Acronis® Recovery™
for Microsoft Exchange

Quick Start Guide

www.acronis.com

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Chapter 1. Introducing Acronis® Recovery™ for Microsoft Exchange

1.1 What is Acronis® Recovery™ for Microsoft Exchange?

Acronis® Recovery™ for Microsoft Exchange offers a *fast and reliable disaster recovery solution* to protect your Microsoft Exchange data. It features a proven database backup technology that will drastically reduce disaster recovery time: you can be up and running again in minutes instead of hours. It also provides document level backup, providing incredible flexibility that allows backing up of only individual mailboxes/public folders and uses message filters to reduce both an archive size and duration of a backup process.

- **Ultimate Granularity**

  Acronis Recovery for MS Exchange provides the ultimate in granularity for backup and restore. Backup and restore operation can be applied to a whole information store, individual storage groups, mailboxes/public folders or even single emails.

  With Acronis Recovery for MS Exchange you can restore your crucial mailboxes or single emails from different kinds of backup – not only from brick-level backups, but from a whole-database backup archive as well.

- **Smaller, more manageable archives**

  Award-winning Acronis technology provides superior image file optimization. Customizable compression rates reduce the amount of data to store and transfer, leading to direct cost savings in storage and labor.

- **High Speed**

  Acronis Recovery for MS Exchange provides proven database backup technology that maximizes backup speed.

  With its ability to restore any data (mailboxes, public folders or individual emails) from a database level backup, Acronis eliminates the need for time-consuming brick-level backups.

- **Active Restore™**

  Active Restore™ mode provides full Microsoft Exchange Server functionality for users in minutes, while the system is still being restored. Using Active

Restore™, combined with automated Dial-tone restore mode, you can limit downtime of your Microsoft Exchange 2007 Server to only seconds.

- **Continuous Data Protection**

  Continuously back up transactions to enable the complete restoration of Microsoft Exchange Server databases with minimum data loss.

- **Faster Disaster Recovery**

  One-step Recovery and Automated Recovery to the point-of-failure help organizations meet aggressive Recovery Time Objectives (RTO).

- **Encryption for Security**

  Protect companies' most valuable data with industry-standard encryption.

- **Centralized Management**

  The Acronis® Recovery™ for Microsoft Exchange Management Console automatically detects all database servers on the network. The servers are displayed clearly with status information, making it easy to manage enterprise-wide installations.

- **Resource Management**

  CPU and bandwidth throttling let you allocate resources during the backup process to ensure users remain productive.

- **Guided Disaster Recovery**

  Acronis database backup also provides you with a Disaster Recovery Plan, detailing step-by-step instructions to guide you or your team through a fast and complete recovery. Even non-technical staff members can follow these simple instructions to restore even the most sophisticated Microsoft Exchange server.

- **Integration with Acronis True Image Echo**

  Installed on the same computer, Acronis True Image Echo Update (build 8115 or later) and Acronis Recovery for MS Exchange can restore a whole production server (operating system and whole information store) on bare metal from bootable CD or from a PXE.

- **Easy Administration**

  Intuitive wizard-driven GUI allows even non-DBAs to confidently configure and implement professional backup strategies.

1.2 Supported Microsoft Exchange versions

- Microsoft Exchange Server 2007 (Standard/Enterprise Editions)
- Microsoft Exchange Server 2003 (Standard/Enterprise Editions)
- Microsoft Exchange Server 2000 Server with post-Service Pack 3 rollup (Standard/Enterprise Editions)

Important! Acronis Recovery for MS Exchange Agent is only guaranteed to work with Microsoft Exchange Server 2003 service packs installed. Note, to handle MAPI interfaces correctly, Service Pack 2 and hotfix kb908072 must be installed (see Microsoft website for details).

Please note, Acronis Recovery for MS Exchange is **not** a cluster-aware product.

1.3   Supported Platforms

- x86 (for Microsoft Exchange Server 2000/2003)
- x86-64

1.4   Supported Operating Systems for Acronis Recovery for MS Exchange Agent

For Acronis Recovery for MS Exchange:

- Windows 2000 (SP4 Rollup 1)
- Windows Server 2003 (both 32-bit and 64-bit versions)
- Windows 2008 Server

For Acronis Recovery for MS Exchange Small Business Edition:

- Windows SBS 2003
- Windows SBS 2008

1.5   Supported Operating Systems for Acronis Recovery for MS Exchange Management Console

- Windows XP (SP 1)
- Windows Vista
- Windows 2000 (SP4 Rollup 1)
- Windows 2003
- Windows 2008

1.6   License Policy

Acronis Recovery for MS Exchange licensing is based on the number of servers on which Acronis® Recovery™ for Microsoft Exchange Agent is to be installed. You will need a unique serial number to install every single Acronis Recovery for MS Exchange Agent.

Acronis Recovery for MS Exchange is provided with three types of licenses:

Permanent (Enterprise or SBS) – allows you to use the fully functional product without any time limitations (permanent serial number is required)

Trial - allows you to use the fully functional product for 14 days (trial serial number is required)

Obtaining Permanent Serial Numbers

Obtaining a permanent serial number depends on the way you purchase Acronis Recovery for MS Exchange:

- you will find it in the CD box if you buy the licensed Acronis Recovery for MS Exchange CD

- you can receive it after registering on the Acronis web site in case you download the product (also during installation of the product)

Trial Serial Numbers

Acronis allows you to have a trial serial number to be able to use Acronis Recovery for MS Exchange for 14 days without buying the product. You may obtain the trial serial number in one of the following ways:

- in the CD box

- contacting Acronis sales representatives. Visit

  http://www.acronis.com/enterprise/products/ARExchange/gettrial/

  You have to sign in (or register) to obtain a trial serial number.

If you downloaded a trial version of Acronis Recovery for MS Exchange from our web site and want to buy a permanent license to continue using the product, please contact our sales representatives. In this case you will not have to download the product again, but only enter a registered serial number during the installation.

> Note, the Management Console should be connected to Acronis Recovery for MS Exchange, otherwise the Registration menu item will not be presented in the Help menu.

The number of Acronis Recovery for MS Exchange Management Console installations is not limited.

1.7 Technical Support

As part of a purchased annual Support charge you are entitled to Technical Support as follows: to the extent that electronic services are available, you may electronically access at no additional charge, Support services for the Software, which Acronis shall endeavor to make available twenty four (24) hours a day, seven (7) days per week. Such electronic services may include, but are not limited to: user forums; software-specific information; hints and tips; bug fix retrieval via the internet; software maintenance and demonstration code retrieval via a WAN-accessible FTP server; and access to a problem resolution database via Acronis customer support system.

Support shall consist of supplying telephone or other electronic support to you in order to help you locate and, on its own, correct problems with the Software and supplying patches, updates and other changes that Acronis, at its sole discretion, makes or adds to the Software and which Acronis makes generally available, without additional charge, to other licensees of the Software that are enrolled in Support. Upon mutual agreement by both parties, Acronis shall: (i) supply code corrections to you to correct Software malfunctions in order to bring such Software into substantial conformity with the published operating specifications for the most current version of the Software unless your unauthorized modifications prohibit or hamper such corrections or cause the malfunction; or (ii) supply code corrections to correct insubstantial problems at the next general release of the Software.

More information about contacting Acronis Technical Support is available at the following link: http://www.acronis.com/enterprise/support/

Chapter 2. Installation of Acronis Recovery for MS Exchange

2.1 Minimum System Requirements

Acronis Recovery for MS Exchange requires the following hardware:

- Pentium processor or higher
- 1024 MB RAM
- Mouse (recommended)

2.2 Installing Acronis Recovery for MS Exchange Components

There are two ways to install Acronis Recovery for MS Exchange components – local and remote.

To install Acronis Recovery for MS Exchange Management Console and Acronis Recovery for MS Exchange Agent locally:

- run the Acronis Recovery for MS Exchange setup file
- in the Install Menu, select the program to install: Acronis Recovery for MS Exchange Management Tools or Acronis Recovery for MS Exchange Agent
- follow the install wizard instructions on the screen
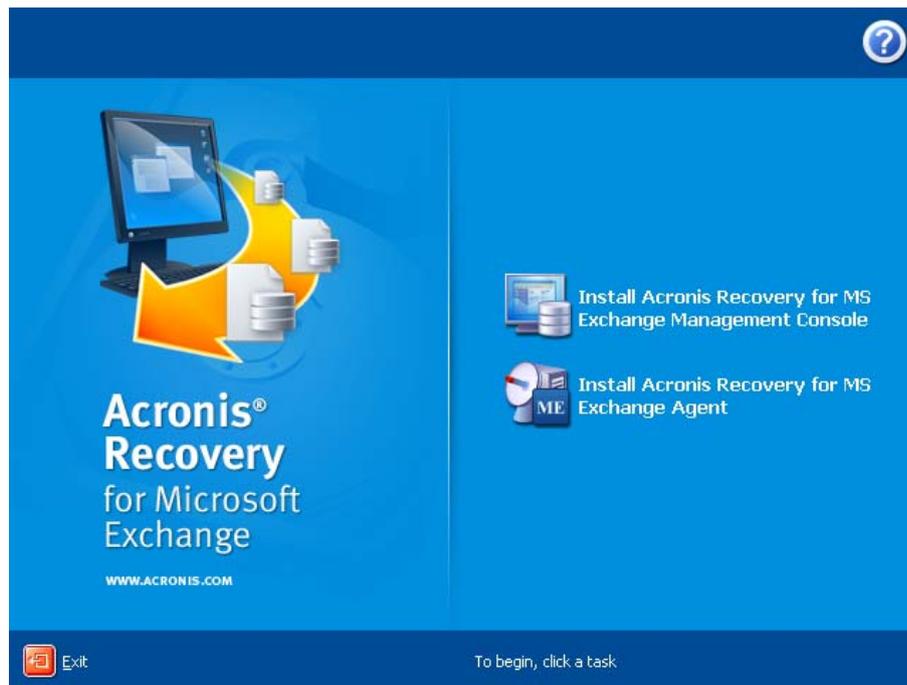
It is recommended that you install Acronis Recovery for MS Exchange Management Console first. This will allow you to install Acronis Recovery for MS Exchange Agent remotely from the Management Console to any networked computer.

2.3 Installing Acronis Recovery for MS Exchange Agent Remotely

To install Acronis Recovery for MS Exchange Agent remotely on a database server, you first need Acronis Recovery for MS Exchange Management Console installed on the local computer. The remote system must meet the requirements described in 3.1 "Minimum System Requirements".

> Before remotely installing Acronis Recovery for MS Exchange Agent on Windows 2008 Server, open port 25001 for TCP protocols for an inbound connection.

