

# Symantec NetBackup™ for Microsoft Exchange Server Administrator's Guide

for Windows

Release 7.6



# Symantec NetBackup™ for Microsoft Exchange Server Administrator's Guide

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# Introducing NetBackup for Exchange

This chapter includes the following topics:

- [About NetBackup for Exchange](#)
- [Features of NetBackup for Exchange](#)
- [NetBackup for Exchange terminology](#)
- [NetBackup documentation](#)

## About NetBackup for Exchange

NetBackup for Microsoft Exchange Server extends the capabilities of NetBackup to include online backups and restores of Exchange databases when Exchange Server is installed. This capability is provided as an add-on or extension to the NetBackup for Windows client software. Because this product is tightly integrated with the Backup, Archive, and Restore interface, this topic only gives an overview of NetBackup functionality. In general, backup and restore operations for Exchange files are identical to other NetBackup file operations.

## Features of NetBackup for Exchange

[Table 1-1](#) describes the features of the NetBackup for Exchange Server agent.

**Table 1-1** NetBackup for Exchange Server features

Feature	Description
Tight NetBackup integration	<p>Tight integration with NetBackup allows for the following:</p> <ul style="list-style-type: none"> <li>■ An administrator already familiar with NetBackup procedures and software can easily configure and use NetBackup to perform Exchange Server backup and restore operations.</li> <li>■ Features and strengths of the NetBackup product suite are available to the Exchange Server backup user. These features include software data compression and encryption, scheduled and user-directed operations, backups of multiple data streams, and in-line tape copy.</li> </ul> <p>See the <a href="#">NetBackup Administrator's Guide, Volume I</a>.</p>
Central administration	Administrators can define, back up, and restore Exchange Servers and other NetBackup client computers from a central location.
Media management	Exchange Server backups can be saved directly to a wide variety of storage devices that the NetBackup master server supports.
Minimal backup time	<p>An administrator has the choice of to perform full or incremental backups. A full backup may take considerable time, so it may be performed infrequently. In the interim, any updates that occurred since the full backup can be quickly and incrementally backed up through a transaction log backup. In the event of a failure, the full backups and incremental backups would be restored.</p> <p>During recovery, the Exchange Server updates the databases and applies each of the logged transactions to the database. After the Exchange Server recovery completes, the system is brought back to the state as it existed when the last incremental backup was performed.</p>
Exchange Server Backup methods	NetBackup supports all Exchange Server backup methods: full backups, cumulative incremental backups, and differential incremental backups. User backups function as copy backups.
Online backups	Exchange Server data and transaction logs can be backed up without taking the Exchange Server offline. Exchange services and data remain available during the Exchange Server backup.
Automated backups	Administrators can set up schedules for automatic, unattended backups for local or remote clients across the network. These backups can be full or incremental and are managed entirely by the NetBackup server from a central location. The administrator can also manually back up the clients.
Restore operations	An administrator using the Backup, Archive, and Restore interface can browse backups and select the ones to be restored.



**Table 1-1** NetBackup for Exchange Server features (*continued*)

Feature	Description
Support for VMware backups that protect Exchange	Users can create consistent full backups of virtual machines running Exchange Server. By default, NetBackup provides protection of the active databases in a DAG. You can restore Exchange storage groups or databases and individual database objects from a VMware image. NetBackup provides support for VMware policies that use Replication Director to manage snapshots and snapshot replicas (storage lifecycle policy).
Exchange 2010 and 2013 standalone server and DAG support	<p>NetBackup for Exchange supports backups of Exchange 2010 and Exchange 2013 standalone servers and Database Availability Groups (DAGs). VSS is the only backup Microsoft supports of Exchange 2010 and 2013 backups.</p> <p>For a DAG, NetBackup supports backups of the active and the passive VSS writer of a Database Availability Group (DAG). When NetBackup backs up the data that is replicated the benefit is that I/O effect is reduced on the active Exchange server. NetBackup accesses the replicated data and leaves the active (or live) Exchange server alone. NetBackup can back up the passive copy on a specific server, based on the list of preferred servers.</p>
Exchange 2007 backup and restore features	<p>NetBackup can back up and restore storage groups and databases within the storage group. The capabilities of this feature are as follows:</p> <ul style="list-style-type: none"> <li>■ Scheduled backups of individual storage groups and databases</li> <li>■ User-directed backups of individual storage groups and databases</li> <li>■ Restores of individual storage groups and databases. You can perform these restores with the Backup, Archive, and Restore interface (on the server or on the client). Or you can use the Remote Administration Console for Windows or UNIX.</li> </ul>
Enhancements to consistency checks of snapshot backups	For snapshot backups, NetBackup uses the Microsoft consistency check API to check the consistency of databases and transaction logs and to provide additional details. This speeds up a snapshot backup, because it allows the backup to proceed in parallel with the consistency check. For an Exchange DAG, you can disable the consistency check or ignore the check and continue with the backup.
Snapshot backups and restores	<p>NetBackup for Exchange can perform Exchange 2007 and later backups and with snapshot methodology. With a separate Snapshot Client license, you can perform off-host backups, Instant Recovery backups, and backups with a hardware provider.</p> <p>See <a href="#">“About snapshot backups with Exchange Server”</a> on page 114.</p>
Restores of individual items using Granular Recovery Technology (GRT)	<p><b>Note:</b> NetBackup 7.6 does not support GRT with Exchange 2013.</p> <p>When a backup uses GRT, users can restore individual mailbox and public folder items directly from any full database backup.</p> <p>See <a href="#">“About Exchange backups and Granular Recovery Technology (GRT)”</a> on page 55.</p>
Redirected restores of mailbox objects	You can restore mailboxes, mailbox folders, mailbox messages, public folders, and public folder items to a new location.

**Table 1-1** NetBackup for Exchange Server features (*continued*)

Feature	Description
Redirected restores of databases or storage groups	Exchange 2007 and later backups can be restored to another database or another storage group on the local server or on a different server. Exchange 2003 snapshot backups can be restored to an identical storage group on a different server.
Redirection to the recovery database (RDB) or recovery storage group (RSG)	Exchange 2007 and later backups can be redirected to the recovery database or RSG. Streaming backups of Exchange 2003 can be redirected to the RSG.
Support for NetBackup Accelerator with VMware backups	NetBackup Accelerator can potentially increase the speed of full VMware backups. By reducing the backup time, it is easier to perform the VMware backup within the backup window. Accelerator support for SharePoint currently restricts backups to the full schedule type. This restriction also exists for a VMware backup that protects SharePoint without Accelerator.
Compression of backups	Compression increases backup performance over the network and reduces the size of the backup image that is stored on the disk or tape. NetBackup does not support GRT for any backups that use compression.
Encryption	When the Encryption attribute is enabled, the server encrypts the backup for the clients that are listed in the policy. NetBackup does not support GRT for any backups that use encryption.
Cluster support	The NetBackup for Exchange Server agent supports Microsoft Cluster Server (MSCS) environment and Veritas Cluster Server (VCS). See the <a href="#">NetBackup Cluster Compatibility List</a> . This list contains information on the versions of Exchange Server that are supported with the cluster environments.
LCR/CCR support	NetBackup for Exchange with Snapshot Client supports backups of the passive VSS writer of an Exchange 2007 LCR and CCR configuration. NetBackup can back up the data that is replicated by interfacing with the replica (or passive) Exchange server. The benefit of such a backup is to reduce I/O effect on the active Exchange server. NetBackup accesses the replicated data and leaves the active (or live) Exchange server alone. This type of backup is especially beneficial for a backup of a CCR node because the active node is completely left out of the backup. VSS is the only backup Microsoft supports of this replicated data.
Multi-tenant environments	Backup and recovery of Exchange Server databases are fully supported in a multi-tenant environment. NetBackup does not support restoring mailbox items into tenant mailboxes in a multi-tenant Exchange environment. To recover items pertaining to a tenant mailbox, redirect the recovery to a non-tenant mailbox.

**Table 1-1** NetBackup for Exchange Server features (*continued*)

Feature	Description
Public folder backup and restore (with MAPI)	<p>With Exchange 2007, users can perform backups and restores of individual public folder items (with MAPI), as follows:</p> <ul style="list-style-type: none"> <li>■ Scheduled backups of individual folders</li> <li>■ User-directed backups of individual folders</li> <li>■ Restores of individual folders or documents. You can perform this type of restore can with the Backup, Archive, and Restore interface (on the server or on the client). Or you can use the Remote Administration Console.</li> </ul>
Mailbox backup and restore (with MAPI)	<p>With Exchange 2007, users can perform backups and restores of individual mailboxes and folders (with MAPI), as follows:</p> <ul style="list-style-type: none"> <li>■ Scheduled backups of individual mailboxes and folders</li> <li>■ User-directed backups of individual mailboxes and folders</li> <li>■ Restores of individual mailboxes, folders, or messages. You can perform this type of restore with the Backup, Archive, and Restore interface (on the server or on the client). Or you can use the Remote Administration Console.</li> </ul>
Single Instance Storage (SIS) of mailbox message attachments	<p>This feature applies only to Exchange 2007 mailbox backups with MAPI. Users can enable Single Instance Storage for message attachments so that NetBackup writes only one copy of an attachment to the backup.</p>
Exchange 2003	<p>Exchange 2003 backups are no longer supported with NetBackup 7.6. This release includes support for the following Exchange 2003 recovery operations:</p> <ul style="list-style-type: none"> <li>■ Restores of storage groups and databases within the storage group.</li> <li>■ Restores of Exchange objects with snapshot methodology.</li> <li>■ Snapshot backups can be restored to an identical storage group on a different server.</li> <li>■ Streaming backups can be redirected to the RSG.</li> <li>■ Public folder restore (with MAPI).</li> <li>■ Mailbox restore (with MAPI).</li> <li>■ Single Instance Storage (SIS) of mailbox message attachments.</li> </ul>

## NetBackup for Exchange terminology

**Table 1-2** NetBackup for Exchange terminology

Term	Definition or description
Exchange Server, Exchange	In the <i>NetBackup for Microsoft Exchange Server</i> documentation, “Microsoft Exchange Server” is referred to as “Exchange Server” or “Exchange”.

**Table 1-2** NetBackup for Exchange terminology (*continued*)

Term	Definition or description
Granular Recovery Technology (GRT)	Allows a user to restore individual mailbox and public folder items from full database backups.
Mailbox or public folder backups and restores (with MAPI)	Refers to any mailbox and public folder operations that are performed with MAPI. This type of backup is only available with Exchange 2007. This type of restore is only available with Exchange 2007 and 2003.
Microsoft consistency check API	Refers to the Microsoft CHKSGFILS API or interface.
Account for NetBackup Exchange operations	An Active Directory user account that is associated with a unique Exchange mailbox that has sufficient roles or group memberships to perform backups and restores.
NetBackup File System daemon (NBFSD)	The NetBackup File System daemon on the NetBackup media server is a process that allows NetBackup clients to mount, browse, and read tar images. This process is used with a client for GRT operations. These operations include backups, browsing for backup images, restores, and duplication.
NetBackup for Microsoft Exchange Server	In the <i>NetBackup for Microsoft Exchange Server</i> documentation, "NetBackup for Microsoft Exchange Server" is referred to as "NetBackup for Exchange Server" or "NetBackup for Exchange".
Snapshot	Refers to backups and restores performed with snapshot technology. In the NetBackup for Exchange Server documentation, "VSS" is synonymous with "snapshot".
Streaming backups and restores	Refers to Exchange database backups and restores that use the Microsoft Exchange Backup and Restore API and not snapshot technology or the VSS provider.
VSS	Refers to the software provider used to perform snapshot backups and restores. In the NetBackup for Exchange Server documentation, "snapshot" is synonymous with "VSS".

## NetBackup documentation

For a complete list of NetBackup technical documents for each supported release, see the NetBackup Release Notes, Administration, Installation, Troubleshooting, Getting Started, and Solutions Guides page at the following URL:

<http://www.symantec.com/docs/DOC5332>

The documents are in Adobe® Portable Document Format (PDF), viewable with the Adobe Acrobat Reader. Download the reader from <http://www.adobe.com>.

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The [NetBackup landing page](#) on the Symantec Corporation Support website contains a list of helpful how-to and product alert topics.

# Installing NetBackup for Exchange

This chapter includes the following topics:

- [Planning the installation of NetBackup for Exchange](#)
- [Verifying the operating system and platform compatibility for NetBackup for Exchange](#)
- [NetBackup server requirements for NetBackup for Exchange](#)
- [NetBackup client requirements for NetBackup for Exchange](#)
- [Exchange server software requirements for NetBackup for Exchange](#)
- [Snapshot Client configuration and licensing requirements for Exchange snapshot backups](#)
- [About license keys for NetBackup for Exchange](#)

## Planning the installation of NetBackup for Exchange

Perform the following tasks before you use NetBackup for Exchange.

**Table 2-1** Installation steps for NetBackup for Exchange

Step	Action	Description
Step 1	Verify the operating system and platform compatibility.	See <a href="#">“Verifying the operating system and platform compatibility for NetBackup for Exchange”</a> on page 23.

**Table 2-1** Installation steps for NetBackup for Exchange (*continued*)

Step	Action	Description
Step 2	Verify the Exchange software requirements for NetBackup for Exchange.	See "Exchange server software requirements for NetBackup for Exchange" on page 26.
Step 3	Verify NetBackup software requirements for NetBackup for Exchange.	See "NetBackup server requirements for NetBackup for Exchange" on page 24. See "NetBackup client requirements for NetBackup for Exchange" on page 25.
Step 4	For snapshot operations, verify the requirements for this type of backup.	See "Snapshot Client configuration and licensing requirements for Exchange snapshot backups" on page 26.
Step 5	Add the applicable license key(s) to the master server.	See "About license keys for NetBackup for Exchange" on page 28.

## Verifying the operating system and platform compatibility for NetBackup for Exchange

Verify that the NetBackup for Exchange agent is supported on your operating system or platform.

### To verify operating system and compatibility

- 1 Go to the Symantec Support webpage:  
<http://www.symantec.com/business/support/index.jsp>
- 2 Click on the link for **NetBackup Enterprise Server**.
- 3 In the list of documents, click on the following document:  
[NetBackup Database Agent Compatibility List](#)
- 4 For information on supported cluster environments for NetBackup for Exchange, see the following document:  
[NetBackup Cluster Compatibility List](#)

If you plan to use NetBackup for Exchange to back up an Exchange 2007 server in a VCS 5.0 environment, a patch is required. See the following article for more information:

<http://www.symantec.com/docs/TECH51616>

- 5 For information on support for Snapshot Client, see the following document:  
[NetBackup Snapshot Client Compatibility List](#)
- 6 For information on support for VMware, see the following document:  
[Statement of Support for NetBackup in a Virtual Environment \(Virtualization Technologies\)](#)

## NetBackup server requirements for NetBackup for Exchange

To use the new features that are included with the NetBackup for Exchange Agent in NetBackup 7.6, you must upgrade your NetBackup for Exchange clients. The media server and NetBackup for Exchange clients must be at the same NetBackup version.

Verify that the following requirements are met for the NetBackup server:

- The NetBackup server software is installed and operational on the NetBackup server. The NetBackup server platform can be any that NetBackup supports. See the [NetBackup Installation Guide](#).
- If you use an Exchange granular proxy host, the NetBackup media server and the client must use the same version of Windows.
- (VMware backups with Windows 2008 or 2012) If you plan to perform a VMware backup that protects NetBackup cannot reside on a GPT (GUID partition table) disk.
- Make sure that you configure any backup media that the storage unit uses. The number of media volumes that are required depends on several things:
  - The devices used
  - The sizes of the databases that you want to back up
  - The amount of data that you want to archive
  - The size of your backups
  - The frequency of backups or archivesSee the [NetBackup Administrator's Guide, Volume I](#).



# NetBackup client requirements for NetBackup for Exchange

This topic describes where you need to install the NetBackup client and the version required to perform backups of Exchange server.

- To use the new features that are included in NetBackup for Exchange in NetBackup 7.6, you must upgrade your NetBackup for Exchange clients. The media server and NetBackup for Exchange clients must be at the same NetBackup version.
- Some situations require that the clients or the media server and clients have the same version of Windows, as follows:
  - When you use an Exchange granular proxy host
  - Off-host backups
  - When you use a private network
  - When you redirect a restore to a different client
  - When you select a destination client other than the source client when you browse the backup image
- Install the NetBackup client software on the following:
  - The Exchange mailbox servers, or on all VMs that are Exchange mailbox servers
  - (Exchange 2010) If you plan to use Granular Recovery Technology (GRT), install the NetBackup client on any Client Access servers that perform browse or restore operations.

The following PowerShell command can be used to change which Client Access server is assigned to a database. Refer to Microsoft documentation for more information.

```
Set-MailboxDatabase <Mailbox Database Name>  
-RpcClientAccessServer <ClientAccessServer or  
ClientAccessServerArrayID>
```
  - Each node in the Exchange cluster or DAG
  - (Non-VMware backups) Any off-host clients
- (VMware backups with Windows 2008 or 2012) If you plan to perform a VMware backup that protects Exchange, NetBackup cannot reside on a GPT (GUID partition table) disk.

- For VMware operations, when you upgrade the client software you must install the latest version of the Symantec VSS provider. If you have an existing version of the provider, you must first uninstall the old version.

## Exchange server software requirements for NetBackup for Exchange

Verify the following regarding the Exchange server software on the NetBackup server or client:

- Exchange server software must be installed and operational.
- (Exchange 2007), Symantec recommends that you do not install Microsoft Outlook on the same server on which Exchange is installed. This recommendation does not apply if you do not perform restores with Granular Recovery Technology (GRT) or if you perform mailbox backups (with MAPI).
- For NetBackup software requirements for the Exchange server, see the following: See "[NetBackup server requirements for NetBackup for Exchange](#)" on page 24. See "[NetBackup client requirements for NetBackup for Exchange](#)" on page 25.
- (VMware backups with Windows 2008 or 2012) If you plan to perform a VMware backup that protects Exchange, the Exchange server and Exchange components cannot reside on a GPT (GUID partition table) disk. Exchange components include system files, transaction logs, or Exchange databases.
- (Exchange 2007) This requirement applies if you want to perform operations with GRT or MAPI. On the Exchange Server install the Microsoft Exchange Server MAPI Client and Collaboration Data Objects (CDO) package. On Windows 2008 and later, install version 6.05.8022.0 or higher. On Windows 2003 and later, install version 6.05.7888 or higher.  
These packages are available on the following Microsoft website:  
<http://www.microsoft.com/downloads/>
- The Exchange Server does not need to be installed on the off-host client.

## Snapshot Client configuration and licensing requirements for Exchange snapshot backups

To perform snapshot backups of restores of Exchange Server, you must meet the following configuration and licensing requirements:

- Confirm that the type of snapshot you want to configure is supported for your Exchange environment. See the following compatibility list:

## Snapshot Client configuration and licensing requirements for Exchange snapshot backups

### NetBackup Snapshot Client (Advanced Client) OS, Arrays, and Database Agent Compatibility

- Configure the NetBackup Snapshot Client and verify that you meet the configuration requirements for the snapshot method you want to use. See the [NetBackup Snapshot Client Administrator's Guide](#).
- If you use Veritas Storage Foundation for Windows (SFW), verify that you have the supported software level.

Windows 2008 and later, Windows 2008 R2 and later	SFW 5.1 SP1
--	-------------

Windows 2003 x64	SFW 5.0
------------------	---------

Windows 2003 x86	SFW 4.3
------------------	---------

- The following snapshot options or Exchange configurations require a separate Snapshot Client license:
  - Instant recovery
  - Off-host backups
  - Backups using a hardware provider
  - A CCR environment

A Snapshot Client license key is not required for any Exchange snapshot backups that use the Microsoft default provider or SFW.
- Additional installation requirements apply for Instant Recovery and off-host backups.
  - See [“Requirements for Exchange off-host backups”](#) on page 27.
  - See [“Requirements for Exchange Instant Recovery backups”](#) on page 28.
- If you want to restore individual items from database backups (granular recovery), additional installation requirements apply and other configuration is necessary. See [“Configuring an Exchange backup that uses Granular Recovery Technology \(GRT\) \(non-VMware backups\)”](#) on page 60.

## Requirements for Exchange off-host backups

Note the following requirements and operational notes for off-host backups:

- (Exchange 2007, Windows 2003 x64) To successfully perform backups with the SFW VSS provider for SFW 5.0, apply the following hot fixes on the hosts where a snapshot backup occurs
  - <http://www.symantec.com/docs/TECH56286>

This hot fix is also included in the SFW 5.0 MP1 release.

- <http://www.symantec.com/docs/TECH54364>
- Exchange does not need to be installed on the off-host client.
- For consistency checks of Exchange with the Microsoft consistency check API, Symantec recommends that you install the Exchange System Management Tools on the alternate client. Then restart the Exchange Server. If you choose not to install the Exchange System Management Tools on an Exchange 2010 or later alternate client, you must install the VC9 run-time DLLs. These DLLs can be downloaded from Microsoft x64 VC9 download page:  
<http://www.microsoft.com/downloads/details.aspx?familyid=BD2A6171-E2D6-4230-B809-9A8D7548C1B6&displaylang=en>  
 More information is available about consistency checks:  
 See “[Consistency checks on Exchange snapshot backups](#)” on page 116.  
 See “[About consistency checks options for an Exchange 2010 or 2013 backup](#)” on page 37.
- For Instant Recovery off-host backups, see the following requirements:  
 See “[Requirements for Exchange Instant Recovery backups](#)” on page 28.

## Requirements for Exchange Instant Recovery backups

With Windows 2008 and later and Windows 2008 R2 and later, Instant Recovery backups require Storage Foundations for Windows (SFW) 5.1 SP1 if you use the SFW VSS provider.

## About license keys for NetBackup for Exchange

The NetBackup for Exchange agent is installed with the NetBackup client software. No separate installation is required. A valid license for the agent must exist on the master server.

More information is available on how to add license keys.

See the [NetBackup Administrator’s Guide, Volume I](#).

In a NetBackup cluster, add the key on each node where the NetBackup server is installed.

To use NetBackup for Exchange and the features that are supported with the agent, you need the following keys.

<b>Backup type or feature</b>	<b>License required</b>
NetBackup for Exchange agent	NetBackup for Exchange

<b>Backup type or feature</b>	<b>License required</b>
Instant recovery, off-host backups, backups using a hardware provider, CCR environment	Snapshot Client
VMware backups that protect Exchange	Enterprise Client
Replication Director	NetBackup Replication Director (this option enables Snapshot Client, OpenStorage Disk, and Replication Director)
Accelerator	Data Protection Optimization Option

# Configuring Exchange client host properties

This chapter includes the following topics:

- [Configuring Exchange client host properties](#)
- [Exchange properties](#)
- [About configuring a pause in consistency checks for Exchange 2007](#)
- [About backing up all or only uncommitted Exchange transaction log files with snapshot backups](#)
- [Configuring the Exchange granular proxy host](#)
- [About truncating Exchange transaction logs with Instant Recovery backups](#)
- [Truncating Exchange transaction logs by performing a backup to a storage unit](#)
- [About consistency checks options for an Exchange 2010 or 2013 backup](#)
- [About the Exchange credentials in the client host properties](#)

## Configuring Exchange client host properties

In the Exchange client host properties you configure settings for the Exchange clients you selected. The options available in this dialog box are based on the version of NetBackup installed on the client system. If you do not see all of these options after upgrading your client, close the NetBackup Administration Console and reopen it.

**To configure Exchange client host properties**

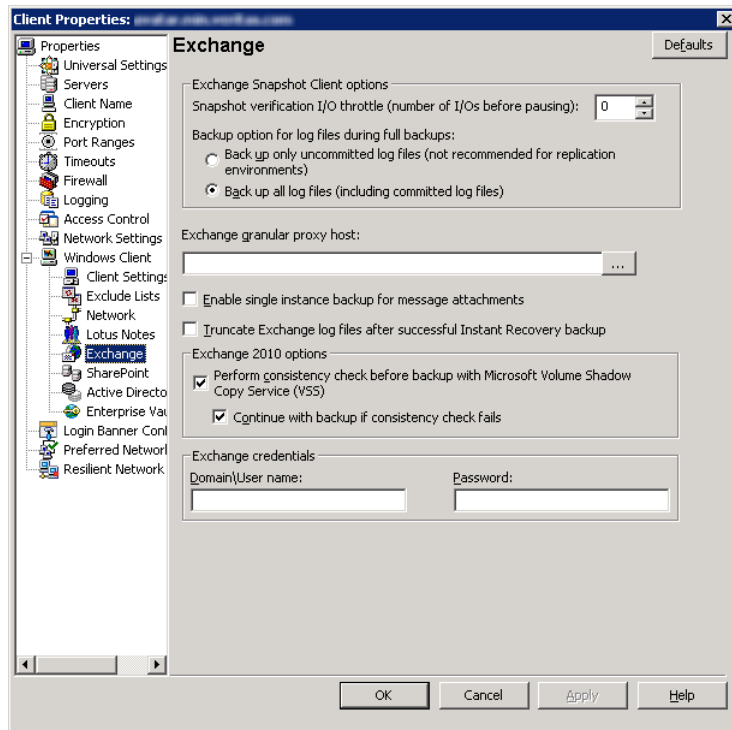
- 1 Open the NetBackup Administration Console or the Remote Administration Console.
- 2 In the left pane, expand **NetBackup Management > Host Properties > Clients**.
- 3 In the right pane, select the Exchange client(s) you want to configure.  
 If the client does not appear in the list, click **Actions > Configure Client**.

---

**Note:** For clustered or replicated environments, select each node. You must configure the same settings on each node. If you change the attributes for the virtual name of the client, only the CCR active node or DAG host server is updated.

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- 4 Click **Actions > Properties**.
- 5 Expand **Windows Client** and click **Exchange**.



- 6 Enable the options you want.  
 See [“Exchange properties”](#) on page 32.
- 7 Click **OK**.

## Exchange properties

The **Exchange** properties apply to the currently selected Windows clients. For clustered or replicated environments, configure the same settings for all nodes. If you change the attributes for the virtual server name, only the CCR active node or DAG host server is updated.

The **Exchange** dialog box contains the following properties.

