NetApp® Single Mailbox Recovery 7.0 Release Notes

Contents

- Product Overview
- New and Modified Features
- Single Mailbox Recovery Agents
- PST Source Agent
- Advance Searching Agent
- Single Mailbox Recovery ExtractWizard Agents
- Installing or Upgrading Single Mailbox Recovery
- Task I: Prepare Your Installation Environment
- System Requirements
- Mailbox Creation Wizard
- Configuring Microsoft Office Outlook
- Task II: Install or Upgrade Single Mailbox Recovery
- Task III: Enable Any Optional Agents
- Uninstalling Single Mailbox Recovery
- Upgrading Single Mailbox Recovery
- Technical Support
- Contact Information

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 7.0 includes the following enhancements:

New features:

- Ability to connect to a Microsoft Exchange Server 2003/2007/2010/2013 target with Outlook Anywhere.
- Tree icons for Archive Mailbox and Public Folder Mailbox.
- Exporting MSG files using Unicode format.
- Updates to the New Mailbox wizard, including greater control during bulk mailbox copy operations and support for copying Public Folders stored in mailboxes for Microsoft Exchange Server 2013.
- Improved support performance when connecting to all mailboxes on a Microsoft Exchange Server target.

Added Microsoft support:

- Microsoft Exchange Server 2013
- Microsoft Outlook 2013

Single Mailbox Recovery Agents

Single Mailbox Recovery is distributed with the following agents:

- PST Source Agent
- Advanced Searching Agent
- Single Mailbox Recovery ExtractWizard Agents

PST Source Agent

By default, Single Mailbox Recovery enables you to open an EDB file as the source of the Exchange mail items to be restored to your production Exchange server or to a new or existing PST file. If you enable the optional PST source agent (priced separately), you can also open a PST file as the source of the Exchange mail items.

Advanced Searching Agent

By default, Single Mailbox Recovery enables you to search attachment text for user-defined keywords or phrases. If you enable the optional advanced searching agent (priced separately), you can also search any combination of attachment text, message subject, message body, and attachment file names.

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.

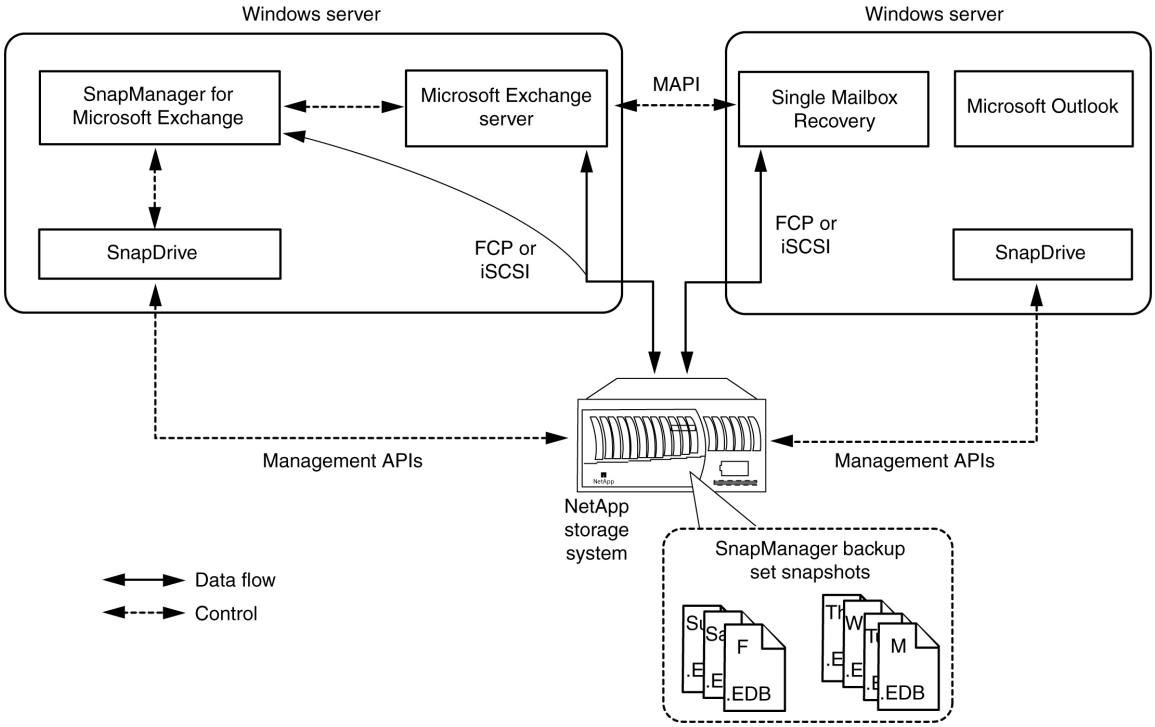
Installing or Upgrading Single Mailbox Recovery

To install or upgrade to Single Mailbox Recovery 7.0, 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 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 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 7.0, 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 server.

System Requirements

To use Single Mailbox Recovery 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 of free hard drive space for the installation of Single Mailbox Recovery. Note: (More disk space will be needed for processing log files when opening an EDB file.)	
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 Pro ▪ Windows 8 Enterprise ▪ Windows Server 2012	32-bit and 64-bit versions of the listed operating systems are supported. Single Mailbox Recovery in Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, and Windows Server 2012 can only be run by users with administrative privileges and in administrative mode. The operating systems listed and Microsoft Office Outlook are required to have the latest service packs installed.

