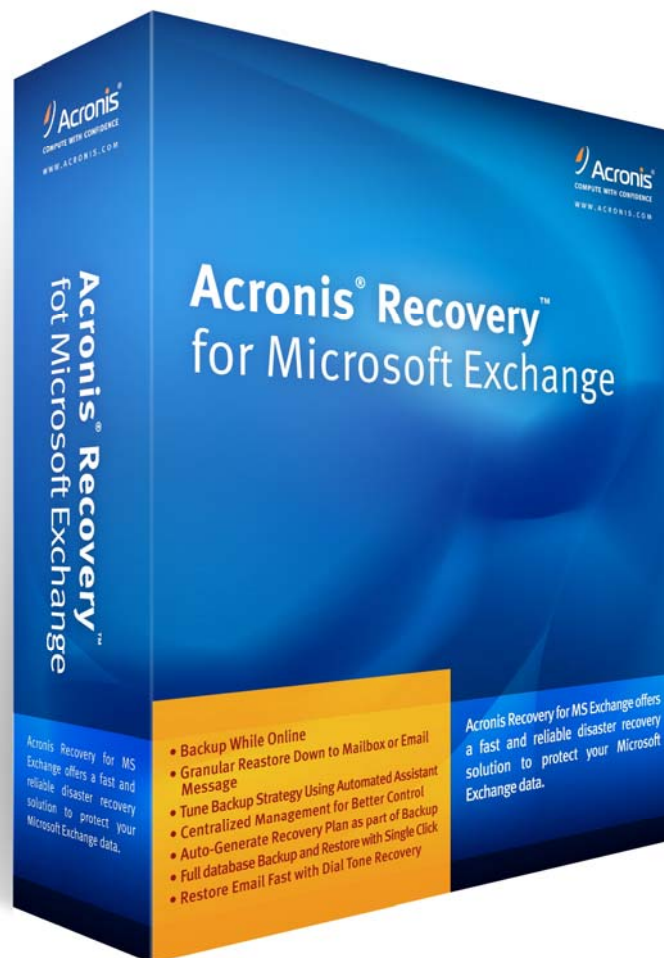# Acronis® Recovery™
for Microsoft Exchange™

Reviewers Guide

Introduction

This guide is designed for members of the media, analysts and user organizations who will be evaluating Acronis® Recovery for Microsoft Exchange™. This guide will help you assess major features and benefits of the product and introduce you to key features and distinguishing characteristics. You also will learn what makes Acronis Recovery for Microsoft Exchange such a time-saving backup and restore product for protecting Exchange servers.

Where to obtain a review and copy

Contact Stephen Lawton

Senior Director, Strategic Marketing

510.285.1055 ext. 7030

stephen.lawton@acronis.com

What is Microsoft® Exchange?

Microsoft Exchange Server is, by a wide margin, the dominant messaging and collaborative software product used in the enterprise, offering electronic mail, calendaring, a way to organize and recall contacts and tasks, and providing support for mobile and web-based access to information. Exchange Server 2007, released late in 2006, is the most recent iteration of a product first introduced in 1995.
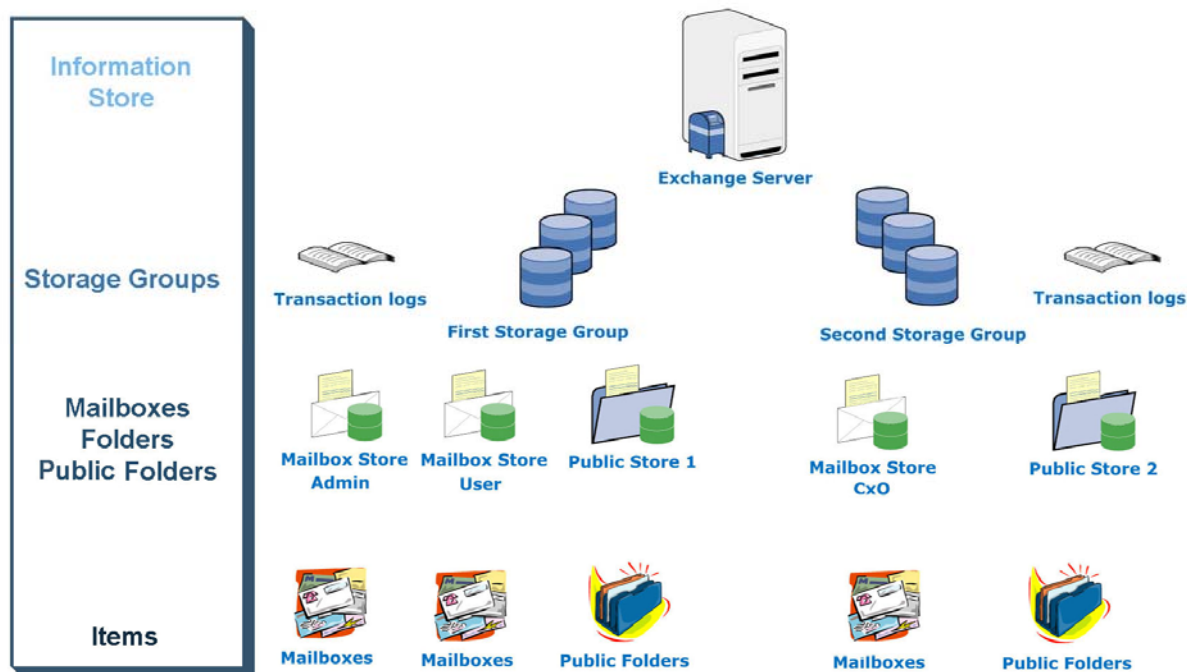
MS Exchange databases have the following data structure:

