Actifio Exchange Recovery Guide (for Ontrack® PowerControls™ Software)

(for Ontrack® PowerControls™ Software)

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Preface

This document provides detailed instructions on how to configure the Ontrack® PowerControls™ software to restore Microsoft Exchange mailboxes and individual messages that have been previously backed up by an Actifio CDS or Sky appliance. It assumes you have read the ***Ontrack® PowerControls™ User Guide*** and are familiar with the mailbox recovery software.

For detailed, application-specific, step-by-step instructions on protecting and accessing application data, consult the user documents found in the Actifio Documentation Library. The following guides will be of particular interest:

- ***Getting Started***

- ***Configuring Resources and Settings with the Domain Manager***

- ***Setting Up Users and Roles with the Domain Manager***

- ***Planning and Developing Service Level Agreements***

- ***Virtualizing and Protecting Copy Data with the Application Manager***

- ***Accessing and Recovering Copy Data with the Application Manager***

- ***Restoring Copy Data with the Application Manager***

Actifio Appliances

Unless otherwise specified, all features and functions described in this document apply to all Actifio appliances.

The Actifio Now Customer Portal

During the configuration and initialization of your Actifio appliance your Actifio representative provided you with a user name and password for the Actifio Now customer portal.

From the Actifio Now customer portal you can obtain detailed reports about your Actifio appliance, access the Actifio product documentation, including release notes, and search the knowledge base for answers to specific questions.

To log into the Actifio Now customer portal:

1. Go to: **https://now.actifio.com**

2. When prompted, enter the user name and password provided by your Actifio representative.

Actifio Support Centers

To contact an Actifio support representative, you can:

- Send email to: support@actifio.com

- Call:
  From anywhere: +1.315.261.7501
  US Toll-Free: +1.855.392.6810
  Australia: 0011 800-16165656
  Germany: 00 800-16165656
  New Zealand: 00 800-16165656
  UK: 0 800-0155019

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This document provides detailed instructions on how to configure the Ontrack® PowerControls™ software to restore Microsoft Exchange mailboxes and individual messages that have been previously backed up by an Actifio CDS or Sky appliance.

It includes the following topics:

Prerequisites

- The Exchange server must be actively backed-up by an Actifio CDS or Sky appliance.

- In order to create the license for Ontrack PowerControls for Exchange, the Actifio appliance requires the total number of mailboxes, rounded up in increments of 100.

- You install Ontrack PowerControls for Exchange on the Recovery Server. The Recovery Server is a physical or virtual machine created with at least MS Windows 2008 R2; this server must be joined in the same domain as the MS Exchange server. The server must also have 32-bit MS Outlook 2010 installed (64-bit is not supported).

Note: *Your Actifio representative will verify that you have received the Ontrack PowerControls software suite email. If necessary, they will download the license and product download files to a USB drive as part of the software installation process.*
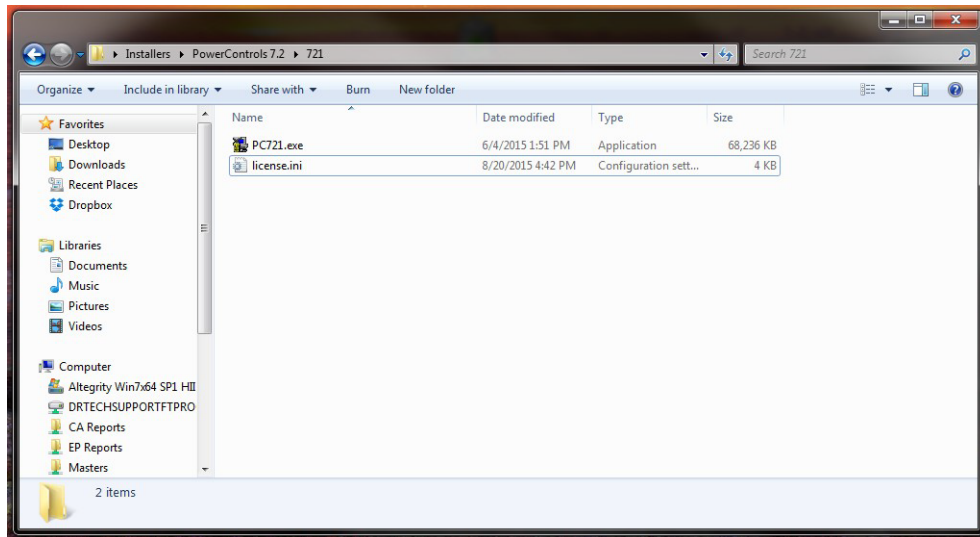
Installing and Configuring Ontrack PowerControls for Exchange

