

Single Mailbox Recovery 6.1

ExtractWizard Release Notes

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Part number: 215-07323_A0 ur001
November 2012

NetApp® Single Mailbox Recovery 6.1 ExtractWizard Release Notes

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Product Overview

Single Mailbox Recovery works with your existing Microsoft Exchange Server backup architecture and procedures, and allows you to recover individual mailboxes, folders, messages, attachments, and even calendar, notes, and tasks directly to your production Microsoft Exchange Server or any PST file. This eliminates time-consuming and expensive single mailbox (brick-level) backups. This powerful software also lets you search and create a copy of all archived email that matches a given keyword or criteria.

Because Single Mailbox Recovery can work in conjunction with your existing NetApp SnapManager for Microsoft® Exchange environment, you can continue to use SnapManager to perform full, online backups of Exchange databases using NetApp Snapshot technology. This technology enables you to retain many Exchange backups on a NetApp storage system with minimal storage requirements for each incremental backup. Later, whenever you need to restore previously deleted, individual Microsoft Exchange Server mail items, use Single Mailbox Recovery to rapidly locate and then restore the items—at any level of granularity—directly to an existing mailbox on your production Microsoft Exchange Server or to a new or existing offline Outlook PST file.

- To restore mail items from an Exchange database (EDB) file in a SnapManager backup set Snapshot copy, connect to the LUN in the Snapshot copy on the storage system and then use Single Mailbox Recovery to restore the mail items directly from the SnapManager-created Snapshot copy.
- To restore mail items from an EDB file in a tape or disk backup created using an Exchange-aware backup application, first use the appropriate application-specific Single Mailbox Recovery ExtractWizard agent to read the Exchange Server backup directly from the backup media and restore the Exchange database to any alternate location where you can perform Single Mailbox Recovery processes. You can then use Single Mailbox Recovery to restore the mail items from the database. The use of a Single Mailbox Recovery ExtractWizard agent also enables you to use Single Mailbox Recovery to restore Exchange mail items from an archived copy of a SnapManager-based full backup set created by a supported, Exchange-aware backup application run in copy mode.
- To restore mail items from an Outlook PST file located on any alternate location where you can perform Single Mailbox Recovery processes, use the Single Mailbox Recovery PST agent.

Single Mailbox Recovery locates and restores Microsoft Exchange Server mail items without the assistance of the Microsoft Exchange Server, thereby eliminating the need for a recovery server. In contrast, most backup programs let you restore Microsoft Exchange Server data only to the same or duplicate server from which it was backed up.

New and Modified Features

Single Mailbox Recovery ExtractWizard 6.1 includes the following enhancements:

Added backup client support:

- CommVault Simpana 9.0 through SP5 with Microsoft Exchange Server 2003, 2007, and 2010 backups in the Direct Method and Advanced Method
- HP Data Protector 6.20 with Microsoft Exchange Server 2003, 2007, and 2010 backups in the Direct Method and Advanced Method
- Symantec Backup Exec 2010 R3 SP with Microsoft Exchange Server 2003, 2007, and 2010 backups in the Direct Method and Advanced Method
- EMC NetWorker 7.6 SP2, including VSS backups from Microsoft Exchange Server 2007 and 2010
- CA ARCserve R15, R15 SP1 and R16 with Microsoft Exchange Server 2010 backups in Direct Method
- CA ARCserve R15, R15 SP1 and R16 with Microsoft Exchange Server 2003, 2007, and 2010 backups in Advanced Method
- Tivoli 6.2 server and Exchange Client 6.1 VSS backups of Microsoft Exchange Server 2007 and 2010
- NetBackup 7.1 Direct and Advanced Method backups and support for VSS backups from Microsoft Exchange 2010
- NetBackup 7.1 Direct and Advanced Method backups and support for VSS backups from Microsoft Exchange 2007

Single Mailbox Recovery ExtractWizard Agents

Typically, Single Mailbox Recovery is used to restore individual mail items from Microsoft Exchange Server database files that you backed up to a storage system using SnapManager for Microsoft Exchange. However, for integration with your legacy tape backup environment, Single Mailbox Recovery also enables you to restore mail items from Exchange Information Store data that you backed up to disks or tapes using a Microsoft Exchange Server-aware, tape-based backup application other than SnapManager. Application-specific Single Mailbox Recovery ExtractWizard agents enable you to read Exchange Information Store data from the media and copy the data to any location where you can perform Single Mailbox Recovery processes. Single Mailbox Recovery ExtractWizard agents are provided for the most widely used disk and tape backup software, as summarized in the following table.