**Table 3-1** Exchange dialog box properties

Property	Description
<b>Snapshot verification I/O throttle</b>	<p><b>Note:</b> This property only applies to <b>MS-Exchange-Server</b> backup policies with Exchange 2007.</p> <p>This option applies to off-host Exchange 2007 snapshot backups if the Exchange System Management Tools are not installed on the alternate client. Specify the number of I/Os to process for each 1-second pause.</p> <p>See <a href="#">“About configuring a pause in consistency checks for Exchange 2007”</a> on page 34.</p>
<b>Backup option for log files during full backups</b>	<p><b>Note:</b> This property only applies to <b>MS-Exchange-Server</b> backup policies.</p> <p>Choose which logs to include with snapshot backups:</p> <ul style="list-style-type: none"> <li>■ <b>Back up only uncommitted log files</b>              Select this option to back up only the log files that are uncommitted. This option is not recommended for DAGs or Exchange 2007 CCR environments.</li> <li>■ <b>Back up all log files (including committed log files)</b></li> </ul> <p>See <a href="#">“About backing up all or only uncommitted Exchange transaction log files with snapshot backups”</a> on page 35.</p>
<b>Truncate log after successful Instant Recovery backup</b>	<p><b>Note:</b> This property only applies to <b>MS-Exchange-Server</b> backup policies.</p> <p>Enable this option to delete transaction logs after a successful Instant Recovery backup. By default, transaction logs are not deleted for a full Instant Recovery backup that is snapshot only.</p> <p>See <a href="#">“About truncating Exchange transaction logs with Instant Recovery backups”</a> on page 37.</p>



**Table 3-1** Exchange dialog box properties (*continued*)

Property	Description
<b>Exchange granular proxy host</b>	<p><b>Note:</b> This property applies when you duplicate or browse a backup that uses Granular Recovery Technology (GRT).</p> <p>You can specify a different Windows system to act as a proxy for the source client when you duplicate or browse a backup (with <code>bplist</code>) that uses GRT. Use a proxy if you do not want to affect the source client or if it is not available.</p> <p>See <a href="#">“Configuring the Exchange granular proxy host”</a> on page 36.</p> <p>See <a href="#">“Exchange granular clients and non-VMware backups ”</a> on page 55.</p> <p>See <a href="#">“Exchange granular clients and VMware backups”</a> on page 57.</p>
<b>Enable single instance backup for message attachments</b>	<p><b>Note:</b> This property only applies to <b>MS-Exchange-Server</b> backup policies with Exchange 2007.</p> <p>Enable this option to back up the data that is stored on a Single Instance Store (SIS) volume. This feature only applies to mailbox and public folder backups with Exchange Server 2007.</p> <p>See <a href="#">“About configuring Exchange Single Instance Store backups (Exchange 2007) ”</a> on page 234.</p>
<b>Perform consistency check before backup with Microsoft Volume Shadow Copy Service (VSS)</b>	<p><b>Note:</b> This property only applies to <b>MS-Exchange-Server</b> backup policies.</p> <p>Disable this option if you do not want to perform a consistency check during a DAG backup. If you check <b>Continue with backup if consistency check fails</b>, NetBackup continues to perform the backup even if the consistency check fails.</p> <p>See <a href="#">“About consistency checks options for an Exchange 2010 or 2013 backup”</a> on page 37.</p>

**Table 3-1** Exchange dialog box properties (*continued*)

Property	Description
<b>Exchange credentials</b>	<p>Note the following for this property:</p> <ul style="list-style-type: none"> <li>■ This property applies to <b>MS-Exchange-Server</b> and <b>VMware</b> backup policies with Exchange recovery.</li> <li>■ This property does not apply to any backup and restore operations that have a policy that uses the <code>Microsoft Exchange Mailboxes:\</code> and the <code>Microsoft Exchange Public Folders:\</code> directives. Instead, you must configure the logon account for the NetBackup Client Service with the credentials for the account for NetBackup Exchange operations.  See <a href="#">“Configuring the logon account for the NetBackup Client Service for MAPI mailbox and public folder operations”</a> on page 233.</li> </ul> <p>Provide the credentials for the account for NetBackup Exchange operations. This account must have the necessary permissions to perform Exchange restores. The permissions that are required depend on the Exchange version that you have. The account also needs the right to “Replace a process level token.”</p> <p>See <a href="#">“About the Exchange credentials in the client host properties”</a> on page 38.</p> <p>See <a href="#">“About configuring the account for NetBackup Exchange operations”</a> on page 40.</p> <p>Previous NetBackup users can continue to configure the NetBackup Client Service and the NetBackup Legacy Network Service (Exchange 2010 or later). However, if you use Replication Director to manage your VMware snapshots and snapshot replication, you must configure the Exchange credentials in the host properties. The NetBackup Client service must log on with an account that has access to the CIFS share on the NetApp disk array.</p> <p>If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.</p> <p>See <a href="#">“Configuring NetBackup with access to the CIFS share on the NetApp disk array”</a> on page 208.</p>

## About configuring a pause in consistency checks for Exchange 2007

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**Note:** This option only applies to off-host Exchange 2007 backups when the Exchange Management Console is not installed on the alternate client.

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The value is used during snapshot validation by the Exchange command `ESEUTIL /pXXX` where `XXX` is the value of **Snapshot verification I/O throttle**. `ESEUTIL` defines the `/p` setting as a forced 1-second pause after every `XXX` I/Os to limit the I/O rate during database verification. See the Microsoft Exchange documentation regarding the `ESEUTIL` command for details.

For more information on how to configure client settings in the host properties, see the following topic:

See [“Configuring Exchange client host properties”](#) on page 30.

## About backing up all or only uncommitted Exchange transaction log files with snapshot backups

The **Back up option for log files during full backups** determines how many log files are backed up during a full or user-directed snapshot backup. You can adjust this setting in the host properties for the Exchange client.

If you select **Back up only uncommitted log files** NetBackup only backs up and catalogs the transaction log files that were not committed to the Exchange database at the time that the snapshot was taken. Exchange requires these uncommitted log files during the recovery of the Exchange database to make the database consistent. If **Back up all log files (including committed log files)** is selected, all of the log files that exist on the snapshot volume are backed up and cataloged.

**Back up only uncommitted log files** is not recommended for replicated environments. See the following article:

<http://www.symantec.com/docs/TECH88101>

When you back up only the uncommitted log files, the advantage is that less space is needed on the storage unit for the transaction logs. When you back up all of the log files, the advantage is that a consecutive set of log files is maintained. A previous full backup can use these log files for rolling forward. These options do not affect the ability to recover the current full or user-directed type backup. These options do affect the ability to roll forward from a previous full or user-directed type backup.

For example, consider if a full backup is performed, followed by two differential backups, followed by another full backup. If **Back up all log files** is specified, all of the log files exist in backup images. The first full backup, the log files from the two differential backups, and the log files from the second full backup can be restored. The existence of all the log files allows for a roll-forward recovery. If you select **Back up only uncommitted log files**, a gap exists in the sequence of transaction logs that are in the backup images. From the full backup, you can restore only as far as the time that is covered in the two differential backups.

For more information on how to configure the client host properties, see the following topic:

See [“Configuring Exchange client host properties”](#) on page 30.

## Configuring the Exchange granular proxy host

When you browse for or restore individual items using Granular Recovery Technology (GRT), NetBackup uses the destination client to stage a virtual copy of the database that you want to restore. However, NetBackup uses the source client of the backup to stage the database in the following situations: when you duplicate or browse a backup (with `bplist`) that uses GRT. Alternatively, you can specify a different Windows system to act as a proxy for the source client.

Specify a proxy host for a duplication or browse operation if one of the following situations apply:

- You do not want to affect the source client
- The source client is not available
- You want to use a different proxy host than the one specified in the host properties for the source client

An Exchange granular proxy host has the following requirements:

- Has the same NetBackup version as the Exchange hosts
  - Uses the same NetBackup master server as the Exchange hosts
  - Is included in the Exchange hosts
- You only need to add the proxy host to the list of Exchange hosts if the proxy host is not a NetBackup master or a media server.

The `-granular_proxy` option is included with the `bpduplicate` command and the `bplist` command. You can override the **Exchange granular proxy host** setting with the `-granular_proxy` option. More information is available on how to specify the granular host with these commands.

See [“About using the command line to browse or restore Exchange granular backup images”](#) on page 191.

NetBackup determines the granular proxy host in the following order:

- The host that is specified with the `-granular_proxy` option on the command line
- The granular proxy host that you specify in the host properties for the source client
- The source client

To specify a proxy, configure the **Exchange granular proxy host** in the Exchange properties for the client. More information is available about how to configure the client host properties.

See [“Configuring Exchange client host properties”](#) on page 30.

## About truncating Exchange transaction logs with Instant Recovery backups

By default, Exchange transaction logs are not truncated for a full Instant Recovery backup that does not back up to a storage unit. To truncate logs enable **Truncate log after successful Instant Recovery backup** in the Exchange properties for the client. Consider carefully before you select this option. Ensure that you have an independent method to retain your snapshots for disaster recovery. Alternatively, you can perform a full Instant Recovery backup to a storage unit.

See [“Truncating Exchange transaction logs by performing a backup to a storage unit”](#) on page 37.

For more information on how to configure the client host properties, see the following topic:

See [“Configuring Exchange client host properties”](#) on page 30.

## Truncating Exchange transaction logs by performing a backup to a storage unit

To truncate Exchange transaction logs by performing a backup to a storage unit

- 1 Create a new backup policy.
- 2 Create a full or a differential schedule type.
- 3 In the attributes for the schedule, select **Snapshots and copy snapshots to a storage unit**.
- 4 Select a storage unit for the policy.
- 5 Perform a snapshot backup with this policy.

## About consistency checks options for an Exchange 2010 or 2013 backup

By default, NetBackup is configured to run a consistency check on Exchange 2010 or later backups. The consistency check that runs on the snapshot determines if

possible data corruption exists. For standalone servers, you must perform a consistency check. Consistency checks are optional for a Database Availability Group (DAG). You can configure this option in the host properties for the Exchange client.

If **Perform consistency check before backup with Microsoft Volume Shadow Copy Service (VSS)** is selected, NetBackup backs up Exchange objects as follows:

- If you do not select **Continue with backup if consistency check fails**, a database backup fails if it contains database files or transaction log files that are corrupt. All other non-corrupt databases that you selected are backed up.
- When you select **Continue with backup if consistency check fails**, then all Exchange data is backed up regardless if corrupt files are detected.

For more information on how to configure client settings in the host properties, see the following topics:

See [“Configuring Exchange client host properties”](#) on page 30.

## About the Exchange credentials in the client host properties

The Exchange credentials in the client host properties indicate the account that has necessary permissions to perform Exchange restores. The permissions that are required depend on the Exchange version that you have. See the following topics:

See [“Creating a privileged NetBackup user account for EWS access \(Exchange 2010\)”](#) on page 42.

See [“Creating a minimal NetBackup account for Exchange operations \(Exchange 2010 and later\)”](#) on page 44.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2007\)”](#) on page 45.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2003\)”](#) on page 47.

Note the following:

- The account that you configured for the **Exchange credentials** must also have the right to “Replace a process level token.”  
See [“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”](#) on page 48.
- For database restores from VMware backups, the Exchange credentials that you provide must have permissions to restore VM files. For granular restores from VMware backups, only the CAS server or Exchange 2007 client that

performs the granular restore require configuration of the Exchange credentials. The Exchange credentials are not required for backup or browse operations.

- If you want to restore from a VMware snapshot copy that was created with Replication Director, do the following:
  - Provide the Exchange credentials in the **Domainuser** and **Password** fields.
  - Configure the NetBackup Client Service with an account that has access to the CIFS shares that are created on the NetApp disk array.
- If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.
- In NetBackup 7.5 and earlier, you added the credentials to the logon account for the NetBackup Client Service and the NetBackup Legacy Network Service (Exchange 2010 or later). Customers upgrading from earlier versions of NetBackup can continue to use this configuration (unless you use Replication Director). Symantec recommends that you use the new configuration in the Exchange client host properties.

See [“Configuring the logon account for the NetBackup Client Service when upgrading to NetBackup 7.6”](#) on page 88.

See [“Configuring the logon account for the NetBackup Legacy Network Service \(Exchange 2010\)”](#) on page 250.
- If you use the `Microsoft Exchange Mailboxes:\` and the `Microsoft Exchange Public Folders:\` directives in a policy, you must use the old configuration. Configure the NetBackup Client Service to log on as the account for NetBackup Exchange operations.

See [“Configuring the logon account for the NetBackup Client Service when upgrading to NetBackup 7.6”](#) on page 88.

# Configuring the account for NetBackup Exchange operations

This chapter includes the following topics:

- [About configuring the account for NetBackup Exchange operations](#)
- [About NetBackup and Microsoft Exchange Web Services \(Exchange 2010\)](#)
- [Creating a privileged NetBackup user account for EWS access \(Exchange 2010\)](#)
- [Creating a minimal NetBackup account for Exchange operations \(Exchange 2010 and later\)](#)
- [Configuring the account for NetBackup Exchange operations \(Exchange 2007\)](#)
- [Configuring the account for NetBackup Exchange operations \(Exchange 2003\)](#)
- [About configuring the account for NetBackup Exchange operations with the right to Replace a process level token](#)

## About configuring the account for NetBackup Exchange operations

NetBackup must have access to Exchange mailboxes and public folders so it can do the following:

- Enumerate mailboxes when defining a policy.
- Restore mailbox and public folder objects from full database backups with **Enable granular recovery** selected.



NetBackup gains access to Exchange through the account for NetBackup Exchange operations, an Active Directory user account that is associated with a unique Exchange mailbox. This mailbox has sufficient roles or group memberships to perform backups and restores. The account for NetBackup Exchange operations is configured as the account for the **Exchange credentials** in the Exchange client host properties.

**Table 4-1** Steps to configure the account for NetBackup Exchange operations

Step	Action	Description
Step 1	Perform the following steps on the applicable Exchange granular clients and on the CAS server.	<p>In a cluster or replicated environment, perform the steps on each database node in the cluster. For Exchange 2010, perform the steps on each database node in the DAG and the CAS server.</p> <p>To determine which clients to configure for GRT operations, refer to the following topics:</p> <p>See <a href="#">“Exchange granular clients and non-VMware backups”</a> on page 55.</p> <p>See <a href="#">“Exchange granular clients and VMware backups”</a> on page 57.</p>
Step 2	On the applicable Exchange granular clients, create an Exchange mailbox for NetBackup (or account for NetBackup Exchange operations).	<p>Configure the account as follows:</p> <ul style="list-style-type: none"> <li>■ Symantec recommends that you create a uniquely named mailbox. Verify that this mailbox is not hidden.</li> <li>■ See the specific procedure for the Exchange version you have.</li> </ul> <p>See <a href="#">“Creating a privileged NetBackup user account for EWS access (Exchange 2010)”</a> on page 42.</p> <p>See <a href="#">“Creating a minimal NetBackup account for Exchange operations (Exchange 2010 and later)”</a> on page 44.</p> <p>See <a href="#">“Configuring the account for NetBackup Exchange operations (Exchange 2007)”</a> on page 45.</p> <p>See <a href="#">“Configuring the account for NetBackup Exchange operations (Exchange 2003)”</a> on page 47.</p>
Step 3	Configure the account with the right to “Replace a process level token.”	See <a href="#">“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”</a> on page 48.

**Table 4-1** Steps to configure the account for NetBackup Exchange operations  
*(continued)*

Step	Action	Description
Step 4	On the applicable Exchange granular clients, configure the <b>Exchange credentials</b> with the account you created previously.	See <a href="#">"About the Exchange credentials in the client host properties"</a> on page 38.

## About NetBackup and Microsoft Exchange Web Services (Exchange 2010)

For Exchange 2010, NetBackup uses Microsoft Exchange Web Services (EWS) to support a restore that uses Granular Recovery Technology (GRT). EWS provides support for the restore of individual mailboxes, mail messages, and public folders from an Exchange 2010 database backup.

To use EWS to restore individual items, the client throttling policy should be modified for the resource credentials you specify for the restore job. The client throttling policy is located on the Client Access Server and enforces connection bandwidth and activity limits on the Exchange server. When NetBackup executes under a highly privileged account, it automatically creates a throttling policy and assigns it to the account. NetBackup cannot perform these actions with an account with minimal privileges. In that case, you need to create and assign the throttling policy when you set up the account.

If the user account is a domain administrator or Exchange organization administrator, NetBackup also creates an impersonation role and a role assignment for Exchange Impersonation. Exchange Impersonation role assignment associates the impersonation role with the NetBackup resource credentials you specify for the restore job. NetBackup creates and assigns the following roles:

- SymantecEWSImpersonationRole
- SymantecEWSImpersonationRoleAssignment

A minimal NetBackup user account does not have the privilege to make these assignments. Follow the instructions to create this type of account.

## Creating a privileged NetBackup user account for EWS access (Exchange 2010)

This procedure provides an example of how to create a privileged account for NetBackup Exchange operations for EWS access with Exchange 2010. This account

is used for the **Exchange credentials** in the Exchange client host properties, enabling NetBackup to perform operations with Granular Recovery Technology (GRT).

Note the following:

- Configure each Exchange mailbox server and the CAS server.
- Configure each client that performs granular operations. To determine which clients to configure, see the following topic:  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.  
See [“Exchange granular clients and VMware backups”](#) on page 57.
- In a cluster environment, perform the steps on each database node in the cluster. For an Exchange DAG, perform the steps on each database node in the DAG and the CAS server.

#### To create a privileged NetBackup user account for EWS access (Exchange 2010)

- 1 In the Exchange Management Console, create a new Exchange mailbox for NetBackup.  
  
This process creates a new user that is automatically a domain user.
- 2 Double-click on the user account you created.
- 3 Select the **Member Of** tab.
- 4 Click **Add** and add this user to the **Organization Management** group.  
  
If permissions issues persist, try adding this user to the Domain Admins group. If the NetBackup Client Service logs on with this account, this account also needs to be a member of the Administrators group.
- 5 Provide the credentials for this account in the Exchange client host properties.  
  
See [“About the Exchange credentials in the client host properties”](#) on page 38.  
  
Symantec recommends that you configure the Exchange credentials in the Exchange client host properties. However, existing NetBackup customers can continue to configure the logon account for the NetBackup Client Service.
- 6 Configure this account with the right to “Replace a process level token.”  
  
See [“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”](#) on page 48.  
  
If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.

# Creating a minimal NetBackup account for Exchange operations (Exchange 2010 and later)

This procedure describes how to create a minimal account for NetBackup Exchange operations for Exchange 2010 and later. This account is used for the **Exchange credentials** in the Exchange client host properties, enabling NetBackup to perform operations with Granular Recovery Technology (GRT).

Note the following:

- Configure each Exchange mailbox server and the CAS server.
- Configure each client that performs granular operations. To determine which clients to configure, see the following topic:  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.  
See [“Exchange granular clients and VMware backups”](#) on page 57.
- In a cluster environment, perform the steps on each database node in the cluster. For an Exchange DAG, perform the steps on each database node in the DAG and the CAS server.

## To create a minimal NetBackup account for Exchange 2010 and later operations

- 1 In the Exchange Management Console, create a new Exchange mailbox for NetBackup.

This process creates a new user that is automatically a domain user. This procedure refers to that user as *NetBackupUser*.

- 2 Double-click on the user account you created.
- 3 Select the **Member Of** tab.
- 4 Click **Add** and add this user to the **Administrators** group.

- 5 Create a new Role Group, make the account a member of this group, and assign roles. Use the Exchange Management Shell to run the following commands:

---

**Note:** If the account does not have the necessary privileges, an administrator needs to perform these tasks.

---

```
New-RoleGroup -Name NetBackupRoles -Roles @("Database Copies", "Databases",  
"Exchange Servers", "Monitoring", "Mail Recipient Creation", "Mail Recipients",  
"Recipient Policies"
```

```
Add-RoleGroupMember -Identity NetBackupRoles -Member NetBackupUser
```

Where *NetBackupUser* is the name of the Active Directory account you created in 1.

- 6 (Exchange 2010) To perform restores with Granular Recovery Technology (GRT), also run the following commands with the Exchange Management shell:

```
New-ManagementRole -Name SymantecEWSImpersonationRole -Parent ApplicationImpersonation
```

```
New-ManagementRoleAssignment -Role SymantecEWSImpersonationRole -User NetBackupUser  
-Name "NetBackupUser-EWSImpersonation"
```

```
New-ThrottlingPolicy -Name "SymantecEWSRestoreThrottlingPolicy" -EWSPercentTimeInCAS  
$null -EWSPercentTimeInAD $null -EWSMaxConcurrency $null -EWSPercentTimeInMailboxRPC  
$null -PowerShellMaxConcurrency $null
```

```
Set-Mailbox -Identity NetBackupUser -ThrottlingPolicy "SymantecEWSRestoreThrottlingPolicy"
```

- 7 Provide the credentials for this account in the Exchange client host properties. See [“About the Exchange credentials in the client host properties”](#) on page 38.
- 8 Configure this account with the right to “Replace a process level token.” See [“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”](#) on page 48.

## Configuring the account for NetBackup Exchange operations (Exchange 2007)

This procedure describes how to create a privileged account for NetBackup Exchange operations with for Exchange 2007. This account is used for the

**Exchange credentials** in the Exchange client host properties, enabling NetBackup to perform operations with Granular Recovery Technology (GRT).

Note the following:

- Configure each client that performs granular operations. To determine which clients to configure, see the following topic:  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.  
See [“Exchange granular clients and VMware backups”](#) on page 57.
- In a cluster or replicated environment, perform the steps on each Exchange node.

#### To configure the account for NetBackup Exchange operations (Exchange 2007)

- 1 In Active Directory Users and Computers, select the **Users** directory.
- 2 Right-click on the Administrator account, click **Copy**, and create an account for NetBackup.

Create a user account that has a mailbox with a unique name. A unique name is one that does not already exist within the Exchange Organization. This name cannot be contained as a set of characters in an existing name.

For example: EXCH1 is entered as the unique mailbox name, and other mailbox names such as EXCH1BACKUP or BACKUPEXCH1 exist. The backup or restore of individual mailboxes or both fail.

- 3 After you create the account, double-click the account, click the **Members Of** tab, and add this account to the Domain Admins group.
- 4 Open the Exchange Management Console.
- 5 In the Exchange Management Console, right-click on **Organization Configuration** and click **Add Exchange Administrator**.
- 6 On the **Add Exchange Administrator page**, click **Browse** and select the user to which you want to delegate control.
- 7 Click the **Exchange Server Administrator** role.
- 8 Under **Select the server(s) to which this role has access**, click **Add**.
- 9 Select the servers to which you want to delegate control and click **OK**.
- 10 Click **Add**.
- 11 On the **Completion** page, verify that the delegation was successful and click **Finish**.
- 12 Provide the credentials for this account in the Exchange client host properties.  
See [“About the Exchange credentials in the client host properties”](#) on page 38.

# Configuring the account for NetBackup Exchange operations (Exchange 2003)

This procedure describes how to create a privileged account for NetBackup Exchange operations for Exchange 2003. This account is used for the **Exchange credentials** in the Exchange client host properties, enabling NetBackup to perform operations with Granular Recovery Technology (GRT).

Note the following:

- Configure each client that performs granular operations. To determine which clients to configure, see the following topic:  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.
- In a cluster environment, perform the steps on each Exchange node in the cluster.

## To configure the account for NetBackup Exchange operations (Exchange 2003)

- 1 Use Active Directory Users and Computers to create a user account that has a mailbox with a unique name.

A unique name is one that does not already exist within the Exchange Organization. This name cannot be contained as a set of characters in an existing name.

For example: EXCH1 is entered as the unique mailbox name, and other mailbox names such as EXCH1BACKUP or BACKUPEXCH1 exist. The backup or restore of individual mailboxes or both fail.

- 2 After you create the account, double-click the account, click the **Members Of** tab, and add this account to the Domain Admins group.
- 3 Open Exchange System Manager.
- 4 Right-click the Exchange Organization and click **Delegate Control**.
- 5 Click **Next**.
- 6 On the Users or the Groups screen, click **Add**.
- 7 In the **Delegate Control** dialog box, provide the following information.

<b>Group or User</b>	Specify the name of the account that was created in step 1.
<b>Role</b>	Select Exchange Full Administrator.

- 8 Complete the Delegation wizard.
- 9 Provide the credentials for this account in the Exchange client host properties.  
See [“About the Exchange credentials in the client host properties”](#) on page 38.

## About configuring the account for NetBackup Exchange operations with the right to Replace a process level token

On each Exchange mailbox server you must assign the account for NetBackup Exchange operations the right to “Replace a process level token”. This right is necessary to pass the impersonation token to the NetBackup process that performs Active Directory and PowerShell commands.

---

**Note:** If you configure *only* the NetBackup Client Service and the NetBackup Legacy Network Service to run as the account for NetBackup Exchange operations, and you do not configure the account in the Exchange client host properties, you do not need configure the account with the right to “Replace a process level token”.

If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.

---

### Configuring the account for NetBackup Exchange operations with the right to Replace a process level token (Local Security Policy)

This procedure describes how to configure the **Local Security Policy** so that the account for NetBackup Exchange operations has the right to Replace a process level token.

**To configure the account for NetBackup Exchange operations with the right to Replace a process level token (Local Security Policy)**

- 1 Open the **Local Security Policy**.
- 2 Click **Local Policies**.
- 3 In the User Rights Assignment, add the account for NetBackup Exchange operations to the **Replace a process level token** property.
- 4 Run the group policy update command (group policy update) for this change to take effect:

```
gpupdate /Force
```



## Configuring the account for NetBackup Exchange operations with the right to Replace a process level token (on a domain controller)

This procedure describes how to configure the policy on a domain controller so that the account for NetBackup Exchange operations has the right to “Replace a process level token”.

### To configure the account for NetBackup Exchange operations with the right to Replace a process level token (on a domain controller)

- 1 Open the **Group Policy Management**.
- 2 Under the domain, select **Group Policy Objects > Default Domain Controllers Policy**.
- 3 Click the **Settings** tab.
- 4 Expand **Security Settings > Local Policies**.
- 5 Right-click on **User Rights Assignment** and click **Edit**.
- 6 In the Group Policy Object Editor, expand **Computer Configuration > Policies > Windows Settings > Security Settings > Local Policies**.
- 7 In the User Rights Assignment, add the account for NetBackup Exchange operations to the **Replace a process level token** property.
- 8 Run the group policy update command (group policy update) for this change to take effect:

```
gpupdate /Force
```

# Configuring the Exchange hosts

This chapter includes the following topics:

- [Configuring the Exchange hosts](#)

## Configuring the Exchange hosts

This configuration is required if you want to browse backups or perform restores and you have an environment where the source client is different than the client that NetBackup uses for backup processing. The configuration parameters are included in the host properties for the master server. Alternatively, you can perform a server-directed restore. Further instructions are available on how to allow redirected restores in the [NetBackup Administrator's Guide, Volume I](#).

