMerge) to merge back deleted emails, with powerful filters (date, attachment, subject, etc). <i>Manual recovery</i> - Allow individual users to open the PST files in Outlook and <i>drag and drop</i> items back into the relevant folders.





2.3 Brick-level backup: advantages and disadvantages

The following table highlights the advantages and disadvantages of performing brick-level backup of your Exchange Server:

Advantages of brick-level backup	Disadvantages of brick-level backup
 Simple and rapid recovery of individual users' personal or group emails, calendars, tasks, notes, contacts, or entire mailboxes. Smart implementation makes the daily backup of new emails fast. The mailbox export process is logged and combined in the overall BackupAssist report so you are informed of each backup's results. PST is a well recognized file format, and users can open the files easily in Outlook. The Mailbox is in effect a "second copy" of your email data for added security and redundancy. 	 You will require more storage space to store the brick-level backups. Only private mailboxes are backed up, not public folders. Brick level backups are not a replacement for a backup of Exchange Server (e.g. Using BackupAssist) – it is instead an extra level of protection and convenience. You lose the advantages of single-instance data storage – for example if an email attachment is sent to 5 users, Exchange's single-instance data store stores it only once, but a brick-level backup would store it 5 times – once in each user's Mailbox.







How the Add-on Works

3.1 How the export of mail data is achieved

The BackupAssist Exchange Mailbox add-on performs brick-level backups of users' mailboxes by using the facilities provided in the Microsoft Exchange Mailbox Merge Wizard, ExMerge.

When you first use the add-on, it is recommended that you perform a manual export of your selected mailboxes to separate PST files. After this initial export, BackupAssist will automatically schedule frequent exports of mail data according to the schedule you have defined. These automatic exports merge or append only new mail data into the existing PST files on the specified hard disk location. This process is similar to the concept of a daily incremental backup where only data created since the last backup is extracted and copied. The daily export of mail data extremely fast because only new data is exported. This brick-level backup of your Exchange Server is also integrated within your daily backup job and the result of each day's Mailbox is included within your backup report and emailed to you.

The below diagram gives you an overview of how the add-on works:







3.2 The grouping and archiving of your mailbox data

The Exchange Mailbox add-on has an option that allow you to define a grouping method for storing your mail data on disk. This preference lets you to archive and store mail data within separate folders for different time periods. You can sort your PST files by either month, quarter, year, or simply as a single set. The grouping method option makes it far easier to locate mail data from specific dates and can also be utilized for archiving purposes.

For example: you could opt to group your mail data by month and then archive the backup of your PSTs each month to a writable DVD disc and store this backup offsite as a complete record of all emails for any given month.

The following diagram illustrates how the mail data is stored:



Grouping Options

Please note: the term 'archiving' is used to describe the action of sorting mail data and storing it on a permanent basis. BackupAssist will never delete the original from your mail server and instead creates a second copy or 'archive' of you mail data to a user specified disk location.

As mentioned previously, once you have selected your grouping method and performed an initial export of your mail data, BackupAssist will then automatically schedule daily exports of new mail data. New mail will simply be merged or appended to the existing PST files that were created during the initial manual export.

As an example, BackupAssist has been setup to perform a daily backup of Fred's mailbox:

- 1. Each day BackupAssist backs up all of Fred's new mail created that day and merges it with the FRED.PST file that was previously generated during the initially export.
- 2. The resultant PST file is a collection of all of Fred's old mail as well as the new mail created on that day.
- 3. If you were to group your mail data by month, and it was the start of a new month, a new folder would be created to reflect this. A new PST files for Fred's mailbox would then be created here and appended to each day until the following month commenced, when another new folder is again created for the next month's mail data.
- 4. None of Fred's PST files stored in previous archives (previous months, for example) are removed so that you have a chronological library of mail data to return to at any time.





3.3 More than just a simple "snapshot" backup of your mailboxes

The BackupAssist Mailbox process goes beyond a standard "snapshot" type backup. Each separate PST file for each user is the cumulative total of all emails sent or received over a given time period, and not just a 'snapshot' of each individual user's mailbox at particular instant or point in time.

Performing the backup of Exchange mailbox data in this manner acts to solve many scenarios that can arise when, for instance, a user requires an email that they deleted weeks or months previously, but only have a recent backup of their mailbox that does not include the deleted item.