While installing Acronis Recovery for MS Exchange Agent, a new registry key is generated. If you previously had Acronis Recovery for MS Exchange Agent installed or you had reinstalled the operation system on the current computer, you will need to clear the key registry cache on the computer, where Acronis Recovery for MS Exchange Management Console is installed, for correct product functioning.

Run Acronis Recovery for MS Exchange and click **Install Acronis Recovery for MS Exchange Agent** in the **Pick a Tool** pane.

1. Specify the location of installation files of the Acronis Component you want to install.

   - Select from the registered components (by default)

   - Search removable media for the required installation files

   - Search for the installer in the specified location (you will have to specify the location by clicking **Browse…**)

   Click **Next** to continue.

2. Select the program you want to install on the remote computer from the list (Acronis Recovery for MS Exchange Agent) and click **Next**.

3. Enter a serial number for the selected product. The **Next** button will not be active until you enter a serial number.

4. Select the computer in the **Computer** field: enter a computer name manually or click **Browse...** and select the required computer from the tree. Enter a **User name** and **password** into the corresponding fields to access the selected computer. By selecting the **Save password** check-box you can save the password for future connections.

5. The summary page displays all operations, which will be performed. Click Proceed to install Acronis Recovery for MS Exchange Agent on the remote computer.

By connecting to a remote computer with Acronis Recovery for MS Exchange Agent installed, you can set up backup and recovery tasks, and browse logs.

2.4 Removing Acronis Recovery for MS Exchange Components

You can remove any Acronis Recovery for MS Exchange component separately by selecting **Control panel -> Add or Remove Programs -> <component name> -> Remove**.

Component names are: *Acronis Recovery for MS Exchange* and *Acronis Recovery for MS Exchange Agent*.

Follow instructions on the screen. You may need to reboot your computer to complete the uninstallation.

Chapter 3. Getting started with Acronis Recovery for MS Exchange

3.1 Running Acronis Recovery for MS Exchange Management Console

To run Acronis Recovery for MS Exchange Management Console, select **Start -> Programs -> Acronis Recovery for MS Exchange Management Console -> Acronis Recovery for MS Exchange Management Console**.

	Important! Before starting managing the servers' list (discovering, adding or deleting servers), modifying the storage groups list for the Disaster Recovery Plan, or changing default options (while creating backup or restore tasks), make sure the required users have read/write permissions for the following files, located in *Documents and Settings\All Users\Application Data\Acronis*: DatabaseServersExtensions\serverslist.dat for Acronis Recovery for MS Exchange Management Console, DisasterRecoveryPlans\dbaselist.dat and RecoveryMSExchangeAgent\settings.cfg for Acronis Recovery for MS Exchange Agent.
	Note, in case Acronis Recovery for MS Exchange Agent is installed on Microsoft Windows 2000, BackupUser/BackupGroup must be a member of *Domain Admins* group. To configure these settings, go to *Control Panel → Administrative Tools*. Then sequentially add the BackupUser/BackupGroup in each of the following security policies: Domain Controller Security Settings, Domain Secirity Settings and Local Security Settings (*Local Policies → User Rights Assignment → Act as a part of the operating system*).

Please be aware: Acronis Recovery for MS Exchange *will not operate* if there is no free space on the system partition, and the software does not send notices when there is no free space.

3.2 Acronis Recovery for MS Exchange Workspace

Acronis Recovery for MS Exchange workspace includes the Acronis Recovery for MS Exchange Management Console window - the primary tool for managing data backup/restore on local and remote computers where Acronis Recovery for MS Exchange Agent is installed.

The workspace consists of the main area with operation icons, as well as the menu, the toolbar, and the common tasks bar. On the left there is a sidebar featuring the **Computers** or **Help** panels.

> Note, that the content shown in the main window will change depending on whether Acronis Recovery for MS Exchange Management Console is disconnected or connected to a remote server.
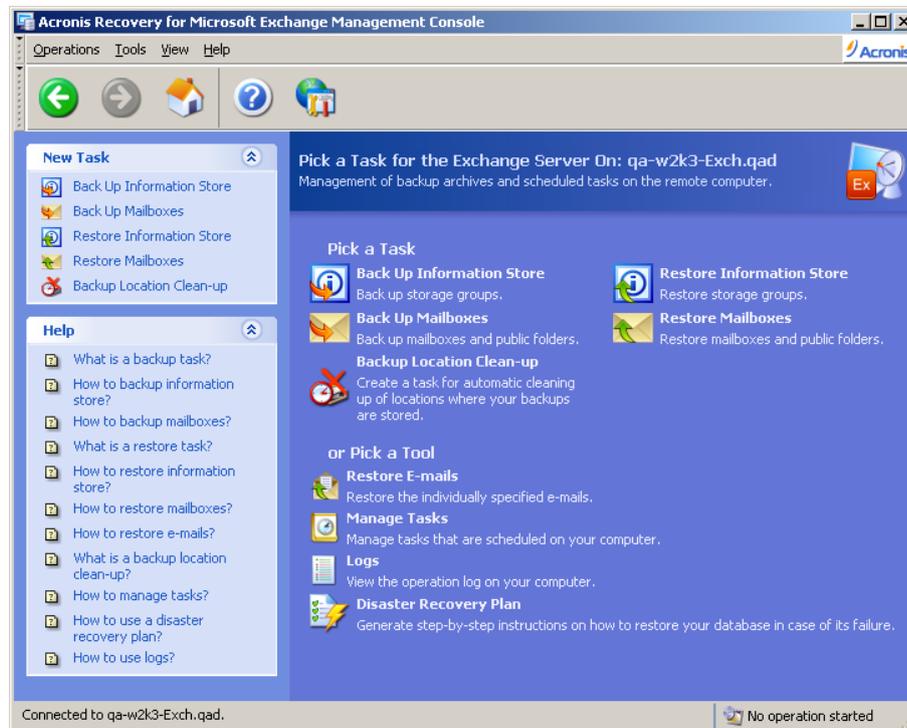
3.3   Navigation

At the top on the Computers pane there are four buttons; clicking them allows you to add new servers to the tree manually, to start the discovering process, to delete a server from a tree if needed, or to refresh the Computers Tree.

Computers with Acronis Recovery for MS Exchange Agent already installed are marked with a green icon.

Select the required server from the tree to perform the required operation (connecting, installing Acronis Recovery for MS Exchange Agent remotely).

To hide the Computers pane and view Help topics, click on the **Show or Hide** button from the menu.

3.4   Management

Acronis Recovery for MS Exchange Management Console allows installation of Acronis Recovery for MS Exchange components on remote computers. To perform any of these operations you will need administrator rights on the target machine.

To connect to the server click **Connect to a Remote Server** in the **Pick a Task** pane. If Acronis Recovery for MS Exchange Agent is not installed on a server, click **Install Acronis Agents** in the **Pick a Tool** pane.

To add a new server to the tree pane, click **Add Servers** in the **Pick a Tool**.

3.5 Discovering Servers

The purpose of discovering servers is to find servers on the network automatically and add them to the list in the Computers pane. The first time the program is executed, the list in the Computers pane list is empty and you will be prompted to discover servers. In order to be able to create backup and recovery operations on servers, you should launch the search or add servers to the list manually.

To discover servers click on the **Discover Computers** icon from the Computers pane on the left. You will be asked if you want to search for database servers on the network. Click **YES** to do it immediately, or **NO** to do it later. Discovery will update the current status of all computers already included in the list.

If, for any reason, a server cannot be found with this tool, you can add it manually to the tree.
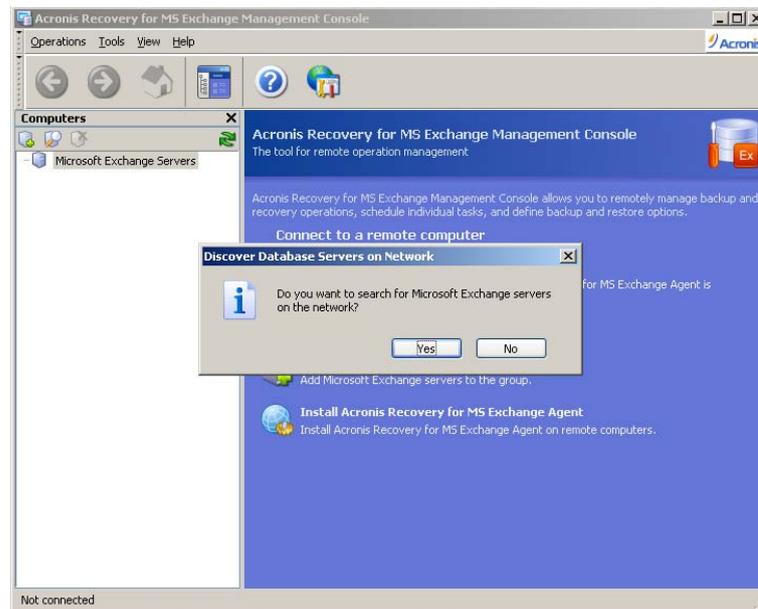
3.6 Adding Servers

If you cannot locate a server with the Discover Computers tool, you can add it to the tree manually.

You can apply any discovery operation later as required. The operation will add newly connected servers to the list in the Computers pane. At the same time, discovery will update the current status of all computers already included in the list.

You can start an **Add Computer** dialog to add servers to the tree of the Computers pane in several ways. Here are two:

- Click on the **Add Servers** icon in the main area
- Click on the **Add Servers** button in the Computers pane toolbar

1. Enter the server name or IP address manually in a **Server** field or choose it from the drop-down list. You can also click **Browse** to view all available computers and select the one you want to add.

2. Click **OK** to add the server to the tree.

3.7 Connecting to a Remote Microsoft Exchange Server

In order to perform any operation on a remote Microsoft Exchange server, you must first connect to it. Once connected, you can manage tasks: set up backup/restore options on remote database servers and schedule backup, restore and backup location clean-up tasks.

To establish a remote connection, select a server in the Computers pane and click **Connect to a Remote Computer** in the right pane. If you have connected to this server previously, Acronis Recovery for MS Exchange will use credentials for accessing the computer automatically. Otherwise a dialog window will be opened:

- In the **Computer** field, enter the name or the IP address of the computer or select a computer from the drop-down list, by clicking the **Browse...** button

- To provide credentials for accessing the computer, click the **Options>>** button

- Specify the username (as <*domain\user*>) and password on the server you want to connect to, in the corresponding fields

- Select the **Save Password** check box if you want to save the password.

Note, that username (including the domain name) and password must be defined explicitly while connecting to a stand-alone Microsoft Exchange Server.

Having provided all the necessary information for connection, click **Connect** to establish connection.