Information Store - core data storage repository for Microsoft Exchange Server

Storage Groups – Databases that contains one or more Mailbox and Public Folder stores. Storage Groups include databases and transaction logs

Mailboxes and Public Folders/Folders

Items – Emails, calendars, etc.

What is Acronis® Recovery™?
## *for Microsoft Exchange?*

Acronis Recovery for Microsoft Exchange offers a fast and reliable disaster recovery solution that is purpose-built to protect Microsoft Exchange data. It addresses concerns expressed by Exchange users about
-simplifying backups,
-cutting administration overhead and
-ensuring quick recoveries.

Key Advantages of Using
Acronis Recovery for Microsoft Exchange

- **It is fast** for full and incremental backups. Its high-granularity database backup speed is many times as fast as its competition.
- You never have to shut down your Exchange server to run a backup. You'll be able to schedule backups at any time because they're **hot backups**. Any messages sent or received during the backup process will be automatically added into the backup store, giving you secure and complete backups.
- **Broad filtering flexibility for brick-level backups**, allowing you to specify not only individual mailboxes / public folders for backup, but also reduce archive sizes and the duration of the backup process to levels lower than competing products.

Filtering feature
helps reduce disk use.
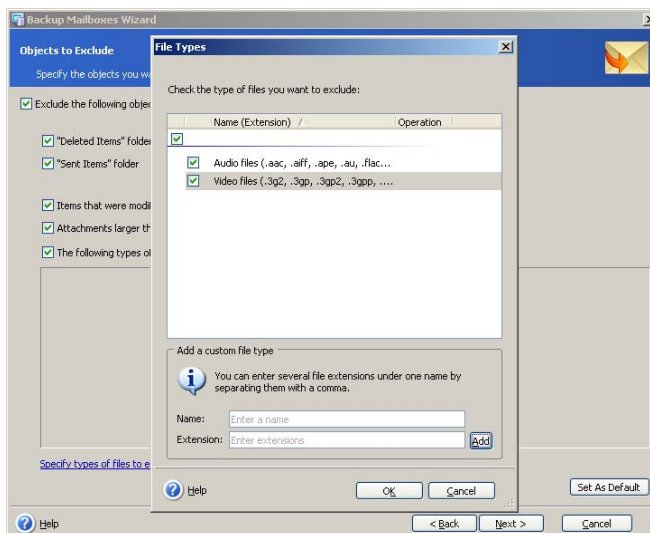
- **Dispense with a parallel regime of brick-level backups**. the vast majority of Exchange users can use this feature to cut administrative and equipment overhead in half.
- It **reduces disaster recovery time** to within minutes of a failure instead of hours.
- **Anybody can recover Exchange after a failure**. With Acronis' new guided Disaster Recovery plan, we make it possible for even an inexperienced Exchange administrator or IT technician to recover from an Exchange server failure in minutes.