Single Mailbox Recovery Extract-Wizard Agent	Versions Supported	Disk Backup	Tape Backup
<i>Agents enabled by default.</i>			
Agent for Windows NT Backup	All Versions	.BKF Files	Microsoft Tape Format (MTF)
Agent for Symantec Backup Exec	8.x, 9.x, 10.1, 11d, 12.0, 12.5, 12.5.3 SP4, and 2010 through 2010 R3SP1	.BKF Files	Microsoft Tape Format (MTF)
<i>Optional agents (priced separately)</i>			
Agent for EMC Net-Worker	6.x and 7.0 through 7.6 SP3 ¹	.0 Files	Net-Worker Tape Format
Agent for CA ARCserve Backup	9.x, 11.5 ² , 11.5 SP3 ^{2,3} , 12.0 SP1 ⁴ , 12.5 SP1 ⁴ , 15, 15 SP1, and 16	.CTF (ARCserve) Files	ARCserve Tape Format

Single Mailbox Recovery Extract-Wizard Agent	Versions Supported	Disk Backup	Tape Backup
Agent for Symantec Net-Backup	4.5, 5.x, 6.0, 6.5 ⁵ , 6.5.3.1 ⁵ , 6.5.6 ⁵ , 7.0 ⁵ , and 7.1 ^{5,6} through 7.1.0.3 ^{5,6}	_C1_F (Net-Backup) Files	Net-Backup Tape Format
Agent for IBM Tivoli Storage Manager	5.1 ⁷ , 5.2 ⁷ , 5.3 ⁷ , 5.4 ⁷ , 5.5 ⁷ , 6.2 ⁷ , 6.2.3 ⁷ and 6.3 ⁷	.BFS and .OST Files	Tivoli Tape Format
Agent for HP Data Protector	4.2, 5.x, 6.0, and 6.20	User-Defined File Extension	HP Data Protector Tape Format
Agent for Comm-Vault Simpana	5.0, 5.9, 6.1, 7.0, 8.0, and 9.0 through 9.0 SP5	Backup Path	Comm-Vault Simpana Tape Format
Agent for UltraBac	7.1 and 8.0	Magnetic Library	UltraBac Software Tape Format
Agent for Native Backups	STSADM and Site Administrator	.BAK Files	Microsoft Tape Format (MTF)

¹ **EMC NetWorker 7.2 through 7.6 SP3:** For backups created using Advanced File Backups, the Advanced Method for extraction is recommended.

² **CA ARCserve 11.5 and 11.5 SP3:** For multiplexed backup tapes, the Advanced Method for extraction is recommended.

³ **CA ARCserve 11.5 SP3:** For backups of Microsoft Exchange Server 2007, the Direct Method for extraction must be used.

⁴ **CA ARCserve 12.0 SP1 and 12.5 SP1:** For backups of Microsoft Exchange Server, the Direct Method for extraction must be used.

⁵ **Symantec NetBackup 6.x and 7.x:** For backups created using Bare Metal Restore™ or Off-Host Backup, the Advanced Method for extraction must be used.

⁶ **Symantec NetBackup 7.1:** For Advanced Method restores of VSS backups, restoring a single database at a time is recommended.

⁷ **IBM Tivoli Storage Manager 5.3, 5.4, 5.5, 6.2, and 6.3:** For backups created using Export mini format, the Advanced Method for extraction is recommended.

How Single Mailbox Recovery ExtractWizard Can Be Used with SnapManager

Even if you are using SnapManager for Exchange as your primary Exchange backup application, Single Mailbox Recovery ExtractWizard is useful in the following situations:

- To enable recovery of mailbox items from a legacy backup. If you have Exchange Information Store data stored in legacy backups created using a supported backup application, you can use the associated Single Mailbox Recovery ExtractWizard agent to restore the Microsoft Exchange Server data to any location where you can perform Single Mailbox Recovery ExtractWizard processes.
- To enable recovery of mailbox items from a SnapManager archive. If you used a Microsoft Exchange aware backup application to archive a SnapManager for Exchange full backup set in read only mode, use the associated Single Mailbox Recovery ExtractWizard agent to restore the Exchange Information Store data from the archive to any location where you can perform Single Mailbox Recovery ExtractWizard processes.

After the Microsoft Exchange Server data has been restored, you can use Single Mailbox Recovery ExtractWizard to restore individual mailbox items to your production Exchange server or to a PST file.