> If Acronis Recovery for MS Exchange Management Console cannot connect to the remote computer which was not rebooted after installing Acronis Recovery for MS Exchange Agent, connection must be established with explicit credentials.

As soon as you connect to a database server, you can manage tasks as if it is as a local computer.

Chapter 4. Creating Backup Archives

Backup is crucial to maintaining a timely and consistent record of your Microsoft Exchange servers for recovery in case of failure. Acronis Recovery for MS Exchange offers an easy and flexible process for creation of backup archives.

4.1 Backing up Databases

To restore lost data or roll back Microsoft Exchange Server databases to a certain state, you must first create a backup file. The **Backup Information Stores** wizard allows you to schedule the creation of archives and set the required options.

4.1.1 Defining a Backup Strategy

In the first step of the **Create a Backup** wizard you will define the backup strategy. Acronis Recovery for MS Exchange provides four ways to define the strategy:

- Schedule a backup task with Acronis Recovery for MS Exchange Assistant
- Schedule a backup task manually
- Use continuous data protection technology
- Create a backup now
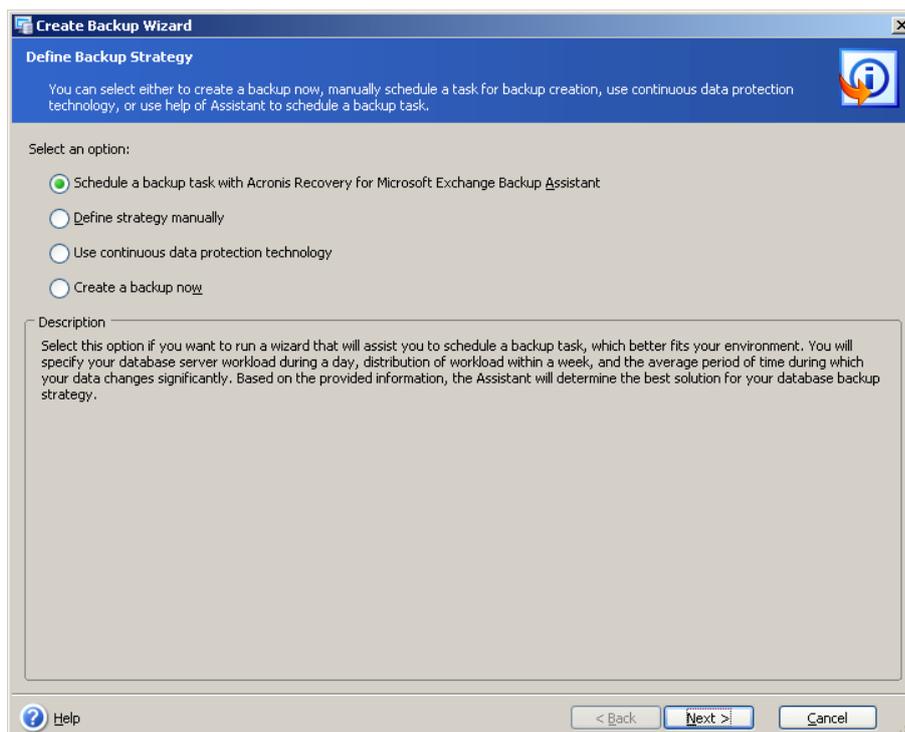
If you are not sure which backup strategy to choose, use **Schedule a backup task with Acronis Recovery for MS Exchange Assistant** (selected by default).

If you know which backup type to use for your data, select the **Schedule a backup task manually** option. In this case you will have to define backup types and schedule parameters for backup tasks.

Select **Use continuous data protection technology** option to enable CDP. In this case you will have to schedule your full backups.

To immediately run a backup task once select the **Create a Backup Now** option. A full backup will be created.

While creating a backup task, you have to select, which way to back up your data. Note, transaction logs files require considerable disk space, so you will have to delete (or move to another place for storing) them manually, taking into account which files are safe to remove.

4.1.2 Specifying a Task Execution Account

In this step of the **Backup Information Store** wizard you specify an account that is valid for the computer housing databases you want to back up – task execution account. These credentials will be used during each task execution for connecting to the server and by default for connecting to the Microsoft Exchange Server.

The task will run as if it was started by the specified user.

Note, the task execution account also must have an existing mailbox in the current Microsoft Exchange server to be able to correctly perform the backup operation.

Enter the user name and password, then click **Next**. Note, the domain name must also be specified if the user is a member of a domain (*DOMAIN\Username*).

|	
	Note, this step will be skipped if in the first one you selected the **Create a backup now** option.

4.1.3 Selecting Items to Back Up

In this step of the wizard you have to specify which items to back up.

In the left pane of the window select an information store with Microsoft Exchange installed and expand it to view and specify storage groups to back up. In case an information store is selected, all associated storage groups will also be selected.

Information on the selected item is displayed in the right pane of the window: information store name, installed operating system and the number of storage groups.

	In case you are using Microsoft Exchange Server 2007, make sure Microsoft Messaging API and Collaboration Data Objects 1.2.1 are installed (they are included in Microsoft Exchange Server 2007 product, but will not be installed by default). Visit Microsoft website:
	http://www.microsoft.com/downloads/details.aspx?FamilyID=94274318-27c4-4d8d-9bc5-3e6484286b1f&DisplayLang=en
	Note, this version of the package is now compatible with Windows Vista and Windows Server 2008.

Selecting Information Stores to Back Up

When selecting an information store to back up Acronis Recovery for MS Exchange will automatically back up all of the storage groups associated with this information store.

	A list of information stores can be obtained, with the connected user's privileges that cannot be changed.
	Note, Acronis Recovery for MS Exchange does not back up the Active Directory. This means, that even there were any changes after a backup archive was created, after restoring the Microsoft Exchange Server structure will remain the same as it was before the restoration process. As a result, while restoring information stores, only storage groups will be restored one by one. For example, mailboxes created or deleted after the last backup, will still

	exist phisically after the restore, but they will not be mounted, and so will not be usable. Though Acronis Recovery for MS Exchange allows backing up and further restoring of separate users accounts.

The right pane will display the information store name, Microsoft Exchange version, the installed operating system and amount of storage groups.

Selecting Storage Groups to Back Up

Select the specific storage group you want to back up. The right pane will display its name, size, number and total size of associated databases, as well as circular logging status (enabled/disabled).

After selecting the appropriate object for back up, click **Next** to continue.

4.1.4 Selecting a Backup Archive Location

Acronis Recovery for MS Exchange supports the following places and media for backup destinations:

- Local HDD

- Network shares, SAN, NAS

- FTP

- Tape drives, Autoloaders, Tape libraries

- Acronis Backup Server (shipped with Acronis True Image Echo™ Enterprise Server)

	Acronis Backup Server This software application, when installed on a networked computer, automatically manages backup archives and retention policies for the specified location and ensures optimal usage of storage space. Outdated archives will automatically be deleted as specified in the retention policies set by the administrator. In addition, Acronis Backup Server facilitates the creation and execution of group backup tasks. Acronis Backup Server is shipped with Acronis True Image Echo Enterprise Server.

We recommend you store the archives for each task in separate locations to avoid confusion during recovery.

Note, the further you store the backup archive from the original location, the safer it will be in case of data damage. For example, saving the archive to another hard disk will protect your data if the primary disk is damaged. Data saved to a network disk or backup server will survive even if all your local hard disks are down.

Select the desired archive location from the folders tree or specify a backup location in the **Folder** field.

In case you have chosen an ftp server as a backup location, provide login and password for this server in a special pop-up window which appears after you select this item from the tree.

Important! Do not enter the login and password in the **Folder** field ("*ftp://login:password@ftpserver*"); the product will not process this command.

	Acronis Recovery for MS Exchange guarantees the integrity of the backup chain only in a separate archive. Thus, creation of a new archive will start a new chain of backups. Acronis Recovery for MS Exchange behavior does not depend on what you want to back up (the entire information store or only a separate storage group). By default, transaction logs are truncated before creating such a chain to decrease the archive size and duration of the backup operation. You can change this behavior by specifying additional settings in backup options.

	Please note that unsupported Acronis Backup Server versions will not be displayed in the Acronis Backup Servers list. To provide compatibility with Acronis Recovery for MS Exchange, please install most up-to-date version, available at: http://www.acronis.com/enterprise/download/ATIBS .

	Note, Acronis Recovery for MS Exchange does not display mapped network drives in the **Folders** tree.

4.1.5 Using Acronis Recovery for MS Exchange Assistant

Acronis Recovery for MS Exchange Assistant will help you define backup strategy and creation parameters. You will be prompted to answer a few questions, and Acronis Recovery for MS Exchange Assistant will choose and schedule the appropriate backup type for protecting your company's databases from loss or damage.

Performance

Decide what is most important to your operation – a strategy that requires less storage space or faster data recovery.

Select an option:

- **Quick backup and smaller backup archives** - backups are created fast and occupy less space. However, recovery requires more time and you cannot restore data to a point-in-time. This option is set by default.

- **Quick recovery but backups require more storage space** - backups will take more time to be created and occupy more disk space in comparison to a quick backup. Recovery is faster and there is an opportunity to specify a point in time to restore data to.

Click **Next** to continue.

Acceptable Data Loss

At this step specify a period of time when data changes significantly. This will help Acronis Recovery for MS Exchange Assistant define the schedule for backup creation – how often to run the backup operation and which backup type to choose.

Select one of the following options:

- **Hour** – select this option if you want to back up the selected data hourly

- **Day** - select this option if you want to back up the selected data daily

Click **Next** to continue.

Server Load During a Week

Specify the workload distribution on the Exchange server during a week. The Assistant will use this information to define a backup schedule according to your company's server's load. The load information is used to determine when and what type of backups to create to avoid data loss (backup creation frequency), as well as when to execute the operation.

In the table there are three rows representing three levels of load (High, Medium and Low), and seven columns representing the days of the week.

By default the most widely used pattern is specified (selected cells are highlighted in blue). To change the value for a certain day, click the appropriate cell.

Click **Next** to continue.

Server Load During a Day

Specify workload distribution on the Exchange server throughout the day. As in the previous step, this information will help to define a backup schedule that complements the peaks and valleys of your company's server loads.

In the table there are three rows representing three levels of load (High, Medium and Low), and 24 columns representing the hours of the day.