For example, given these events:

- 1. An email is received on the 1st of May 2006.
- 2. The user deletes this email on the 3rd of May 2006.
- 3. On the 5th of June 2005, the user needs to retrieve this previously deleted email.

Exchange Server 2003 with SP1 will only allow you to recover deleted items up to your "Email and Mailbox retention period" settings, so in this instance it may be too late to retrieve such an email using the "Exchange Deleted Item recovery" facility. In addition to this, your current solution for backup of mail data may not retain a recoverable backup that has an email created over a month ago. A simple snapshot backup of the mailbox at June 4th would not contain the original email, because it was deleted over a month previously. You would require a snapshot backup created on either the 1st May or the 2nd May to retrieve this data. Depending on your backup rotation scheme, this backup may have already previously been overwritten or erased.

With BackupAssist's Exchange Mailbox add-on, however, the original email would have been backed up into the relevant year, quarter, month, or single folder, depending upon your group settings, as a separate PST file on the night of the 1st of May. Even though the user deleted the email on the 3rd of May, the backup PST file will still contain the original message, as it is a cumulative backup of all mail data, rather than just a snapshot. Now when you need to recover the email, you can simply open up the relevant user's PST file and the original email will be available for restoration.

The below diagram demonstrates how the sorting process works, assuming that the mail data is being sorted by month:



Grouping - Daily Backups





3.4 Benefits over standard ExMerge scripts

The Exchange Mailbox add-on also offers a number of key benefits over using standard Microsoft ExMerge scripts to extract Exchange mail data:

- **D** BackupAssist will manage the mailbox security rights, so no further administrative work is required.
- P BackupAssist will automate the export process in accordance to your group archive settings, automatically merging new emails into the appropriate PST file(s).
- P When you choose to backup all mailboxes, any new users' mailboxes will be backed up without you needing to update your settings or scripts manually.

Usage Directions

4.1 Preparation: installing the Exchange System Tools and ExMerge

The BackupAssist Exchange Mailbox add-on requires the presence of two Microsoft applications in order to extract mail from your Exchange mail server: the Exchange System Management Tools and the Microsoft Mailbox Merge Wizard, ExMerge.

If you attempt to enable the export of individual mailboxes before installing these prerequisites, you will receive the following prompt:



The following pages, 10-11, indicate how to install both of these prerequisites.





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1. <u>Installing the Exchange Server System Management Tools (for non-Exchange Servers)</u> If you have installed BackupAssist on the actual Exchange Server itself, this step is not required.

1. Insert your Exchange Server CD and run the setup program.

2. This will identify any prerequisites, including adminpak.msi. If you receive a prompt similar to the following you will need to install the Windows Administrative Tools:

Microsoft Exchange 2000 Installation Wizard

The component "Microsoft Exchange System Management Tools" cannot be assigned the action "Install" because: - The Windows 2000 Administrative Tools must be present

		OK .
1	_	

More information here:

Windows 2000: http://support.microsoft.com/kb/216999/EN-US/

Windows 2003: <u>http://www.microsoft.com/downloads/details.aspx?FamilyID=C16AE515-C8F4-47EF-A1E4-A8DCBACFF8E3&displaylang=en</u>

3. Now you can install the System Management Tools as shown below:

Component Selection Select and modify components to fit your custom solution.				
Click in the	left	column to specify the appropriate action for each component.		
Action		Component Name	Current	Drive R
Custom	-	 Microsoft Exchange 		C: 🔻
	-	- Microsoft Exchange Messaging and Collaboration Services		
		Microsoft Exchange Connector for Lotus Notes		
		Microsoft Exchange Connector for Novell GroupWise		
		Microsoft Exchange Calendar Connector		
Install	-	 Microsoft Exchange System Management Tools 		C:
		Microsoft Exchange 5.5 Administrator		
<	:	C:\Program Files\Exchsrvr	<u>C</u> h	ange Path
Drive C:		142 MB Requested 1640 MB Remaining	<u>D</u> isl	k Information





2. Installing the Microsoft Mailbox Merge Wizard (ExMerge):

Once you have installed the System Management Tools for Exchange, you will need to install ExMerge. There are here are two different methods available for achieving this:

Method 1: Automatic installation (recommended)