Changing Exchange backup schedules for the better

Exchange backup procedures have traditionally required a parallel administrative process:

- **Database backups** for fast and consistent data restores after a disaster.

- **Brick-level archive backups** for recovering individual mailboxes, folders and emails without having to restore the entire database.

But brick-level backups take much longer to complete than database-level backups, and Exchange users frequently complain that it is difficult to carve out enough time (and disk space) for two backup passes without affecting service to users or eating up administration and processor time.

Acronis provides an alternative for the significant percentage of administrators who would like to eliminate brick-level backups altogether and, instead, restore mailboxes or single emails from the same database backup archives used to protect data against disasters. Acronis is one of only two vendors who enable disaster & data recovery from database archives.

Acronis high-granularity database-level backups provide the same high level of specificity associated with brick-level backups, and in some cases more. For instance, no brick-level message backup can also restore individual mailboxes or folders, as Acronis can.

Acronis offers granular recovery from high-speed database backups
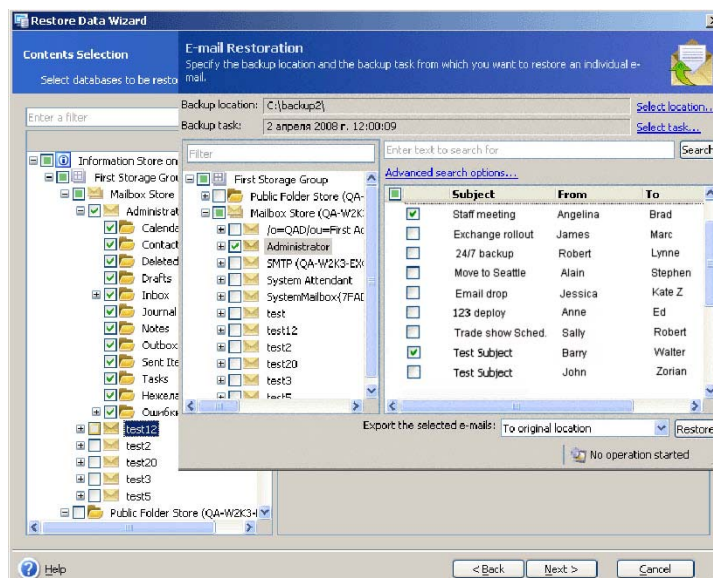
How you can restore individual mail messages from an Acronis high-granularity database backup:

STEP 1: Launch Acronis Recovery for Microsoft Exchange Management Console and connect to computer with Microsoft Exchange installed.

STEP 2: Open the "E-mail restore tool.

STEP 3: Search in selected mail boxes and check the mailboxes you want to restore.

STEP 4: Enter search word and press search button.

STEP 5: Restore to original mailbox, file or send by email.

Use the following components:
- Acronis Recovery for Microsoft Exchange Management Console installed on administrator computer.
- Acronis Recovery for Microsoft Exchange installed on Exchange Servers.

While we think that the vast majority of Exchange administrators will opt to recover from database backups, we continue to offer the industry's most advanced approach to brick-level backup for companies whose information recovery mandates demand it. These include organizations that need to recover attachments along with messages. But regardless of which path or paths a customer chooses, Acronis completes the journey faster, as you'll read below.

Speed figures prominently in our solution
Acronis Recovery for Exchange is optimized for speed in both backups and recoveries. The Acronis approach offers a decided performance

advantage over Symantec® Backup Exec™ for Exchange, reducing the time required to carry out a high-granularity database backup (enables recovery of individual mail boxes, folders and messages) by 10-15 times.

Acronis' superior compression technology helps reduce recovery times. Toggle among Acronis' *four* compression levels to see the difference compression choices can make in reducing the mount of data to store and transfer. The **Ultimate** compression setting is capable of creating some of the smallest Exchange backup stores possible.