By default the most widely used pattern is specified (selected cells are highlighted in blue). To change the value of a particular hour, click the appropriate cell.
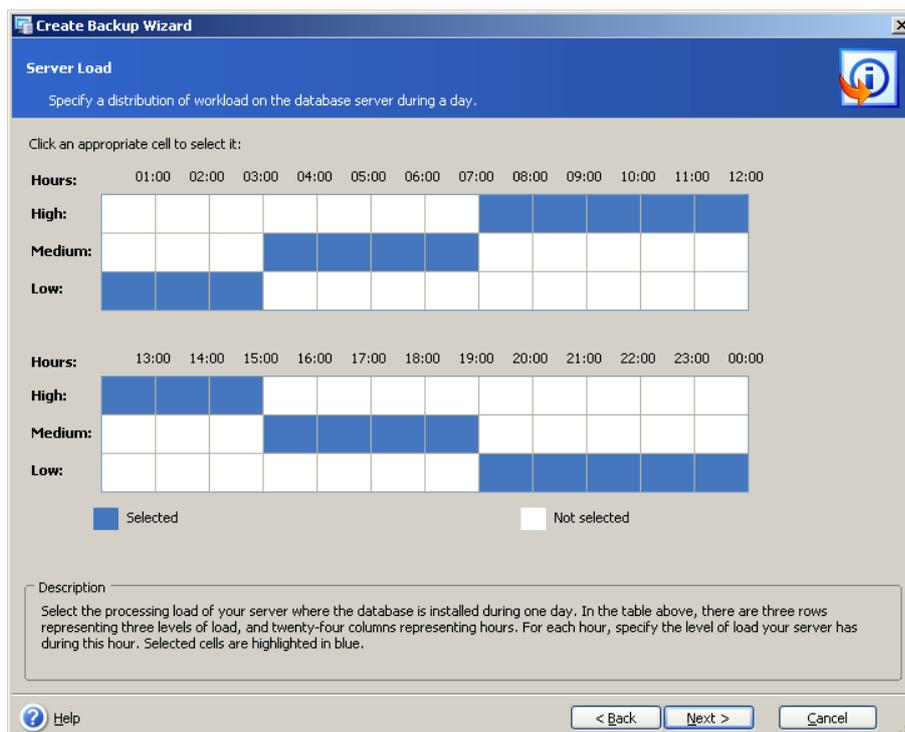
Initial Task Starting

Specify a time for applying the selected scheme:

- **Now** – select this option to execute the scheduled task immediately after you finish the wizard

- **On the specified date and time** – the selected scheme will be applied on the specified date. Note that if there is no full backup when the first incremental backup is to be performed, a full backup will be performed independently of the actual date on which it is scheduled. You may consider setting this date on the day of the week when your server load is not high

Click **Next** to view (and change if necessary) the schedule for backup tasks, created by Acronis Recovery for MS Exchange Assistant.
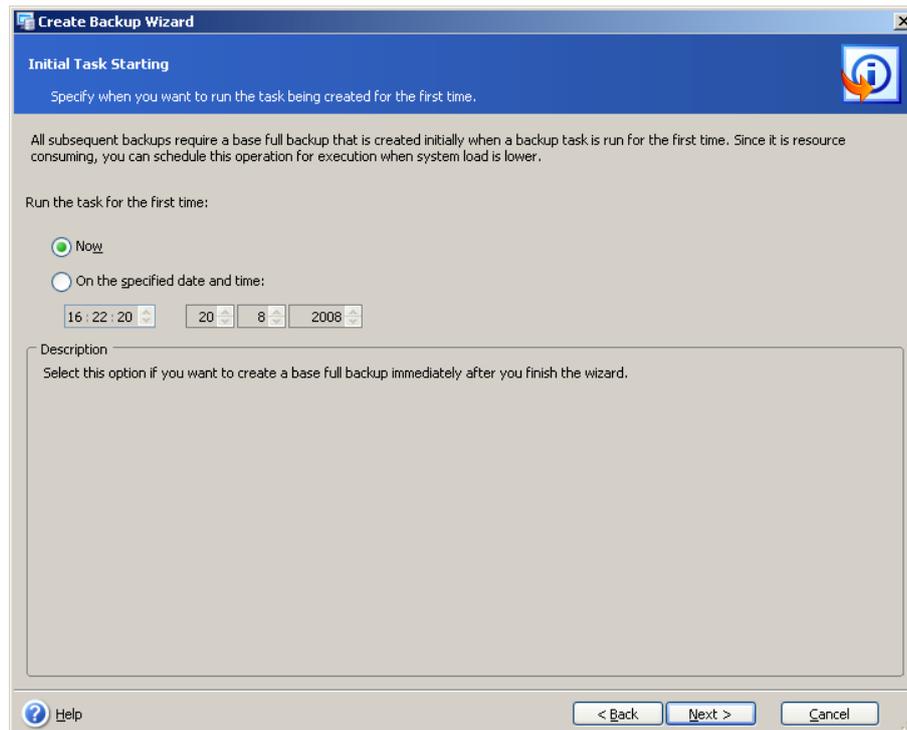
4.1.6 Setting Backup Scheduling Parameters

If you used Acronis Recovery for MS Exchange Assistant, it will create a schedule for the choices you made. Click **Edit** to change the existing schedule settings.

If you decided to define the backup strategy manually, you have to set a schedule for each backup type.

Note, Acronis Recovery for MS Exchange allows you to set multiple schedules for one task. For example, you should not only backup your data once a week, but also on the last day of each month. You can specify Weekly and Monthly parameters to have the necessary operation scheduled.

4.1.7 Backup Options

Select the backup options (pre/post commands, compression level etc.). You may **Use default options** or **Set the options manually**. If you set the options manually, the settings will only be applied to the current backup task.

4.1.8 Specifying a Task Name and Providing Comments

On the **Task Name and Archive Comments** wizard page, you can provide a name and comments for the backup task.

Enter a task name in the **Task Name** field to identify and organize tasks by operation (edit, delete, etc.).

You may provide comments for the archives you create. The backup file size and creation date are automatically appended to the description, so you do not need to enter this information.

4.1.9 Backup Summary

The final stage of the backup is the summary window, which displays the list of operations to be performed.

Click **Finish** to save the created schedule or start the backup creation task immediately. You will be redirected to the Task List automatically, where you can view and edit created tasks.

4.2 Backing up Mailboxes

Brick-level (document level) backup is the most flexible type of backup. It offers advanced configuration options and performs backups at folder levels and quick restoring at separate messages level, allowing the most accurate level of restore. It also supports advanced filtering during backup.

Use Mailbox backup and restore when you want the flexibility to back up individual mailboxes, public folders and use mail level filters.

Also you can restore mailboxes and even separate e-mails from database backups.

4.3 Setting Default Backup Options

Acronis Recovery for MS Exchange lets you set the backup options you want to use as default for future tasks.

To edit the default backup options, select **Tools -> Options** from the main program menu.

You will also still be able to edit the backup options while creating a backup task.

4.3.1 Pre/Post Commands

You can specify commands (or even batch files) that will be automatically executed before and after the backup procedure. For example, you may want to start/stop certain Windows processes, or check your data before starting the backup operation.

You can use commands set by default, as well as specify your own commands.

Select **Use commands**, type commands manually or click **Edit** to configure the command:

- Select commands to be executed before the backup process starts in the **Before backup process** field. To create a new command or select a new batch file click the **Edit** button.

- Select the command to be executed after the backup process ends in the **After backup process** field. To create a new command or select a new batch file click the **Edit** button.
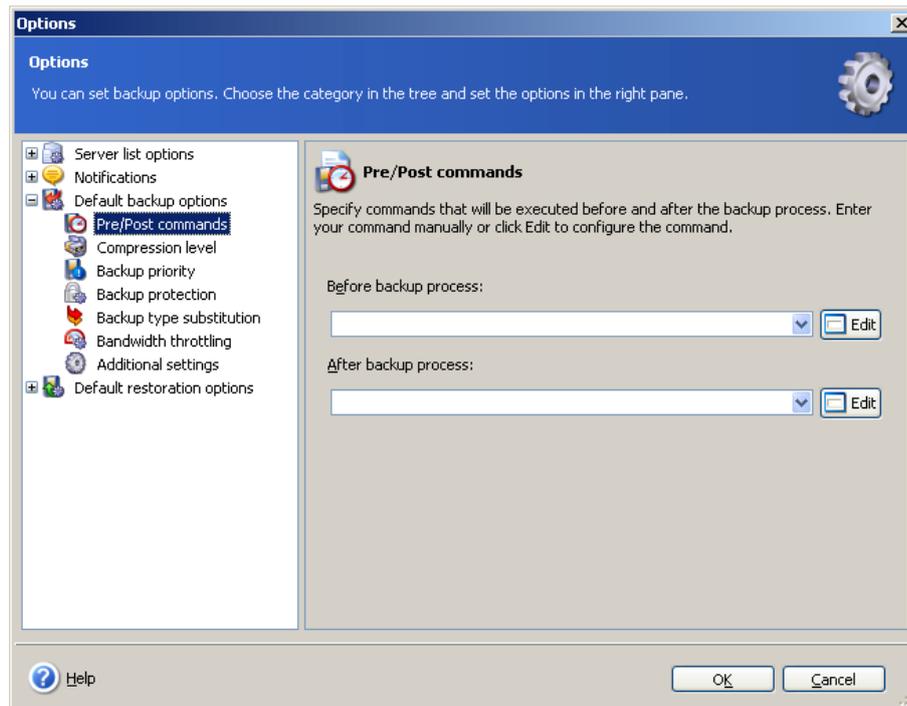
4.3.2 Compression Level

Select the compression level for the backup. With higher compression ratios the archive file size will be smaller, but the backup process may take longer.