BackupAssist can automatically install ExMerge for you. This method is recommended as it is fast and avoids human error. Simply click the "export mailboxes now" button and BackupAssist will automatically detect whether ExMerge is installed. Click the "yes" button and BackupAssist will automatically download and install ExMerge for you:

. J. I chonn on into backap		Conversion and constrained to
Version: C I	Exchange Mailbox Backup Prerequisites	
Storage groups to b	Required libraries not found Please install the required prerequisites	www.BackupAssist.com
Brick level mailbox backup (The BackupAssist Advanced Exchange Add-on uses the components:	following Microsoft
 Export individual mailbox Mailboxes to export 	- Exchange Server System Management Tools Install from your Exchange Server CD	V Installed
<u>Select mailboxes</u>	- Microsoft Exchange Mailbox Merge Wizard Free download from Microsoft website	Not installed
Grouping method:	Do you wish to install these prerequisites now?	
Export directory:	Read more about prerequisites	es <u>N</u> o
	Include this directory with your main backup job	Export mailboxes now

Method 2: Manual installation

You may also choose to install ExMerge manually by following these steps:

- 1. Download the executable by clicking this link <u>http://download.microsoft.com/download/d/a/d/dadf18f9-bb61-</u> <u>4cac-8849-5017412a8163/Exmerge.EXE</u> and select "Run" rather than "Save As".
- 2. Choose a temporary directory when prompted (the files will be unzipped here temporarily).
- 3. Copy these extracted files to your Exchange Server bin directory (typically, C:\Program Files\Exchsrvr\bin).

Please note: do not simply copy the downloaded Exmerge.exe file to your Exchange Server bin directory because it is a self-extracting ZIP file. You must extract the contents of the ZIP file, and then copy the contents into the Exchange Server bin directory.





4.2 Configuring your Exchange Server settings in BackupAssist

Once you have installed BackupAssist and both of the aforementioned prerequisites (see pages 10-11), you can input your Exchange Server information within the Exchange tab of the software:

🧟 BackupAssi:	ssist Administration Console	
<u>File</u> System Sel	Settings <u>V</u> iew <u>H</u> elp	
Jump to:	🔺 BackupAssist Navigator 🖓 Backup Reports 😪 Event Viewer 🥢 🧑 Bac	kupAssist [®]
🗄 View jobs: 🤎	Window Strate St	vs®Backup Made Easy!
😧 Backup Jol	Job - Exchange Backup	
	Exchange Server Selection	
	Exchange Server:	
Description	Server name: POLLINI	
3	Domain controller: POLLINI	
Options	Information store backup	
O	Perform online backup of Exchange Server Information Store Advan	nced settings
Schedule	Version: C Exchange 5.5 or older C Exchange 2000 C Exchange 200	13
Files & Dire		
	- Brick level mailbox backup (requires BackupAssist Advanced Exchange Add-on license)	
Exchange	Export individual mailboxes	k level backup
	Mailboxes to export: All mailboxes	_
SQL Server	Select mailboxes	
Notifications		
<i>6</i> 39	Grouping method: Separate pst files for each quarter - allows for quarterly archiving	
Advanced	(This allows you to group and sort your emails into separate PST file	s by date)
5	Export directory: C:\Program Files\BackupAssist\Exchange	
Tools	Include this directory with your main backup job	ailboxes now

The following pages, 11-15, demonstrate how to setup and configure each setting.