This procedure includes the following sequence of steps:

### Install Software on the Recovery Server

1. Log in to the Windows Recovery Server as the Domain Administrator.

2. Download the latest PCxxx.exe file and the customer license.ini files to the server.

3.　Execute the Universal program on the Windows server, selecting **Install Ontrack® PowerControls™**.

4. Installation will then proceed. You may encounter a dialog box indicating that certain dependencies are not present. Click **OK** to acknowledge the screen and allow the installation to continue.
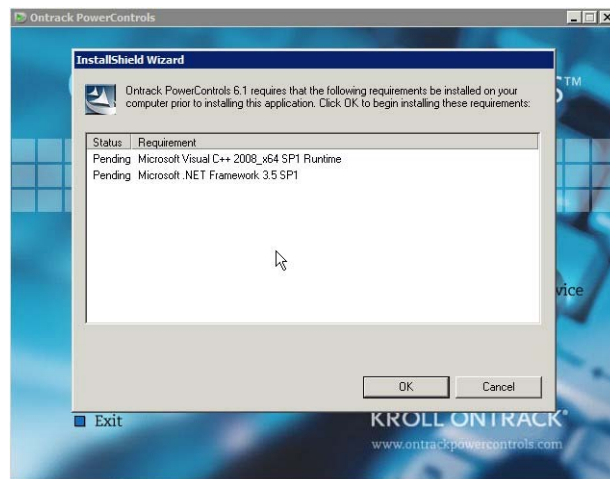
5. When the installation is complete, click **Exit**.

6. Replace the existing license.ini file with the new license.ini file. (You may choose to rename the old file rather than deleting it.) The default location for this file is in the Ontrack PowerControls for Exchange install directory (C:/Program Files (x86)/Kroll Ontrack/Ontrack PowerControls).

Configuring Exchange Mailboxes

7. The Domain Administrator must set the mailboxes to be managed by the Recovery Server (Backup) Administrator. The following link explains how use the Exchange Management Shell to grant Full Access permission for a mailbox or the Receive As permission for a mail database:

http://technet.microsoft.com/en-us/library/aa996343(v=exchg.80).aspx

Mounting the Snapshot

8. Once complete, open your Actifio Desktop and mount the Exchange snapshot from which you wish to restore to the Recovery Server.

Opening PowerControls

9. When the operation completes, select **Ontrack PowerControls** from your program menu. The Data Wizard will run at startup.
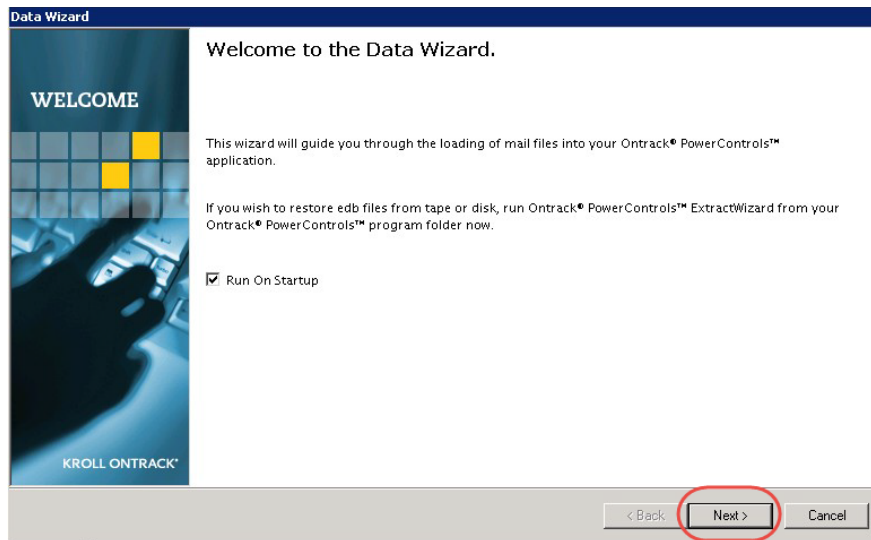
10. Select the Source Path information and click **Next**. This will be the EDB and log files from the snapshot you mounted from the Actifio appliance.