You can choose one of the compression levels for a backup archive:

- **None** - the data will be copied without any compression
- **Normal** - the recommended data compression level (set by default)
- **High** - higher archive compression level
- **Maximum** - maximum backup archive compression
- **Ultimate** – ultimate level of compression

Generally, it is recommended to use the default **Normal** compression level. You might want to select **Maximum** compression so the backup archive occupies less storage space.
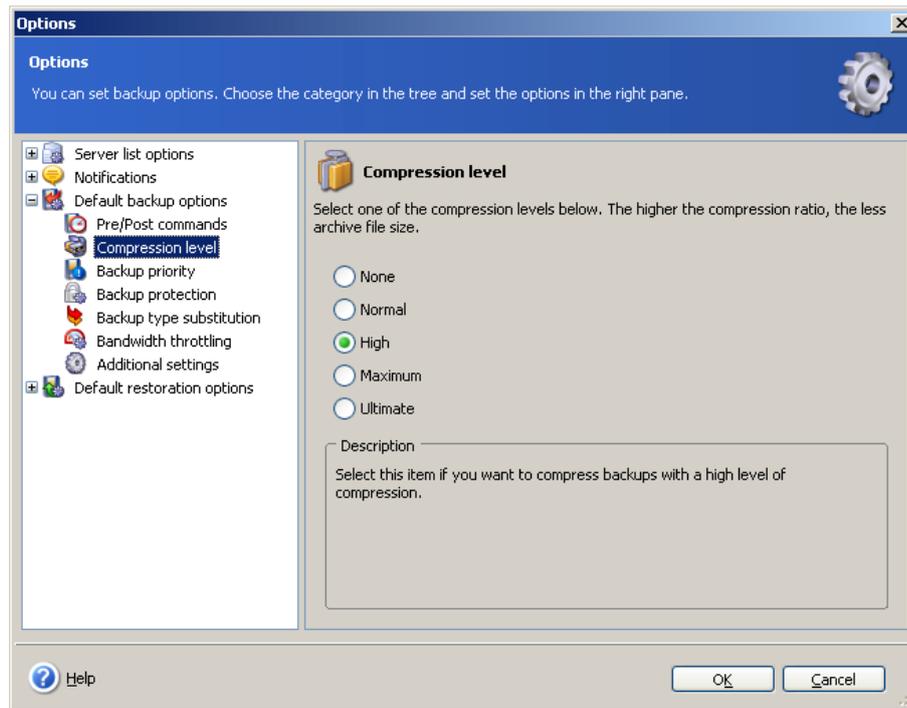
4.3.3 Backup Priority

You can set up the backup process priority:

- **Low** - the backup process will run slower, but it will not influence other processes running on your computer

- **Normal** - the backup process will run with normal priority

- **High** - the backup process will run faster, but it may influence other processes running on your computer

Changing the priority of a backup process can make it run faster or slower, but it can also adversely affect the performance of other programs running simultaneously. The priority of any process running in the system determines the amount of CPU usage and system resources allocated to that process. Decreasing the backup priority will increase the number of compute cycles available to other processes.
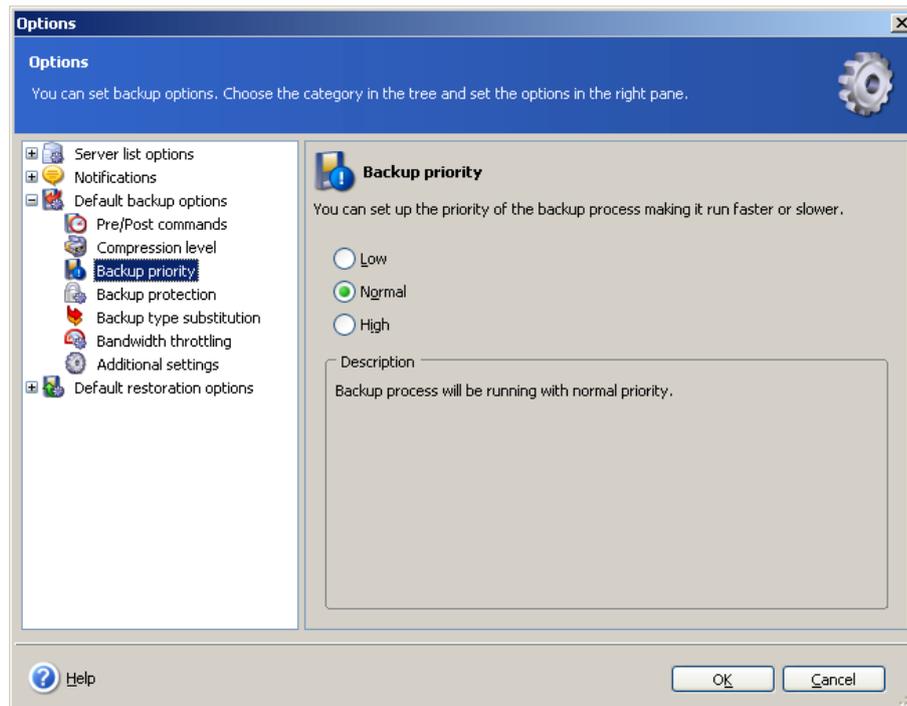
4.3.4 Backup Protection

Password

The preset is **No Password**.

You can password protect your archives so that they will be inaccessible to others. Enter a password in the text field and confirm it. The password is case sensitive.

Please keep in mind that in the **Restore Data** wizard, Acronis Recovery for MS Exchange will ask for a password after you select a folder within the archive location. Only those archives that were protected with the password you typed in or non password-protected archives will be displayed. Best practices suggest using the same password for backup archives in the same folder within the archive location.

Encryption

After setting a password, you can choose to encrypt the backup with an industry-standard AES cryptographic algorithm for advanced security.

To set up backup encryption, select one of the following encryption types:

- **None** – backups will not be encrypted
- **AES 128** – the quickest encryption method available (set by default)
- **AES 192** – encryption will take longer than 128-bit, but is more secure
- **AES 256** – requires the most amount of time to cipher, but it is also the most secure setting available
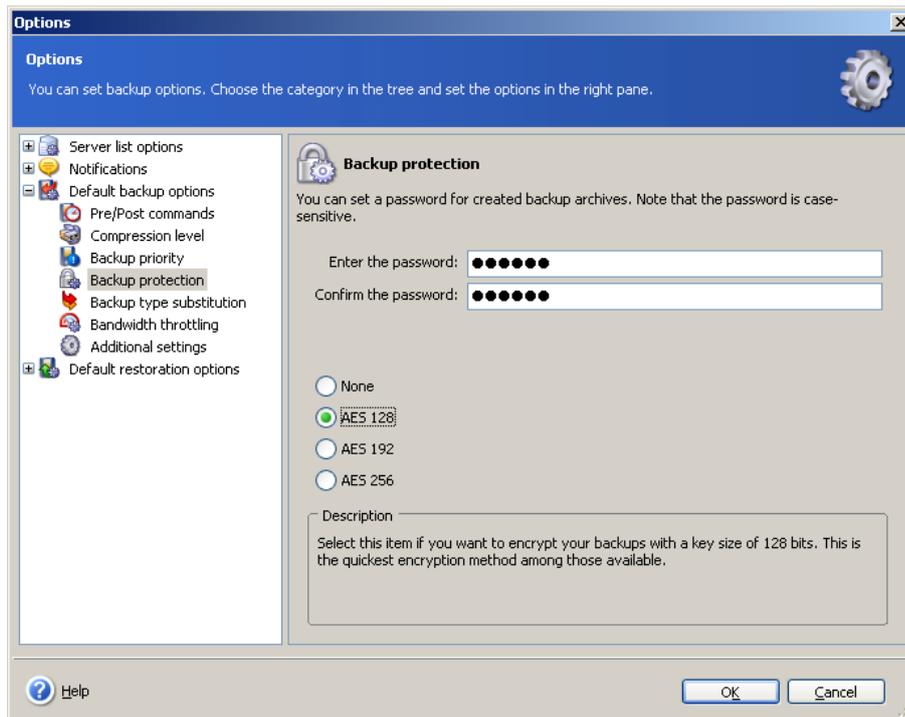
4.3.5 Backup Type Substitution

You need to create full backup of data before creating an incremental one. If for some reason a full backup does not exist, you will need to create a full backup independently of the backup strategy you have configured.
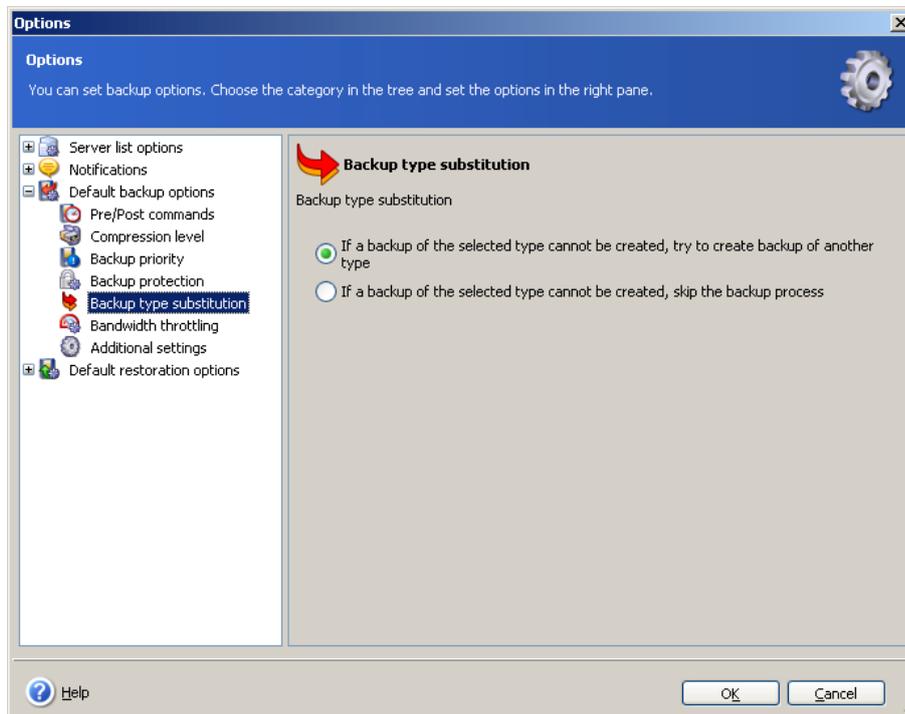
4.3.6 Bandwidth Throttling

You can limit the bandwidth used by the backup process so that network resources will be available for other processes.

To set the desired data transfer speed, check the **Enable bandwidth throttling** parameter. Select a maximum bandwidth value from the drop-down list or enter a value manually.
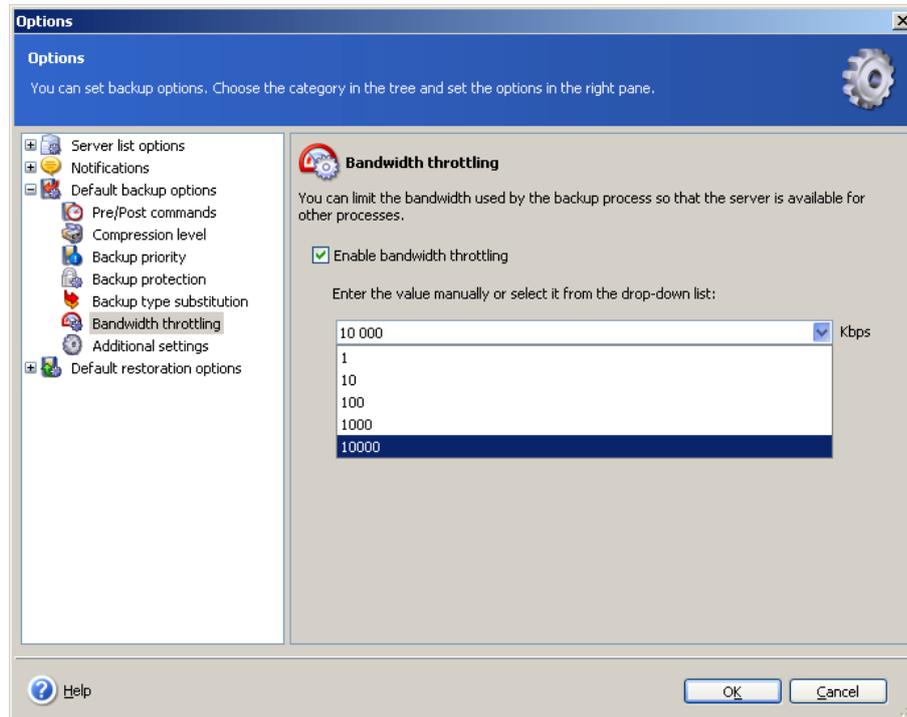

4.3.7 Additional Settings

1. Validate backup once it has been created

When enabled, the program will verify the integrity of the archive immediately after it is created.