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 4.1, 5.0, and 5.1	Virtual operation of tape devices may have restrictions imposed by virtual operating systems.

Component	Requirement	Notes
Microsoft Office (Microsoft Outlook)	Microsoft Office Outlook 2003 or later. Machine must have Microsoft Office Outlook 2003 or later installed and Microsoft Office Outlook must have been run at least once to configure settings in Microsoft Office Outlook. Additionally, those versions of Microsoft Office Outlook that make a distinction between "Internet Email" and "Corporate Email" need to be configured for the latter. **For Microsoft Exchange Server 5.5** Microsoft Office Outlook 2003 is required. **For Microsoft Exchange Server 2000 and Microsoft Exchange Server 2003**, Microsoft Outlook 2003 or later is required. **For Microsoft Exchange Server 2007**, Microsoft Outlook 2003, 2007, 2010 is required. **For Microsoft Exchange Server 2010**, Microsoft Outlook 2003, 2007, 2010 is required. **For Microsoft Exchange Server 2013**, Microsoft Outlook 2007, 2010, 2013 is required.	Only 32-bit versions of Microsoft Office Outlook 2010 and 2013 are supported. Microsoft Office Outlook 2007 cannot connect to a Microsoft Exchange Server 5.5. However, Microsoft Office Outlook 2007 can be used with Single Mailbox Recovery to access an .edb file originating from a Microsoft Exchange Server 5.5 environment.

Component	Requirement	Notes
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 and Microsoft .NET Framework 4.0. System must have both .NET Framework 3.5 SP1 and 4.0 installed in order to function.	
High-speed TCP/IP LAN network connection	Minimum of 100 Mbps recommended.	

Other Requirements

Note:

- *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.*

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.

Mailbox Creation Wizard

To use Mailbox Creation Wizard on your computer, you must have the Microsoft Exchange Server management tools for the version of Microsoft Exchange Server that you will be creating mailboxes on. Ensure the Microsoft Exchange Server management tools and Microsoft Exchange Server version, service pack, and roll up level are matched.

For supported operating system and prerequisite requirements for the Microsoft Exchange Management Tools, please refer to the Microsoft Exchange Management Tools documentation for your specific version.

Task II: Install or Upgrade Single Mailbox Recovery

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

Installing Single Mailbox Recovery

Follow these steps to install Single Mailbox Recovery:

1. Turn off any disk utility or antivirus program running in the background.
2. Insert the Single Mailbox Recovery CD-ROM into your CD-ROM drive.
3. The installation program automatically starts. If it does not, do the following:
   - Press the **Windows** button + **R**.
   - In the Run dialog box, 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

Single Mailbox Recovery 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 page, locate the listing for the latest version and click **View and Download**.
5. Read the Single Mailbox Recovery Description page and click **Continue**.

6. Read the License page and click **Accept**.
7. Read and follow the instructions on the Single Mailbox Recovery Download page.

Task III: Enable Any Optional Agents

Single Mailbox Recovery includes all of the agents described in **"Single Mailbox Recovery ExtractWizard Agents" on page 5**. The Single Mailbox Recovery agent for Microsoft NT Backup and the Single Mailbox Recovery 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 agents.

About the license file

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

- **Software version**. The license file must be valid for **Single Mailbox Recovery** 7.0. You cannot use a Single Mailbox Recovery 5.0, 6.0, or 6.1 license file with Single Mailbox Recovery 7.0.
- **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 directory.

Configuring Microsoft Office Outlook

Configure MAPI functionality on your Single Mailbox Recovery server

Single Mailbox Recovery requires MAPI to communicate with the Microsoft Exchange server. Perform the following steps prior to installing the Single Mailbox Recovery for Microsoft Exchange software. These steps ensure that a MAPI client (Outlook) is installed on the Single Mailbox Recovery server and establishes the MAPI connection between the Single Mailbox Recovery server and the MAPI application (Exchange).

1. Make sure that Microsoft Office Outlook is installed and has been run once.
2. Set up an email account on a Microsoft Exchange Server.

3. For those versions of Microsoft Office Outlook that distinguish between "Internet Email" and "Corporate Email," use "Corporate Email" when configuring Microsoft Office Outlook.
4. Run Microsoft Office Outlook again and connect to the Microsoft Exchange Server.

Uninstalling Single Mailbox Recovery

You can uninstall Single Mailbox Recovery Administrative Server by using the Add/Remove Programs utility of your Windows operating system.

Upgrading Single Mailbox Recovery

If Single Mailbox Recovery 6.1 or earlier is installed, is active, and you are upgrading to Single Mailbox Recovery 7.0, you cannot reuse the existing Single Mailbox Recovery license file with Single Mailbox Recovery 7.0.

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 version of Microsoft Exchange Server that contained the source EDB file
- 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

Contact Information

Corporate Headquarters

NetApp, Inc.
495 East Java Drive
Sunnyvale, CA 94089 USA

Telephone: +1 (408) 822-6000
Fax: +1 (408) 822-4501
Support telephone: +1 (888) 4-NETAPP

Documentation comments: doccomments@netapp.com

http://www.netapp.com