This configuration applies to the following situations:

- Any operations that use Granular Recovery Technology (GRT).  
Provide a list of the Exchange virtual and the physical host names. Any client that accesses the backup image for GRT operations must appear in the list. Also include the Client Access server (Exchange 2010), the off-host client, and the granular proxy host.  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.  
See [“Exchange granular clients and VMware backups”](#) on page 57.
- An Exchange DAG
- A clustered Exchange server
- A Exchange granular proxy host  
See [“Configuring the Exchange granular proxy host”](#) on page 36.
- Off-host backups

- Backups over a private network
- When you select a destination client other than the source client

Note the following:

- Provide the short name or the fully qualified domain name (FQDN) of the host. It is not necessary to provide both forms of the name.
- You only need to add the proxy host to the list if it is not a NetBackup master or a media server.
- (VMware policies) For a standalone server, the backup is cataloged under a different client name if you chose a **Primary VM identifier** other than **VM hostame**. In the list of hosts, you must add the NetBackup client name and the name that reflects the identifier that you chose on the **VMware** tab.

See the following for examples:

- [Example entries for Exchange hosts for a non-VMware backup](#)
- [Example entries for Exchange hosts for a VMware backup](#)

**To configure the Exchange hosts for a backup that uses Granular Recovery Technology (GRT)**

- 1 On the master server, open the NetBackup Administration Console.
- 2 Select **NetBackup Management > Host Properties > Master Servers**.
- 3 In the right pane, double-click on the master server.
- 4 Select **Distributed Application Restore Mapping**.
- 5 Click **Add**.
- 6 Provide the name of the application host and the name of the component host.

The application host is the client name in the policy, or the DAG name if applicable in a VMware backup. The component host is the client that needs access to the backup image. See [Table 5-1](#) and [Table 5-2](#)

**Example entries for Exchange hosts for a non-VMware backup**

**Table 5-1** Example entries for Exchange hosts for a non-VMware backup

Environment	Application host	Component host
DAG	Virtual name of DAG	Physical name of <i>Node 1</i>
	Virtual name of DAG	Physical name of <i>Node 2</i>
	Virtual name of DAG	Physical name of <i>Node 3</i>

**Table 5-1** Example entries for Exchange hosts for a non-VMware backup  
*(continued)*

Environment	Application host	Component host
	Virtual name of DAG	Physical name of Client Access server
	Virtual name of DAG	Granular proxy host name
Cluster	Virtual cluster name	Physical name of <i>Node 1</i>
	Virtual cluster name	Physical name of <i>Node 2</i>
	Virtual cluster name	Physical name of <i>Node 3</i>
	Virtual cluster name	Granular proxy host name
Cluster Continuous Replication (CCR)	Virtual name of cluster	Physical name of <i>Node 1</i>
	Virtual name of cluster	Physical name of <i>Node 2</i>
	Virtual name of cluster	Granular proxy host name
Standalone	Client name in the policy	Granular proxy host name
Off-host	Primary client name	Off-host computer name

## Example entries for Exchange hosts for a VMware backup

**Table 5-2** Example entries for Exchange hosts for a VMware backup

Environment	Application host	Component host
DAG	Virtual name of DAG	Physical name of <i>Node 1</i>
	Virtual name of DAG	Physical name of <i>Node 2</i>
	Virtual name of DAG	Physical name of <i>Node 3</i>
	Virtual name of DAG	Physical name of Client Access server
	Virtual name of DAG	Granular proxy host name
Cluster	Virtual cluster name	Physical name of <i>Node 1</i>

**Table 5-2** Example entries for Exchange hosts for a VMware backup (*continued*)

Environment	Application host	Component host
	Virtual cluster name	Physical name of <i>Node 2</i>
	Virtual cluster name	Physical name of <i>Node 3</i>
	Virtual cluster name	Granular proxy host name
Standalone server	Client name under which NetBackup cataloged the backup	VM display name, VM BIOS UUID, or VM DNS name (Primary VM identifier other than <b>VM hostname</b> )
	Client name in the policy	Granular proxy host name

# Configuring Exchange Granular Recovery (Exchange 2010 and earlier)

This chapter includes the following topics:

- [About Exchange backups and Granular Recovery Technology \(GRT\)](#)
- [Configuring an Exchange backup that uses Granular Recovery Technology \(GRT\) \(non-VMware backups\)](#)
- [About installing and configuring Network File System \(NFS\) for Exchange Granular Recovery](#)
- [Disk storage units supported with Exchange Granular Recovery Technology \(GRT\)](#)
- [Disabling the cataloging for duplications of Exchange backups using Granular Recovery Technology \(GRT\)](#)
- [Cataloging an Exchange backup or VMware backup that uses Granular Recovery Technology \(GRT\)](#)
- [Configuring the logon account for the NetBackup Client Service when upgrading to NetBackup 7.6](#)

# About Exchange backups and Granular Recovery Technology (GRT)

When a backup uses Granular Recovery Technology (GRT), users can restore individual items directly from any full database backup. This type of backup can serve both kinds of recovery situations. From the same backup image you can restore entire storage groups or databases. Or you can select individual folders or messages within a mailbox or public folder.

You can restore individual items using GRT from the following types of backups:

- Full or user-directed backups  
NetBackup lets you create a complete policy for disaster recovery, with all the various types of schedules. However, you cannot restore individual items from an incremental backup.
- VMware backups that protect Exchange
- Local snapshot backups
- Off-host snapshot backups
- Instant recovery backups, when the schedule copies the snapshot to a storage unit
- Replica snapshot backups  
This type of backup applies to LCR or to CCR environments with Exchange 2007 or a Database Availability Group (DAG) with Exchange 2010.
- Streaming backups (Exchange 2007)  
This type of backup is limited to certain types of storage units. See the following document for more information:  
<http://www.symantec.com/docs/TECH187917>

## Exchange granular clients and non-VMware backups

With streaming or snapshot backups (non-VMware backups), Exchange granular clients are those clients that perform backup or restore operations with Granular Recovery Technology (GRT). These clients have specific requirements that must be met to allow restores of individual mailbox and public folders from full database backups.

### Exchange granular clients

Exchange granular clients include the following:

- All mailbox servers

- The CAS server
- Mailbox servers in an Exchange DAG
- Mailbox servers in a clustered Exchange server
- An off-host client

## Requirements for Exchange granular clients

Each Exchange granular client requires configuration of the following:

- For a DAG or Exchange 2007 cluster, configure all the mailbox servers. For Exchange 2010, also configure the CAS server.
- Any CAS or mailbox server must have the NFS client installed. It also must have an unassigned drive letter for NetBackup to use to mount an NFS view of the backup image.
- An account for NetBackup Exchange operations (unique mailbox for NetBackup) This account must have the right to “Replace a process level token.” See [“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”](#) on page 48.
- In the Exchange client host properties, to the **Exchange credentials** add the credentials of the account for NetBackup Exchange operations.
- If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.
- Mapping of Exchange hosts  
 For virtual environments you need to create a map of the virtual names and physical names of the systems in the Exchange configuration. The Distributed Application Restore Mapping includes any NetBackup client that performs a backup, mounts the backup image (for example, the CAS), or initiates a restore operation. This configuration is included in the master server host properties. If you use a proxy server and it is not a media or a master server, you also need to add the proxy server to this list.  
 See [“Configuring the Exchange hosts ”](#) on page 50.
- The client(s) must have the same version of Windows as the client from which the backup is made.
- If you use an Exchange granular proxy server, the mailbox servers and the proxy host must also meet the following additional requirements:
  - Have the same NetBackup version
  - Use the same NetBackup master server



## Requirements for an off-host client

An off-host client requires configuration of the following:

- The off-host client must have the NFS client installed. It also must have an unassigned drive letter for NetBackup to use to mount an NFS view of the backup image.
- Mapping of the primary client name and the off-host computer name  
Perform this configuration in the Distributed Application Restore Mapping in the master server host properties.  
See [“Configuring the Exchange hosts”](#) on page 50.
- The NetBackup client that performs the restore must have the same version of Windows as the off-host client from which the backup is made.

## Exchange granular clients and VMware backups

Exchange granular clients are those clients that perform backup or restore operations with Granular Recovery Technology (GRT). This distinction is important because not all Exchange clients perform GRT operations with VMware browse and restore operations. Therefore, not all clients have the same configuration requirements.

### Granular clients and a VMware backup that protects Exchange 2010

With a VMware backup that protects Exchange 2010, granular clients include following:

- The Client Access server
- Clients that browse for backups
- Mailbox servers that are used to browse into mailboxes to select items for restore
- An Exchange granular proxy host  
See [“Configuring the Exchange granular proxy host”](#) on page 36.

### Granular clients and a VMware backup that protects Exchange 2007

With a VMware backup that protects Exchange 2007, granular clients include following:

- Clients that browse for backups or perform restores
- Mailbox servers that are used to browse into mailboxes to select items for restore
- An Exchange granular proxy host  
See [“Configuring the Exchange granular proxy host”](#) on page 36.

## Requirements for Exchange granular clients

Each Exchange granular client requires configuration of the following:

- For a DAG or Exchange 2007 cluster, configure all the mailbox servers. For Exchange 2010, also configure the Client Access server.
- Any CAS or mailbox server that is used for granular browse or restore must have the NFS client installed. It also must have an unassigned drive letter for NetBackup to use to mount an NFS view of the backup image.  
 Note that NFS is not needed for VMware backups.
- An account for NetBackup Exchange operations (unique mailbox for NetBackup) This account must have the right to “Replace a process level token.”  
 See [“About configuring the account for NetBackup Exchange operations with the right to Replace a process level token”](#) on page 48.
- In the Exchange client host properties, to the **Exchange credentials** add the credentials of the account for NetBackup Exchange operations. For Exchange 2010, configure the credentials on the Client Access server that performs granular restores. For Exchange 2007, configure the credentials on the mailbox servers that perform granular restores.  
 Note that you do not need to configure the Exchange credentials on the mailbox servers that perform only backup or browse operations.
- If you configure the NetBackup Client Service with a logon account and configure the Exchange credentials in the Exchange client host properties, you must configure the “Replace a process level token” for both users.
- Mapping of Exchange hosts  
 For virtual environments you need to create a map of the virtual names and physical names of the systems in the Exchange configuration. The Distributed Application Restore Mapping includes any NetBackup client that mounts the backup image (for example, the CAS) or initiates a restore operation. This configuration is included in the master server host properties.  
 If you use a proxy server and it is not a media or a master server, you also need to add the proxy server to this list.  
 See [“Configuring the Exchange hosts ”](#) on page 50.
- The client that performs the restore must have the same version of Windows as the client from which the backup is made.
- If you use an Exchange granular proxy server, the mailbox servers and the proxy host must also meet the following additional requirements:
  - Have the same NetBackup version
  - Use the same NetBackup master server

## Configuration for Replication Director

Note the following if you use Replication Director to manage your VMware snapshots and snapshot replication:

- Replication Director lets you browse and restore from a snapshot copy of the image. When NetBackup uses a snapshot rather than a disk storage unit for GRT operations, it does not use NFS or a new drive letter.
- Configure the NetBackup Client Service with a logon account that has access to the CIFS shares that are created on the NetApp disk array.  
See [“Configuring NetBackup with access to the CIFS share on the NetApp disk array”](#) on page 208.

## Exchange granular operations and the NetBackup media server

Certain requirements exist for the media server when you perform operations with Granular Recovery Technology (GRT).

The media server requires configuration of the following:

- Network File System (NFS)  
Note that operations on a snapshot copy of the image do not require NFS because it uses the primary copy.
- The client(s) must have the same version of Windows as the client from which the backup is made.
- If you use an Exchange granular proxy server, the mailbox servers and the proxy host must also meet the following additional requirements:
  - If you use a master or a media server as a proxy server you must add the proxy server to the Distributed Application Restore Mapping. (This configuration is in the master server host properties.) This list must also include any NetBackup client that mounts the backup image (for example, the CAS) or initiates a restore operation.
  - Have the same NetBackup version
  - Use the same NetBackup master server

# Configuring an Exchange backup that uses Granular Recovery Technology (GRT) (non-VMware backups)

**Note:** These steps are applicable for a non-VMware backup. To use GRT with a VMware backup, refer to the following topic:

See [“Configuring Granular Recovery Technology \(GRT\) with a VMware backup that protects Exchange”](#) on page 199.

**Table 6-1** Configuring an Exchange backup that uses Granular Recovery Technology (GRT) with a non-VMware backup

Step	Action	Description
Step 1	Verify that you have a supported Exchange Server configuration and have a media server platform that supports GRT.	See the <a href="#">NetBackup Database Agent Compatibility List</a> .  See the <a href="#">NetBackup Operating System Compatibility List</a> .
Step 2	Ensure that requirements are met for the Exchange server software.	See <a href="#">“NetBackup server requirements for NetBackup for Exchange”</a> on page 24.
Step 3	All mailbox servers and the Client Access server must meet certain requirements, including the following: <ul style="list-style-type: none"> <li>■ On each server, have an unassigned drive letter</li> <li>■ Have Network File System (NFS) configured or enabled</li> <li>■ Have a unique mailbox created for NetBackup</li> <li>■ The Exchange credentials are configured in the Exchange client host properties</li> </ul>	To determine which clients to configure, refer to the following topic:  See <a href="#">“Exchange granular clients and non-VMware backups”</a> on page 55.  In a cluster or replicated environment, perform the steps on each database node in the cluster. For an Exchange 2010 DAG, perform the steps on each database node in the DAG and the Client Access server.
Step 4	On all Exchange mailbox servers and the Client Access server, ensure that each node has an unassigned drive letter on which to mount the backup image.	

**Table 6-1**      Configuring an Exchange backup that uses Granular Recovery Technology (GRT) with a non-VMware backup (*continued*)

Step	Action	Description
Step 5	<p>Enable or configure NFS for your environment on the following:</p> <ul style="list-style-type: none"> <li>■ All Exchange mailbox servers and the Client Access server</li> <li>■ The NetBackup media server</li> </ul>	<p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2012”</a> on page 62.</p> <p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2008 and Windows 2008 R2”</a> on page 70.</p> <p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2003 R2 SP2”</a> on page 79.</p> <p>See <a href="#">“Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT)”</a> on page 85.</p>
Step 6	<p>On all Exchange mailbox servers, create an account for Exchange operations (a unique mailbox) for NetBackup.</p>	<p>See <a href="#">“About configuring the account for NetBackup Exchange operations”</a> on page 40.</p>
Step 7	<p>On all Exchange mailbox servers and the Client Access server, add the credentials for the account for NetBackup Exchange operations to the Exchange credentials. This property is located in the Exchange client host properties.</p>	<p>See <a href="#">“About the Exchange credentials in the client host properties”</a> on page 38.</p>
Step 8	<p>Create a MS-Exchange-Server policy as follows:</p> <ul style="list-style-type: none"> <li>■ Select a supported disk storage unit.</li> <li>■ Select <b>Enable granular recovery</b> on the <b>Attributes</b> tab.</li> </ul>	<p>See <a href="#">Disk Storage Types supported for Granular Recovery Technology (GRT)</a>.</p> <p>For more information on how to create a policy with GRT, see the following:</p> <p>See <a href="#">“About configuring snapshot backups of Exchange Server”</a> on page 112.</p> <p>See <a href="#">“Configuring streaming backups of Exchange Server (Exchange 2007)”</a> on page 134.</p>
Step 9	<p>On the NetBackup master server, configure the list of Exchange hosts.</p>	<p>For backups in a DAG, cluster, private network, or if you use a proxy host or off-host client, you must create a mapping of host names. For example, each DAG node and the Client Access server must be able to access a backup image using the DAG name. Configure this mapping in the Distributed Application Restore Mapping host property on the master server.</p> <p>See <a href="#">“Configuring the Exchange hosts”</a> on page 50.</p>

## About installing and configuring Network File System (NFS) for Exchange Granular Recovery

NetBackup Granular Recovery leverages Network File System, or NFS, to read individual objects from a database backup image. Specifically, the NetBackup client uses NFS to extract data from the backup image on the NetBackup media server. The NetBackup client uses “Client for NFS” to mount and access a mapped drive that is connected to the NetBackup media server. The NetBackup media server handles the I/O requests from the client through NBFSD.

NBFSD is the NetBackup File System (NBFS) service that runs on the media server. NBFSD makes a NetBackup backup image appear as a file system folder to the NetBackup client over a secure connection.

Network File System, or NFS, is a widely recognized, open standard for client and server file access over a network. It allows clients to access files on dissimilar servers through a shared TCP/IP network. NFS is typically bundled with the host operating system. NetBackup uses Granular Recovery Technology (GRT) and NFS to recover the individual objects that reside within a database backup image, such as:

- A user account from an Active Directory database backup
- Email messages or folders from an Exchange database backup
- A document from a SharePoint database backup

Multiple NetBackup agents that support GRT (for example, Exchange, SharePoint, and Active Directory) can use the same media server.

## About configuring Services for Network File System (NFS) on Windows 2012

To restore individual items from a database backup, you must configure Services for Network File System (NFS) on the NetBackup media server, the Exchange granular clients, and the Client Access server.

**Table 6-2**      Configuring NFS on Windows 2012

Step	Action	Description
Step 1	Configure NFS on the media server.	<p>Before you configure NFS, review the requirements for the media server.</p> <p>See <a href="#">“Exchange granular operations and the NetBackup media server”</a> on page 59.</p> <p>On the media server do the following:</p> <ul style="list-style-type: none"> <li>■ Stop and disable the ONC/RPC Portmapper service, if it exists.</li> <li>■ Enable NFS. See <a href="#">“Enabling Services for Network File System (NFS) on a Windows 2012 media server”</a> on page 63.</li> <li>■ Stop the Server for NFS service. See <a href="#">“Disabling the Server for NFS”</a> on page 75.</li> <li>■ Stop the Client for NFS service. See <a href="#">“Disabling the Client for NFS on the media server”</a> on page 77.</li> </ul> <p>Note: If an Exchange granular client resides on the media server, do not disable the Client for NFS.</p> <ul style="list-style-type: none"> <li>■ Configure the portmap service to start automatically at server restart. Issue the following from the command prompt: <code>sc config portmap start= auto</code> This command should return the status [SC] ChangeServiceConfig SUCCESS.</li> </ul>
Step 2	Configure NFS on the Exchange granular clients and the Client Access server.	<p>Determine which clients to configure.</p> <p>See <a href="#">“Exchange granular clients and non-VMware backups”</a> on page 55.</p> <p>See <a href="#">“Exchange granular clients and VMware backups”</a> on page 57.</p> <p>On the Exchange granular clients and the Client Access server, do the following:</p> <ul style="list-style-type: none"> <li>■ Enable NFS on the clients. See <a href="#">“Enabling Services for Network File System (NFS) on a Windows 2012 client”</a> on page 67.</li> <li>■ Stop the Server for NFS service. See <a href="#">“Disabling the Server for NFS”</a> on page 75.</li> </ul>

## Enabling Services for Network File System (NFS) on a Windows 2012 media server

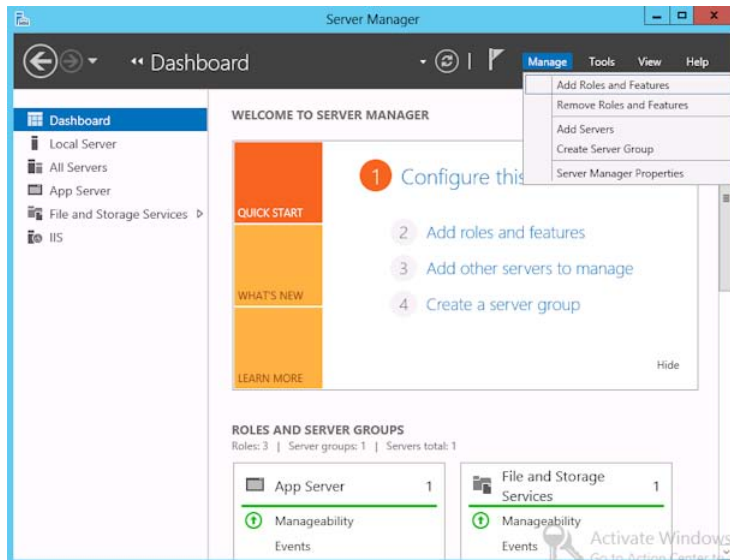
To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS). When this configuration is completed on the media server, you can disable any unnecessary

NFS services. More information is available on requirements for the NetBackup media server.

See “[Exchange granular clients and non-VMware backups](#)” on page 55.

To enable Services for Network File System (NFS) on a Windows 2012 media server

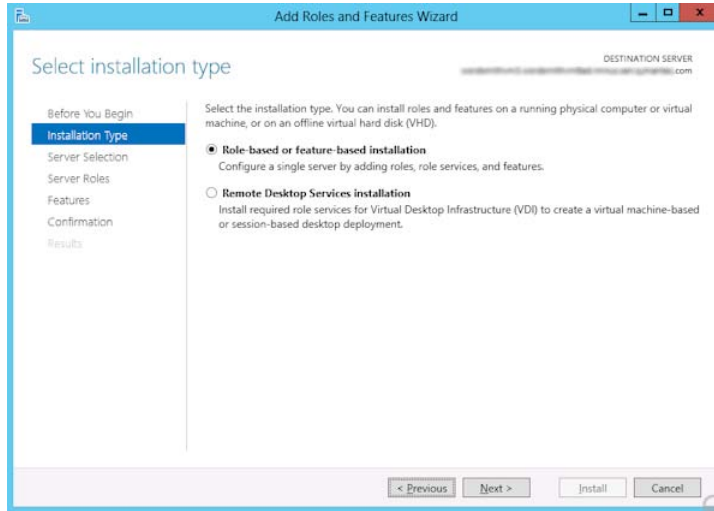
- 1 Open the Server Manager.
- 2 From the **Manage** menu, click **Add Roles and Features**.



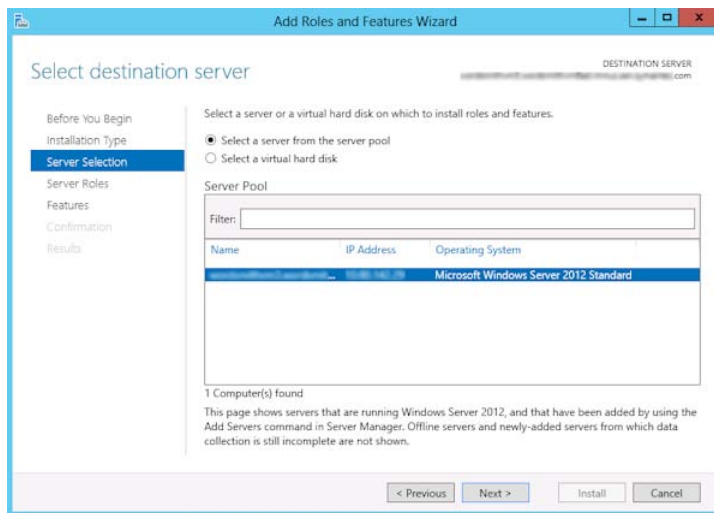
- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.



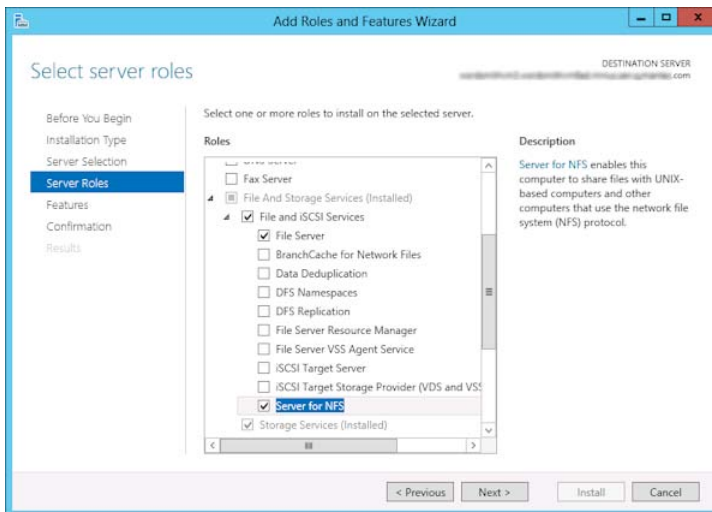
- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.



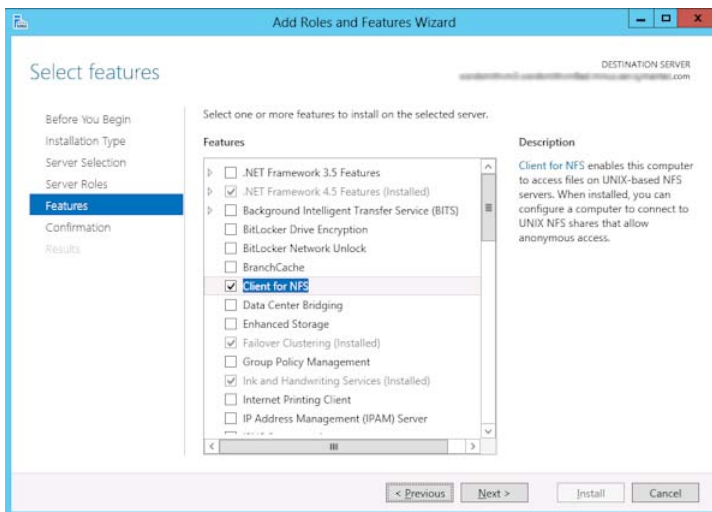
- 5 Click **Next**.
- 6 On the **Server Selection** page, click **Select a server from the server pool** and select the server. Click **Next**.



- 7 On the **Server Roles** page, expand **File and Storage Services** and **File and iSCSI Services**.
- 8 Click **File Server** and **Server for NFS**. When you are prompted, click **Add Features**. Click **Next**.



- 9 If the media server is also an Exchange Service client, on the **Features** page, click **Client for NFS**. Click **Next**.



**10** On the **Confirmation** page, click **Install**.

**11** Disable any unnecessary services, as follows:

- If you have a single host that functions as both the media server and the Exchange granular client, you can disable the Server for NFS service.  
See [“Disabling the Server for NFS”](#) on page 75.
- For a host that is only the NetBackup media server, you can disable the Server for NFS and the Client for NFS services.  
See [“Disabling the Server for NFS”](#) on page 75.  
See [“Disabling the Client for NFS on the media server”](#) on page 77.