> To validate the archive data integrity you must have all of the backups in the series (full and incremental backups) available in the same location. If any of the successive backups are missing, validation will not be possible.

2. Backup metadata

This parameter is selected by default, which allows backing up metadata.

3. Overwrite data on the tape

Select this parameter if you use tapes as a backup location and want to choose an overwrite mode.

1. Fast incremental backup

Select this parameter to create only brick-level (mailbox level) backup, which provides quicker restoring of individual e-mails and mailboxes. The backup process will run faster because Acronis Recovery for MS Exchange will not detect items deleted since a full backup was created, but will back up only new or changed items.

2. Do not truncate logs

This parameter is available only while backing up information stores/storage groups and is disabled by default.

It will be enabled only if you create independent full backups (Acronis Recovery for MS Exchange will check the specified backup strategy).

In all other cases Acronis Recovery for MS Exchange will truncate transaction logs, since creating an archive chain (full and incremental backups) is impossible with transaction logs not truncated after the first full backup.
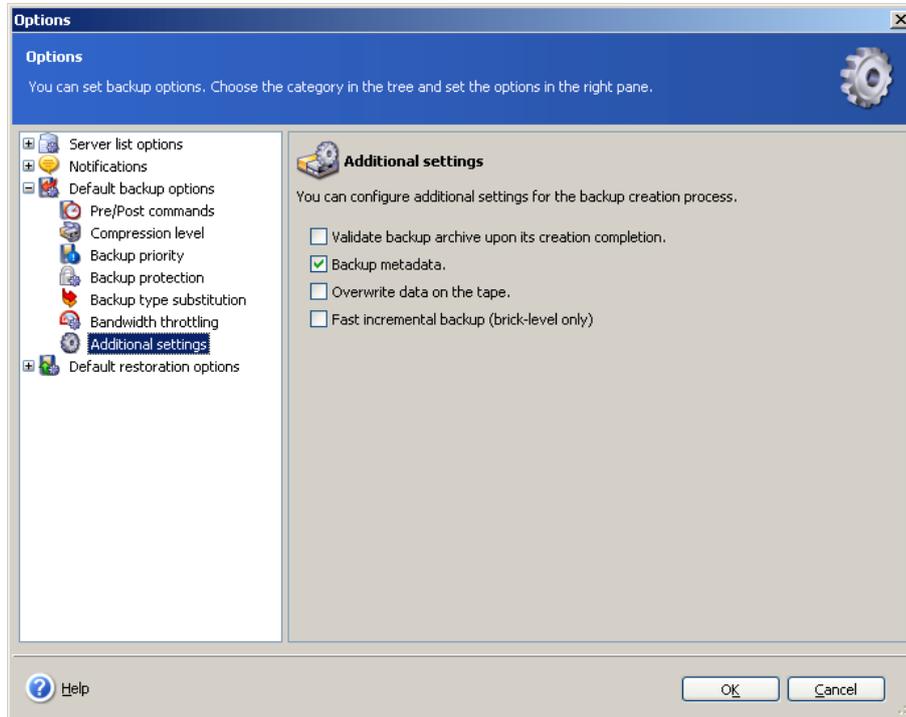
Chapter 5. Restoring the Backup Data

Acronis Recovery for MS Exchange restores storage groups and mailboxes from previously created backup archives.

5.1 Restoring Information Stores

Launch the **Restore Information Store** wizard by clicking on the restore operation icon in the main workspace.

5.1.1 Restoration Time Selection

In the first step of the **Restore Data** wizard you will select when to run the restoration process. There are two choices:

- **Now** – select this option to execute the restore operation immediately after you finish the wizard

- **On schedule** – select this option to schedule the operation

- **When restoring on bare metal –** this option is available if Acronis True Image Echo Enterprise Server is installed and allows restoring the whole production server on a bare metal

5.1.2 Specifying a Task Execution Account

In this step of the **Restore Data** wizard, you are specifying an account that is valid on the computer where the data you want to restore is located – a task execution account. These credentials will be used during each task execution for connecting to the server.

The task will run as if it was started by a specified user.

Note, the task execution account also must have an existing mailbox in the current Microsoft Exchange server to be able to correctly perform the restore operation.

Enter the Username and password then click **Next**. The domain name must be specified if the user is a member of a domain (*DOMAIN\Username*).

5.1.3 Selecting a Backup Location

Select the appropriate backup location in the tree or specify the path to it manually in the **Path** field below the tree. Acronis Recovery for MS Exchange stores up to ten locations for the last archives created in a special folder – **Recent Backup Locations** - so you can easily locate the appropriate archive.

You can also select specific Acronis backup locations (such as Acronis Backup Server).

The following resources may also be selected as backup locations:

- Entire disk or disk folder

- Network share, SAN, NAS

- FTP

- Tapes, Autoloaders, Tape Libraries

- Acronis Backup Server

The number of archives in the selected folder is displayed in the right pane.
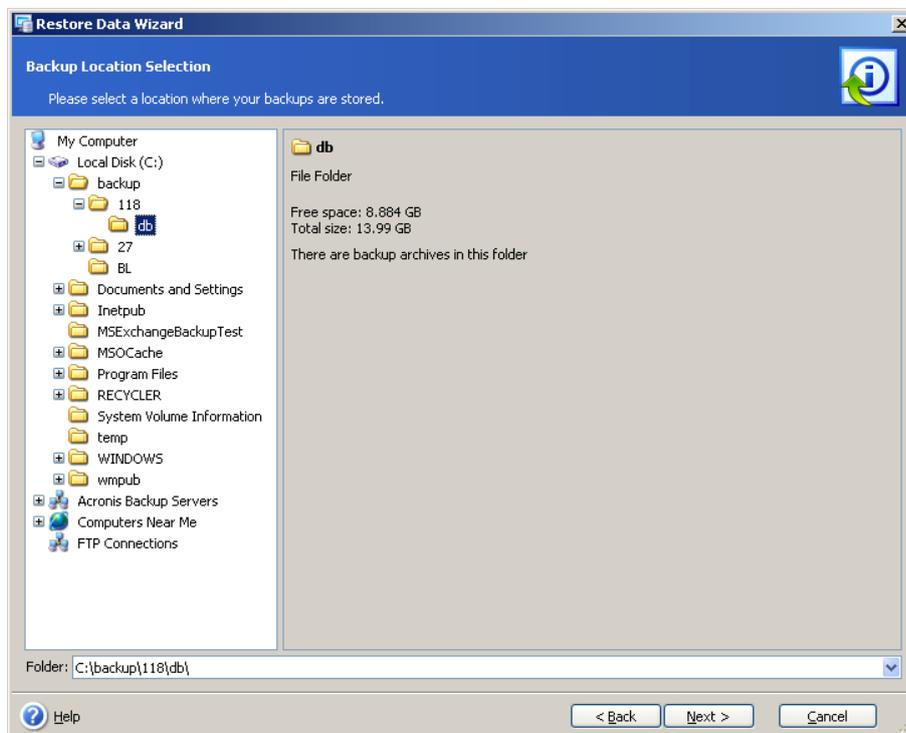
Click **Next** to continue.

5.1.4 Selecting a Backup Task

If several backup tasks use the same location to store archives, you have to select the task you want to restore from.

	Note, Acronis Recovery for MS Exchange does not protect archives form possible physical corruption. In case you try to restore data from the corrupted archive, an error message will appear and the restore task will not be executed. We recommend you to rename or delete the last archive's slice (since the corrupted one and all subsequent slices should be renamed or deleted), and then try to execute the restore task once more.
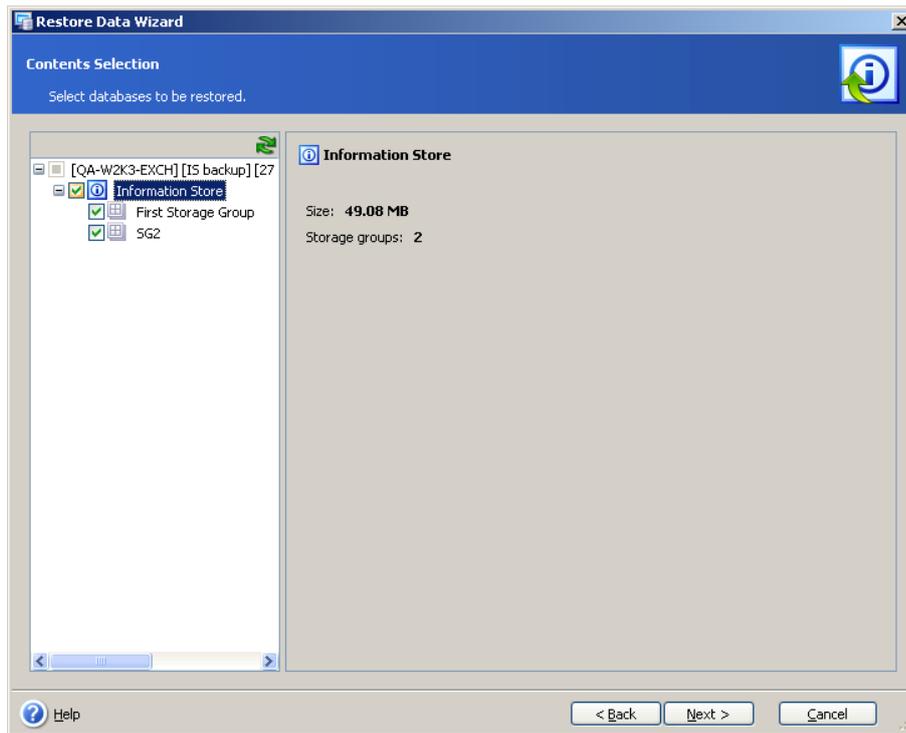
Click **Next** to continue.

5.1.5 Providing a Password

If there are any password-protected backup archives in the location you have selected, you will need to enter the password to restore your data from the archives.