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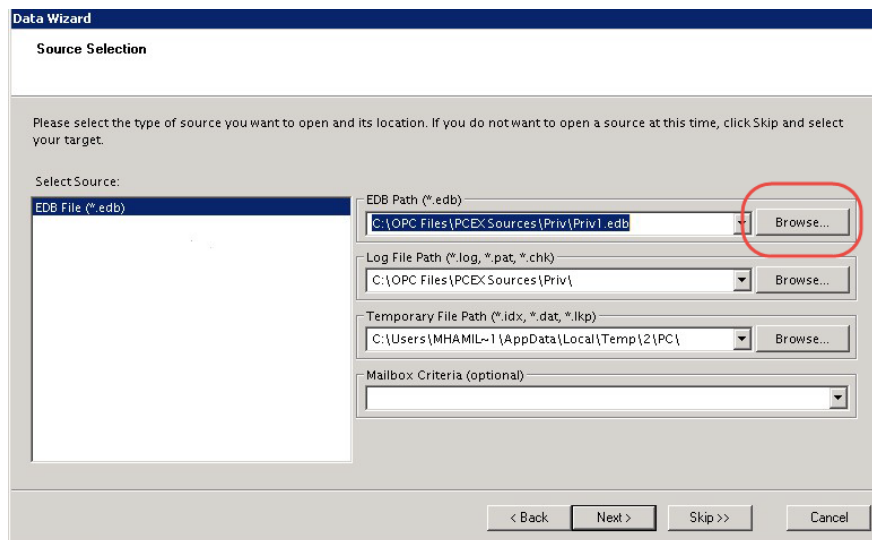
11. Select your Target; Single Mailbox, All Mailboxes, or PST file and fill in the required information. Full access to the mailbox is required within Exchange to perform a restore to a target mailbox. If necessary, see Configuring Exchange Mailboxes on page 3 for instructions.

When completed, click **Next**.

12. When the restore process is completed, click **Close** to close the Opening Target box.

13. The appropriate files are now visible. You can then drag and drop from the top/source panel to the desired folder in the target tree on the bottom left panel.
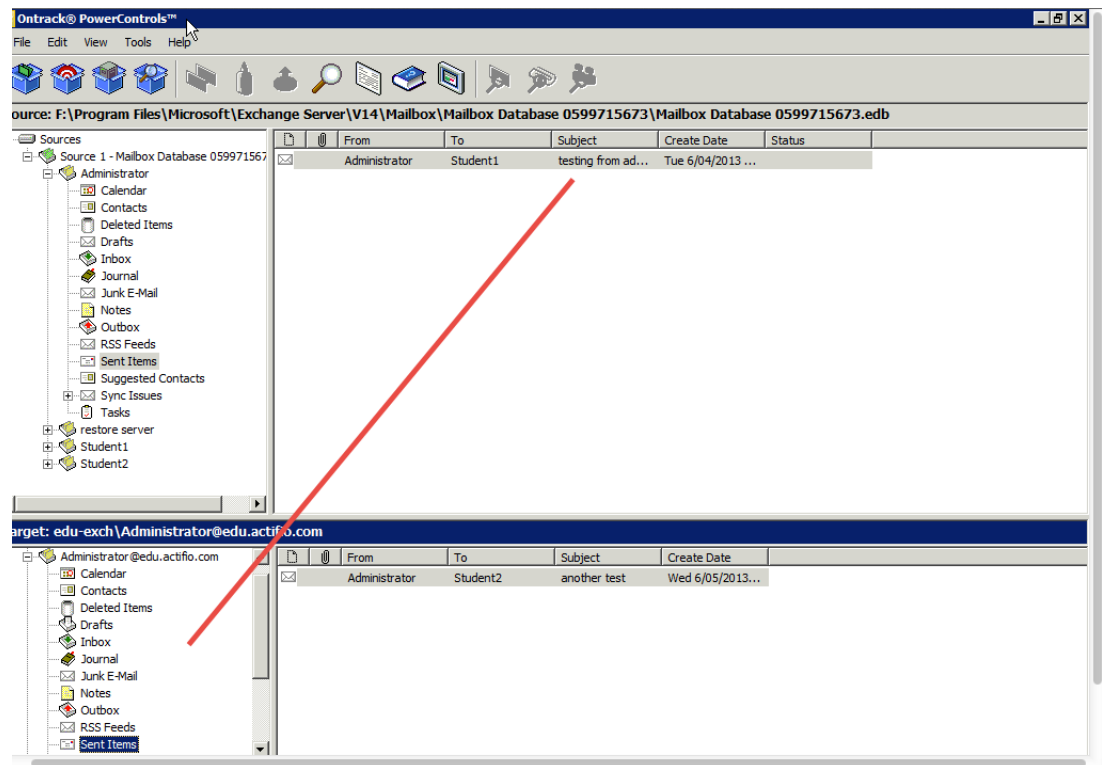
14. Close Ontrack PowerControls and clean up the mount from the Actifio Desktop UI.