## Enabling Services for Network File System (NFS) on a Windows 2012 client

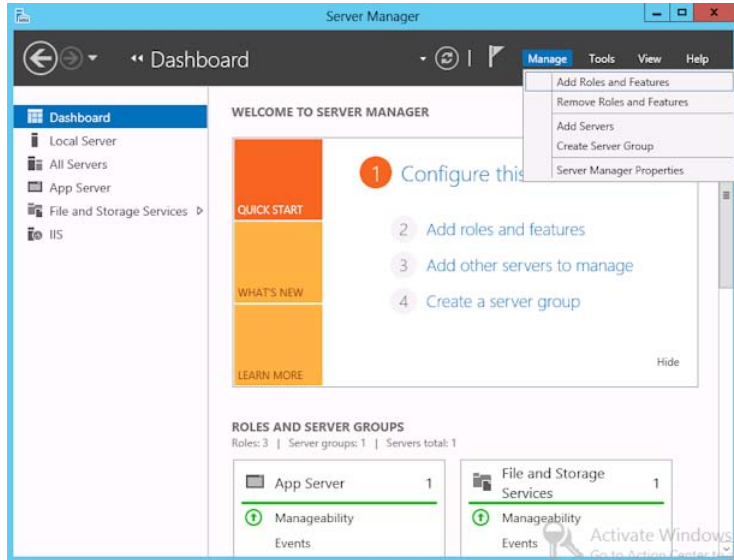
To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS). When this configuration is completed on the Exchange granular clients, you can disable any unnecessary NFS services. More information is available on which clients require this configuration.

See [“Exchange granular clients and non-VMware backups”](#) on page 55.

See [“Exchange granular clients and VMware backups”](#) on page 57.

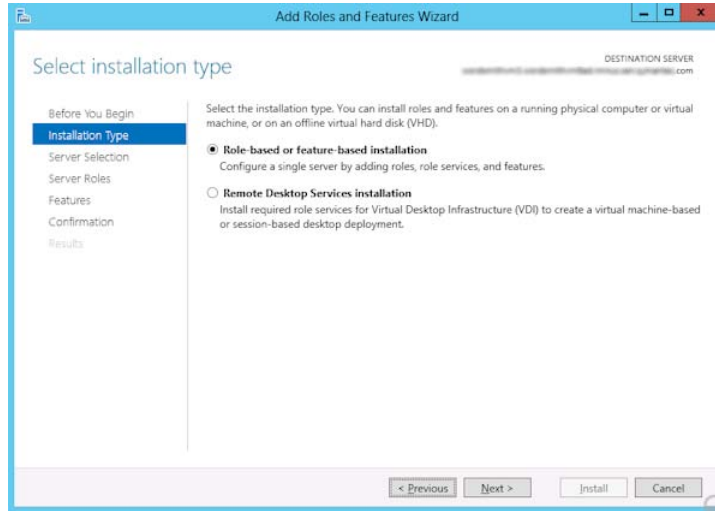
**To enable Services for Network File System (NFS) on a Windows 2012 client**

- 1 Open the Server Manager.
- 2 From the **Manage** menu, click **Add Roles and Features**.

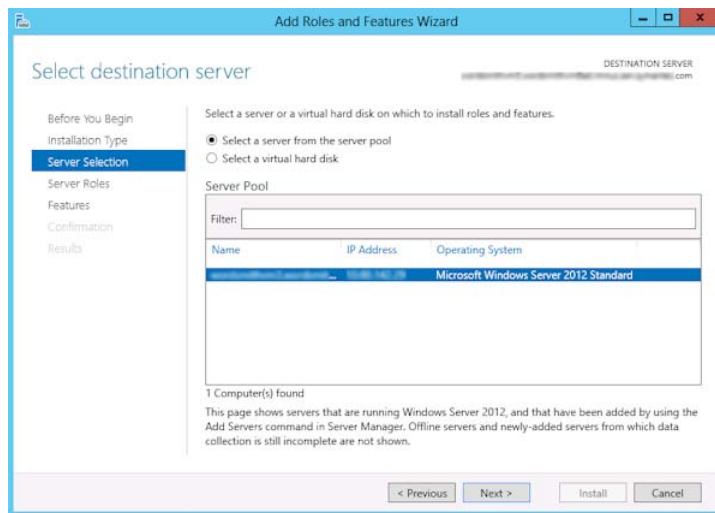


- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.

- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.

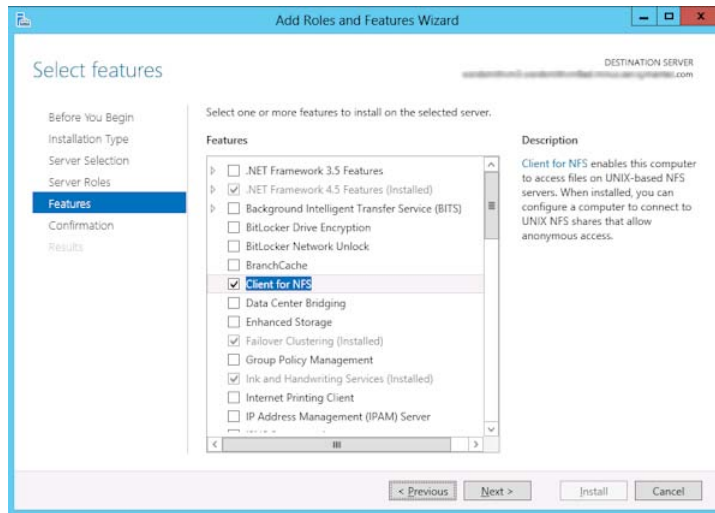


- 5 Click **Next**.
- 6 On the **Server Selection** page, click **Select a server from the server pool** and select the server. Click **Next**.



- 7 On the **Server Roles** page, click **Next**.

- 8 On the **Features** page, click **Client for NFS**. Click **Next**.



- 9 On the **Confirmation** page, click **Install**.

## About configuring Services for Network File System (NFS) on Windows 2008 and Windows 2008 R2

To restore individual items from a database backup, you must configure Services for Network File System (NFS) on the NetBackup media server, the Exchange granular clients, and the Client Access server.

**Table 6-3**      Configuring NFS in a Windows 2008 or Windows 2008 R2 environment

Step	Action	Description
Step 1	Configure NFS on the media server.	<p>Before you configure NFS, review the requirements for the media server.</p> <p>See <a href="#">"Exchange granular operations and the NetBackup media server"</a> on page 59.</p> <p>On the media server do the following:</p> <ul style="list-style-type: none"> <li>■ Stop and disable the ONC/RPC Portmapper service, if it exists.</li> <li>■ Enable NFS. See <a href="#">"Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2"</a> on page 72.</li> <li>■ Stop the Server for NFS service. See <a href="#">"Disabling the Server for NFS"</a> on page 75.</li> <li>■ Stop the Client for NFS service. See <a href="#">"Disabling the Client for NFS on the media server"</a> on page 77. Note: If an Exchange granular client resides on the media server, do not disable the Client for NFS.</li> <li>■ Configure the portmap service to start automatically at server restart. Issue the following from the command prompt: <code>sc config portmap start= auto</code> This command should return the status [SC] ChangeServiceConfig SUCCESS.</li> </ul>
Step 2	Configure NFS on the Exchange granular clients and the Client Access server.	<p>Determine which clients to configure.</p> <p>See <a href="#">"Exchange granular clients and non-VMware backups "</a> on page 55.</p> <p>See <a href="#">"Exchange granular clients and VMware backups"</a> on page 57.</p> <p>On the Exchange granular clients and the Client Access server, do the following:</p> <ul style="list-style-type: none"> <li>■ Enable NFS. See <a href="#">"Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2"</a> on page 72.</li> <li>■ Stop the Server for NFS service. See <a href="#">"Disabling the Server for NFS"</a> on page 75.</li> </ul>

**Table 6-3** Configuring NFS in a Windows 2008 or Windows 2008 R2 environment (*continued*)

Step	Action	Description
Step 3	Install the hotfix for Client for NFS on the Exchange granular clients and the Client Access server.	<p>On the Exchange granular clients and the Client Access server, install the hotfix for Client for NFS. The hotfix is available at the following location:  <a href="http://support.microsoft.com/kb/955012">http://support.microsoft.com/kb/955012</a></p> <p><b>Note:</b> Important Windows Vista hotfixes and Windows Server 2008 hotfixes are included in the same packages. However, the hotfix Request page lists only <i>Windows Vista</i>. To request the hotfix package that applies to one or both operating systems, select the hotfix that is listed under <i>Windows Vista</i> on the page. Always refer to the <i>Applies To</i> section in articles to determine the actual operating system for each hotfix.</p>

### Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2

To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS). When this configuration is completed on the media server and the Exchange granular clients, you can disable any unnecessary NFS services. More information is available on which clients require this configuration.

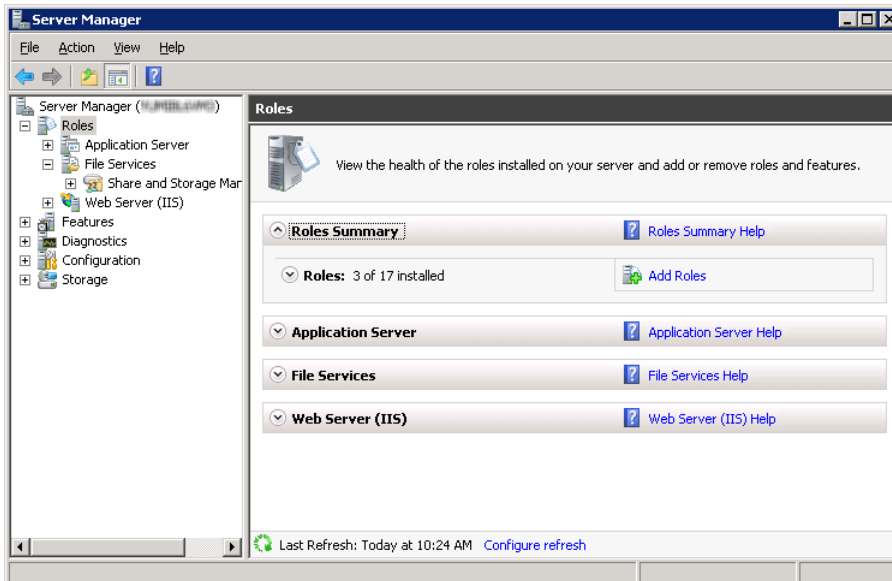
See [“Exchange granular clients and non-VMware backups”](#) on page 55.

See [“Exchange granular clients and VMware backups”](#) on page 57.



## To enable Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2

- 1 Open the Server Manager.
- 2 In the left pane, click **Roles** and, in the right pane, click **Add Roles**.



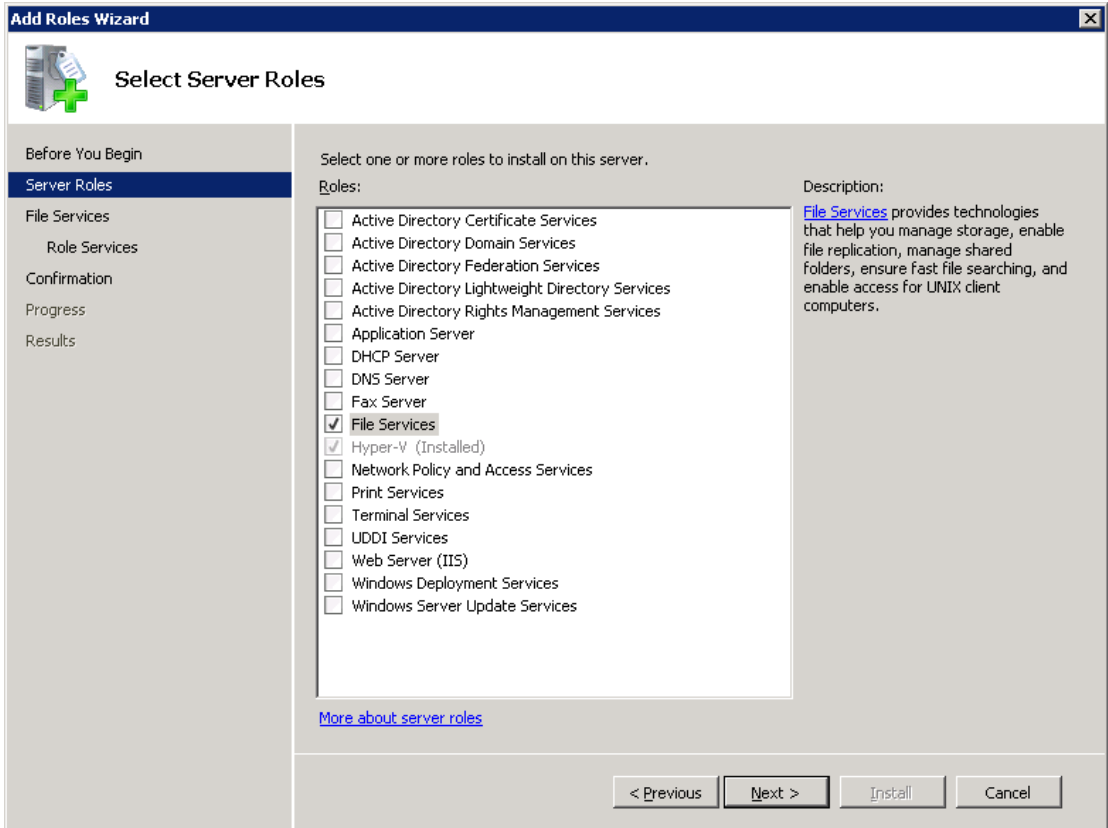
- 3 In the Add Roles Wizard, on the **Before You Begin** page, click **Next**.

- 4 On the **Select Server Roles** page, under **Roles**, check the **File Services** check box. Click **Next**.

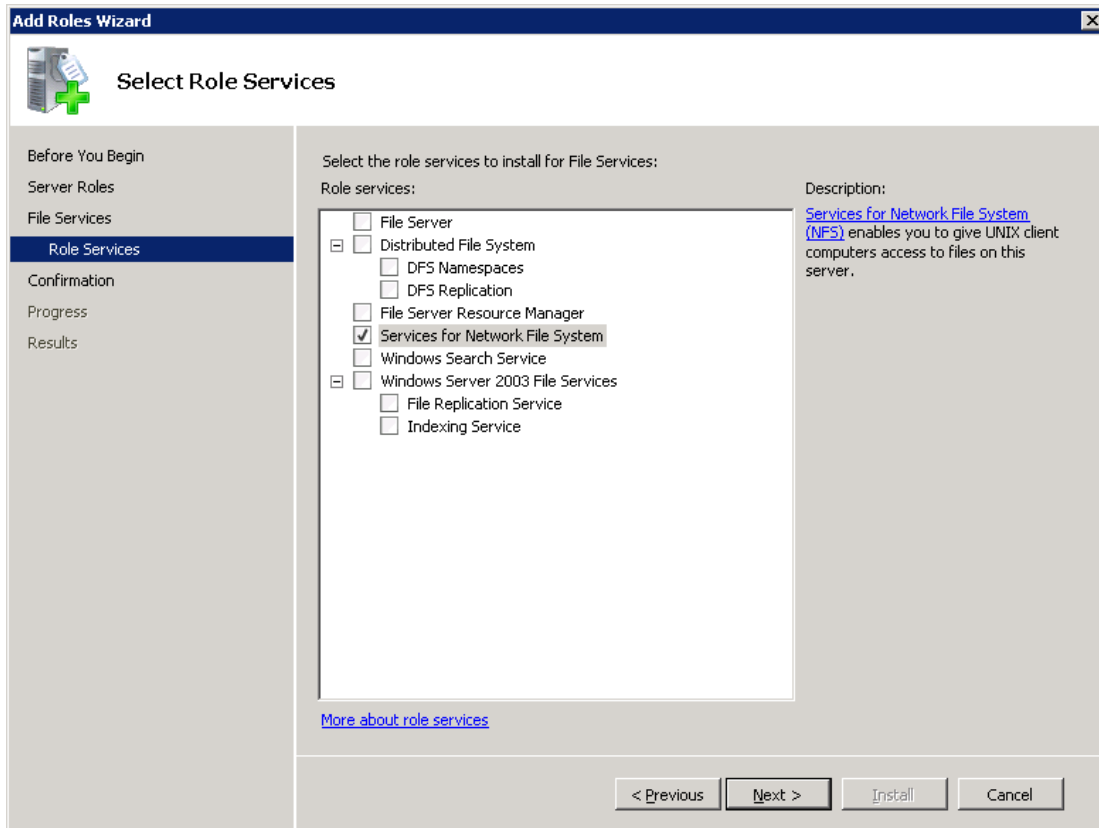
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**Note:** If a role service is already installed for the File Services role, you can add other role services from Roles home page. In the File Services pane, click **Add Role Services**.

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- 5 On the **Files Services** page, click **Next**.
- 6 On the **Select Role Services** page, do the following:
  - Uncheck **File Server**.
  - Check **Services for Network File System**.
  - Click **Next** and complete the wizard.



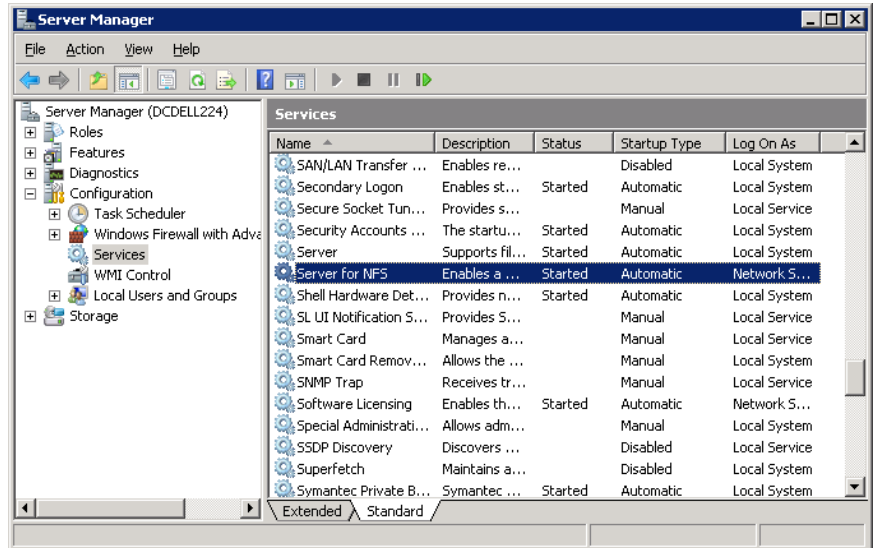
- 7 For each host in your configuration, choose from one of the following:
  - If you have a single host that functions as both the media server and the Exchange granular client, you can disable the Server for NFS.
  - For a host that is only the NetBackup media server, you can disable the Server for NFS and the Client for NFS.
  - For a host that is only an Exchange granular client, you can disable the Server for NFS.

## Disabling the Server for NFS

After you enable Services for Network File System (NFS) on the media server and on the Exchange granular clients, you can disable Server for NFS.

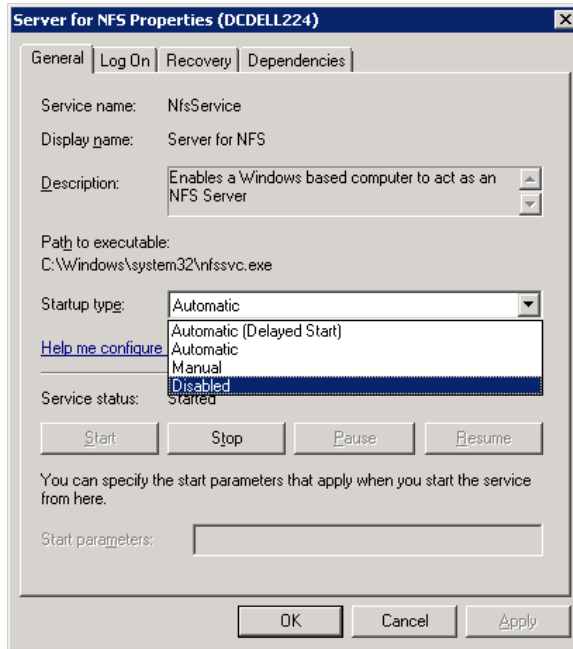
To disable the Server for NFS

- 1 Open the Server Manager.
- 2 In the left pane, expand **Configuration**.
- 3 Click **Services**.



- 4 In the right pane, right-click on **Server for NFS** and click **Stop**.
- 5 In the right pane, right-click on **Server for NFS** and click **Properties**.

- 6 In the **Server for NFS Properties** dialog box, from the **Startup type** list, click **Disabled**.



- 7 Click **OK**.
- 8 Repeat this procedure for the media server and for each Exchange granular client.

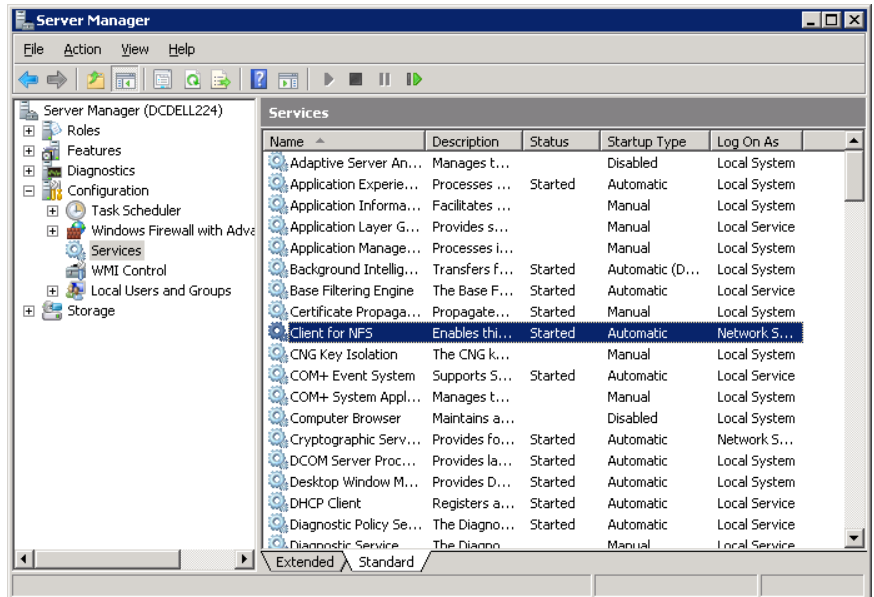
## Disabling the Client for NFS on the media server

After you enable Services for Network File System (NFS) on a host that is only a NetBackup media server, you can disable the Client for NFS.

**To disable the Client for NFS on the NetBackup media server**

- 1 Open the Server Manager.
- 2 In the left pane, expand **Configuration**.

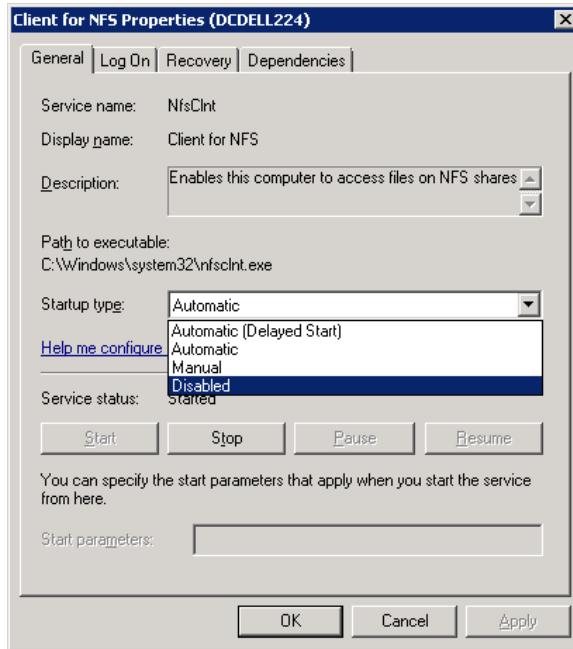
3 Click **Services**.



4 In the right pane, right-click on **Client for NFS** and click **Stop**.

5 In the right pane, right-click on **Client for NFS** and click **Properties**.

- 6 In the **Client for NFS Properties** dialog box, from the **Startup type** list, click **Disabled**.



- 7 Click **OK**.

## About configuring Services for Network File System (NFS) on Windows 2003 R2 SP2

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**Note:** NetBackup does not support Granular Recovery Technology (GRT) with Windows Server 2003 R1 or earlier versions.

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To restore individual items from a database backup, you must configure Services for Network File System (NFS) on the NetBackup media server and the Exchange granular clients.