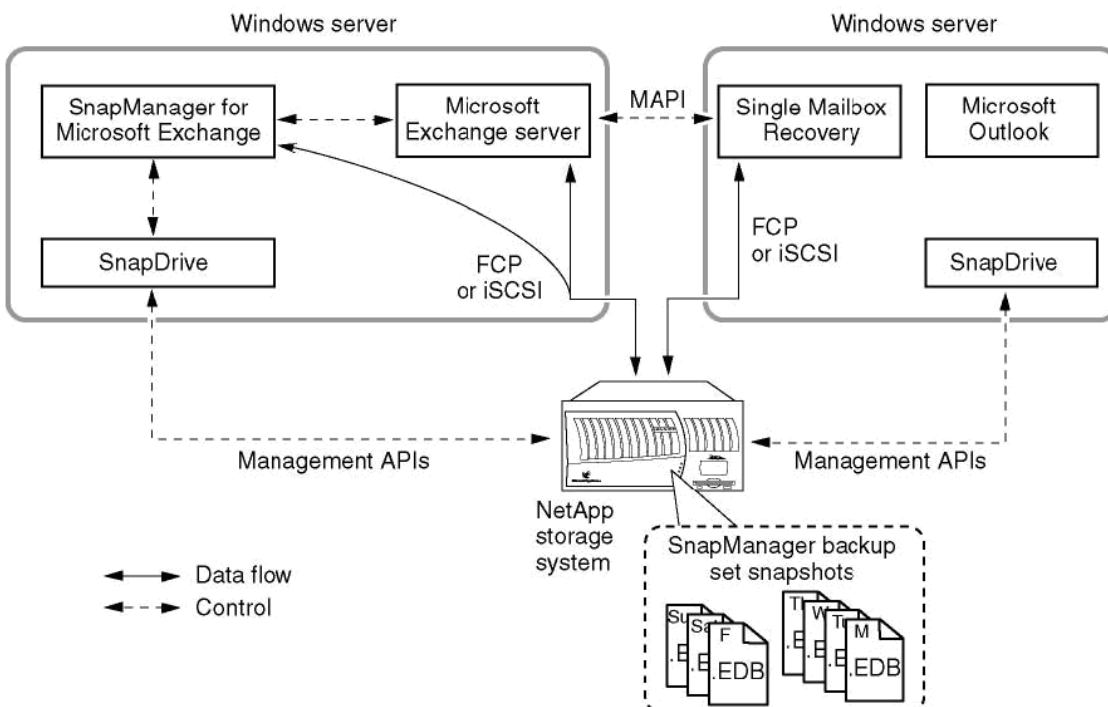
Installing or Upgrading Single Mailbox Recovery ExtractWizard

To install or upgrade to Single Mailbox Recovery ExtractWizard 6.1, step through each of the following tasks:

- Task I: Prepare Your Installation Environment
- Task II: Install or Upgrade Single Mailbox Recovery
- Task III: Enable Any Optional Agents

Task I: Prepare Your Installation Environment

Single Mailbox Recovery ExtractWizard runs on the Windows server on which Microsoft Outlook is running, and it uses native Microsoft Messaging Application Program Interface (MAPI) protocol to communicate with the Microsoft Exchange Server that is running on a separate machine. The following illustration shows an example of a Single Mailbox Recovery ExtractWizard environment in which you can restore mail items from a Microsoft Exchange Server database (EDB) file in a SnapManager backup set Snapshot copy.



Example of a typical Single Mailbox Recovery environment

Before you install or upgrade to Single Mailbox Recovery ExtractWizard 6.1, you must prepare your installation environment by verifying system requirements on both of the Microsoft Windows servers and configure Microsoft Outlook so that MAPI is installed on the Single Mailbox Recovery ExtractWizard server.

System Requirements

To use Single Mailbox Recovery ExtractWizard on your computer, you need the following hardware and software:

Component	Requirement	Notes
Processor	Intel Pentium class or higher compatible processor	
RAM	1024 MB RAM minimum	
Free Hard Disk Space for the Installation	200 MB (More disk space will be needed for extracting log files.)	
Monitor	800 x 600 or higher screen resolution	
Browser	Microsoft Internet Explorer 8.0	