Click **Next** to continue.

5.1.6 Restore Point Selection

Specify to which state you want to restore your data.

Acronis Recovery for MS Exchange offers four ways for restoring your data:

- **to the point of failure** – the data will be restored to the state at the point of failure. To be able to restore to the point of failure, a chain of backed up logs and also newly created log files (including an active log) must be available in the selected location. Otherwise only restoring to the time of the latest backup is available. Keep in mind, that restoring to the point of failure can take a long time.
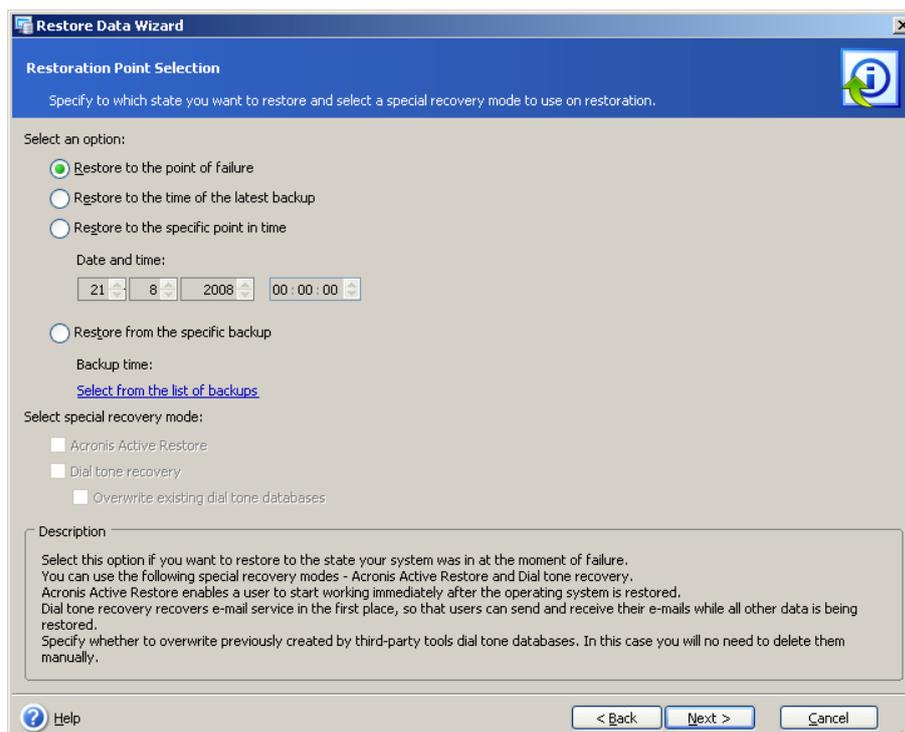
- **to the time of the latest backup** – choosing this option will restore your data to the state when the last backup was created. Restoring to the latest backup will be faster, than restoration to the point of failure.

- **to a specific point in time** - Acronis Recovery for MS Exchange allows you to specify a date and time to restore your data from. Note, to be able to restore to a specific point in time, Microsoft Exchange transaction logs must be backed up. Data will be restored to the time of the last created backup before the specified time, and then transaction logs will be applied.

- **from the selected backup** – select this option to choose a backup from which to restore. A list of backups will be available by clicking on the **Select from the list of backups** link. Choose the backup you want to restore from and click **OK**.

To use special recovery modes, enable the corresponding parameter and select **Acronis Active Restore** or **Dial tone recovery**.

Select **Acronis Active Restore** to immediately obtain the access to the Microsoft Exchange server. You also can restore public folders with this feature activated. Another advantage is that Acronis Active Restore may be used with all versions of Microsoft Exchange Server 2007.

Select **Dial tone recovery** in order to recover e-mail service in the first place, this will enable users to send and receive e-mail while all other data is being restored. You can use dial tone recovery only while restoring data from the latest backup.

In case of restoring several storage groups using Dial tine recovery, they will be restored and become available one by one.

Dial tone recovery may be used only with Microsoft Exchange Server 2007.

Restart an e-mail application after the restoration process is completed to bring data to up-to-date state.

To overwrite previously created dial tone databases generated by third-party tools, select the corresponding check box. This step eliminates the need to delete the old databases manually.

After selecting the appropriate option click **Next** to continue.

5.1.7 Content Selection

Acronis Recovery for MS Exchange restores information stores and separate storage groups. Select a database server from the tree in the left pane.

Restoring Information Stores

Choose an information store to restore. Information about this item will be displayed on the right. Please consider, that it is possible to restore only items of mailboxes level from a database level archive. Thus, to restore a whole database, select all mailboxes in the left pane.

Note, only databases, which existed before creating a full backup, will be displayed. Newly created databases cannot be restored only from storage groups' transaction logs. In terms of this, we recommend you to create full backups after new databases are created.

	Important! While restoring an information store, e-mail service will not be available, i.e. users will not be able to send and receive e-mails.

Restoring Storage Groups

Choose the storage group to restore.

You can restore storage groups to its original location, choose another storage group as a new location or restore to Recovery Storage Group (in this case only one storage group can be restored).

	Important! After a successful completion of a database restore process, the database will remain in dismounted. One of the possible ways to avoid this situation is increasing permission privileges for the database being restored. For more details please visit http://support.microsoft.com/kb/827283.
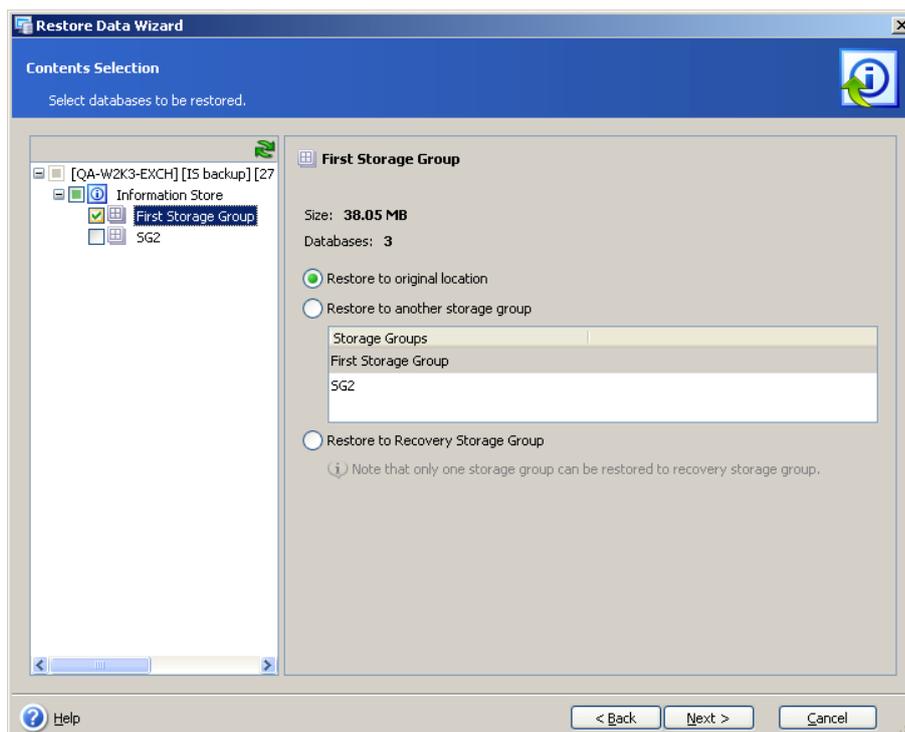
Click **Next** to continue.

5.1.8 Restore Options

Select the options for the restoration process (Pre/Post commands, restoration process priority etc.). You can **Use default options** or **Set the options manually**. In the latter case, the settings will be applied only to the current restore task.

5.1.9 Selecting Start Parameters

You can run a restore task manually or specify the frequency (Daily, Weekly or Monthly).

5.1.10   Echo Task Selection

When restoring on bare metal, you need to select the Acronis True Image Echo Enterprise Server task responsible for the restoration of system volumes and volumes where Microsoft Exchange Server is located. You can do it either immediately after **Restore Data** wizard completes or do it manually later.

Choose one of the following actions:

- **Do not run Echo task** - in this case, you will have to select Acronis True Image Echo Enterprise Server task manually later.

- **Run the following Echo task** - in this case, you have to select Acronis True Image Echo Enterprise Server task from the list below. The selected task will be started immediately after **Restore Data** wizard completion.

Having selected the appropriate action, click **Next** to continue.

5.1.11   Restore Summary

In the final step, the restoration summary is displayed. Up to this point, you can click **Back** to make changes in the created task.

If you click **Cancel**, no databases will be restored.

> **Important!** Clear the Microsoft Outlook cache after the restore operation completion for the correct data representation.

Click **Finish** to save the schedule or start the restore task immediately.

5.2 Restoring Mailboxes

Launch the **Restore Mailboxes** wizard by clicking on the restore operation icon in the main workspace.

5.3 Restoring Individual E-mails

In addition to restoring storage groups and mailboxes, Acronis Recovery for MS Exchange can restore individual e-mails.

> Before performing an e-mails restore operation, make sure that remote procedure call (RPC) over HTTP(s) support is installed and configured correctly. This also concerns a mailbox restoring from a database level backup.
>
> For more information visit
>
> http://technet.microsoft.com/en-us/library/aa997495(EXCHG.65).aspx   or http://support.microsoft.com/Default.aspx?kbid=833401 .
>
> Please pay attention to the difference in configuration for single Microsoft Exchange/domain controller server and multi-server environment.

Start the e-mail restoration process by clicking on the restore operation icon in the **Tools** group.

5.3.1 Selecting a Backup Location

To view available storage groups and mailboxes select the appropriate backup location by clicking the **Select location…** link or specify the path to it manually in the **Backup location** field.

You can also select specific Acronis backup locations (such as Acronis Backup Server).

The following resources may also be selected as backup locations:

- Entire disk or disk folder
- Network share, SAN, NAS
- FTP
- Tapes, Autoloaders, Tape Libraries
- Acronis Backup Server

5.3.2 Selecting a Backup Task and Point to Restore

If several backup tasks use the same location to store archives, you have to select the task you want to restore from. Click the **Select task…** link to choose the backup task and a point to restore e-mails to.

The left pane will display a list of available tasks. A selected task's comments will be displayed on the right.

Below you have to select to which state you want to restore e-mails.

Acronis Recovery for MS Exchange offers four ways for restoring your data:

- **to the time of the latest backup** – choosing this option will restore your e-mails to the state when the last backup was created. So restoration to the latest backup will be faster, than restoration to the point of failure.

