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QUICK START GUIDE

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BackupAssist Version 6

www.BackupAssist.com

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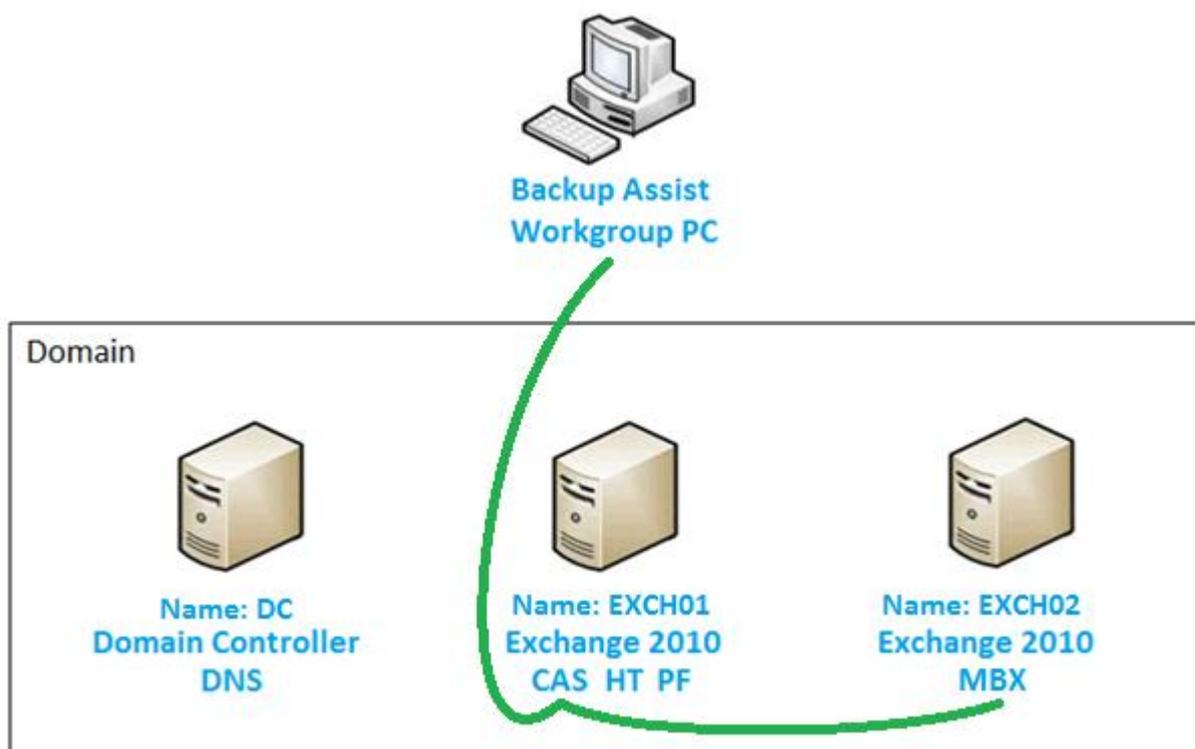
1. Introduction

With the introduction of Microsoft Exchange Server 2010, Microsoft has allowed administrators to separate Exchange Server roles onto individual servers to achieve better load balancing and resiliency. One of the key roles relevant to backup software is the introduction of the Client Access Server (CAS) role, which changes the way client software communicates with mailboxes on a Microsoft Exchange Server 2010 installation. (Whilst roles were introduced in Microsoft Exchange Server 2007, the roles at this time did not affect the way BackupAssist operated.)

The Client Access Server handles the first point of contact between client software and the Exchange Server. If the CAS role is moved to a separate server from that which houses the mailboxes, then the BackupAssist job must be configured appropriately.

This quick start guide will assist new users with configuring a BackupAssist job to back up Microsoft Exchange 2010 mailboxes, where the Client Access Server (CAS) role is on a separate machine to the mailboxes.

We will work through configuring a backup job for our example system (below), which has two Exchange servers, EXCH01 and EXCH02, plus a Workgroup PC. EXCH01 will have the CAS role and host the public folders, whereas EXCH02 will host the Mailboxes only. BackupAssist will be installed on the Workgroup PC.



With this configuration, BackupAssist must be explicitly configured to use the Client Access Server (CAS) on EXCH01 in order to gain access to the Mailboxes on EXCH02.

Roles

CAS	Client Access Server	DNS	Domain Name System
HT	Hub Transport	MBX	Mailbox
PF	Public Folders		

If all roles are installed on a single Microsoft Windows Server, as is the case with a default Microsoft Windows Small Business Server (SBS) 2011 installation, then the Client Access Server does not need to be explicitly set in the BackupAssist job.

Additional notes:

In order to back up public folders they must be on the same server which has the CAS role installed. Either the CAS role may be installed on the server with the public folder database, or the public folder database may be moved to the server which has the CAS role installed.

BackupAssist Exchange Mailbox Add-on

Backing up Microsoft Exchange Server mailboxes requires the purchase of an additional BackupAssist Exchange Mailbox Add-on license, once the initial trial period has expired. Please contact your local BackupAssist reseller or distributor for pricing information, or visit www.BackupAssist.com.