Exchange Server:	⊙ Local C <u>R</u> emote
Server name:	Pollini
Domain controller:	POLLINI
Please note: as mentioned, if System Manager Tools and Mic	f this is a remote Exchange Server, you will need to install both the Excl crosoft ExMerge in order to use the add-on (see pages 10-11).
Dptional Step: Check the boy require it:	k to perform an online backup of the Exchange Information Store should
- Information store backup	
Perform online backup of E	xchange Server Information Store Advanced settings
Version: 🔿 Exch	nange 5.5 or older 🔿 Exchange 2000 💽 Exchange 2003
Storage groups to back	up:
Select storage groups	
You will then need to select th	e storage groups in Exchange that you wish to backup:
You will then need to select th Information store backup ✓ Perform online backup of Exc Version: ○ Exchan	e storage groups in Exchange that you wish to backup: hange Server Information Store <u>Advanced settings</u> ige 5.5 or older C Exchange 2000 C Exchange 2003
You will then need to select th Information store backup ▼ Perform online backup of Exc Version: ○ Exchan Storage groups to backup	e storage groups in Exchange that you wish to backup: hange Server Information Store <u>Advanced settings</u> nge 5.5 or older O Exchange 2000 © Exchange 2003 Select storage groups
You will then need to select th Information store backup ✓ Perform online backup of Exc Version: C Exchan Storage groups to backup Select storage groups	e storage groups in Exchange that you wish to backup: hange Server Information Store <u>Advanced settings</u> ige 5.5 or older © Exchange 2000 © Exchange 2003 Select storage groups Choose which storage groups you wish to backup <u>Select storage groups</u> MWWW.BackupAssist.com
You will then need to select th Information store backup ✓ Perform online backup of Exc Version: C Exchan Storage groups to backup <u>Select storage groups</u> Brick level mailbox backup (require Export individual mailboxes	e storage groups in Exchange that you wish to backup: hange Server Information Store <u>Advanced settings</u> nge 5.5 or older <u>Exchange 2000</u> <u>Exchange 2003</u> Select storage groups Choose which storage groups you wish to backup <u>Select storage groups</u> Choose which storage groups you wish to backup
You will then need to select th Information store backup ✓ Perform online backup of Exc Version: ○ Exchan Storage groups to backup Select storage groups Brick level mailbox backup (require Export individual mailboxes Mailboxes to export.	e storage groups in Exchange that you wish to backup: hange Server Information Store <u>Advanced settings</u> nge 5.5 or older © Exchange 2000 © Exchange 2003 Select storage groups Select storage groups Choose which storage groups you wish to backup Please select the storage groups you wish to backup.
You will then need to select th Information store backup ✓ Perform online backup of Exc Version: C Exchan Storage groups to backup Select storage groups Brick level mailbox backup (require Export individual mailboxes Mailboxes to export: All Select mailboxes	e storage groups in Exchange that you wish to backup: hange Server Information Store Advanced settings ige 5.5 or older Exchange 2000 Exchange 2003 Select storage groups Choose which storage groups you wish to backup BackupAssist Please select the storage groups you wish to backup. Storage Group Name First Storage Group
You will then need to select the Information store backup ✓ Perform online backup of Exc Version: C Exchan Storage groups to backup Select storage groups Brick level mailbox backup (require Export individual mailboxes Mailboxes to export: All Select mailboxes Grouping method: Se	e storage groups in Exchange that you wish to backup: hange Server Information Store Advanced settings nge 5.5 or older Exchange 2000 Exchange 2003 Select storage groups Choose which storage groups you wish to backup Please select the storage groups you wish to backup. Storage Group Name First Storage Group
You will then need to select the Information store backup Image: Perform online backup of Exc Version: Exchange Storage groups to backup Select storage groups Brick level mailbox backup (require Export individual mailboxes Mailboxes to export: All Select mailboxes Grouping method: Select Export directory: C:	e storage groups in Exchange that you wish to backup: hange Server Information Store Advanced settings nge 5.5 or older Exchange 2000 Exchange 2003 Select storage groups Choose which storage groups you wish to backup Please select the storage groups you wish to backup. Please select the storage groups you wish to backup. Storage Group First Storage Group

public folders. You can read more about this in our Basic Exchange Server Backup and Restoration

whitepaper on our website here: http://backupassist.com/education/whitepapers.html#exchangebackups

You have now completed inputting your Exchange Server information and can continue to configure your mailbox export settings (see pages 14-17).





4.3 Choosing your mailbox export settings in BackupAssist

The following instructions highlight the different configuration options available within the Exchange Mailbox add-on to export and backup individual user's mailboxes from your Exchange Server.

Export individual mailbox	equires BackupAssist Advanced Exchange Add-on licensej
Mailboxes to export:	All mailboxes
Select mailboxes	
Grouping method:	Separate pst files for each quarter - allows for quarterly archiving
Grouping method:	Separate pst files for each quarter - allows for quarterly archiving (This allows you to group and sort your emails into separate PST files by date)
Grouping method:	Separate pst files for each quarter - allows for quarterly archiving

2. Now you can choose which mailboxes to export and backup daily:

Mailboxes to export:	All mailboxes	▼
Select mailboxes	All mailboxes All mailboxes except the selected mailboxes below Only the selected mailboxes below	
Grouping method:	Separate pst files for each guarter - allows for guarterly a	rchiving 💌

- All mailboxes: all mailboxes located on the Exchange Server will be backed up, including any new mailboxes that are created in the future.
- All mailboxes except the selected mailboxes below: all mailboxes located on the Exchange Server will be backed up, except those selected. All new mailboxes that are created in the future will also be backed up, unless specified otherwise.
- Only the selected mailboxes below: only the mailboxes that have been manually specified will be backed up. All future mailboxes created will not be backed up unless specified otherwise.