- **At the time of the selected backup** – select this option to choose a backup from which to restore. A list of backups will be available by clicking on the **Select from the list of backups** link. Choose the backup you want to restore from and click **OK**.
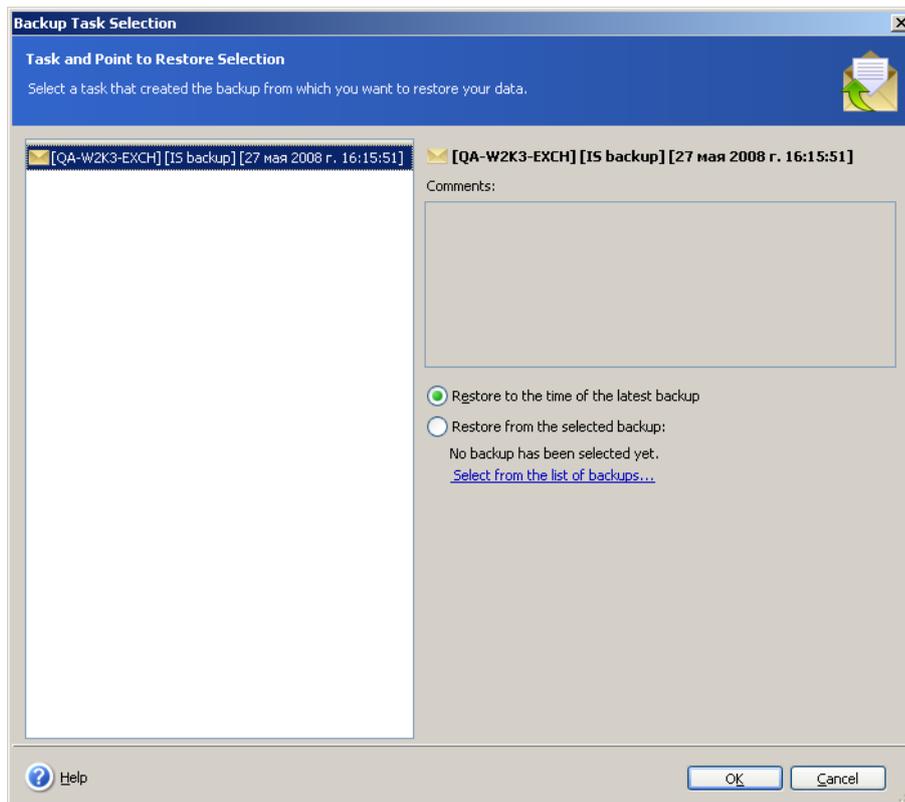
After selecting the appropriate option click **OK** to return to the **E-mail Restoration** window.

5.3.3 Setting Additional Search Options

Filter

Acronis Recovery for MS Exchange allows using a filter to display only the required items in the tree. Type a word, which will help you to define the necessary folders, in the **Filter** field. Only Mailboxes containing this word will be displayed in the tree below.

Text to search

You can enter a text you want to search for in e-mails' subjects in a corresponding field and click the **Search** button. As a result, only e-mails whose subject contains that text will be displayed below.

Advanced search options

Click the **Advanced search options** link to specify additional options for e-mail searching:

- **Search by person** – select this option to specify e-mail addresses of a sender and/or recipient

- **Search by date** – select this option to specify the period of time (**From** and **To**) to search for required e-mail

- **Search in** – select this option to specify the following parameters:

  o *Message header* – Acronis Recovery for MS Exchange will search for the required text only in messages' headers

  o *Messages with attachments only* – Acronis Recovery for MS Exchange will search for the required text only in messages with attachments.

After setting the appropriate options click **OK** to return to the **E-mail Restoration** window.

8.3.4 Selecting E-mail Exporting parameters

Select the way you want to export selected emails from the drop-down list before starting the restoration process, and then click **Restore**:

- **To original location** – e-mails will be restored to their original location (mailbox or public folder)

- **Save to file** – select the location where e-mails will be saved and choose a type of the file (*.eml, *.msg*) and click **OK**

- **Send by e-mail** – restored e-mails will be sent to specified addresses. Provide e-mail addresses and the outgoing SMTP server name. A Username and a password may also be needed if the SMTP server requires authentication and click **OK**.
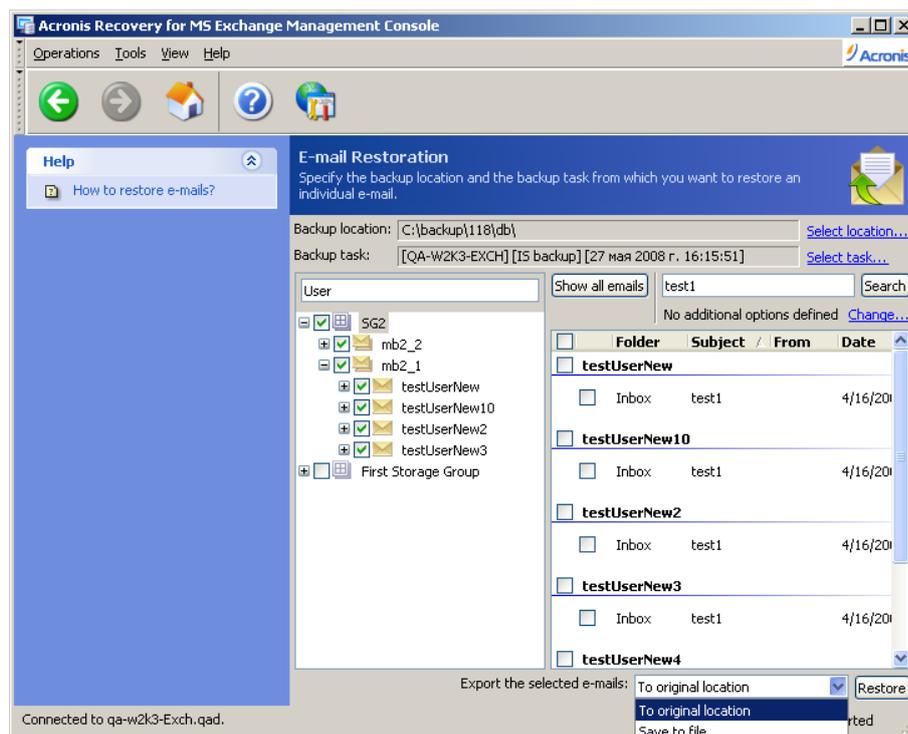
5.4 Setting Default Restore Options

To view or edit the default restore options, select **Tools -> Options -> Default Restoration Options** from the main program menu.

You can also edit restore options while creating a restore task.

5.4.1 Pre/Post Commands

You can specify commands or batch files to be automatically executed before and after the restore procedure. Click **Edit** to open the **Edit Command** window and input the command, its arguments and the working directory, or browse folders to find a batch file. Interactive commands (commands that require user input) are not supported).

5.4.2 Restoration Priority

You can set up the restore process priority:

- **Low** - the restore process will run slower, but it will not influence other processes running on your computer

- **Normal** - set by default. The restore process will run with normal priority

- **High** - the restore process will run faster, but it may influence other processes running on your computer

Changing the restore process priority may have an adverse effect on the performance of other programs running simultaneously. The priority of any process running in the system determines the amount of CPU usage and system resources allocated to that process.

5.4.3 User Account Ownership

You can set association rules for mailboxes being restored.

With **Recreate absent accounts …** checkbox selected, missing in the Active Directory accounts, whose mailboxes are being restored, will be recreated with the specified password (by default the password is *P@ssw0rd*). You may also disable these accounts after the restore process complete.

To associate restored mailboxes with their user accounts in Active Directory, select the corresponding parameter. Otherwise you will have to reconnect all restored mailboxes to their users manually. After the restore task is completed, execute *Run Cleanup Agent* in the Microsoft Exchange System Manager, and then reconnect each mailbox (right-click a mailbox, choose **Reconnect**, then select the required user and click **OK**).

	To be able to use the account restore feature under Windows 2000 domain, you should install SSL certificate. For more details please visit http://support.microsoft.com/kb/247078/ and http://windowsitpro.com/article/articleid/14923/how-do-i-install-an-enterprise-certificate-authority.html
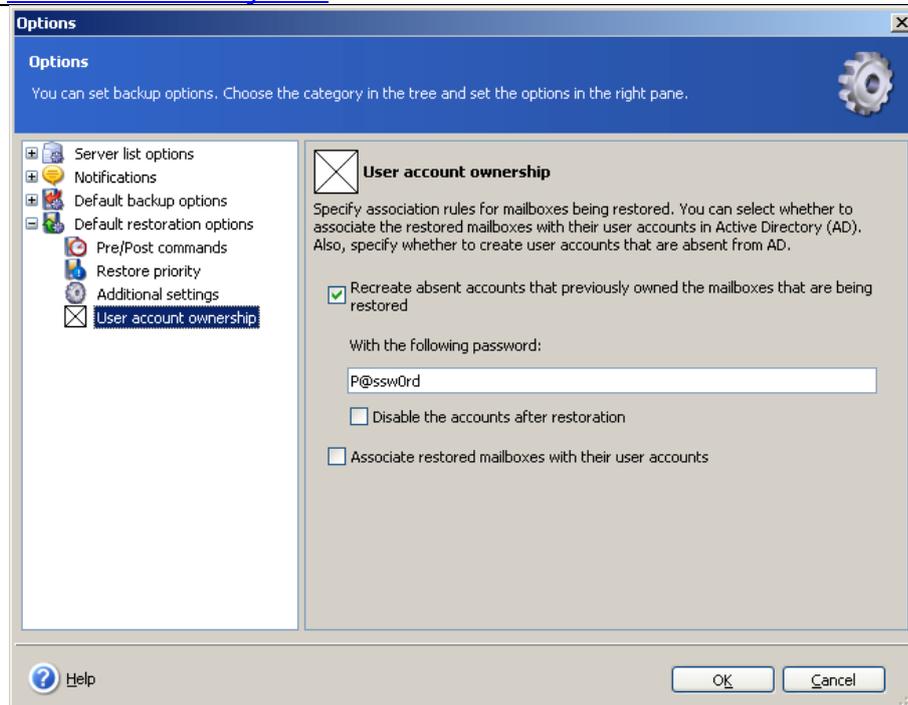
5.4.4 Additional Settings

Backup archive validation

Before data is restored from the archive, Acronis Recovery for MS Exchange can check its integrity. If you suspect that the archive might have been corrupted, select **Validate backup archive before restoration**.

Overwriting mode

Enable **Overwrite existing e-mails** parameter to make Acronis Recovery for MS Exchange overwrite existing e-mails with restored ones.

While restoring to another storage group overwrite database with the same name

With this parameter selected, databases will be overwritten with databases with the same name from the archive. Otherwise, restoring such databases will fail.