Compression levels are used to balance between backup speed and the size of the backup store.
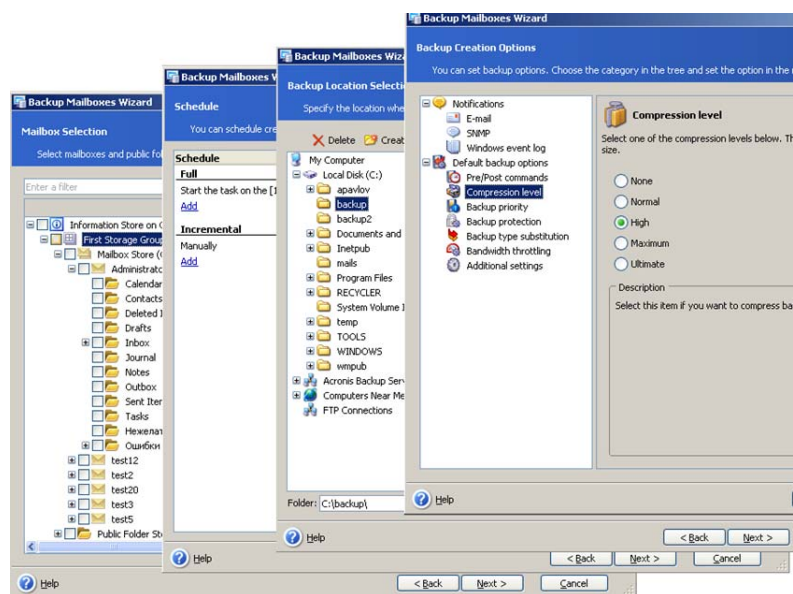
How to set and observe throttle levels for either backups or database restores to keep either activity from affecting user access to the Exchange server:

STEP 1: Launch Acronis Recovery for Microsoft Exchange Management Console and connect to computer with Microsoft Exchange installed.

STEP 2: Select necessary data to backup and set a schedule in backup wizard.

STEP 3: Set desired data transfer speed on "bandwidth throttling" tab on "Additional options" page.

Use the following components:
- Acronis Recovery for Microsoft Exchange Management Console installed on administrator computer.
- Acronis Recovery for Microsoft Exchange installed on Exchange Servers.

Our one-step recovery process is fast too, quickly returning your database to the last known good state just before failure – in a single step. Downtime is short, too. It's no longer necessary to complete a restoration before beginning to use Exchange. Users have two options which can be used separately or together.

Quick Recovery
Acronis Recovery for Microsoft Exchange provides special recovery modes for fast service recovery:

Acronis Active Restore^{TM}**.** This patented technology makes it possible to begin working with Exchange databases in seconds while they are still being restored. Full Exchange functionality will be available for users in a timeframe governed by the size of the non-applied transaction logs.

Automated Dial Tone Recovery (for Exchange 2007 only).
Dial Tone Recovery can be ordered by the administrator to provide basic functionality for Exchange users (connect to server and send/receive new mail) within two minutes after a failure.

How the Dial Tone restoration feature works
STEP 1: Run Information Store restoration with "Dial Tone" activated.

STEP 2: System will create dial tone databases and create necessary mailboxes in less than two minutes.
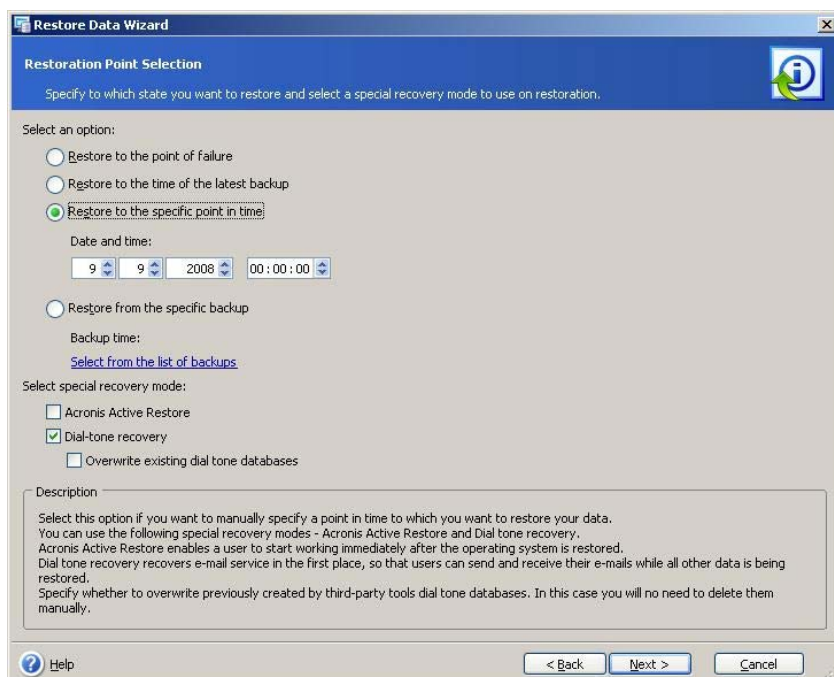
Dial-Tone Recovery can restart e-mail service in less than two minutes.