3. Optional Step: If you selected either export "all mailboxes excepted the selected mailboxes" or "only the selected mailboxes", you will need to click the "select mailboxes" link and choose which mailboxes to backup/not backup:

Select	mailboxes		
	Exchange Server Mailbox Selection		
	Mailbox selection	www.Backu	upAssist.com
Group	Select individual mailboxes	🧟 Back	upAssist
-		-	
_	Select mailboxes from the list below:		
Expor	Display Name	Mailbox Name	
	Justin Doyle	Justin.Doyle	
	🗹 Linus Chang	Linus.Chang	
	Martine Klump	martine.klump	
	Mathew Lim	Mathew.Lim	
	Phanintra Kaosomboon	Phanintra.Kaosomboon	
	Sleven Chua	Steven.Chua	
	🛛 🗹 Tim Willis	T im.Willis	
	Webserver	Webserver	
	Whitney Watson	Whitney.Watson	_
	41		
	P		
	 Note: Users that have been disabled ca cannot logon, and are not shown in this 	innot have their mailboxes backed up becau Tist.	use they

4.

Now choose which grouping method you prefer:

Mailboxes to export:	All mailboxes except the selected mailboxes below
Select mailboxes	Administrator fogbugz
Grouping method:	Separate pst files for each quarter - allows for quarterly archiving
Export directory:	Single pst file for all messages Separate pst files for each month - allows for monthly archiving Separate pst files for each quarter - allows for quarterly archiving Separate pst files for each year - allows for yearly archiving

- Single PST files: each user's mailbox is stored in a single PST file.
- PST files for each month: each user's mailbox is stored in a separate PST file within a folder for each month.
- PST files for each quarter: each user's mailbox is stored in a separate PST file within a folder for each quarter.
- PST files for each year: each user's mailbox is stored in a separate PST file within a folder for each year.





Export directory:	U:\ExchangeMailbox\	
	Include this directory with your main backup job	Export mailboxes now

4.4 Initial export of mail data

The following instructions indicate how to perform the initial manual export of mailbox data. If you are exporting large amounts of data this process can take some time to complete and may be best performed during user down-time.

Server na	Perform brick level backup now	
Domain c	Manual mailbox backup	www.BackupAssist.com
Information store t	Perform a manual brick-level backup	SackupAssist
Perform onlin	This allows you to perform a brick-level ma	albox export with your current settings
Version:		and a compart manyour current octainings.
Storage g	Please select the grouping (archiving)	Grouping period
Select sto	periods you wish to backup.	October 2006
Brick level mailboy		August 2006 July 2006
Export individ	Note: You can choose multiple periods by using the Shift or Control keys when	June 2006 May 2006
Mailboxes	making your selection.	April 2006 March 2000
<u>Select ma</u>		February 2006
Grouping		
-		3
Export dire		Start backup <u>C</u> lose

Here you can also choose what periods of mail data you would like to export.

Please note: if you were to select "May 2006" for example, you would only be exporting mail data created during May of 2006, and not any mail sent or received prior to this.



2.



BackupAssist will then begin the process of exporting mailbox data. One of the first steps involves granting the necessary rights to the backup user identity in BackupAssist to allow for the extraction of mailbox data to PST:

Server na	Perform brick level backup now	
Domain c	Manual mailbox backup	<u>om</u>
-Information store t	Perform a manual brick-level backup	st
Perform onlin	\sim	
Version:	In progress - please wait while the backup is performed.	
Storage g		_
Select sto	Granting rights to export mailboxes. Successfully granted mailbox rights for exporting messages.	4
Brick level mailbo	Exporting messages for period: October 2006	
Export individ	Number of items copied from the source store for all mailboxes processed: 59 Total number of folders processed in the source store: 107	
Mailboxes	5 mailboxes successfully processed. 0 mailboxes were not successfully processed. 0 nor Process completion time: 0:00:00:05	
<u>Select ma</u>	Exporting messages for period: September 2006	