**Table 6-4**

Step	Action	Description
Step 1	Install the necessary NFS components on the NetBackup media server.	<p>On the media server do the following:</p> <ul style="list-style-type: none"> <li>■ Stop and disable the ONC/RPC Portmapper service, if it exists.</li> <li>■ Install the following NFS components:                             <ul style="list-style-type: none"> <li>■ RPC External Data Representation</li> <li>■ RPC Port Mapper</li> </ul> </li> <li>■ If an Exchange granular client resides on the media server, also install the following components:                             <ul style="list-style-type: none"> <li>■ Client for NFS</li> <li>■ Microsoft Services for NFS Administration</li> </ul> </li> <li>■ Configure the portmap service to start automatically at server restart.</li> </ul> <p>Issue the following from the command prompt:</p> <pre>sc config portmap start= auto</pre> <p>This command should return the status [SC]  ChangeServiceConfig SUCCESS.</p> <p>See <a href="#">Table 6-5</a> on page 81.</p> <p>See <a href="#">“Installing Services for NFS on the Windows 2003 R2 SP2 media server”</a> on page 81.</p>
Step 2	Configure the Client for NFS service on the media server.	<p>Depending on configuration of the host, verify that Client for NFS is configured correctly:</p> <ul style="list-style-type: none"> <li>■ For a single host that has both the media server and the Exchange granular client, ensure Client for NFS is running.</li> <li>■ For a host that is only a NetBackup media server, Client for NFS can be stopped and disabled.</li> </ul>



**Table 6-4** (continued)

Step	Action	Description
Step 3	Install the necessary NFS components on the Exchange granular clients.	<p>Determine which clients to configure.</p> <p>See <a href="#">“Exchange granular clients and non-VMware backups”</a> on page 55.</p> <p>See <a href="#">“Exchange granular clients and VMware backups”</a> on page 57.</p> <p>On the client do the following:</p> <ul style="list-style-type: none"> <li>■ Install the following NFS components:                             <ul style="list-style-type: none"> <li>■ The RPC External Data Representation</li> <li>■ RPC Port Mapper</li> <li>■ Client for NFS</li> <li>■ Microsoft Services for NFS Administration</li> </ul> </li> <li>■ After the installation completes, ensure that the Client for NFS service is running.</li> </ul> <p>See <a href="#">Table 6-5</a> on page 81.</p> <p>See <a href="#">“Installing Services for NFS on Exchange granular clients with Windows 2003 R2 SP2”</a> on page 84.</p>
Step 4	Install the hotfixes for Client for NFS on the Exchange granular clients.	<p>The hotfixes are available at the following location:</p> <p><a href="http://support.microsoft.com/kb/947186">http://support.microsoft.com/kb/947186</a></p> <p><a href="http://support.microsoft.com/kb/955012">http://support.microsoft.com/kb/955012</a></p>

**Table 6-5** NFS components required for Windows 2003 R2 SP2

NFS component	NetBackup client	NetBackup media server
Client for NFS	X	
Microsoft Services for NFS Administration	X	
RPC External Data Representation	X	X
RPC Port Mapper		X

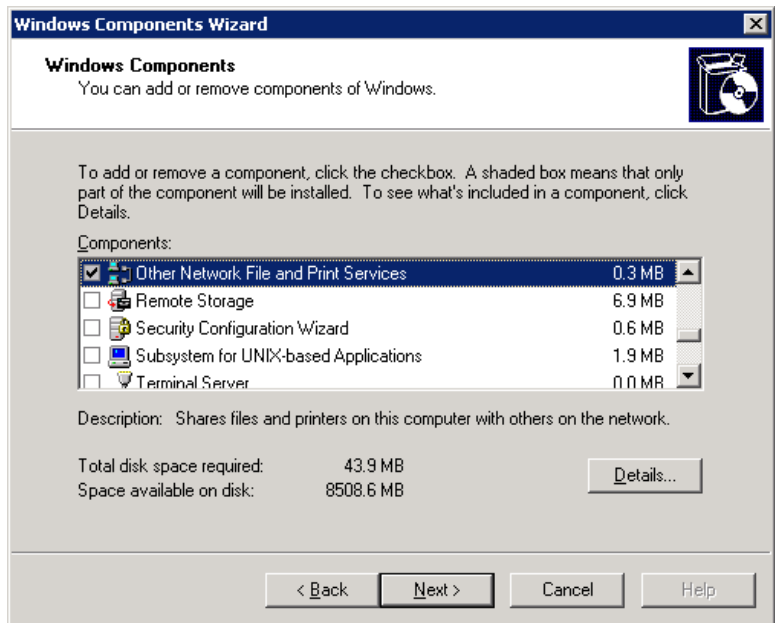
### Installing Services for NFS on the Windows 2003 R2 SP2 media server

To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must install Services for Network File System (NFS) on the NetBackup

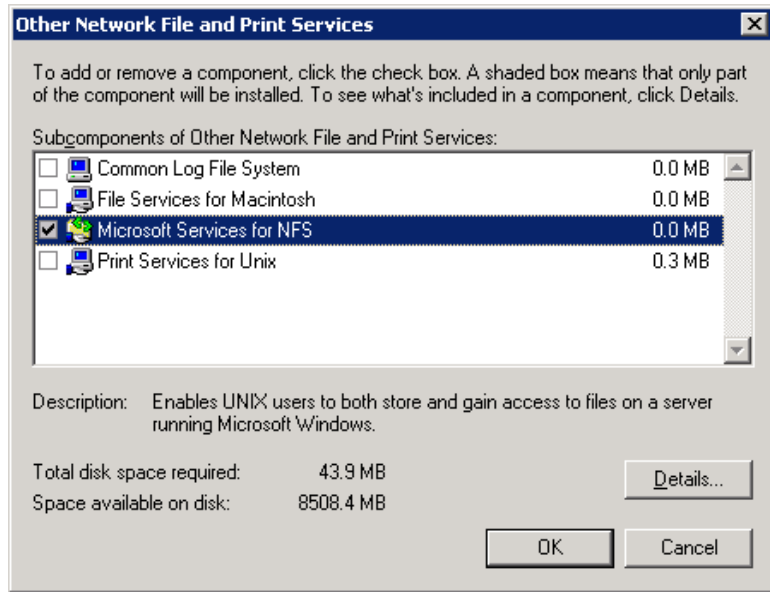
media server. For VMware backups that protect Exchange, you do not need to install NFS on the media server.

To install Services for NFS on the Windows 2003 R2 SP2 media server

- 1 Click **Start > Control Panel > Add or Remove Programs**.
- 2 Click **Add/Remove Windows Components**.
- 3 Check **Other Network File and Print Services** and click **Details**.



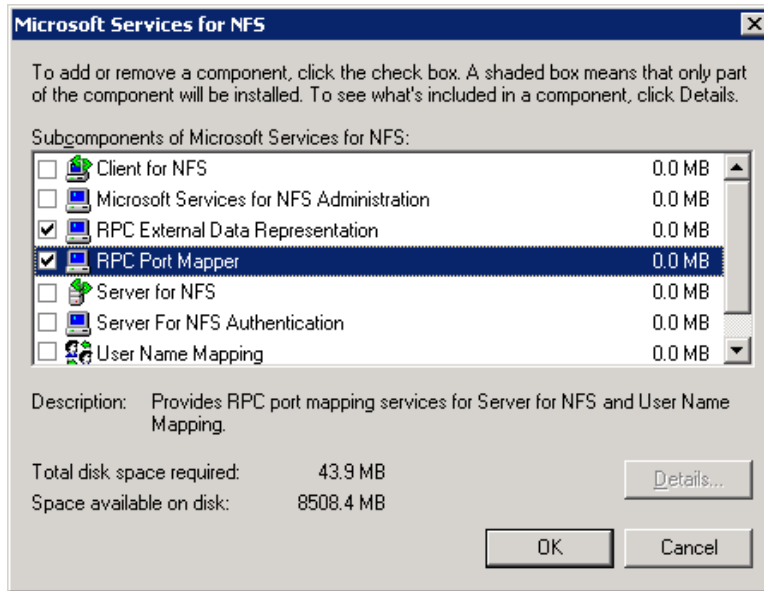
4 Check **Microsoft Service for NFS** and click **Details**.



5 Install the components that apply to your configuration.

- If the host is only a NetBackup media server, check the following components:
  - RPC External Data Representation
  - RPC Port Mapper
- If you have a single host that functions as both the media server and the Exchange granular client, check the following components:
  - Client for NFS
  - Microsoft Services for NFS Administration
  - RPC External Data Representation
  - RPC Port Mapper

Media server  
and client ———  
Media  
server only ———



- 6 Click **OK**.
- 7 Click **OK**.
- 8 Click **Next** and complete the Windows Components Wizard.
- 9 After the installation is complete, open Services in the Control Panel.
- 10 Depending on configuration of the host, verify that Client for NFS is running or is stopped and disabled:
  - For a single host that has both the media server and the Exchange granular client, ensure Client for NFS is running.
  - For a host that is only a NetBackup media server, Client for NFS can be stopped and disabled.

## Installing Services for NFS on Exchange granular clients with Windows 2003 R2 SP2

This topic describes how to install NFS on the NetBackup clients with Windows 2003 R2 SP2. Only the clients that perform granular operations require NFS. If an Exchange granular client is also a media server, you must follow a different procedure.

See [“Installing Services for NFS on the Windows 2003 R2 SP2 media server”](#) on page 81.

More information is available on which clients require NFS.

See [“Exchange granular clients and non-VMware backups”](#) on page 55.

To install Services for NFS on the NetBackup clients with Windows 2003 R2 SP2

- 1 Click **Start > Control Panel > Add or Remove Programs**.
- 2 Click **Add/Remove Windows Components**.
- 3 Check **Other Network File and Print Services** and click **Details**.
- 4 Check **Microsoft Service for NFS** and click **Details**.
- 5 Check the following components:
  - Client for NFS
  - Microsoft Services for NFS Administration
  - RPC External Data Representation
- 6 Click **OK**.
- 7 Click **OK**.
- 8 Click **Next** and complete the Windows Components Wizard.
- 9 After the installation is complete, open Services in the Control Panel.
- 10 Ensure the following that the Client for NFS service is running.
- 11 Repeat this procedure for each Exchange client that performs granular operations.

## Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT)

To perform backups and restores that use Granular Recovery Technology (GRT), perform the following configuration if you use a UNIX media server and Windows clients:

- Confirm that your media server is installed on a platform that supports granular recovery.  
See the [Operating System Compatibility List](#).
- No other configuration is required for the UNIX media server.
- Enable or install NFS on the Exchange granular clients.  
See [“Enabling Services for Network File System \(NFS\) on Windows 2008 or Windows 2008 R2”](#) on page 72.  
See [“Installing Services for NFS on Exchange granular clients with Windows 2003 R2 SP2”](#) on page 84.

- You can configure a different network port for NBFSD.  
 See “[Configuring a different network port for NBFSD](#)” on page 86.

## Configuring a different network port for NBFSD

NBFSD runs on port 7394. If another service uses the standard NBFSD port in your organization, you can configure the service on another port. The following procedures describe how to configure a NetBackup server to use a network port other than the default.

### To configure a different network port for NBFSD (Windows server)

- 1 Log on as administrator on the computer where NetBackup server is installed.
- 2 Open Regedit.
- 3 Open the following key.:

`HKEY_LOCAL_MACHINE\SOFTWARE\VERITAS\NetBackup\CurrentVersion\Config`

- 4 Create a new DWORD value named **FSE\_PORT**.
- 5 Right-click on the new value and click **Modify**.
- 6 In the **Value data** box, provide a port number between 1 and 65535.
- 7 Click **OK**.

### To configure a different network port for NBFSD (UNIX server)

- 1 Log on as root on the computer where NetBackup server is installed.
- 2 Open the `bp.conf` file.
- 3 Add the following entry, where `XXXX` is an integer and is a port number between 1 and 65535.

`FSE_PORT = XXXX`

## Disk storage units supported with Exchange Granular Recovery Technology (GRT)

Granular backups must be made to a supported disk device. During the backup operation, the mailbox name or top public folder is cataloged. When you duplicate (`-bc_only`) a backup, NetBackup catalogs the entire contents of the backup image and the duplication can be targeted to any media. When you perform a restore, the primary backup image must exist on a supported disk media. You may need to perform another duplicate operation to copy the backup to disk.

More information is available on the disk storage units that are supported with GRT.

See the [NetBackup Release Notes](#).

See [Disk Storage Types supported for Granular Recovery Technology \(GRT\)](#).

## Disabling the cataloging for duplications of Exchange backups using Granular Recovery Technology (GRT)

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**Note:** This option does not apply to duplicating a VMware backup that protects Exchange. You cannot use the Administration Console to duplicate that kind of backup. You must use the command-line option `bpduplicate`.

---

Duplication of a backup that uses Granular Recovery Technology (GRT) takes extra time. NetBackup requires this extra time to catalog the granular Exchange information. You can choose not to catalog the granular information so that the duplication is performed more quickly. However, then users are not able to browse for individual items on the image that was duplicated if the disk copy expires.

During the duplication process, NetBackup writes log entries periodically to show the progress of the job.

**To disable the cataloging of Exchange backups using Granular Recovery Technology**

- 1 On the master server, open the NetBackup Administration Console.
- 2 In the left pane, expand **Host Properties**.
- 3 Click **Master Servers**.
- 4 In the right pane, right-click the master server click **Properties**.
- 5 Click **General Server**.
- 6 Uncheck **Enable message-level cataloging when duplicating Exchange images that use Granular Recovery Technology**.
- 7 Click **OK**.

## Cataloging an Exchange backup or VMware backup that uses Granular Recovery Technology (GRT)

As an alternative to duplicating a backup image, you index or catalog the mailbox and public folder contents of the backup without creating a copy. The user can then more quickly browse the backup and perform restores. Use the following command to generate a full Exchange catalog with granular information for the image:

```
bpduplicate -bc_only
```

See the [NetBackup Command Reference Guide](#) for the options that may apply. For example, without options this command operates on all images within a default date range. This command works only on the primary copy of an Exchange image or Exchange view of a VMware image.

Note that for a VMware backup that protects Exchange, the mailbox user name is not cataloged at the time of the VMware backup.

If you specify a granular proxy host with the `bpduplicate` command, configure the Exchange hosts in the master server host properties.

See [“Configuring the Exchange hosts”](#) on page 50.

## Configuring the logon account for the NetBackup Client Service when upgrading to NetBackup 7.6

By default, the NetBackup Client Service uses “Local System” account to log on. A different account, called the account for NetBackup Exchange operations, is required for GRT operations. This gives NetBackup permissions to perform Exchange backups and restores. See the following topics for information on how to create this account.

See [“Creating a privileged NetBackup user account for EWS access \(Exchange 2010\)”](#) on page 42.

See [“Creating a minimal NetBackup account for Exchange operations \(Exchange 2010 and later\)”](#) on page 44.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2007\)”](#) on page 45.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2003\)”](#) on page 47.

Note the following when you configure the logon account for the NetBackup Client Service:

- For mailbox and public folder backups, you must configure the NetBackup Client Server with the credentials for the account for NetBackup Exchange operations. (These backups use the `Microsoft Exchange Mailboxes:\` and `Microsoft Exchange Public Folders:\` directives.) For those types of backups, you cannot configure the credentials in the Exchange client host properties.
- Configure each client that performs granular operations. To determine which clients to configure, see the following topics:  
 See [“Exchange granular clients and non-VMware backups”](#) on page 55.



See [“Exchange granular clients and VMware backups”](#) on page 57.

- Configure the NetBackup Client Service with the credentials for the account for NetBackup Exchange operations.  
See [“About configuring the account for NetBackup Exchange operations”](#) on page 40.
- In previous versions of NetBackup, to perform Granular Recovery Technology (GRT) operations you configured the NetBackup Client Service on each granular client with a different logon account. This configuration is no longer required; configure the Exchange credentials in the client host properties. Mailbox and public folder backups still require that you configure the NetBackup Client Service. (These backups use the `Microsoft Exchange Mailboxes:\` and `Microsoft Exchange Public Folders:\` directives.)  
Symantec recommends that you use the new configuration, though existing NetBackup customers can continue to configure the logon account for the NetBackup Client Service. (However, for a VMware backup that uses Replication Director you must configure the Exchange credentials and the NetBackup Client Service. See the following bullet.  
See [“About the Exchange credentials in the client host properties”](#) on page 38.
- If you use Replication Director to manage your VMware snapshots and snapshot replication, different configuration is required. You cannot configure the NetBackup Client Service with the credentials for the NetBackup Exchange operations account.  
See [“About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication”](#) on page 203.
- If you use NetBackup for Exchange on a SAN client, use the same account for the NetBackup Client Service and the SAN Client Fibre Transport Service. The account must also be a local administrator. Alternatively, you can provide the Exchange credentials in the client host properties. In that case, you do not need to use the same credentials for the SAN Client Fibre Transport Service.

**To configure the logon account for the NetBackup Client Service when upgrading to NetBackup 7.6**

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Client Service** entry.
- 3 Click on the **Log On** tab.
- 4 Provide the name of the account for NetBackup Exchange operations. To change the **Log on as** account, you must have administrator group privileges.  
The account must include the domain name, followed by the user account, **domain\_name\account**. For example, **recovery\netbackup**.

- 5 Type the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Client Service.
- 8 Close the Services control panel application.

# Configuring Exchange backup policies (non-VMware)

This chapter includes the following topics:

- [About Exchange automatic, user-directed, and manual backups](#)
- [About configuring a backup policy for Exchange Server](#)
- [About configuring snapshot backups of Exchange Server](#)
- [About configuring Instant Recovery backups of Exchange Server](#)
- [Configuring streaming backups of Exchange Server \(Exchange 2007\)](#)
- [Performing a manual backup for an MS-Exchange-Server policy](#)

## About Exchange automatic, user-directed, and manual backups

NetBackup provides the following methods to perform backups:

- Automatic
- Manual
- User-directed

For more information on these backup methods and other administrator-directed activities, see the [NetBackup Administrator's Guide, Volume I](#).

With automatic backups, the NetBackup administrator can schedule the full backups and the incremental backups that occur automatically and unattended. (Incremental backups can be differential incremental backups or cumulative incremental backups.) Automatic backups meet most backup requirements.

You cannot perform an automatic copy backup. To perform a copy backup, run a user-directed backup.

With manual backups, the administrator can perform immediate backups of the files that are associated with any policy, client, or schedule.

The manual backup option can be useful for the following situations:

- Testing a configuration
- When workstations miss their regular backups
- Before installing new software (to preserve the old configuration)
- Preserving records before a special event such as when companies split or merge

With the Backup, Archive, and Restore interface, the user can perform backups of Exchange Server, mailboxes, and public folders. A user-directed backup produces a copy backup for Exchange, which is a full backup that does not truncate the transaction logs.

## About configuring a backup policy for Exchange Server

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**Note:** To configure a backup policy for full VMware backups that protect Exchange Server, you follow a different procedure. Incremental backups must be performed with an MS-Exchange-Server policy.

See [“About protecting Exchange Server data with VMware backups”](#) on page 193.

---

A backup policy for a database defines the backup criteria for a specific group of one or more clients.

These criteria include the following:

- Storage unit and media to use
- Policy attributes
- Backup schedules
- Clients to be backed up

- Items (database objects) to be backed up

To back up a database environment, define at least one MS-Exchange-Server policy with the appropriate schedules. A configuration can have a single policy that includes all clients, or there can be many policies, some of which include only one client.

Most requirements for database policies are the same as for file system backups. In addition to the policy attributes for this database agent, other attributes are available that you should consider.

See the See the [NetBackup Administrator's Guide, Volume I](#).

## Policy recommendations for Exchange Server 2010 and 2013

Note the following when you create policies for an Exchange Server 2010 or 2013 Database Availability Group (DAG):

- Create a policy that backs up an entire DAG or backs up one or more databases in a DAG. This policy supports full, incremental, and user-directed backups.
- (Exchange 2010) To perform a backup with Granular Recovery Technology (GRT) select the **Enable granular recovery** option.  
This option lets you restore databases and individual mailbox and public folder items. You cannot restore individual mailbox and public folder items from any incremental backups.
- An MS-Exchange-Server policy by default backs up the passive copy of a database. This behavior provides an advantage over a VMware policy, which backs up only the active copy by default.
- The example policies include the basic policy settings for an Exchange backup. For information on how to create snapshot backup policies, see the following:  
See "[About configuring snapshot backups of Exchange Server](#)" on page 112.

**Table 7-1** Example policy that backs up all databases in an Exchange DAG

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Exchange Database Availability Groups:\
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	(Exchange 2010) Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.

**Table 7-1** Example policy that backs up all databases in an Exchange DAG  
*(continued)*

Policy item	Configuration
Other configuration	<p><b>Perform snapshot backups</b> must be enabled.</p> <p>You can include multiple clients on the <b>Clients</b> tab. The client names are the DAG names.</p>

**Table 7-2** Example policy that backs up a database for an Exchange DAG

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	<p>Microsoft Exchange Database Availability Groups:\Mailbox Database</p> <p>Microsoft Exchange Database Availability Groups:\forest or domain name\Microsoft Information Store\Mailbox Database</p>
Auto backup frequency	<p>Weekly Full</p> <p>Daily Incremental</p>
Enable granular recovery	(Exchange 2010) Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	<p><b>Perform snapshot backups</b> must be enabled.</p> <p>You can only include one client on the <b>Clients</b> tab. A DAG is the client for the policy.</p>

Refer to the following recommendations when you create policies for an Exchange 2010 or 2013 standalone server:

- Create a policy that backs up the Information Store or individual databases. This policy supports full, incremental, and user-directed backups.
- (Exchange 2010) To perform a backup with Granular Recovery Technology (GRT), select the **Enable granular recovery** option.  
 You can restore databases and individual mailbox and public folder items. You cannot restore individual mailbox or public folder items from any incremental backups that use GRT.
- The example policies include the basic policy settings for an Exchange backup. For information on how to create snapshot backup policies, see the following: See [“About configuring snapshot backups of Exchange Server”](#) on page 112.

**Table 7-3** Example policy that backs up all database in an Exchange 2010 or 2013 standalone server

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Information Store:\
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	(Exchange 2010) Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	<b>Perform snapshot backups</b> must be enabled.

**Table 7-4** Example policy that backs up a database in an Exchange 2010 or 2013 standalone server

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Information Store:\Mailbox Database
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	(Exchange 2010) Recommended. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	<b>Perform snapshot backups</b> must be enabled.

## Policy recommendations for Exchange Server 2007 backups

Refer to the following recommendations when you create database backup policies for Exchange Server 2007:

- Create a policy that backs up the Information Store, a storage group, or an individual database. This policy supports full, incremental, and user-directed backups.  
 To perform the backup with Granular Recovery Technology (GRT) select the **Enable granular recovery** option. Then you can restore databases and individual mailbox and public folder items. You cannot restore these individual items from any incremental backups that use GRT.

- The example policies include the basic policy settings for an Exchange backup. For more information on how to create policies, see the following:  
 See [“About configuring snapshot backups of Exchange Server”](#) on page 112.  
 See [“Configuring streaming backups of Exchange Server \(Exchange 2007\)”](#) on page 134.

**Table 7-5** Example Exchange 2007 streaming backup or snapshot policy that backs up all the databases

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Information Store:\
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	For snapshot backups, select <b>Perform snapshot backups</b> .

**Table 7-6** Example snapshot policy that backs up a storage group for an Exchange 2007 database

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Information Store:\ <i>Storage Group</i>
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	Select <b>Perform snapshot backups</b> .

**Table 7-7** Example Exchange 2007 streaming backup policy that backs up a storage group or a storage group database

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>



**Table 7-7** Example Exchange 2007 streaming backup policy that backs up a storage group or a storage group database (*continued*)

Policy item	Configuration
Backup selections	Microsoft Information Store:\Storage Group Microsoft Information Store:\Storage Group\Database
Auto backup frequency	Weekly Full Daily Incremental
Enable granular recovery	Optional. Enable this option if you want to restore individual mailbox and public folder objects from the database backup.
Other configuration	Do not select <b>Perform snapshot backups</b> .  To ensure that transaction logs are deleted regularly include all databases for a storage group in a full backup policy. Or specify the storage group (not individual databases) in the backup policy.  See <a href="#">“About Exchange backups and transaction logs”</a> on page 111.

## About policy attributes for NetBackup for Exchange

With a few exceptions, NetBackup manages a database backup like a file system backup. Other policy attributes vary according to your specific backup strategy and system configuration.

For more information on policy attributes, see the [NetBackup Administrator’s Guide, Volume I](#). [Table 7-8](#) describes the policy attributes available for a NetBackup for Exchange policy.

**Table 7-8** Policy attribute descriptions for NetBackup for Exchange policies

Attribute	Description
<b>Policy type</b>	Determines the types of clients that can be in the policy. In some cases the policy type determines the types of backups that NetBackup can perform on those clients. To use the Exchange database agent, you must define at least one policy of type that is MS-Exchange-Server.
<b>Policy storage</b>	Note that in a Database Availability Group (DAG) environment where the Exchange server is a both a client and a media server, policy storage is treated differently. If you want to back up to the local Exchange client that is also a media server, specify a storage unit group. NetBackup automatically selects the local storage unit from the storage unit group during the backup processing. If you specify a single storage unit, all backups use this storage unit.

**Table 7-8** Policy attribute descriptions for NetBackup for Exchange policies  
*(continued)*

Attribute	Description
<b>Allow multiple data streams</b>	<p>Specifies that NetBackup can divide automatic backups for each client into multiple jobs. Each job backs up only a part of the list of backup selections. The jobs are in separate data streams and can occur concurrently. The number of available storage units, multiplex settings, and the maximum jobs parameters determine the total number of streams and how many can run concurrently. Not all directives in the backup selections list allow for multiple database streams.</p> <p>For Exchange 2010 and later, you can create multiple data streams at the database level. For Exchange 2007, you can create multiple data streams at the storage group level.</p>
<b>Enable granular recovery</b>	<p><b>Note:</b> This property only applies for Exchange 2010 and 2007.</p> <p>Allows restores of individual items using Granular Recovery Technology (GRT). Users can only restore individual items from a full backup. (You can perform incremental backups using GRT, but the backup does not save granular information and you cannot restore individual items from an incremental backup.)</p> <p>You can restore individual items only if the backup image resides on a disk storage unit. If you want to retain a granular backup on tape, you must duplicate the image. If you want to restore from a granular backup that was duplicated to tape, you must import the image to a disk storage unit.</p> <p>See <a href="#">“Disk storage units supported with Exchange Granular Recovery Technology (GRT)”</a> on page 86.</p> <p>Exchange GRT-enabled backups do not support encryption or compression.</p>
<b>Keyword phrase</b>	<p>A textual description of a backup. Useful for browsing backups and restores.</p>
<b>Snapshot Client and Replication Director</b>	<p>For Exchange 2010 and later you must enable the option <b>Perform snapshot backups</b> for all backup policies.</p> <p>See <a href="#">“About snapshot backups with Exchange Server”</a> on page 114.</p> <p>See <a href="#">“Configuring a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication”</a> on page 206.</p>

**Table 7-8** Policy attribute descriptions for NetBackup for Exchange policies  
*(continued)*

Attribute	Description
<b>Use Accelerator</b>	<p>Select this option to use NetBackup Accelerator to potentially increase the speed of full VMware backups. By reducing the backup time, it is easier to perform the VMware backup within the backup window. To use this feature, you must first perform an initial backup with <b>Use Accelerator</b> enabled. Subsequent backup times can then be significantly reduced.</p> <p>Accelerator support for Exchange currently restricts backups to the full schedule type. This restriction also exists for a VMware backup that protects Exchange without Accelerator.</p> <p>To periodically establish a new baseline of change detection on the client, create a separate policy schedule with the <b>Accelerator forced rescan</b> option enabled.</p> <p>This feature requires an MSDP or PureDisk storage unit and the Data Protection Optimization license. For more details on Accelerator with VMware backups, see the <a href="#">NetBackup for VMware Administrator's Guide</a>.</p>
Microsoft Exchange Attributes	<p>Indicates what database backup source you want to use for a DAG or for an Exchange 2007 replication backup (LCR or CCR). For Exchange 2010 or later, you can also indicate a preferred server list.</p> <p>See <a href="#">"Backup source for a Database Availability (DAG) backup or an Exchange 2007 replication backup"</a> on page 121.</p> <p>See <a href="#">"Configuring a preferred server list for a Database Availability Group (DAG)"</a> on page 121.</p>

## Adding schedules to a NetBackup for Exchange policy

Each policy has its own set of schedules. These schedules control the initiation of automatic backups and also specify when user operations can be initiated.

### To add a schedule to a NetBackup for Exchange policy

- 1 In the **Policy** dialog box, click the **Schedules** tab.
 