2. Configuring the backup job

Setting the Backup User Identity

Before running an Exchange Server backup, the BackupAssist User Identity must be set. If running BackupAssist for the first time the Initial Setup Wizard will run and prompt you to enter the Backup User Identity when creating the Mailbox backup. Alternatively, you must manually set the Backup User Identity by selecting **Settings > Backup user identity** from the main menu, and then set the Backup User Identity. Failure to set the Backup User Identity prior to running the job will cause the back up to fail.

For additional information on setting the Backup User Identity and appropriate permissions refer to the article: <http://www.backupassist.com/education/articles/setting-up-a-user-for-exchange-mailbox-backups.html>.

Running the new job, or Initial Setup Wizard

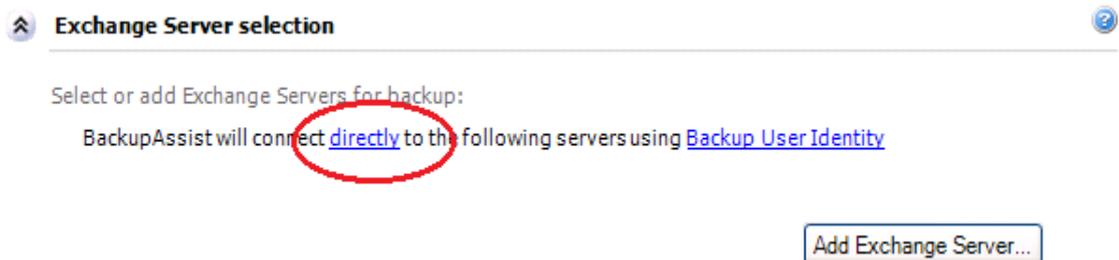
1. From the Initial Setup Wizard, or New Job Wizard, select an **Exchange Mailbox** backup type
2. When prompted to setup the destination, you may select to use either the **ANSI PST using Exchange** or **Unicode PST using Outlook** options.

Unicode PST with Outlook is the preferred method to use and offers better support. However, it requires Microsoft Outlook to be installed on the computer which is running BackupAssist.

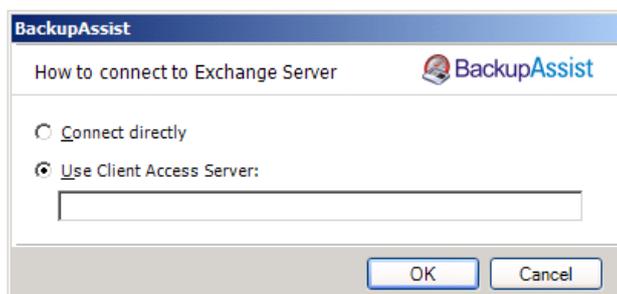
ANSI PST using Exchange is suitable for installations where BackupAssist is running on the same machine as the Exchange Server.

Note: **ANSI PST using Exmerge** is not supported with Microsoft Exchange Server 2010

3. When configuring the **Exchange Server selection**, click on the **directly** hyperlink to change the method of connection from 'Connect directly' to 'Use Client Access Server':



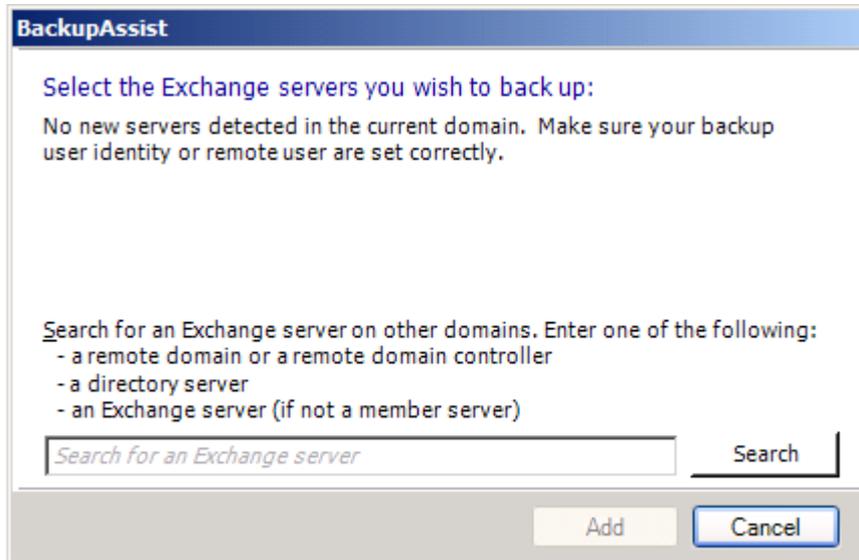
Enter the name, or IP address, of the Exchange Server which is running the CAS role



e.g.: EXCH01

Click **OK** to dismiss the connection settings dialog, and then click **Add Exchange Server**

- A dialog box will be displayed prompting you to select the Exchange Servers to back up:



Enter the name, or IP address, of the remote domain controller, or Exchange Server.
e.g.: EXCH01

Verify both the EXCH01 and EXCH02 servers are found

- From the Exchange Server selection wizard step, select the public folders from EXCH01 and mailboxes from EXCH02
- Name and save the job
- Run the job and verify the job completes successfully.

In the event that the BackupAssist job fails to complete successfully, or the Exchange Server cannot be found at step 4 above, it may be because the Exchange Server is on a different domain and requires alternate remote user credentials. In order to set the remote user credentials, click on the **Backup User Identity** hyperlink at step 3, and enter the credentials for the remote domain user.