Component	Requirement	Notes
Operating Systems	The following operating systems are supported: ■ Windows XP Professional ■ Windows Server 2003 Standard ■ Windows Server 2003 Data Center ■ Windows Server 2003 Enterprise ■ Windows Server 2008 Standard ■ Windows Server 2008 Data Center ■ Windows Server 2008 Enterprise ■ Windows Server 2008 R2 ■ Windows Vista Business ■ Windows Vista Ultimate ■ Windows Vista Enterprise ■ Windows 7 Professional ■ Windows 7 Enterprise ■ Windows 7 Ultimate ■ Windows 8 ■ Windows Server 2012	32-bit and 64-bit versions of the listed operating systems are supported. Single Mailbox Recovery Extract Wizard in Windows Vista, Windows Server 2008, Windows Server 2008 R2, and Windows 7 can only be run by users with administrative privileges and in administrative mode. The operating systems listed are required to have the latest service packs installed. If SnapDrive will be used to connect and disconnect LUNs on the Single Mailbox Recovery server, then the operating system requirements must match the system requirements specified in the SnapDrive Installation and Administration Guide for the version of SnapDrive that you are using.

Component	Requirement	Notes
Virtual Environments	The following virtual environments are supported: ■ VMware Server 1.0x, 2.x ■ VMware Workstation v6.0x, v7.0x for Windows ■ Microsoft Virtual Server 2005 R2 ■ Microsoft Hyper-V Server 2008 ■ Microsoft Hyper-V Server 2008 R2 ■ Microsoft Hyper-V with Windows Server 2008 ■ Microsoft Hyper-V with Windows Server 2008 R2 ■ Microsoft Virtual PC 2007 ■ VMware ESX/ESXi 3.5, 4.0, 4.1	Virtual operation of tape devices may have restrictions imposed by virtual operating systems.
Additional Software	Use of third-party software might be a prerequisite for functionality of this Product. You shall be responsible for obtaining proper licenses for all third party software.	
Microsoft .NET Framework	Microsoft .NET Framework 3.5 SP1. System must have .NET Framework 3.5 SP1 installed in order to function.	
High-speed TCP/IP LAN network connection	Minimum of 100 Mbps recommended.	

Other Requirements

Note:

- Symantec NetBackup 6.5.4 to 7.0 must be run on a 32-bit (x86) edition of Windows. NetBackup 6.5.4 to 7.0 running on a 64-bit (x64) operating system are not supported for Advanced Method.
- Symantec NetBackup 7.1 running on Microsoft Windows Vista x64 or later is supported for Advanced Method for Exchange 2007. Microsoft Windows Server 2008 x64 or 2008 R2 is required for Advanced Method for Exchange 2010. For Exchange 2000 and 2003, a 32-bit (x86) operating system must be used.
- If you are using Single Mailbox Recovery ExtractWizard to restore a Symantec Backup Exec 2010 Snapshot copy backup, Windows Server 2003 or later versions must be used. Windows XP or earlier cannot be used.
- 64-bit (x64) editions of Windows are not supported for running Single Mailbox Recovery ExtractWizard for Advanced Method restores of non-Snapshot copy Symantec Backup Exec 2010 backups.
- Tivoli VSS restores require Single Mailbox Recovery ExtractWizard running on Windows Vista or later.
- Single Mailbox Recovery ExtractWizard supports Microsoft Exchange Server 2007 and 2010 VSS backups from IBM Tivoli Server Manager 6.2 or 6.3 with IBM TSM Data Protection for Mail 6.1.2 or 6.1.3.
- For Advanced Method restores to an isolated domain, in keeping with Microsoft recommendations (see <http://technet.microsoft.com/en-us/network/cc987595.aspx>), IPv6 should be enabled on the system running Single Mailbox Recovery ExtractWizard.

Additional Notes

For connecting and disconnecting LUNs:

- Optional but recommended. SnapDrive

The SnapDrive version must be compatible with the version of Data ONTAP that is running on your NetApp storage system.

- FCP or iSCSI connectivity to the NetApp storage system

Single Mailbox Recovery is not designed to run from a Microsoft Exchange Server. Also, Microsoft Outlook cannot be installed on a Microsoft Exchange Server.

One or more NetApp storage systems must exist in the same network environment as the machine on which you run Single Mailbox Recovery.

Task II: Install or Upgrade Single Mailbox Recovery ExtractWizard

If you are upgrading from a trial version of Single Mailbox Recovery ExtractWizard, first uninstall the trial version and then install the fully enabled release of Single Mailbox Recovery ExtractWizard.