To access the **Policy** dialog box, double-click the policy name in the **Policies** list in the NetBackup Administration Console.
- 2 Click **New**.
- 3 Specify a unique name for the schedule.
- 4 Select the **Type of backup**.
 

See ["NetBackup for Exchange backup types"](#) on page 100.
- 5 Specify the other properties for the schedule.
 

See ["About NetBackup for Exchange schedule properties"](#) on page 101.
- 6 Click **OK**.

## NetBackup for Exchange backup types

This topic describes the types of backups you can schedule for backups of Exchange Server.

---

**Note:** Incremental backups back up the Exchange transaction logs. Therefore, since Exchange 2007 maintains transaction logs at the storage group level, NetBackup performs incremental backups of storage groups, not individual databases within storage groups. NetBackup lets you configure incremental schedules for individual databases. The backup job still runs according to the configured incremental schedules, but the job logs warnings for attempted incremental backups of these objects.

---

**Table 7-9** NetBackup for Exchange backup types

Type of backup	Description
Full backup	<p>This schedule type backs up the Exchange Server database and associated transaction logs. Exchange truncates all committed transaction logs after NetBackup notifies it that the backup succeeded. In replicated environments, the truncation is scheduled and does not occur immediately.</p> <p>By default, transaction logs are not truncated for Instant Recovery backups. You can enable the truncation of logs for this type of backup or you can perform a backup to a storage unit. See <a href="#">“About truncating Exchange transaction logs with Instant Recovery backups”</a> on page 37. See <a href="#">“Truncating Exchange transaction logs by performing a backup to a storage unit”</a> on page 37.</p>
Differential incremental backup	<p>Includes the changes since the last full or differential incremental backup. After NetBackup notifies it that the backup succeeded, Exchange truncates all committed transaction logs. The truncation of the transaction logs sets the context for the next backup.</p> <p>For backups of databases, storage groups, or the entire Information Store, the backup only includes the transaction logs. Individual items cannot be restored for this type of backup if <b>Enable granular recovery</b> is enabled.</p> <p>To perform a full restore the data that is needed is contained in multiple NetBackup images. One image for the full backup and another image for each differential incremental that was performed.</p>

**Table 7-9** NetBackup for Exchange backup types (*continued*)

Type of backup	Description
Cumulative incremental backup	<p>Includes the changes since the last full backup or differential incremental backup. (However, most configurations do not mix cumulative and differential incremental backups between full backups.) Exchange does not truncate the logs when the backup is completes. When a series of cumulative incremental backups follows a full backup, transaction logs remain intact since the last full backup.</p> <p>For backups of databases, storage groups, or the entire Information Store, the backup only includes the transaction logs. For Exchange 2007, you also can use this schedule type to back up changes to the mailboxes or the Public Folders. Individual items cannot be restored for this type of backup if <b>Enable granular recovery</b> is enabled.</p> <p>Consider an Exchange Server data recovery scenario where the transaction logs are all intact. You only need to restore the database from the last full backup and the last cumulative-incremental backup. During recovery, Exchange Server replays all the logs that are in the log folder.</p>
User backup	<p>A user backup is not automatically scheduled and is initiated on the target client computer. It is like a snapshot (or a copy backup) of the databases at a given point in time. This backup does not affect the content of ongoing full and incremental backups.</p> <p>For streaming backups, you can configure user backups to truncate the logs.</p> <p>See <a href="#">"Performing user-directed full streaming backups (Exchange 2007)"</a> on page 143.</p> <p>You may want to consider creating a separate policy for user backup schedule types. Then you can easily separate user-directed and scheduled backups when you restore files. If you decide to create separate policies for user backup schedule types, the considerations are similar to those for automatic backups. A backup selections list is not needed because users select the files to restore.</p>

## About NetBackup for Exchange schedule properties

This topic describes the schedule properties that have a different meaning for database backups than for file system backups. Other schedule properties vary according to your specific backup strategy and system configuration. Additional information about other schedule properties is available.

See the [NetBackup Administrator's Guide, Volume I](#).

**Table 7-10** Description of schedule properties

Property	Description
<b>Type of backup</b>	<p>Specifies the type of backup that this schedule controls. The selection list shows only the backup types that apply to the policy you want to configure.</p> <p>See <a href="#">"NetBackup for Exchange backup types"</a> on page 100.</p>

**Table 7-10** Description of schedule properties (*continued*)

Property	Description
<b>Schedule type</b>	<p>You can schedule a backup in one of the following ways:</p> <ul style="list-style-type: none"> <li>■ <b>Frequency</b>  This setting is used only for automatic schedules. It is not used for application schedules. <b>Frequency</b> specifies the period of time that can elapse until the next backup operation begins on this schedule. For example, assume that the frequency is seven days and a successful backup occurs on Wednesday. The next full backup does not occur until the following Wednesday. Typically, incremental backups have a shorter frequency than full backups.</li> <li>■ <b>Calendar</b>  This setting is used only for schedules. It is not used for application schedules. The <b>Calendar</b> option allows you to schedule backup operations that are based on specific dates, recurring week days, or recurring days of the month.</li> </ul> <p>More information is available on schedule types and Instant Recovery backups.  See <a href="#">“Adding schedules for Exchange Instant Recovery”</a> on page 131.  See <a href="#">“Schedules settings in Exchange Instant Recovery policies”</a> on page 132.</p>
<b>Retention</b>	<p>Specifies a retention period to keep backup copies of files before they are deleted. The retention level also denotes a schedules priority within the policy. A higher level has a higher priority. Set the time period to retain at least two full backups of your database. In this way, if one full backup is lost, you have another full backup to restore. For example, if your database is backed up once every Sunday morning, you should select a retention period of at least 2 weeks.</p>

## Adding clients to a NetBackup for Exchange policy

The clients list contains a list of the clients that are backed up during an automatic backup. A NetBackup client must be in at least one policy but can be in more than one.

For a NetBackup for Exchange policy, clients you want to add must have the following software installed:

- Exchange Server
- NetBackup client or server

Additional requirements exist for any clients that use Granular Recovery Technology.

See [“Exchange granular clients and non-VMware backups”](#) on page 55.

### To add clients to a NetBackup for Exchange policy

- 1 To access the **Policy** dialog box, double-click the policy name in the **Policies** list in the NetBackup Administration Console.
- 2 In the **Policy** dialog box, click the **Clients** tab.
- 3 Click **New**.
- 4 Type the name of the client and press **Enter** (Windows) or click **Add** (Java).  
Note the following:
  - If Exchange is clustered or in a Database Availability Group (DAG), specify the virtual Exchange name that represents that cluster or DAG.
  - For off-host backups, the client name should be the name of the primary client.
- 5 (Windows) To add another client, repeat step 2 and step 3.
- 6 (Java) To add another client, repeat step 3.
- 7 If this client is the last client you want to add, click **OK**.
- 8 (Java) In the **Policy** dialog box, click **Close**.

## Using physical node names in the clients list

The most reliable method to back up mailbox servers in a cluster or DAG is to use the virtual Exchange name. However, if necessary you can use a node name (physical server name) in the policy rather than the virtual name. Granular Recovery Technology (GRT) is supported.

The following limitations and conditions exist when you use the physical node name:

- Only local databases are protected. The backup of the databases is redirected to the server that hosts them and is cataloged under the host name. (Note: The databases are cataloged under the host name and not the DAG virtual name.) Any attempts to back up databases on other nodes fail.
- Use a node name that the NetBackup servers can contact.
- The backup selections list in the policy must contain `Microsoft Exchange Database Availability Groups:\database name`. The list can contain more than entry, but each database must be explicitly specified. The use of `Microsoft Exchange Database Availability Groups:\` or `Microsoft Exchange Database Availability Groups:\*` is not permitted.
- Restores can be redirected to either a DAG virtual name or the physical node name.

## Adding backup selections to an Exchange policy

The backup selections list defines the Exchange objects to back up and the grouping of Exchange objects for multiple data streams. Exchange objects are defined through directives. You can append an individual object name to a directive to specify a database or storage group. You can use wildcards to specify a group of such objects.

---

**Note:** In a backup policy, include directives from only one directive set. For example, do not add `Microsoft Exchange Database Availability Groups:\` (a DAG directive) and `Microsoft Information Store:\` (a standalone database directive) to the same policy.

---

The following directives exist for database and storage group backups:

**Table 7-11** NetBackup for Exchange Server directive sets and directives

Directive set	Directive(s)	Notes
MS_Exchange_Database	NEW_STREAM Microsoft Information Store:\	This directive set applies to Exchange 2010 and later standalone servers and to Exchange 2007.  See <a href="#">“Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups”</a> on page 136.  See <a href="#">“About excluding Exchange items from backups”</a> on page 108.
MS_Exchange_Database_Availability_Groups	NEW_STREAM Microsoft Exchange Database Availability Groups:\	

Refer to the following topics when you add backup selections:

- See [“Adding Exchange entries to a backup selections list by browsing \(Windows only\)”](#) on page 105.
- See [“Adding Exchange entries to the backup selections list manually”](#) on page 105.
- See [“Performing Exchange backups with multiple data streams”](#) on page 106.
- See [“About excluding Exchange items from backups”](#) on page 108.



## Adding Exchange entries to a backup selections list by browsing (Windows only)

On Windows systems, you can browse for Exchange objects and add them to the backup selections list. Alternatively, you can specify the objects manually.

### To add Exchange entries to the backup selections list by browsing (Windows only)

- 1 In the **Policy** dialog box, click the **Backup Selections** tab.
- 2 Click **New**.
- 3 Click the **Remote Folder** icon.
- 4 Navigate to and click the Exchange object to back up and click **OK**.
- 5 If necessary, edit the entry.
  - Append the object name to the new entry.
  - If a mailbox specification without wildcards does not end with a backslash, add it.
  - Add wildcard characters if you want to define groups of objects or use multiple data streams.
    - See [“Performing Exchange backups with multiple data streams”](#) on page 106.
    - See [“Using wildcards in an Exchange backup selections list”](#) on page 107.
- 6 Click **OK**.

## Adding Exchange entries to the backup selections list manually

You can add database objects manually to the backup selections list, if you do not want to use the browse feature.

### To manually add entries to the backup selections list

- 1 In the **Policy** dialog box, click the **Backup Selections** tab.
- 2 Click **New**.
- 3 Click the **Directives** button.
- 4 Select the directive set.
- 5 Select the directive.
- 6 Click **OK**.
- 7 Edit the new entry if you want to define groups of objects or use multiple data streams.
  - See [“Performing Exchange backups with multiple data streams”](#) on page 106.
- 8 Click **OK**.

## Performing Exchange backups with multiple data streams

When you enable multiple data streams, backups are divided into multiple jobs. Each job backs up only a part of the backup selections list. To use multiple data streams, enable **Allow multiple data streams** on the **Attributes** tab for the policy.

You can choose to have NetBackup automatically determine where to begin new streams by adding an asterisk (\*) after the directive. Or you can control where each stream begins by inserting the `NEW_STREAM` directive at a certain point or points in the backup selections list. If you use wildcard characters to define Exchange objects in the backup selections list, those objects are backed up in multiple streams.

When you back up multiple Exchange 2010 or later databases, NetBackup groups the backup jobs by the selected server. One snapshot is performed for all of the replicated databases on a given server. Another snapshot is performed for all the active databases on the server. Multistreaming then applies to the database backups that are performed on each snapshot.

For more information on the multiple data streams feature, see the [NetBackup Administrator's Guide, Volume I](#).

## Using multiple datastreams with Exchange Database Availability Groups (DAG)s

When you back up databases in a Database Availability Group (DAG), NetBackup selects the server to back up each database according to your data source and preferred server list settings. The backup jobs are grouped by server. From your backup selections list, all of the databases that have passive copies on a given server are grouped under one snapshot job. They are then backed up by one or more child backup jobs. All of the databases that have active copies on the server are grouped under another snapshot job, followed by one or more backup jobs.

---

**Note:** Use explicit `NEW_STREAM` directives in a DAG only when you are confident which servers will back up which databases.

---

Backup jobs are divided as follows:

- When you do not enable multiple backup streams, all of the databases for a snapshot job are backed up in a single backup job.
- When you enable multiple backup streams and do not specify any `NEW_STREAM` directives, each database is backed up in its own backup job.
- When you enable multiple backup streams and do specify `NEW_STREAM` directives in your policy, then NetBackup tries to group the database backups into jobs according to the placement of the `NEW_STREAM` directives in the backup selection

list. The result is affected by the grouping of database backups into snapshot jobs. NetBackup separates backup jobs after any database that is followed by a `NEW_STREAM` directive in the policy.

See [“About excluding Exchange items from backups”](#) on page 108.

See [“Performing Exchange backups with multiple data streams”](#) on page 106.

## Using wildcards in an Exchange backup selections list

Wildcard characters can be used to define groups of databases and storage groups. This way multiple objects can be backed up without having to specify the objects individually in the backup selections list. Multiple data streams must also be enabled. If this option is not enabled, the backup fails.

See [“Performing Exchange backups with multiple data streams”](#) on page 106.

**Table 7-12** Supported wildcard characters

Wildcard character	Action
Asterisk (*)	Use as a substitute for zero or more characters. Specify the asterisk as the last character in the string.  Example: To specify all objects that start with an <code>a</code> use <code>a*</code> .
Question mark (?)	Use as a substitute for one or more characters in a name.  Example 1: The string <code>s?z</code> processes all objects that have <code>s</code> for a first character, any character for a second character, and <code>z</code> for a third character.  Example 2: The string <code>Data??se</code> processes all objects that have <code>Data</code> as the first four characters, any characters for the fifth and sixth characters, and <code>se</code> as the seventh and either characters.
Left & right brackets ([ ... ])	These wildcard characters are not supported for the <code>Microsoft Information Store:\ directive</code> or for the <code>Microsoft Exchange Database Availability Groups:\ directive</code> .

The following rules apply when wildcard characters are used in the backup selections list:

- Only one wildcard pattern per backup selections list entry is allowed.
- If a wildcard pattern is not honored it is treated literally.
- Wildcard patterns are honored only in the final segment of the path name.

**Correct**

```
Microsoft Information Store:\*
Microsoft Information Store:\StorageGroup?
Microsoft Information Store:\Database*
Microsoft Information Store:\Data??se
Microsoft Information Store:\Storage Group*
Microsoft Information Store:\Storage?G?oup
Microsoft Exchange Database Availability Groups:\*
Microsoft Exchange Database Availability Groups:\Database*
Microsoft Exchange Database Availability Groups:\Data??se
```

**Incorrect**

```
Microsoft Information Store:\StorageGroup?\Mailbox Database
```

## About excluding Exchange items from backups

If you do not want to back up certain databases or storage groups, you can create an exclude list. When NetBackup runs a NetBackup for Exchange backup policy, NetBackup ignores the items that appear in the exclude list.

For more information on how to create an exclude list by using the NetBackup Administration Console, see one of the following:

- See [“Configuring exclude lists for Exchange clients”](#) on page 109.
- [NetBackup Administrator’s Guide, Volume I](#)

NetBackup excludes certain files and directories by default. These default exclusions always appear in the Administration Console’s exclude list. The default exclusions are as follows:

- C:\Program Files\Veritas\NetBackup\bin\bprd.d\\*.lock
- C:\Program Files\Veritas\NetBackup\bin\bpsched.d\\*.lock
- C:\Program Files\Veritas\NetBackupDB\data\\*
- C:\Program Files\Veritas\Volmgr\misc\\*

For Exchange 2010 or later, you can exclude specific databases from a backup, both for the databases that exist in a DAG or on a standalone Exchange server. You can specify the exclude list entry under **All Policies** or under a specific policy or schedule.

For Exchange 2007 you must specify the storage group name in the exclude list. Entering a database is not valid because Exchange requires that VSS backups must contain the entire storage group (for log truncation purposes). The exclude list entry can be specified under **All Policies** or under a specific policy or schedule.

[Table 7-13](#) provides examples of Exchange 2010 entries you can add to an exclude list.

**Table 7-13** Example Exchange 2010 or 2013 entries in an exclude list

This entry ...	excludes ...
Microsoft Information Store:\Database2	<p>The database named <i>Database2</i>.</p> <p>You can use the same <code>Microsoft information Store:\</code> directive for both DAG and standalone databases.</p> <p>Note that <code>Microsoft Exchange Database Availability Groups:\Database 2</code> is an invalid exclude entry.</p>

[Table 7-14](#) provides examples of Exchange 2007 entries you can add to an exclude list.

**Table 7-14** Example Exchange 2007 entries in an exclude list

This entry ...	excludes ...
Microsoft Information Store:\Storage_Group1	The storage group named <i>Storage_Group1</i> .

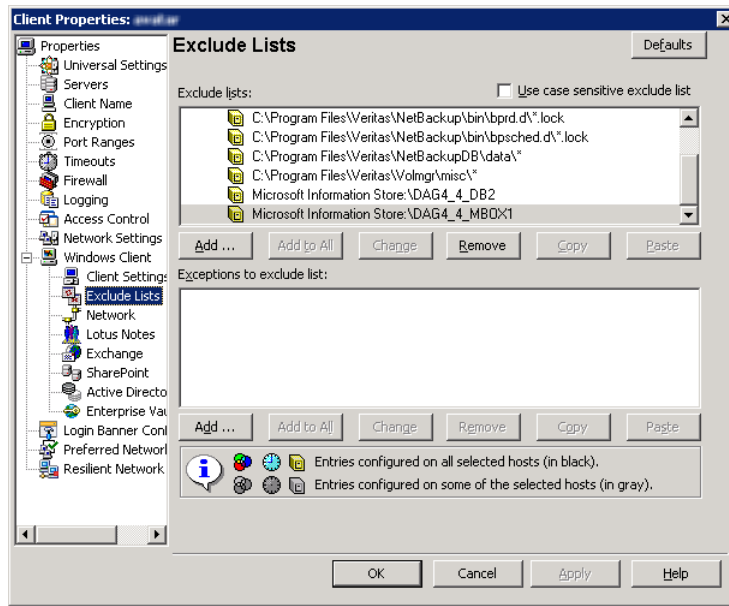
## Configuring exclude lists for Exchange clients

This topic describes how to exclude items from an Exchange backup. For more information about this topic, see the following:

See [“About excluding Exchange items from backups”](#) on page 108.

The following figure shows an exclude list with two databases:

**Figure 7-1** Exclude list for two Exchange databases




---

**Note:** For backups in a clustered or replicated environment, select each node and perform the configuration procedure on each node. You must configure the same settings on each node. If you change the attributes for the virtual server name, NetBackup updates only the CCR active node or DAG host server.

---

**To configure an Exchange client exclude list**

- 1 Open the NetBackup Administration Console or the Remote Administration Console.
- 2 In the left pane, expand **NetBackup Administration > Host Properties > Clients**.
- 3 In the right pane, select the Exchange client(s) that you want to configure.
- 4 Click **Actions > Properties**.
- 5 Expand **Windows Client** and click **Exclude Lists**.
- 6 Click **Add**.
- 7 Specify objects to exclude in one of the following ways:
  - In the **Policy** field, select <<All Policies>> or type the name of a specific policy.

- In the **Schedules** field, select <<All Schedules>> or type the name of a specific schedule.
  - In the **Files/Directories** field, type the name of a storage group or database in the following format:  
`Microsoft Information Store:\name`  
 For *name*, specify the name of a storage group or Exchange 2010 or later database, as follows:
    - To exclude a specific storage group from an Exchange 2007 backup, type the name of a specific storage group. Do not type the name of a database in this field. For log truncation purposes, Exchange requires that snapshot (VSS) backups contain the entire storage group.
    - To exclude a specific database from an Exchange 2010 or later backup, type the name of a database to be excluded, even for DAG backups.
 When you specify a storage group or Exchange 2010 or later database to exclude, do not include any wildcard characters.
- 8 (Conditional) Repeat step 3 through step 7 for the other nodes in the environment.

Perform this step if the NetBackup environment is clustered or replicated.

If you specify the name of the virtual client, only the CCR active node or DAG host server is updated. For the changes to be effective throughout the cluster, repeat the configuration steps on each node.

## About Exchange backups and transaction logs

For performance and recoverability, the Exchange database uses transaction logs to accept, track, and maintain data. All transactions are first written to transaction logs and memory, and then committed to their respective databases. Transaction logs can be used to recover Information Store databases in the event that a failure corrupted the database. The Exchange 2010 or later Information Store can have multiple separate databases, each of which has its own set of transaction logs. For Exchange 2007, the databases in each storage group share a common set of transaction logs.

Transactions are first written to the log file and then later written to the database. The effective database is a combination of the uncommitted transactions in the transaction log file and the actual database file. When the log file is filled with transaction data, it is renamed and a new log file is created. When the log file is renamed, the other renamed log files are stored in the same subdirectory. The renamed log files are named in a sequential numbering order, in hexadecimal.

For Exchange 2007 and later the database transaction log for the Information Store is named `EXXXXXXXXXX.log`. `XX` is the database number or storage group number (in hex). `YYYYYYYY` is the log file number (in hex). The size of the transaction logs is 1 MB.

After every 1 MB of transaction log data is written, a new log is created. The log is created even though the transaction data may not be committed to the database. There may be several transaction logs that contain uncommitted data, therefore they cannot be purged.

Exchange 2010 or later transaction logs get committed to their database over time or when the services are brought down. Any transactions that existed in log files and not in the database file are committed to the database.

Exchange 2007 transactions in log files are committed to the respective database over time, or when the service shuts down normally. For example, consider when the Information Store service experiences a normal shutdown (service shuts down with no errors). Any transactions that existed in log files and not in the database file are committed to the database.

Do not manually purge log files. Instead, purge logs through the backup process. For backups of a replicated copy (LCR, CCR or DAG), the log truncation is scheduled. It starts with the active copy when Exchange has the resources to start truncation. It does not happen instantly after a backup as with non-replicated copies.

For information on how transaction logs are truncated, see the following topics:

See [“NetBackup for Exchange backup types”](#) on page 100.

See [“Adding schedules for Exchange Instant Recovery”](#) on page 131.

## About configuring snapshot backups of Exchange Server

Use the following steps to configure snapshot backups of Exchange Server.

**Table 7-15** Configuring a snapshot backup of Exchange Server

Step	Action	Description
Step 1	Review the configuration and the licensing requirements for snapshot backups.	See <a href="#">“Snapshot Client configuration and licensing requirements for Exchange snapshot backups”</a> on page 26.
Step 2	Additional configuration is required if you want to restore mailbox items from a database backup (using Granular Recovery Technology or GRT).	See <a href="#">“Configuring an Exchange backup that uses Granular Recovery Technology (GRT) (non-VMware backups)”</a> on page 60.



**Table 7-15** Configuring a snapshot backup of Exchange Server (*continued*)

Step	Action	Description
Step 3	If you want to perform off-host backups, review the installation requirements for that type of backup.	See <a href="#">“Requirements for Exchange off-host backups”</a> on page 27.
Step 4	Review the general configuration requirements for snapshot operations.	See <a href="#">“Configuration requirements and recommendations for the Exchange Server when performing snapshot operations”</a> on page 115. See <a href="#">“Limitations of Exchange snapshot operations”</a> on page 115.
Step 5	Review the configuration requirements for Exchange Server.	See <a href="#">“Configuration requirements and recommendations for the Exchange Server when performing snapshot operations”</a> on page 115.
Step 6	Choose which transaction logs to back up.	See <a href="#">“About backing up all or only uncommitted Exchange transaction log files with snapshot backups”</a> on page 35.
Step 7	Configure consistency checks.	See <a href="#">“Consistency checks on Exchange snapshot backups”</a> on page 116. See <a href="#">“About consistency checks options for an Exchange 2010 or 2013 backup”</a> on page 37. See <a href="#">“About configuring a pause in consistency checks for Exchange 2007”</a> on page 34.
Step 8	Configure an MS-Exchange-Server policy that has the applicable snapshot attributes selected.	See <a href="#">“Configuring a snapshot policy for Exchange Server”</a> on page 117.
Step 9	For a Database Availability Group (DAG), choose whether to back up the passive or the active copy. You can also define a preferred server list from which to back up the passive copy.  For Exchange 2007 replication backups, choose whether to back up the active or passive server.	See <a href="#">“Backup source for a Database Availability (DAG) backup or an Exchange 2007 replication backup”</a> on page 121. See <a href="#">“Configuring a preferred server list for a Database Availability Group (DAG)”</a> on page 121.
Step 10	Configure the snapshot volume that you want to use during the backup process.	
Step 11	For Exchange 2007, disable circular logging for all Exchange storage groups. For Exchange 2010 or later, disable circular logging for all databases.	

## About snapshot backups with Exchange Server

NetBackup for Exchange Server includes support for snapshot backups. NetBackup for Exchange Server can back up and restore Exchange objects by taking snapshots of the component files. Data is captured at a particular instant. The resulting snapshot can be backed up without affecting the availability of the database. These snapshots are backed up to tape or to the storage unit.

A separate Snapshot Client license provides additional features for snapshot backups. You can configure the snapshot image for Instant Recovery and you can configure an alternate client to perform the snapshot backup.

NetBackup for Exchange supports the Microsoft Volume Shadow Copy Service (VSS) for creating a snapshot image. The actual VSS provider that is used is dependent on your hardware environment and software environment. A list of the VSS providers available for use with NetBackup for Exchange Server is available.

See the [NetBackup Snapshot Client \(Advanced Client\) OS, Arrays, and Database Agent Compatibility](#) list.

The following Snapshot Client features are available for use with NetBackup for Exchange Server:

Snapshot backup	A snapshot is a disk image of the client's data. NetBackup backs up the data from the snapshot volume, not directly from the client's original volume. Client operations and user access are allowed to continue without interruption during the backup.
Instant Recovery	<p>NetBackup supports Instant Recovery backups with Exchange 2007 or later for non-clustered and non-replicated environments. Instant Recovery requires a separate Snapshot Client license key.</p> <p>This feature makes backups available for "instant recovery" from disk. Instant Recovery combines snapshot technology with the ability to do rapid disk-based restores. Optionally, the image is retained on disk as well as backed up to storage.</p> <p>To perform an Instant Recovery, one of the following methods is used:</p> <ul style="list-style-type: none"> <li>■ Files are copied back from the snapped volume to the original volume</li> <li>■ The volume is rolled back</li> </ul>

Off-host backup

NetBackup supports off-host backups of Exchange using an alternate client in non-clustered and non-replicated environments. Off-host backups require a separate Snapshot Client license key.

Off-host backups use a second, or alternate, client to perform the backup on behalf of the primary client. Compared to local Snapshot Client backups, this approach reduces the backup I/O burden on the primary client.

