

SHADOWPROTECT GRANULAR RECOVERY FOR EXCHANGE (TM) V6.1 README

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SYSTEM REQUIREMENTS

To use ShadowProtect Granular Recovery for Exchange (SPGRE) on your computer, you need the following hardware and software:

- 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

NOTE: 32-bit and 64-bit versions of the above operating systems are supported.

NOTE: SPGRE 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 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
- Microsoft Hyper-V Server 2008
- Microsoft Hyper-V Server 2008 R2
- Microsoft Virtual PC 2007
- VMware ESX/ESXi 3.5, 4.0,4.1

NOTE: Product licenses requiring HASP HL keys will not function on Windows Vista, Windows Server 2008, Windows Server 2008 R2, and Windows 7 operating systems when using a remote desktop connection to the computer.

- Microsoft Office Outlook 2000 or later. Machine must have Outlook 2000 or later installed and Outlook must have been run at least once to configure settings in Outlook. Additionally, those versions of Outlook that make a distinction between “Internet Email” and “Corporate Email” need to be configured for the latter.
 - For Microsoft Exchange Server 5.5, Exchange Server 2000, and Exchange Server 2003, Microsoft Outlook 2000 or later is required.

NOTE: Outlook 2007 cannot connect to an Exchange Server 5.5. However, Outlook 2007 can be used with SPGRE to access an .edb file originating from an Exchange Server 5.5 environment.

- For Exchange Server 2007, Microsoft Outlook 2003, Outlook 2007, or Outlook 2010 is required.
- For Exchange Server 2010, Microsoft Outlook 2003 or Outlook 2007, or Outlook 2010 is required.
- Microsoft .NET Framework 3.5 SP1. System must have .NET Framework 3.5 SP1 installed in order to function.
- Intel Pentium 4 class or higher compatible processor
- 1024 MB RAM minimum
- 200 MB of free hard disk space for the installation. More disk space will be needed for processing log files when opening an EDB file.
- Monitor with 800 x 600 or higher screen resolution

NOTE: SPGRE supports Microsoft Exchange Server 5.5, Exchange Server 2000, Exchange Server 2003, Exchange Server 2007 (through SP3), or Exchange 2010 (including SP1) installed. SPGRE may also run on the same server as Exchange Server 2007 (through SP3) or Exchange Server 2010 (including SP1) installed. SPGRE does not support other Exchange Server installation configurations.

NOTE: SPGRE is designed to run from a Windows-based workstation and uses native Microsoft® Messaging APIs (MAPI) to communicate to the Exchange Server, ensuring reliable and consistent operation of your server. For MAPI to initialize properly, Office Outlook must be installed and configured on the workstation to connect to an Exchange Server. When connecting to an

Exchange Server 2007 (through SP3) or Exchange Server 2010 (including SP1), Outlook 2003 or Outlook 2007 must be installed and configured.

NOTE: Only 32-bit versions of Outlook 2010 are supported.

NOTE: The operating systems listed above and Microsoft Office Outlook are required to have the latest service packs installed.

CONFIGURING MICROSOFT OFFICE OUTLOOK

SPGRE requires that Microsoft Messaging API (MAPI) be installed on your computer. To get full MAPI functionality, do the following before installing SPGRE

1. Make sure that Outlook is installed and has been run once.
2. Set up an e-mail account on an Exchange server.
3. For those versions of Outlook that distinguish between "Internet Email" and "Corporate Email," use "Corporate Email" when configuring Outlook.
4. Run Outlook again, and connect to the Exchange server.

INSTALLING SHADOWPROTECT GRANULAR RECOVERY FOR EXCHANGE

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

RESTORING MESSAGES TO AN EXCHANGE SERVER

You must have sufficient access rights to all of the Exchange Server mailboxes you are trying to restore messages to. Keep in mind that you can connect to only one mailbox at a time.

Restoring Messages to Exchange Server 2000/2003/2007/2010

In Exchange Server 2000/2003/2007/2010, the permission that controls whether or not any mailbox can be copied to is Full Mailbox Access. You must have Full Mailbox Access set to "Allow" in order to copy to a mailbox other than the one you logged in under.

Restoring Messages to Exchange Server 5.5

In Exchange Server 5.5, the account you are logged in under needs an Exchange Service Account Administrator rights or role. As long as you copy this role to your account, you can restore messages to any mailbox.

KNOWN ISSUES

- PST files do not support HTML message bodies. That is, HTML message bodies are converted to text or text with HTML tags. Suggestion: Copy the message to an Exchange Server 2000, which will generate the HTML message body as it appeared in the original message. (Copying to an Exchange 5.5 server will not generate the correct HTML message body).
- If you have ever copied or moved a message using Outlook, and later restored that same item with SPGRE, the message may be duplicated. This is because the message ID numbers differ between SPGRE and the Exchange Server.
- Newly created mailboxes on the Exchange Server do not become visible within SPGRE until someone has logged onto the mailboxes with Outlook, or at least one message is delivered (or copied) to the mailbox. Until one of these two events occurs, there is no physical mailbox, only directory information.
- SPGRE does not check messages or attachments for viruses when restoring them from the database. If your server antivirus program has current signature files, it should identify and protect against infected messages when the restored messages are on the live server.
- Due to the database nature of the PST file and the MAPI subsystem, PSTs opened as source will be modified.

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 SPGRE you are using (on the Help menu, click About).
- The versions of Windows operating systems that you are running.
- The version of 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

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