STEP 3: System will restore databases from backups in background.

STEP 4: Once all databases are restored, they will be merged with the temporary databases. Users will able to see all restored messages in Outlook.

Use the following components:
- Acronis Recovery for Microsoft Exchange Management Console installed on administrator computer.
- Acronis Recovery for Microsoft Exchange installed on Exchange Servers.

Making Exchange administration easier

Acronis created a well-coordinated management interface that simplifies the tasks one must perform to protect Exchange data. We worked closely with customers to improve on current Exchange administration standards, starting with a clean, new management console, and fortified it with intelligent aids to give administrators confidence in the actions and decisions they need to make to protect the email function. Setting up a disaster recovery plan is critical to any Exchange administrator, but most products require advanced expertise to complete it.
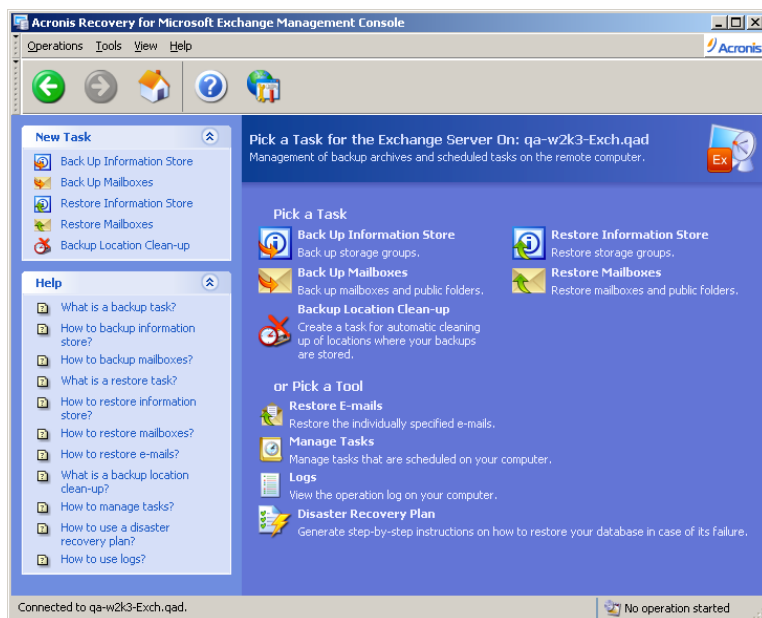
Acronis provides a single management point for the entire Exchange infrastructure.

Setting up a disaster recovery plan is a critical task for any Exchange administrator, but most products require advanced expertise to complete it. An intuitive, wizard-driven **Backup Strategy Assistant** (*see Chapter 5.3.6 in the Exchange Users Guide for details)* was designed to make administration noticeably easier than with many competing products. One can schedule backups (full and incremental) in one action. We recommend using the *CDP setting** with default options when setting up management of an Exchange environment. For restorations, you may wish to start off by specifying use *active restore to point of failure* as a default option.

Flexibility is built in too, as Acronis stores backups anywhere it's convenient to do so, including on any FTP server. It will step you quickly through creation of a through backup strategy, even if you lack extensive Exchange administration experience. The completed plan is designed to guide a user through the recovery process with an ease that is unique among Exchange management tools.

Exchange recovery: <u>Anyone</u> can do it

With your plan in place, you're ready to test the *Guided Recovery* feature.

All backup and recovery/restore products make a point of highlighting their advanced user interfaces, but whether a GUI is advanced or not depends on the perspective of the administrator. In smaller organizations the Exchange administrator could be the only person trained to recover in the face of a failure. But what will happen if that person is on vacation, out of the office or unreachable? This is exactly the kind of problem Acronis set out to solve with its guided Disaster Recovery Plan (DRP). Only two backup and recovery solutions refer to this capability in their literature, but as of this writing, only Acronis delivers it.