NetBackup also supports off-host Instant Recovery backups for Exchange 2007 and later.

## Limitations of Exchange snapshot operations

The following limitations exist when you perform snapshot operations with NetBackup for Exchange:

- Data movers are not supported with off-host backups. Only alternate clients are supported for off-host backups.

The following additional limitations exist for snapshot operations performed with Exchange 2007:

- Snapshot backups are supported only for the full Information Store, or storage groups. The entire Information Store or storage group must be selected for backup. (However, you can select individual databases for restore.)
- Snapshot backups are not supported for individual Exchange mailboxes or public folders.
- You cannot restore snapshot backups and streaming backups in the same restore job.
- An incremental backup must be of the same type (streaming or snapshot) as the last full backup.

## Configuration requirements and recommendations for the Exchange Server when performing snapshot operations

Review the following requirements and recommendations before you perform snapshot backups:

- Complete the necessary installation and configuration for snapshot backups. See [“Snapshot Client configuration and licensing requirements for Exchange snapshot backups”](#) on page 26.
- Mount databases before you perform a backup.

- The volume(s) that contains the Exchange databases should be dedicated to Exchange only. Other types of databases (for example, SQL Server) should not reside on the volume(s). Only Exchange objects are included in a snapshot backup.
- Transaction logs or Exchange system files should not reside on the same volume as the Exchange database files (`edb` and `stm`).
- (Exchange 2007) Restore all databases in a storage group at the same time. Also restore all the databases before the transaction logs are committed and the databases are mounted. Transaction logs are committed at a storage group level, rather than at a database level.
- For off-host backups using Storage Foundations for Windows (SFW), SFW deploys and imports at the disk level. The volumes that you back up must constitute whole disks.
- If you want to create a virtual storage unit for an Exchange 2007 CCR environment when the Exchange cluster is also configured as a SAN Media server, see the following:  
<http://www.symantec.com/docs/TECH69539>

## Consistency checks on Exchange snapshot backups

NetBackup is configured to run consistency checks for Exchange snapshot backups. Consistency checks are required for Exchange 2007 or for a standalone Exchange 2010 server. Consistency checks are not required for an Exchange Database Availability Group (DAG) because of the checks that are performed during replication.

The consistency check runs with the proper options against the files that exist on the snapshot. If any of the files fail the consistency check, the backup fails and the backup image is discarded. The Exchange VSS Writer is notified of the failure. When this kind of backup failure occurs, Exchange does not truncate log files. Failure of the consistency check may be an indication of either database corruption or a problem with the snapshot.

For local snapshot backups, NetBackup uses the Microsoft consistency check API. This API allows the user to view problems or information in the application event logs.

For off-host backups, the consistency checks are run on the off-host client rather than on the primary client. Symantec recommends that you install the Exchange System Management Tools on the alternate client. NetBackup performs the backup faster with this configuration. If the Exchange System Management Tools are not installed on the alternate client, the following occurs:

- (Exchange 2010 and 2013) If you choose not to install the Exchange System Management Tools, the backup may fail. You must install the VC9 runtime DLLs

on the alternate client. These DLLs can be downloaded from Microsoft x64 VC9 download page:

<http://www.microsoft.com/downloads/details.aspx?familyid=BD2A6171-E2D6-4230-B809-9A8D7548C1B6&displaylang=en>

- `bpfis` logs a message. The message indicates that the DLL cannot be loaded and that `eseutil` is used for the consistency check.
- NetBackup performs the consistency check during the snapshot import step.

More information is available about configuring consistency checks for Exchange 2010 and the pause option for Exchange 2007.

See “[About consistency checks options for an Exchange 2010 or 2013 backup](#)” on page 37.

See “[About configuring a pause in consistency checks for Exchange 2007](#)” on page 34.

## Configuring a snapshot policy for Exchange Server

To configure a snapshot policy with Instant Recovery, you follow a different procedure.

See “[About configuring Instant Recovery backups of Exchange Server](#)” on page 124.

If you have existing streaming backup policies and you upgraded to Exchange 2010, you must update your backup policies. Exchange 2010 backup policies require that **Perform snapshot backups** is enabled. You may have to update the backup selections list with the correct directives.

With a snapshot policy you can optionally perform an off-host backup. Also refer to the following topics for policy recommendations:

See “[Policy recommendations for Exchange Server 2010 and 2013](#)” on page 93.

See “[Policy recommendations for Exchange Server 2007 backups](#)” on page 95.

### To configure a snapshot policy for Exchange Server

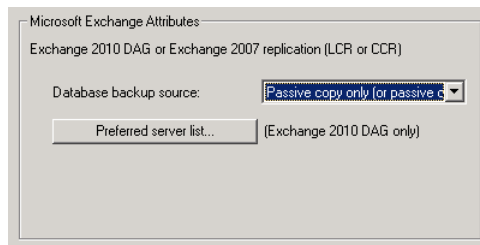
- 1 Create a new policy or open the policy you want to configure.
- 2 In the **Policy** dialog box, click the **Attributes** tab.
- 3 In the **Policy type** list, click **MS-Exchange-Server**.
- 4 Select the **Policy storage**.
- 5 Click **Perform snapshot backups**.
- 6 In the **Snapshot Client** group, click **Options**.

- 7 In the **Snapshot Client Options** dialog box, from the **Snapshot method** list, click **VSS**.
- 8 Adjust the configuration parameters.  
See [“Snapshot options for backups of Exchange Server”](#) on page 120.
- 9 (Optional) To perform off-host backups with Exchange 2007 or with an Exchange 2010 or 2013 standalone server, do the following:
  - Click **Perform off-host backup**.
  - In the **Use** box, select **Alternate Client**.
  - In the **Machine** box, type the name of the alternate client.

If you use the SFW VSS provider, review the additional installation requirements and configuration that exist.

See [“Requirements for Exchange off-host backups”](#) on page 27.

- 10 Optional: To divide backups into multiple jobs, click **All multiple data streams**.
- 11 To enable restores of individual items from database backups, click **Enable granular recovery**.  
 See [“Configuring an Exchange backup that uses Granular Recovery Technology \(GRT\) \(non-VMware backups\)”](#) on page 60.
- 12 For an Exchange DAG or Exchange 2007 replication backup, in the **Microsoft Exchange Attributes** group choose the **Database backup source**.



See [“Backup source for a Database Availability \(DAG\) backup or an Exchange 2007 replication backup ”](#) on page 121.

See [“Configuring a preferred server list for a Database Availability Group \(DAG\)”](#) on page 121.

- 13 To configure schedules, click the **Schedules** tab.

See [“Adding schedules to a NetBackup for Exchange policy”](#) on page 99.

- 14 Use the **Clients** tab to specify clients to be backed up by this policy.

See [“Adding clients to a NetBackup for Exchange policy”](#) on page 102.

For a DAG policy, the client name is the name of the DAG and not the client on which the backup is run. If you want to use a particular Exchange server, add it to the preferred server list.

See [“Configuring a preferred server list for a Database Availability Group \(DAG\)”](#) on page 121.

For off-host backups, the client name should be the name of the primary client. The alternate client must be the client that shares the disk array. This option may require additional configuration.

See the [NetBackup Snapshot Client Administrator’s Guide](#).

- 15 Use the **Backup Selections** tab to enter the directives or browse for Exchange objects.

See [“Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups”](#) on page 136.

Off-host backups with the SFW VSS provider require that you back up storage groups only on the same SFW disk group.

- 16 Click **OK** to close the dialog box.

## Snapshot options for backups of Exchange Server

[Table 7-16](#) lists the options that are available for snapshot backups.

**Table 7-16** Snapshot options

Parameter	Value	Description
<b>Provider Type</b>	0-auto	The VSS Provider is automatically selected based on the providers available for the snapshot volumes.
	1-system	Only the default Microsoft VSS Provider is used.
	2-software	Currently, the only software VSS Provider that is supported is SFW. If this provider is not in control of one of the volumes that is required for the backup, the backup fails.
	3-hardware	The applicable hardware VSS Provider is used for the volumes. If a hardware provider is not available for one of the volumes that is required for the backup, the backup fails.
<b>Snapshot Attribute</b>	0-unspecified	The setting for this option depends on the configuration of the snapshot volume.
	1-differential	
	2-plex	
<b>Maximum Snapshots (Instant Recovery only)</b>		<p>This option defines the number of snapshots that is retained for Instant Recovery. When this threshold is reached, a snapshot is automatically snapped back or deleted, depending on the VSS provider and its configuration before another snapshot backup is performed.</p> <p>Select a number that is appropriate for the number of volumes that you have available to become snapshot volumes for your backup. If you use the Microsoft VSS Provider, consider the amount of disk space available for the virtual snapshots that it creates.</p>



## Backup source for a Database Availability (DAG) backup or an Exchange 2007 replication backup

For backups of a Database Availability Group (DAG) you can choose whether to back up the active or the passive copy of the database. For backups of an Exchange 2007 replicated environment (LCR or CCR), you can choose whether to back up the active or the passive server or node. The client backs up and catalogs the selected database as if it were a local snapshot backup.

See [“Configuring a preferred server list for a Database Availability Group \(DAG\)”](#) on page 121.

On the **Attributes** tab of the policy, for the backup source select one of the following:

**Passive copy only (or passive copy from preferred server list)** This option backs up the passive copy of a database or passive server if the database is all of the following: mounted, included in the backup selections list, and healthy. For a DAG, you must also configure a preferred server list. In that case, NetBackup backs up the passive copy on a server in the preferred server list, provided that the database meets the other criteria.

If a database does not have any passive copies, then it is backed up on its active (and only) server. For example, the Public Folder database only has an active copy. A preferred server list is not required for any databases that only have an active copy.

**Active copy only** This option backs up the active copy of a database or active node. For Exchange 2010 and 2013, the preferred server list is ignored.

**Passive copy and if not available the active copy** This option backs up the passive copy of a database or the passive server that is all of the following: mounted, included in the backup selections list, and healthy. For a DAG, you can also configure a preferred server list. In that case, NetBackup backs up the passive copy on a server in the preferred server list, provided that the database meets the other criteria. If the passive copy is not available and healthy, NetBackup backs up the active copy.

This option is the default.

## Configuring a preferred server list for a Database Availability Group (DAG)

You can create preferred server configurations for an Exchange Database Availability Groups (DAG). The preferred server list is a collection of one or more servers in the DAG that you select as preferred backup sources. Preferred server configurations take priority as backup sources in instances where database copies are replicated between multiple servers. The preferred server list is required for **Passive copy**

**only**, unless the database only has an active copy. The list is ignored for **Active copy only** and is optional for **Passive copy and if not available the active copy**.

You can let NetBackup choose the best server from which to back up the replicated database copies or you can designate a preferred server list. Designating a preferred server list gives you more control over your backup jobs. For example, you can configure a list of preferred servers that are local to avoid having to back up replicated data over your WAN. You can arrange the servers in order of preference. Or you may have one node of a DAG that contains passive copies for all or most of your databases and that is also a fast media server. Add only this server to your preferred list to make the backup more efficient.

For each replicated database you select for backup, NetBackup picks a server as follows:

- The server is the one from which NetBackup most recently attempted to back up the database.
- The backup attempt on the server was successful.  
NetBackup tracks the success or failure of backup attempts to determine which Exchange node to perform a passive copy database backup from.  
See [“Backup status for Exchange Database Availability Groups \(DAGs\) and the preferred server list”](#) on page 123.
- The server is included in the preferred server list.

If this algorithm does not choose a server, the database is not backed up. A message appears in the progress log identifying each database that is skipped for this reason.

#### To configure a preferred server list

- 1 In the **Policy** dialog box, click the **Attributes** tab.
- 2 In the **Microsoft Exchange Attributes** group, from the **Database backup source** list, select **Passive copy only**.  
See [“Backup source for a Database Availability \(DAG\) backup or an Exchange 2007 replication backup ”](#) on page 121.
- 3 Click **Preferred server list**.
- 4 In the **Name** box, type the fully qualified domain name (FQDN) of the DAG node you want to add to the list.
- 5 Click **Add**.
- 6 Add any other DAG nodes.
- 7 Use the up and down buttons to indicate the order in which you want NetBackup to select the servers.
- 8 Click **OK**.

## Backup status for Exchange Database Availability Groups (DAGs) and the preferred server list

In an Exchange Database Availability Groups (DAG) environment, NetBackup tracks the success or failure of a backup attempt for each passive copy database backup. This information is stored in the Backup Status database on the NetBackup master server. This status is used in subsequent backup attempts for each database in a DAG. It helps determine from which Exchange node to perform a passive copy database backup.

NetBackup chooses a server from the preferred server list for a subsequent passive copy database backup attempt as follows:

If the last backup was successful and the last backup server exists in the preferred server list...	NetBackup uses that same server.
If the last backup was successful but the last backup server does not exist in the preferred server list...	NetBackup chooses a server from the list based on the order they appear.
If the last backup attempt failed...	NetBackup chooses a server from the list based on the order they appear. The last failed server is effectively pushed to the bottom of the list.
If no backup status exists for a database...	NetBackup chooses a server from the list based on the order they appear.
If no backup status exists for a database <i>and</i> if the preferred server list is not configured or if no servers in the preferred server list are relevant for an Exchange database...	NetBackup ranks the health of the passive copies of a database to determine the server.

To have NetBackup use a particular server for the subsequent passive copy database backup attempt, change the backup status for the database. Indicate that the last successful backup came from the desired server with the following command:

```
bpclient -client DAG_Name -update -exdb
database_name:server_name:0:0:0
```

# About configuring Instant Recovery backups of Exchange Server

**Table 7-17** Configuring Instant Recovery backups of Exchange Server

Step	Action	Description
Step 1	For Exchange 2007, disable circular logging for all Exchange storage groups. For Exchange 2010, disable circular logging for all databases.	
Step 2	Review the configuration and the licensing requirements for snapshot backups.	See <a href="#">“Snapshot Client configuration and licensing requirements for Exchange snapshot backups”</a> on page 26.
Step 3	Review the installation requirements for Instant Recovery backups.	See <a href="#">“Requirements for Exchange Instant Recovery backups”</a> on page 28.
Step 4	Review the general configuration requirements for snapshot operations.	See <a href="#">“Configuration requirements and recommendations for the Exchange Server when performing snapshot operations”</a> on page 115. See <a href="#">“Limitations for Exchange Instant Recovery operations”</a> on page 127. See <a href="#">“About Storage Foundations for Windows (SFW) and Exchange Instant Recovery”</a> on page 127. See <a href="#">“About Exchange Instant Recovery with the Microsoft VSS Provider”</a> on page 128.
Step 5	Review the configuration requirements for Exchange Server for Instant Recovery operations.	See <a href="#">“About configuration requirements for the Exchange Server when you use Instant Recovery”</a> on page 128.
Step 6	Choose which transaction logs to back up.	See <a href="#">“About backing up all or only uncommitted Exchange transaction log files with snapshot backups”</a> on page 35.
Step 7	Configure a pause in consistency checks.	See <a href="#">“About configuring a pause in consistency checks for Exchange 2007”</a> on page 34.
Step 8	Review the backup policy recommendations for Instant Recovery backups.	See <a href="#">“Policy recommendations for Exchange Instant Recovery”</a> on page 126.

**Table 7-17**      Configuring Instant Recovery backups of Exchange Server  
*(continued)*

Step	Action	Description
Step 9	Configure an MS-Exchange-Server policy that has the Instant Recovery attribute selected and the Snapshot Client options that you want.	See <a href="#">“Configuring an Exchange snapshot policy with Instant Recovery”</a> on page 129.
Step 10	Configure one snapshot volume for each backup image that you need to retain on disk.	

## About Exchange Instant Recovery methods

If the snapshot is preserved with the Instant Recovery option, NetBackup restores the database using rollback of the snapshot volume(s) when appropriate. Usually, a rollback of the snapshot volume(s) that contain the Exchange files is the fastest way. However, the whether or not a rollback is appropriate depends on several things: the configuration of the Exchange database files, the contents of the volumes, and configuration of the disk array. If a volume rollback cannot be performed, the files that are required for restoration are copied from the snapshot volume to the destination volume. Instant recovery of Exchange differs from Instant Recovery of a file system. For Exchange, NetBackup decides which recovery method to use. For file system restores, the user chooses the Instant Recovery method.

NetBackup uses the following methods during an Exchange database restore to restore the physical files:

- |                 |   |
|-----------------|---|
| Volume rollback | The entire volume is rolled back, or resynchronized, by using the snapshot. This method overwrites the entire volume with the snapped volume. |
| File copy back  | Individual files are copied back from the snapped volume to the current volume.   |

To determine if a volume can be rolled back, checks are made to insure that the same list of files exists in the following places:

- The snapshot volume is compared with the cataloged list of files to restore. These lists must match exactly. An example of a difference is a file that was included in the snapshot, but was not cataloged because it is not an Exchange file. The snapshot is not rolled back because that action overwrites the non-Exchange file. Exchange files also may exist on the snapshot but not in the catalog if the backup did not include all the databases on the volume.

- The snapshot volume is compared with the current volume. All files on the current volume must also exist in the snapshot. If there is a file that is not on the snapshot, a rollback is not performed because that action does not restore that file.

In both comparisons, NetBackup excludes certain files from consideration. For example, unneeded Exchange transaction logs, files Exchange re-generates, or any files that are artifacts of the NetBackup process. The `bppfi` log shows when such a file difference is found and excluded from consideration.

The copy-back restore method is used in the following situations:

- If the system provider is used and the snapshot selected for restore is not the most recent snapshot
- If there are other files on the volume that could be lost
- If all the files on the snapshot are not selected for restore
- If you select **Roll-Forward Recovery**. The copy-back method must be used for the volume that contains the log files. A roll-forward recovery needs the log files that were created since the backup. A rollback cannot be performed since it removes those log files. If the database file (`.edb`) is on a different volume, that volume is still evaluated with the other criteria to determine if it is eligible for rollback.

If multiple volumes are included in the restore set, each volume is evaluated separately to determine if it is eligible for rollback. (The restore set is based on the location of the Exchange database, transaction logs, and system files that are part of the restore.) For example, perhaps the volume that contains the database files is eligible for rollback, but the volume that contains log files has extra, non-Exchange files. At the time of the restore, only the volume that contains the database files is rolled back. All the log files are copied back from the snapshot to the current volume.

## Policy recommendations for Exchange Instant Recovery

Create a policy with the following schedules when you use Instant Recovery:

- Create a snapshot policy with Instant Recovery enabled and with the option **Snapshots and copy snapshots to a storage unit** selected. (In [Table 7-18](#), see Schedules 1 and 2.)
- (Optional) For fast, temporary backups, create a separate policy with a **Full Backup** schedule. Enable **Retain snapshots for Instant Recovery or SLP management** and the Instant Recovery option **Snapshots only**. (In [Table 7-18](#), see Schedule 3.)

Information is available on how transaction logs are truncated according to the backup type you select.

See “[NetBackup for Exchange backup types](#)” on page 100.

**Table 7-18** Instant recovery policy examples for Exchange Server

Policy type	Auto backup frequency	Copy to storage unit	Description and other configuration
MS-Exchange-Server	Schedule 1: Weekly Full	Yes	This schedule provides for disaster recovery .
	Schedule 2: Daily Incremental or Differential	Yes	This schedule provides for disaster recovery .  <b>Note:</b> Do not include cumulative and differential schedules in the same policy.  <b>Note:</b> If you choose differential backups, you must choose <b>Snapshots and copy snapshots to a storage unit</b> .
	Schedule 3: Every 4 hours	No	This schedule provides fast, temporary backups because the snapshot is not copied to the storage unit. In the <b>Snapshot Client</b> group, click <b>Options</b> and set <b>Maximum Snapshots</b> to a small number.

## Limitations for Exchange Instant Recovery operations

The following limitations exist for Instant Recovery operations:

- Instant recovery is only supported for Exchange 2007 and later.
- NetBackup can only restore an Instant Recovery backup that was performed with NetBackup 6.5.2 or later.
- Granular Recovery Technology (GRT) is only supported with Instant Recovery if you also configure a backup to a storage unit.

## About Storage Foundations for Windows (SFW) and Exchange Instant Recovery

When you use the SFW VSS provider to create your Exchange IR snapshots, use Veritas Enterprise Administrator (VEA) rather than VShadow or Vssadmin to view and manage your snapshots. SFW resnaps a volume after a rollback restore, but the Microsoft utilities are not aware of the new snapshot. They falsely report that the snapshot does not exist.

## About configuration requirements for the Exchange Server when you use Instant Recovery

The following configuration is required for the Exchange Server when you use Instant Recovery:

- The volume(s) that contains the Exchange databases should be dedicated to Exchange only. Other types of databases (for example, SQL Server) should not reside on the volume(s). Only Exchange objects are included in a snapshot backup.
- To allow volume rollback to occur during a restore, a volume should contain the database files for only one database.
- Transaction logs or Exchange system files should not reside on the same volume as the Exchange database file (.edb).
- (Exchange 2007) Restore all databases in a storage group at the same time. Also restore the all the databases before the transaction logs are committed and the databases are mounted. Transaction logs are committed at a storage group level, rather than at a database level.

## About Exchange Instant Recovery with the Microsoft VSS Provider

A special requirement exists when you want to use Instant Recovery with the Microsoft VSS Provider. Symantec recommends when you create a policy for an Exchange 2010 standalone server that you include only the databases that are on a common volume. For Exchange 2007, include only the storage groups whose databases are on a common volume.

If an IR policy backs up databases on multiple volumes and you restore a subset of those volumes, NetBackup deletes the other snapshots. Otherwise the backup image contains an incomplete snapshot set. A rollback with the Microsoft VSS Provider consumes the snapshot because it does not provide for re-snapping the volume.

If you use Instant Recovery with the Microsoft VSS Provider and you select any items that span multiple volumes, the following occurs:

- NetBackup creates a backup set with one snapshot for each volume.
- During restores, if any snapshots are rolled back, all of the snapshots in that set are deleted. (With the SFW VSS provider or the hardware system provider, the rolled back snapshots are re-snapped so that the snapshot set remains complete.)

This situation is a limitation of the Microsoft VSS Provider. It typically occurs when you do a roll-forward restore of a database and log folders that are on separate volumes (Exchange 2010). Or when you do a roll-forward restore of



a storage group whose database and log folders are on separate volumes (Exchange 2007). The database volume normally is rolled back but the log volume is copied back. This action preserves the logs that were created since the backup. NetBackup then deletes the log snapshot and removes the IR copy of the backup image from the catalog. If a storage unit copy of the backup exists, it remains.

## Configuring an Exchange snapshot policy with Instant Recovery

This topic describes how to configure a snapshot policy with Instant Recovery. This topic only covers what is necessary to configure Instant Recovery snapshot backups of Exchange Server. Information on how to configure other policy information is described in other topics. (This information includes other policy attributes and how to create schedules, add clients, and add backup selections.)

See [“Adding schedules for Exchange Instant Recovery”](#) on page 131.

See [“Adding clients to a NetBackup for Exchange policy”](#) on page 102.

See [“Adding backup selections to an Exchange policy with Instant Recovery”](#) on page 133.

If you have existing streaming backup policies and you upgraded to an Exchange 2010 standalone server, you must update your backup policies. Exchange 2010 backup policies require that **Perform snapshot backups** is enabled. You may have to update the backup selections list with the correct directives.

Optionally you can perform an off-host Instant Recovery backup.

### To configure a snapshot policy with Instant Recovery for Exchange Server

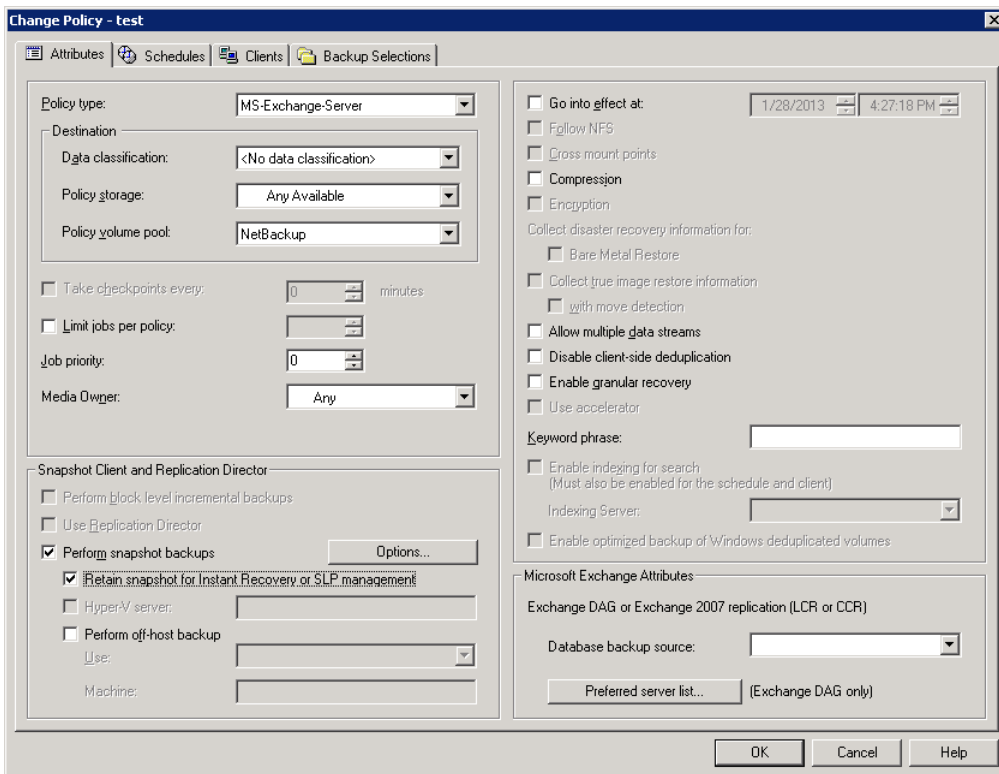
- 1 Create a new policy.
- 2 Click the **Attributes** tab.
- 3 In the **Policy type** drop-down list, click **MS-Exchange-Server**
- 4 Select the **Policy storage**.
- 5 Click **Perform snapshot backups**.

**6 Click Retain snapshots for Instant Recovery or SLP management.**

NetBackup retains the snapshot on disk, so that Instant Recovery can be performed from the snapshot. A normal backup to storage is also performed when the backup schedule specifies **Snapshot and copy to storage unit**.

See [“Adding schedules for Exchange Instant Recovery”](#) on page 131.

See [“Schedules settings in Exchange Instant Recovery policies”](#) on page 132.