A status window will appear to show you the progress of the export of each user's mail data:

Ser Dr	Microsoft Exchange Mailbox Merge Wizard
- Information	Process Status
🔽 Perfo	
Ve	Process Statistics
Sb	Copy started at: 11:28:53 Successes: 16
<u>S</u> e	Elapsed Time: 0:00:00:22 Failures: 0 Processed 16 mailboxes of the 19 selected (84%)
Brick level	
🔽 Expoi	Current information for Thread 0
Ma	Performing Step: Copying from Server Mailbox to Personal Folders
<u>Se</u>	Current Mailbox: Steven Chua
	Current Folder: Vinbox
Gr.	
_	< Back Next > Cancel

Once the export has been completed, BackupAssist will keep your PST files up to date by automatically scheduling exports each time your backup job runs, merging new mail data into the PST files on disk. The frequency of Mailboxs are performed in accordance with the scheme setup in the Schedule tab of the software. If the initial manual export is not completed, you will only have backup of all new mail created from the date the software was first setup.





Restoring Mailbox Data

5.1 Restore options available

There are two options available for restoring individual mailbox and individual mail items: manually opening the PST files in Outlook, or mass-importing items with the Microsoft Mailbox Merge Wizard . Both options are quick, easy and do not require any additional software to be installed.

The following table describes the purpose and benefits of each method:

Manually opening PST files in Outlook	Using the Microsoft Mailbox Merge Wizard
Use this method for simple scenarios where a user has deleted one or more items, and needs to retrieve the information quickly.	Use this for when you need an automated way of importing data, such as: Importing one or multiple mailboxes
 For example: User sorts their emails by "From" and selects the last 10 emails sent from "Fred Jones" and accidentally hits "shift-delete" on the keyboard. These 10 emails are now permanently erased, and the user needs those emails to be restored. User accidentally deletes their entire Inbox. 	 Importing messages using filters – such as between two dates, subject lines, attachments, folders, etc. For example: Exchange corruption occurs, and a user has lost their "Sent Items" folder. You want to selectively merge back emails for a user, using filters such as the message subject, or attachment.

5.2 Manually opening PST files in Outlook



For example: copy the PST temporarily to your "Users Shared Folders", another network share or USB hard drive.





🕒 Inbox - Microsoft Outlool	(_
<u>File Edit View Go T</u> o	ools <u>A</u> ctions <u>H</u> elp	Opening the PST file	Type a question for help
New	• Leply 🙈 Reply to All 🙈 For <u>w</u> ard	Send/Receive 👻 🎒 Find 🔌 🔛 Type a contact to find	- 💿 📃
Open	Selected Items Ctrl+O		D
Clos <u>e</u> All Items	Other User's Folder	Subject	Becoived V Size
Save As	Outlook Data File	Bubjett	Received V Dize
Save Attachments	Date: Today		
C-Id-u	Outlook 2003 Team	Welcome to Microsoft Office Outlook 2003	Mon 10/30/2 34 KB
Enines	Parter Last West		
Import and Export	Date: Last Week	C) ExcellEnctory Management's GEEE has	M 10/22/ CKD
Page Setyp		C:\EmailTester\Messages\rfc656.txt	Mon 10/23/ 6 KB
Print Preview	- Sacques micheure	citemainester (i iessages (i iessokate	101110/20/11 010
📑 Print Ctrl+P	🖃 Date: Two Weeks Ago		
Exit	🖂 🛛 David Coulthard	C:\EmailTester\Messages\rfc943.txt	Sat 10/21/2 108
*	🖂 🛛 Tiago Monteiro	C:\EmailTester\Messages\rfc799.txt	Fri 10/20/2 16 KB
+ Q Search Folders	Jacques Villeneuve	C:\EmailTester\Messages\rfc750.txt	Fri 10/20/2 22 KB
· ·	Scott Speed	C:\EmailTester\Messages\rfc765.txt	Thu 10/19/ 149
	Fernando Alonso	L:\EmailTester\Messages\rfc596.txt	Thu 10/19/ 14 KB
	Scott Speed	C:\EmailTester\Messages\rfc549.txt	Wed 10/18/ 3 KB
	Jacques Villeneuve	C:\EmailTester\Messages\rfc511.txt	Tue 10/17/ 6 KB
	David Coulthard	C:\EmailTester\Messages\rfc767.txt	Tue 10/17/ 62 KB
🔢 Calendar	🖂 Christijan Albers	C:\EmailTester\Messages\rfc863.txt	Tue 10/17/ 3 KB
0 Contacto	🖂 Sakon Yamamoto	C:\EmailTester\Messages\rfc922.txt	Tue 10/17/ 26 KB
	🖂 Felipe Massa	C:\EmailTester\Messages\rfc859.txt	Mon 10/16/ 7 KB
💙 Tasks	Nico Rosberg	C:\EmailTester\Messages\rfc768.txt	Sun 10/15/ 8 KB
	Vitantonio Liuzzi	C:\EmailTester\Messages\rfc640.txt	Sun 10/15/ 41 KB