Installing Single Mailbox Recovery ExtractWizard

Follow these steps to install Single Mailbox Recovery ExtractWizard:

1. Turn off any disk utility or antivirus program running in the background.
2. Insert the Single Mailbox Recovery ExtractWizard CD-ROM into your CD-ROM drive.
3. The installation program automatically starts. If it does not, do the following:
 - **For Windows Vista, and Windows Server 2008, and later:** Click **Run** on the **Start/All Programs/Accessories** menu, and type **D:\autorun.exe** or **D:\bin\setup.exe**, where D is the drive letter of your CD-ROM drive. Click **OK**.
 - **For Microsoft Server 2003 and earlier:** Click **Run** on the **Start** menu, and type **D:\autorun.exe** or **D:\bin\setup.exe**, where D is the drive letter of your CD-ROM drive. Click **OK**.
4. Follow the on-screen instructions.

Updating Single Mailbox Recovery ExtractWizard

Single Mailbox Recovery ExtractWizard is periodically improved with added features, changes based on customer requests, and fixed problems. When an update becomes available, follow these steps to download and install the update from the NetApp Support Site:

1. Using your web browser, navigate to <http://support.netapp.com/eservice/SupportHome.jsp>.
2. Hover over **Downloads** and select **Software Downloads**.
3. When the Download Software page appears, do the following:
 - Locate the listing for Single Mailbox Recovery.
 - Select the **Microsoft Exchange** platform.
 - Click **Go**.
4. On the Single Mailbox Recovery ExtractWizard page, locate the listing for the latest version and click **View and Download**.
5. Read the Single Mailbox Recovery ExtractWizard Description page and click **Continue**.
6. Read the License page and click **Accept**.
7. Read and follow the instructions on the Single Mailbox Recovery ExtractWizard Download page.

Task III: Enable Any Optional Agents

Single Mailbox Recovery ExtractWizard includes all of the agents described in "**Single Mailbox Recovery ExtractWizard Agents**" on page 4. The Single Mailbox Recovery ExtractWizard agent for Microsoft NT Backup and the Single Mailbox Recovery ExtractWizard agent for Symantec Backup Exec are enabled by default at no extra cost. All other agents are disabled by default. The following paragraphs describe the license file and how to enable optional Single Mailbox Recovery ExtractWizard agents.

About the license file

Single Mailbox Recovery ExtractWizard requires a license file. The license file is a NetApp-supplied, read only text file that specifies license settings. Before Single Mailbox Recovery ExtractWizard enables itself, it checks the license file for the following:

- **Software version.** The license file must be valid for **Single Mailbox Recovery 6.1**. You cannot use a Single Mailbox Recovery ExtractWizard 5.0 or 6.0 license file with Single Mailbox Recovery ExtractWizard 6.1.
- **Licensed agents.** Only the agents specified in the license file will be enabled.

Viewing and enabling agents

You can view which agents are currently enabled and also have other agents enabled through your sales representative.

To view the currently enabled agents

- On the **Help** menu, click **About** and then click **License Info**.

To enable an agent

1. Contact a sales representative and specify which agent you wish to purchase. A license file containing the newly enabled agent will be sent to you.
2. Replace the existing .ini file with the new license file. The default location for this file is in the Single Mailbox Recovery ExtractWizard directory.

Uninstalling Single Mailbox Recovery ExtractWizard

You can uninstall Single Mailbox Recovery ExtractWizard by running the uninstall program.

1. Click **Start** and then click **Control Panel**.
2. In the Control Panel:

For Windows Vista, Windows Server 2008, and later:

- a. Click **Uninstall a program** under the **Programs** heading.
- b. Click **Single Mailbox Recovery 6.1**, and then click **Uninstall/Change**.

For Windows Server 2003 and earlier:

- a. Click the **Add or Remove Programs** icon.
 - b. Click **Single Mailbox Recovery 6.1**, and then click **Change/Remove**.
 - c. Click **Yes** when the confirmation dialog box appears.
3. Follow the on-screen instructions.

Upgrading Single Mailbox Recovery ExtractWizard

If Single Mailbox Recovery ExtractWizard 6.0 or earlier is installed, is active, and you are upgrading to Single Mailbox Recovery ExtractWizard 6.1, you cannot reuse the existing Single Mailbox Recovery ExtractWizard license file with Single Mailbox Recovery ExtractWizard 6.1.

Technical Support

If you have questions or problems not answered in the user guide or the online Help, call our Technical Support group. When reporting an issue, please include any information that might help us diagnose the problem. The following details are often the most helpful:

- The version of you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

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Document version number: 6.1.8.4

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