Even an Exchange novice can take the controls and restore a system very rapidly using an automatically generated delivered by SMPT or email when a disaster occurs.
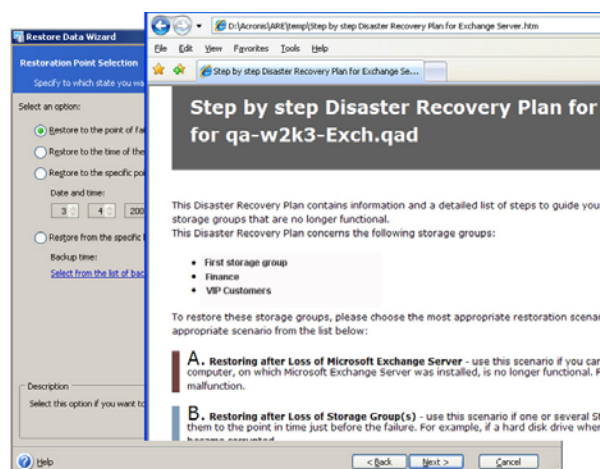
*Actually it is *near* CDP, as Exchange does not support true CDP.

How to trigger delivery of a Guided DRP

STEP 1: Use the "Disaster Recovery Plan" wizard to select "receive the plan each time it is updated".

STEP 2: Set emails for administrators and stakeholders to receive the DRP. Administrator and stakeholders will receive an up-to-date DRP each time when it is changed.
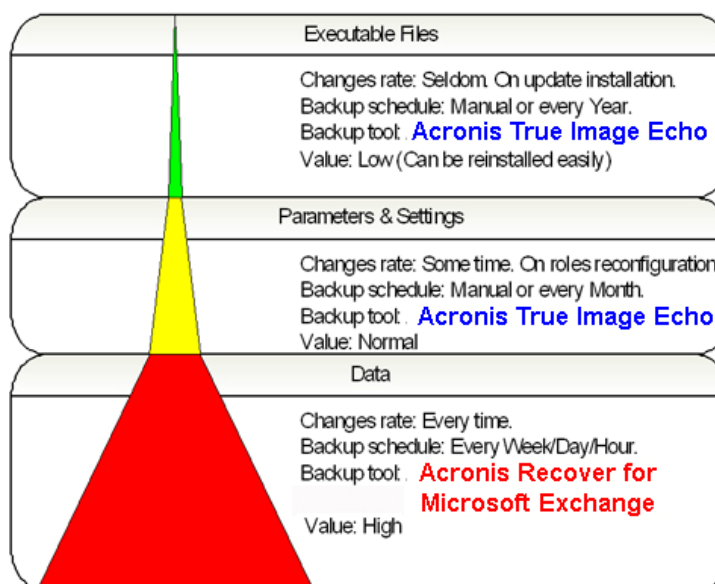
Use the following components:
- Acronis Recovery for Microsoft Exchange Management Console installed on administrator computer.
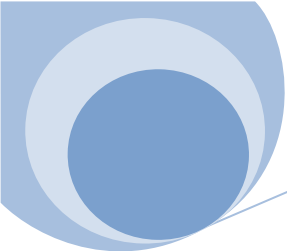- Acronis Recovery for Microsoft Exchange installed on Exchange Servers.

Combining with Acronis True Image for expanded recovery options

Acronis Recovery for Microsoft Exchange is fully integrated with the award-winning Acronis True Image suite of disaster recovery and system migration products that use the company's patented disk-imaging technology. They work together to deliver comprehensive server system backup and bare-metal restore functions, and full Microsoft Exchange database protection. Please contact Stephen Lawton, senior director of strategic marketing (Stephen.lawton@acronis.com) if you would like see how the two products work to speed bare-metal restores.

The Exchange data layer requires more intensive protection because data changes frequently.