3. Browse for the PST file in the location you copied it to in Step 1:

Open Outlook D	ata File				? >
Look <u>i</u> n:	🗋 Mark.We	bber	- 🕹 - 🔰	🝳 🗙 🔛 ·	r Too <u>l</u> s *
Desktop My Documents My Computer	HMARK.WE	BER			
My Network Places	File <u>n</u> ame:	Г			ОК
	Files of <u>type</u> :	, Personal Folders File:	5		Cancel







5.3 Using the Microsoft Mailbox Merge Wizard to mass-import items

1. Run the Exmerge.exe program in you Exchange Server installation directory. This program was downloaded and installed for use with the BackupAssist Exchange Mailbox Add-on. This wizard gives you powerful options for merging back your mail data.

When the Wizard first runs, choose the "Two Step Procedure":

Microsoft Exchange Mailbox Merge Wizard
Procedure Selection Please select the procedure you would like to perform
 Extract and Import (One Step Procedure) This function will extract data from a mailbox on the source server, into an intermediate .PST file, and then import the data from the .PST file into the same mailbox on the destination server. The mailbox should have the same container path on the destination server. After importing data into a mailbox, delete the intermediate .PST file. Extract or Import (Two Step Procedure)) This function will allow you to either: 1. Extract messages and folders, from server based mailboxes, into Personal Folders. 2. Import messages and folders from Personal Folders (.PST files) into server based mailboxes.
< <u>B</u> ack <u>N</u> ext > Cancel





Microsoft Exchange Mailbox Merge Wizard
Two Step Procedure Please select which step you would like to perform
 Step 1: Extract data from an Exchange Server Mailbox The messages and folders for mailboxes on the source Exchange server are copied into Personal Folders (.PST files). The .PST files are created with the Mailbox Directory Name as the name of the file. Step 2: Import data into an Exchange Server Mailbox Data in Personal Folders (.PST files) is imported into mailboxes on the destination Exchange Server.
< <u>B</u> ack <u>N</u> ext > Cancel

Microsoft Exchange Mailbox Merge Wizard
Destination Server Please enter the name of the Microsoft Exchange server into which you would like to import data
Profile information for the destination server Microsoft Exchange Server Name: POLLINI Optional Information Domain Controller (DC) Name: If a DC is specified, only users in the domain containing the DC will be available. (faster) Port Number for LDAP queries: (default is 389) If a DC is not specified, the Global Catalog will be queried for users in all domains. (slower).
< <u>B</u> ack <u>N</u> ext > Cancel

To bring up further options such as filtering, click the "Options" button on the right hand side of the window.







5. On the "Import Procedure tab" you can select your import method. The "Merge" method is recommended for most cases as it will only restore messages that do not already exist within your Exchange Server:







Data Selection Criteria	Folders Dates Message Details	
Select the folders to be pr Ignore these folders The selected folders will be All other folders will be	rocessed s	s De ill be
Apply action to sub for If this setting is not se To apply the desired	Diders of the selected folders elected, sub folders of the selected folders will not b action to sub folders as well, select this setting.	e affected.

7. On the "Dates tab" you can optionally choose the date range of messages you want to restore. Otherwise, simply select "All" to import messages from all date ranges:

Data Import	Procedure Folders Dates Message Details
- Select messa	ages between the following dates/times
	Error 10/20/2006 00:00:00 Ta: 10/20/2006 22:59:59
10 Dareni	mm/dd/yyyy hh:mm:ss mm/dd/yyyy hh:mm:ss
Please Note: When extractir above setting.	ng items from the Dumpster, all items will be extracted, regardless of
Please Note: When extractir above setting.	ng items from the Dumpster, all items will be extracted, regardless of i
Please Note: When extracting above setting.	ng items from the Dumpster, all items will be extracted, regardless of i age date/time attribute should be used when extracting items?——

Note: dates are in American format, as the ExMerge utility provided by Microsoft is not localized.





•	On the "Message Details tab" you can input any subject or attachment filters for the restore:	
	Data Selection Criteria	
	Data Import Procedure Folders Dates Message Details	
	Items extracted should have one of the following message subjects	
	Enter new message subject: Selected message subjects:	
	Add> Hello there	
	Remove	
	Subject string compare criteria: Sub string match, ignore case	
	Items extracted should have at least one of the following attachments	
	Enter new attachment name: Selected attachment names:	
	<u>Add></u>	
	Remo <u>v</u> e	
	Attachment name string <u>c</u> ompare criteria: Sub string match, ignore case	
	The above information is used in the following manner:	
	(Date Restriction) AND (Subj1 OR Subj2 OR., Subjn) AND (Att1 OR Att2 OR ., Attn)	
	OK Cancel	

Click "OK" to close this window, and then click "Next" to proceed with the next step of the mailbox restore wizard.

Microsoft Exchange Mailbo	ox Merge Wizard		_(
Mailbox Selection Please select the mailbox	es you wish the program to operate agains	st.	ß
The following mailboxes have l you wish to merge data.	been found on the server. Please select th	ne mailboxes into	which
Display Name	🔼 Directory Name	Size (K)	
Administrator	ADMINISTRATOR	0	~
Ayrton Senna	1994_SENNA	33	
Christian Klein	CHRISTIAN.KLEIN	399423	
Christijan Albers	CHRISTIJAN.ALBERS	379715	
David Coulthard	DAVID.COULTHARD	373168	
Felipe Massa	FELIPE.MASSA	380837	
Eernando Alonso	FERNANDO ΔΙ ΟΝΚΟ	384800	×
Number selected: 1		<u>S</u> ele	ect All
		<u>D</u> ese	lect All

Click "Next" after you have made your selections.





U, Now select	Microsoft Exchange Mailbox Merge Wizard
	Target Directory Please select the folder for the Personal Folder (.PST) files
	Select the folder containing the .PST files from which to merge data into the Microsoft Exchange Server. The files names should be <mailbox directory="" name="">.PST</mailbox>
	Folder Name C:\PROGRAM FILES\BACKUPASSIST\EXCHANG Change Eolder
	< <u>B</u> ack <u>N</u> ext > Cancel

Complete the wizard to import (restore) your data. If you originally chose to group your PST files by date within BackupAssist be sure to repeat the import process for each date range.
 For example: if you want to restore data from 2005 and you have grouped by quarter, you should repeat the

You can speed up the import process by saving your settings as default settings later in the wizard:

import process for the subfolders 2005-Q1, 2005-Q2, 2005-Q3 and 2005-Q4.

Microsoft Exchange Mailbox Merge Wizard
Save Settings Save all currently selected settings for later use
You can now save all the selected program settings. This will help if you wish to run the program in batch mode, with the same settings.
To change the names of files to which the program should save the currently selected settings, click on the File Names button.
To save the currently selected settings, click on the Save Settings
<u> < B</u> ack <u>N</u> ext > Cancel





Resources and Support

6.1 Useful resources

You may find the following resources useful:

Microsoft Exchange Server information: http://www.microsoft.com/exchange/default.mspx

Microsoft Exchange Mailbox Merge (Exmerge.exe) information: http://support.microsoft.com/kb/174197

BackupAssist Education Center (whitepapers, videos, tutorials, etc): http://backupassist.com/education

6.2 Contacting support

Should you have any questions regarding either BackupAssist or the Exchange Mailbox add-on specifically, please email such queries to support@backupassist.com and we will respond to you as soon as possible.

Similarly, if you have any suggestions for additional functionality in BackupAssist, or new products or add-ons, please also forward such feedback to support@backupassist.com