MS Exchange layers

Executable Files

Changes rate: Seldom. On update installation.
Backup schedule: Manual or every Year.
Backup tool: Acronis True Image Echo
Value: Low (Can be reinstalled easily)

Parameters & Settings

Changes rate: Some time. On roles reconfiguration.
Backup schedule: Manual or every Month.
Backup tool: Acronis True Image Echo
Value: Normal

Data

Changes rate: Every time.
Backup schedule: Every Week/Day/Hour.
Backup tool: Acronis Recover for Microsoft Exchange
Value: High

NOTES on Acronis Recovery Management:

Exchange mailbox role does not exist or is disabled

If the Acronis Recovery for Microsoft Exchange Server Agent is installed on Microsoft Windows 2000, the 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 setup groups:

Domain Controller Security Settings, Domain Security Settings and Local Security Settings (Local Policies -> User Rights Assignment -> Act as a part of the operating system).

Error code 9633798: Exchange mailbox role does not exist or disabled

This error may occur when the mailbox role is not installed or the user does not have enough rights to work with the exchange mailbox role. It might be that MAPI (MAPIX or CDO) is not installed.

Task completes successfully, but databases are not mounted

After the successful completion of a database restore, the database will remain dismounted. You can increase permission privileges for the database being restored. For more details please visit the Microsoft Knowledge Base at http://support.microsoft.com/kb/827283.

Database-level Incremental backup fails with option [don't truncate logs]

This is a normal behavior. When backing up the database, the truncation of the logs should be done by default. The User Guide has more details.

MAPI database mailbox table query error

If there are errors like this when performing email restore, ensure that "RPC over HTTP(s)" feature is installed and correctly configured.

http://technet.microsoft.com/en-us/library/aa997495(EXCHG.65).aspx
http://www.petri.co.il/configure_rpc_over_https_on_a_single_server.htm
http://support.microsoft.com/Default.aspx?kbid=833401

Please note the difference in configuration between single exchange/dc server and multi-server environments.

Permissions of individual public folders are not restored during Mailbox Restore

Deleted individual public folder will be restored with the permission of its parent folder.

In order to restrict access to the folder during restore, individual public folder(s) should be recreated by the administrator with required permissions *before* the restore process. Permissions of existing individual public folders are not changed by restore.

Error code 5967909: User <user_name> is not Microsoft Exchange recipient

User account used for task execution should have its own mailbox on the Microsoft Exchange Server in order to be able to backup/restore the database and/or mailboxes.

Features

Backup Locations
Tapes (stand-alone drive, autoloaders, or tape libraries)
Supports Acronis True Image Echo backup server
Networks shares
FTP Server

Backup Types
DB – Full
DB – Incremental
Brick-level – Full
Brick-level – Incremental

Backup Features
Database and brick-level backup
Backup entire Information Store (set of storage groups)
Backup individual storage groups
Backup mailboxes/public folders or sub folders
Filtering during brick-level backup
Use Backup Assistant to create schema of tasks
Near Continuous Data Protection (CDP) by backing
  up Exchange transaction logs

Restore Features
Restore single mailbox/ mail from DB or brick-level
  backup
Search for single mail item to be restored
Restore storage groups
Recovery to point-of-failure
Wizard-based user data recovery
Intelligent management of Exchange transaction logs to
  minimize disk usage
Restore to recovery storage group (with Enterprise
  Edition)
Access mailbox while database is being restored with
  Active Restore[TM]
Dial-tone recovery – automatic[1]

Scheduling
Schedule full and incremental backups in one step
with Backup Assistant
Manually create/execute comprehensive schedule

Enterprise Features
Central administration of entire infrastructure
Remote agent installation
Create and email printable disaster recovery plans

Other Features
Notifications via email or SNMP
Selectable compression rates
Industry standard encryption (AES) with selectable levels
CPU and bandwidth throttling
Bare metal restore when combined with Acronis True
  Image Echo
Command-line user interface
Wizard-driven GUI

Platform Support
x86
x64

OS Support - Agent
Windows 2000 Server
Windows 2003 Server
Windows 2008 Server
Windows Small Business Server 2003[2]
Windows Small Business Server 2008[2]

OS Support - Management Console
Windows XP
Windows Vista
Windows 2000 Server
Windows 2003 Server
Windows 2008 Server
Windows Small Business Server 2003[2]
Windows Small Business Server 2008[2]

MS Exchange Support
MS Exchange Server 2000 (6.0)
MS Exchange Server 2003
MS Exchange Server 2007

[1]Exchange 2007

[2]Windows Small Business Server Edition Available