**7 In the Snapshot Client group, click Options.**

**8 In the Snapshot Client Options dialog box, from the Snapshot method list click VSS.**

**9 Adjust the configuration parameters.**

See [“Snapshot options for backups of Exchange Server”](#) on page 120.

- 10 Optional: If you selected that you want to divide backups into multiple jobs and you selected **Snapshot and copy to storage unit**, click **Allow multiple data streams**.

See [“Performing Exchange backups with multiple data streams”](#) on page 106.

- 11 (Optional) To perform off-host Instant Recovery backups do the following:

- Click **Perform off-host backup**.
- In the **Use** box, select **Alternate Client**.
- In the **Machine** box, type the name of the alternate client.

If you use the SFW VSS provider, review the additional installation requirements and configuration that exist.

See [“Requirements for Exchange off-host backups”](#) on page 27.

- 12 Add other policy information as follows:

- Add clients to the policy.  
See [“Adding clients to a NetBackup for Exchange policy”](#) on page 102.
- Add backup selections to the policy.  
See [“Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups”](#) on page 136.  
See [“Adding backup selections to an Exchange policy with Instant Recovery”](#) on page 133.

- 13 After you add all the clients, schedules, and backup selections you need, click **OK**.

## Adding schedules for Exchange Instant Recovery

Follow these instructions to configure schedules for an Instant Recovery policy.

### To add schedules for Instant Recovery

- 1 In the **Policy** dialog box, click the **Schedules** tab.
- 2 Click **New**.
- 3 In the **Schedules** dialog box, create at least one **Full** type of schedule.
- 4 From the **Instant Recovery** group, select one of the following options.

**Snapshots and copy snapshots to a storage unit**

This option is required for the following:

- Differential backups
- Disaster recovery scenarios where both the primary and the snapshot volume have been damaged
- Instant Recovery backups with **Enable granular recovery** enabled

**Snapshots only**

For fast, temporary backups.

- 5 Click **OK**.
- 6 To close the dialog box, click **OK**.

## Schedules settings in Exchange Instant Recovery policies

Note the following settings in the **Schedules** tab when you add a schedule for a policy with Instant Recovery.

**Table 7-19** Settings for schedules in Instant Recovery policies

Setting	Options	Description
Type of Backup	Full or user	Snaps the volumes that contain the Exchange database, system, and log files.
	Differential or cumulative incremental	<p>Snaps the volumes that contain the Exchange system and log files. Differential backups require that the transaction logs are backed up to a storage unit and kept on the Instant Recovery snapshot volume. (Select the <b>Snapshots and copy snapshots to a storage unit</b> option.)</p> <p>This configuration is required because all of the differential backups after the last full backup are required to fully restore a database. Since a differential backup truncates the transaction logs, there is no way to guarantee that all of the log files exist. Also, snapshot rotation might have snapped back or deleted one or more snapshot images. They must be backed up to a storage unit.</p>
Retention	One week - infinity	<p>The retention level indicates the maximum time that the Instant Recovery snapshot is retained. For full backups, select a retention level that ensures a full backup is always available for restore. The snapshot can be deleted before that time if the snapshot volume is required for another backup attempt.</p> <p>See <a href="#">"About Exchange Instant Recovery volume rotation"</a> on page 133.</p>

**Table 7-19**      Settings for schedules in Instant Recovery policies (*continued*)

Setting	Options	Description
Instant Recovery	Snapshots and copy snapshots to a storage unit	<p><b>Note:</b> The Instant Recovery options are available if you select <b>Retain snapshots for Instant Recovery or SLP management</b> (on the <b>Attributes</b> tab of the policy).</p> <p>NetBackup creates a disk snapshot and backs up the client's data to the storage unit that is specified for the policy. This option is required if you want to perform Instant Recovery backups with Granular Recovery Technology (GRT).</p> <p>Transaction logs are deleted when the backup (full or differential) to the storage unit has completed.</p>
	Snapshots only	<p>The image is not backed up to tape or to other storage. NetBackup creates a persistent snapshot only. Note that this persistent snapshot is not considered a replacement for traditional backup.</p> <p>Transaction logs are not deleted for this schedule option. To delete transaction logs, you must perform a backup to a storage unit. Alternatively, you can configure NetBackup to delete logs for any full Instant Recovery backups that are snapshot only.</p> <p>See <a href="#">"About truncating Exchange transaction logs with Instant Recovery backups"</a> on page 37.</p>

### About Exchange Instant Recovery volume rotation

At the start of a backup, the Snapshot Client is queried to determine how many Instant Recovery snapshots currently exist for each volume. This information is required for the Exchange storage groups that are selected for backup. If the number of snapshots is currently at the configured maximum level of snapshots, a snapshot is resynced (or snapped backup or deleted). Then a snapshot is available for the upcoming backup attempt.

The algorithm to determine which snapshot volume is resynced considers whether the snapshot was taken as part of a full backup or an incremental backup. The algorithm tries to maintain as many full backups as possible, even if newer incremental backups have to be resynced.

### Adding backup selections to an Exchange policy with Instant Recovery

You can include each Exchange storage group in one backup policy. Or you can choose to include a storage group in more than one policy. In the latter case, ensure

that enough snapshot volumes exist to satisfy the **Maximum Snapshots** value for each policy that contains the storage group.

When you configure an Exchange snapshot backup policy, the only valid directives are: `Microsoft Exchange Database Availability Groups:\` Or `Microsoft Information Store:\` (a database or storage group can be appended) .

---

**Note:** To back up individual databases, you must select all the databases in the storage group.

---

## Configuring streaming backups of Exchange Server (Exchange 2007)

Streaming backups can only be performed with Exchange 2007. NetBackup uses snapshot technology for all Exchange 2010 backups.

### To configure a streaming NetBackup for Exchange policy (Exchange 2007)

- 1 Review the notes and limitations for this type of backup.  
See [“Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups”](#) on page 136.
- 2 Log on to the master server as administrator (Windows) or root (UNIX).
- 3 Start the NetBackup Administration Console.
- 4 If your site has more than one master server, choose the one on which you want to add the policy.
- 5 In the NetBackup Administration Console, select **NetBackup Management > Policies**. Then select **Actions > New > New Policy**.
- 6 In the **Add a New Policy** dialog box, in the **Policy name** box, type a unique name for the new policy.
- 7 Click **OK**.
- 8 In the **Add New Policy** dialog box, in the **Policy type** list, select **MS-Exchange-Server**.

The database agent policy type does not appear in the drop-down list unless your master server has a license key for the database agent.

- 9 (Optional) To enable restores of individual items from database backups, click **Enable granular recovery**.

See [“Configuring an Exchange backup that uses Granular Recovery Technology \(GRT\) \(non-VMware backups\)”](#) on page 60.

- 10 Complete the entries on the **Attributes** tab.  
 See [“About policy attributes for NetBackup for Exchange”](#) on page 97.
- 11 Add other policy information as follows:
  - Add schedules.  
 See [“Adding schedules to a NetBackup for Exchange policy”](#) on page 99.
  - Add clients.  
 See [“Adding clients to a NetBackup for Exchange policy”](#) on page 102.
  - Add database objects to the backup selections list.  
 See [“Adding backup selections to an Exchange policy”](#) on page 104.  
 See [“Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups”](#) on page 136.
- 12 For any backups that use Granular Recovery Technology (GRT), configure the list of Exchange hosts.  
 See [“Configuring the Exchange hosts ”](#) on page 50.
- 13 When you have added all the schedules, clients, and backup selections you need, click **OK**.

## Notes and limitations for creating a backup selections list for Exchange 2007 streaming database backups

Streaming backups include the `Microsoft Information Store:\` directive.

Review the following information before you create a backup selections list for the Exchange 2007 streaming database backups:

- NetBackup for Exchange does not support incremental backups of individual databases within a storage group.
- When individual databases in a storage group are backed up, the transaction logs for the entire storage group are also included in the backup. Transaction logs are not truncated (deleted) until a full backup is run on every database in the storage group. To ensure that transaction logs are truncated (deleted) regularly, include all databases for a storage group in a full backup policy. Or specify the storage group (not individual databases) in the backup policy.



# Performing a manual backup for an MS-Exchange-Server policy

After you configure the servers and clients in your environment, you can test the configuration settings with a manual backup. Perform a manual backup (or backups) with the automatic backup schedules you created. A description of status codes and other troubleshooting information is available.

See the [NetBackup Status Codes Reference Guide](#).

See the [NetBackup Troubleshooting Guide](#).

---

**Note:** A manual backup creates a real backup. Exchange logs are truncated, if appropriate.

---

## To perform a manual backup

- 1 Log onto the master server as administrator (Windows) or root (UNIX).
- 2 Start the NetBackup Administration Console.
- 3 In the left pane, click **Policies**.
- 4 Click the policy you want to test.
- 5 Select **Actions > Manual Backup**.

The **Schedules** pane contains the name of an automatic schedule (or schedules) configured for the policy that you want to test. The **Clients** pane contains the name of the client(s) listed in the policy that you want to test.

- 6 Follow the directions in the **Manual Backup** dialog box.
- 7 To check the status of the backup, click **Activity Monitor** in the NetBackup Administration Console.

# Performing backups of Exchange Server, mailboxes, and public folders

This chapter includes the following topics:

- [About user-directed backups of Exchange Server data](#)
- [About selecting a source client for an Exchange Server backup operation](#)
- [Options for user-directed Exchange backups](#)
- [Performing user-directed snapshot backups of Exchange Server](#)
- [Performing user-directed streaming backups of Exchange Server \(Exchange 2007\)](#)
- [Performing user-directed full streaming backups \(Exchange 2007\)](#)

## About user-directed backups of Exchange Server data

With NetBackup for Exchange you can perform user-directed snapshot and streaming database backups. With Exchange 2007 streaming backups you can also perform user-directed full streaming backups.

See [“Performing user-directed snapshot backups of Exchange Server”](#) on page 140.

See [“Performing user-directed streaming backups of Exchange Server \(Exchange 2007\)”](#) on page 142.

See [“Performing user-directed full streaming backups \(Exchange 2007\)”](#) on page 143.

Additionally you can use NetBackup for Exchange to perform user-directed mailbox and public folder backups.

See [“About Exchange MAPI mailbox and public folder operations”](#) on page 231.

## About selecting a source client for an Exchange Server backup operation

When you back up from a standalone server or non-virtual environment, you do not need to select or add a particular source client. However, to perform an Exchange backup in a cluster or DAG environment, you select the virtual client name as the source client. NetBackup requires this configuration for backups of clusters to be successful.

---

**Note:** Note that you cannot use the Java client interface to select a virtual client or virtual DAG name for a backup operation. Instead, log on with the virtual client name or virtual DAG name.

---

### To select a source client for an Exchange Server backup operation

- 1 In the NetBackup Backup, Archive, and Restore interface, select **File > Specify NetBackup Machines and Policy Type**.
- 2 Select the source client as described in [Table 8-1](#).

**Table 8-1** Source client for an Exchange Server backup operation

To perform a backup of	For Source client for restores (or virtual client for backups), select
An Exchange DAG	the DAG name. If necessary, add the virtual name to the list and then select it.
An Exchange 2007 cluster	the virtual Exchange Server name. If necessary, add the virtual name to the list and then select it.

## Options for user-directed Exchange backups

**Table 8-2** Backup options

Option	Description
<b>NetBackup server</b>	To change the NetBackup server that you want to perform the backup operation, select another server from the drop-down list.
<b>Items marked to be backed up</b>	Contains a list of objects to be backed up.
<b>Keyword phrase to associate with the backup or archive</b>	Specifies a keyword phrase, up to 128 characters in length, that NetBackup associates with the image created by this backup operation. You then can restore the image by specifying the keyword phrase in the Search Backups dialog box.  All printable characters are permitted including space (" ") and period ("."). The default keyword phrase is the null (empty) string
<b>Start Backup</b>	Initiates the backup operation.

## Performing user-directed snapshot backups of Exchange Server

To perform a user-directed snapshot backup, a policy must exist on the server that is configured for snapshot backups. This policy must also have a User schedule. Exchange 2010 users can back up a DAG, the Information Store, or a database. Exchange 2007 users can back up the Information Store or a storage group. Transaction logs are also backed up. However, transaction logs are not truncated for user-directed backups.

When **Enable granular recovery** is enabled in the backup policy, you can later restore individual mailbox and public folder items from the backup.

### To perform a user-directed snapshot backup of Exchange Server objects

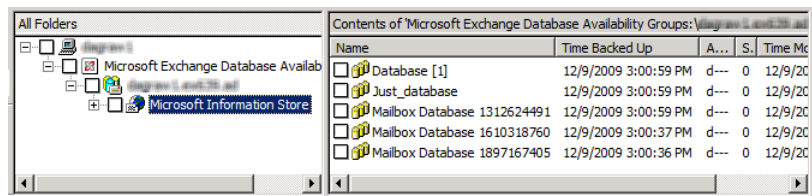
- 1 Mount any databases that you want to back up.
- 2 Open the Backup, Archive, and Restore interface.  
For a Database Availability Group (DAG), you must initiate the user backup operation from the node where the DAG virtual name is active (online).
- 3 Click **Actions > Specify Policy and Schedule**.
- 4 In the **Backup Policy and Schedule** box, type the name of the Snapshot Client policy.

- 5 Click **File > Select Files and Folders to Back Up**.
- 6 Select **File > Specify NetBackup Machines and Policy Type**.
- 7 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server you want to perform the backup.
  - If you are in a cluster environment, specify the name of the virtual Exchange Server or the DAG virtual name.  
 See [“About selecting a source client for an Exchange Server backup operation”](#) on page 139.
- 8 In the **All Folders** pane, select the objects you want to back up.  
 See [Table 8-3](#) on page 142.

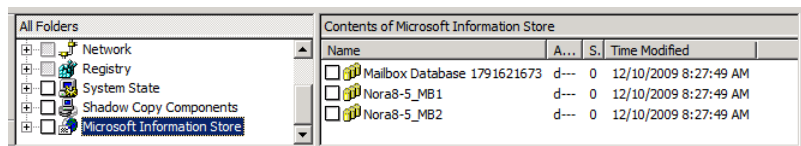
Note the following:

- For a Database Availability Group (DAG), you cannot select a specific server in the Backup, Archive, and Restore interface from which to perform the backup. If you want to use a specific server, specify it in the **Preferred server list**.  
 See [“Backup source for a Database Availability \(DAG\) backup or an Exchange 2007 replication backup”](#) on page 121.  
 All databases in the DAG, regardless of what server they reside on, are displayed.
- For Exchange 2007 backups of individual storage group databases, you must select all the databases in the storage group. If you do not select all the databases, the backup job fails.

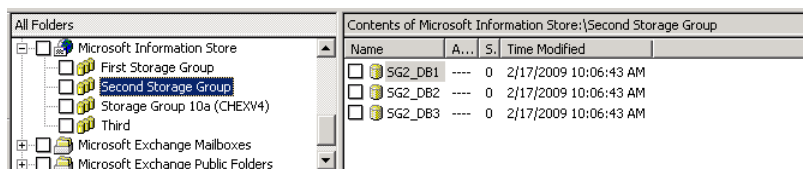
The following figure shows a backup of an Exchange 2010 DAG.



The following figure shows a backup of an Exchange 2010 standalone server.



The following figure shows a backup of an Exchange 2007 storage group.



- 9 Click **Actions > Backup**.
- 10 In the **Backup Files** dialog box, click **Start Backup**.
- 11 To view the progress of the backup, click **Yes**.

If you do not want to view the progress of the backup, click **No**.

**Table 8-3** Selecting Exchange database objects for user-directed backups

Exchange version	Node	Objects to back up
Exchange 2010 DAG	<b>Microsoft Exchange Database Availability Groups</b>	DAG All databases in the DAG
Exchange 2010 standalone server	<b>Microsoft Information Store</b>	Microsoft Information Store All databases
Exchange 2007	<b>Microsoft Information Store</b>	Microsoft Information Store Storage groups All databases

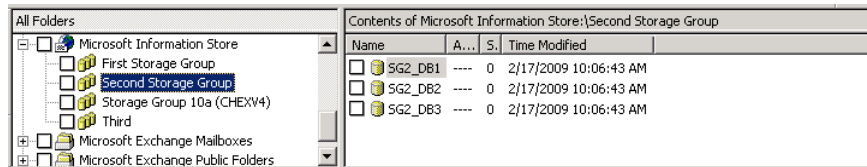
## Performing user-directed streaming backups of Exchange Server (Exchange 2007)

To perform a user-directed backup, the backup policy must have a User schedule. Users can back up the Information Store, storage groups, and individual databases. When **Enable granular recovery** is enabled in the backup policy, you can later restore individual mailbox items from the backup.

### To perform a user-directed backup

- 1 Log onto the server as Administrator.
- 2 Ensure all databases that you want to back up are mounted and online.
- 3 Open the Backup, Archive, and Restore interface.

- 4 Click **File > Select Files and Folders to Back Up**.
- 5 Select **File > Specify NetBackup Machines and Policy Type**.
- 6 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server you want to perform the backup.
  - If you are in a cluster environment, specify the name of the virtual Exchange Server name.  
 See [“About selecting a source client for an Exchange Server backup operation”](#) on page 139.
- 7 In the **All Folders** pane, click the objects you want to back up, as follows:
  - Storage groups. Expand the Microsoft Information Store node and select the storage group to back up.
  - Individual databases. To back up an individual database within a specific storage group, expand the Microsoft Information Store. Then expand the storage group and select the database to back up.



- 8 Click **Actions > Backup**.
- 9 Select the backup options you want.  
 See [“Options for user-directed Exchange backups”](#) on page 140.
- 10 Click **Start Backup**.
- 11 To view the progress of the backup, click **Yes**.

## Performing user-directed full streaming backups (Exchange 2007)

In NetBackup, a user-directed backup of Exchange acts as a copy backup. Copy backups are the same as full backups, except copy backups do not truncate the Exchange log files. You can change the behavior of a user backup so that it normally acts as a full backup instead of a copy backup. As with regular full backups, the logs are truncated.

---

**Note:** This configuration is only available for streaming backups.

---

**To perform a user-directed copy backup**

- 1 Log onto the server as Administrator.
- 2 From the Backup, Archive, and Restore interface, perform a user-directed streaming backup.

See [“Performing user-directed streaming backups of Exchange Server \(Exchange 2007\)”](#) on page 142.

**To configure user-directed backups to act as full backups**

- 1 On the Exchange client, open Regedit.
- 2 Open the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\VERITAS\NetBackup\CurrentVersion\Agents\Exchange

- 3 Create a new DWORD value named **Convert\_USER\_to\_FULL**.
- 4 Right-click on the new value and click **Modify**.
- 5 In the **Value data** box, type **1**.
- 6 Click **OK**.
- 7 Repeat these steps for any other Exchange clients.



# Performing restores of Exchange Server, mailboxes, and public folders

This chapter includes the following topics:

- [About Exchange server-directed and redirected restores](#)
- [About selecting a destination client for an Exchange restore operation](#)
- [About restoring Exchange database data](#)
- [About existing Exchange Server transaction logs](#)
- [About restoring Exchange snapshot backups](#)
- [About restoring streaming backups of Exchange Server \(Exchange 2007 and earlier\)](#)
- [About restoring individual Exchange mailbox and public folder items](#)
- [About restoring Backup Exec Exchange images with NetBackup](#)

## About Exchange server-directed and redirected restores

With the Backup, Archive, and Restore interface, the administrator can browse for Exchange Server backups and select the ones to restore. The following types restores are available:

- Server-directed
- Redirected restores to a different client
- Redirected restores to a different target or database location

With a server-directed restore, an administrator can browse Exchange Server databases and select the ones you want to restore. NetBackup lets you select the NetBackup server from which files are restored, view the backup history, and select items to restore. You can select a specific client or other clients that were backed up by the selected NetBackup server.

When you redirect to a different client, you can restore to an Exchange client other than the one that was originally backed up. You can redirect the Exchange databases, directories, or mailbox objects. The administrator can direct restores to any NetBackup for Exchange client (regardless of which client performed the backup). To redirect a restore, the administrator can use the NetBackup Administration Console on the master server or the Remote Administration Console.

See the [NetBackup Administrator's Guide, Volume I](#) for the configuration that is needed for this type of redirected restore.

A redirected restore to a different target or database location allows a user to restore mailbox or public folder objects to a target or a database location different from the location from which the objects were backed up. Depending on the Exchange version and type of backup, database objects can be redirected to the following:

- The Exchange recovery database (RDB)
- The Exchange recovery storage group (RSG)
- Another database
- Another storage group

## About selecting a destination client for an Exchange restore operation

When you perform a restore of an Exchange backup, you can choose a different destination client to which you want to restore a backup. (This type of operation is

called redirecting a restore to a different client.) Most of the Exchange objects that are backed up can be redirected to a different client. The Microsoft Exchange Information Store databases can be restored to a different Exchange server.

## Requirements for redirecting Exchange objects

The following requirements must be met before you redirect the restore of databases, storage groups, or storage group databases:

- You must have NetBackup server privileges or be logged into a server with the NetBackup Administration Console or the NetBackup Remote Administration Console.
- The databases or the storage groups must exist on the target server.
- (Exchange 2007 and earlier) The storage group databases must have the same names as those in the original storage group.
- (Exchange 2007 and earlier streaming backups) The target server must have the same Organization and Administrative Group name as the source server.
- If you initiate a redirected restore from a NetBackup client, the destination client must have permission to restore from the source client. See the [NetBackup Administrator's Guide, Volume I](#) for the configuration that is needed for a redirected restore.

## Limitations for Exchange 2003

The following additional limitations apply for Exchange 2003 when you redirect a snapshot restore to a different client:

- The storage group log prefix on the target server must be the same as the prefix of the original storage group. (For example, E00.log.) You may need to create temporary storage groups so that the target storage group has the same log prefix as the original.
- The target storage group and databases must have the same path as the original storage group and databases for the following: Exchange database, transaction logs, and system files.

## Selecting a destination client

To provide the name of the destination client, select **File > Specify NetBackup Machines and Policy Type**. If the client you want does not appear in the destination client list, you can add the client to the list.

If you want to perform a restore in a non-cluster environment to the original client that performed the backup, you do not need to change the destination client. In a cluster environment, you need to ensure that the destination client is virtual server name. It may not be possible to change the destination client value from a NetBackup

client-only installation in a cluster. In that case, use the Backup, Archive, and Restore interface on a NetBackup server to change the destination client value to the virtual server name.

Select the destination client as described in Table 9-1

**Table 9-1** Destination client for an Exchange Server restore operation

To restore to...	For the destination client, select...
another database in the same DAG	the same destination client as the source client. NetBackup detects the active server to which to redirect the restore.
another database in a different DAG	the DAG name where the target database exists. NetBackup automatically detects the Client Access server that is assigned to that database.
an RDB in a DAG	the DAG name
an RDB on a standalone server	the name of the standalone server
the original client that performed the backup	you do not need to change the client
a different client	the client you want from the list. If necessary, first add the client name to the list.
a cluster environment	the virtual client name.
a DAG node	the name of that node.  See <a href="#">“Using physical node names in the clients list”</a> on page 103.
a specific Client Access server	the name of that server.
a CCR physical node	the name of that node.

## About restoring Exchange database data

Review the following information before you perform restores of Exchange Server:

- The NetBackup for Exchange Agent supports a restore to the same Microsoft service pack (SP) or cumulative update (CU) on which the backup was originally created. Microsoft sometimes introduces database schema changes in SPs or CUs. If you restore to a different SP or CU level, the database server may not operate correctly.

- Restore all databases in a storage group at the same time and before the transaction logs are committed and the databases are mounted.
- When an administrator restores individual databases or transaction logs, the administrator should have a thorough working knowledge of Exchange Server databases, transaction logs, and utilities. If the correct files are not restored, the database(s) may fail to mount.
- Do not restore `Microsoft Exchange Mailboxes:\` or `Microsoft Exchange Public Folders:\` objects and `Microsoft Information Store:\` objects at the same time. Do not restore mailbox or public folder items from a GRT-enabled backup and a streaming backup at the same time. You must dismount databases before you restore them. But because they are dismounted, the attempt to restore mailbox objects fails. Or the restore of the Exchange mailbox items can finish before the restore of the Exchange databases starts. In this case the restore of the Exchange databases overwrites the restored mailbox objects.
- To restore full and incremental backups, you can restore backups in one of the following ways:
  - Restore all the backups in a single operation.  
 The backup images must be of the same type. For example, you must restore snapshot and streaming images in separate restore jobs. You can, however, restore a full VMware backup and a differential snapshot in a single restore job.  
 When you restore all the backups in a single operation, NetBackup performs a commit after the last incremental is restored.
  - Restore the full backups and incremental backups individually.  
 When you restore the backups individually, deselect **Commit after last backup set is restored** for the full backup and all but the *last* incremental backup set. Select the following options when you restore the *last* incremental backup set: **Commit after last backup set is restored** and **Mount database after restore**.
- (Exchange 2007 and earlier streaming restores) Make sure the temporary location for log files is empty before you start a restore job. If a restore job fails, check the temporary location (including subdirectories) to make sure log files from a previous restore job are deleted.  
 NetBackup copies logs to the Exchange working directory. It creates a subdirectory for each storage group being restored. After the database is restored, Exchange applies the log files from the temporary location to the database, and then it applies the current log files. After the recovery is complete, Exchange deletes the log files from the temporary location (including any subdirectories).

- A restore of Exchange Server files always overwrites existing files. (For example, if `Pub.edb` already exists on the target server, it is replaced with the copy from the backup.)
- Review the information for existing transaction logs.  
See [“About existing Exchange Server transaction logs”](#) on page 150.

## About existing Exchange Server transaction logs

Depending upon the data recovery scenario you have, you must take existing transaction logs into consideration.

For example, do one of the following tasks:

- Roll-forward recovery (or replay all log files)  
After you restore the files and the service starts up, Exchange commits the transactions in the logs you restored. If contiguous logs exist on the server beyond the log with the highest number you restored, those transactions also are committed. If there is any gap in the numeric sequence of log names, no further transactions are committed beyond the gap.  
This scenario is useful when the transaction logs are intact but you require the database to be restored. When you keep existing transaction logs, Exchange Server can recover to the point of the failure. Otherwise, you must recover to the time of the last full backup or the last incremental backup.
- Point-in-time recovery (or replay only restored log files)  
Use this option if you only want to restore up to the point of the last backup. Any transaction logs that are created after the last backup are not involved in the recovery of the database(s). For snapshot restores, NetBackup deletes the current log files.

## About restoring Exchange snapshot backups

From a snapshot backup you can restore the Microsoft Information Store, Exchange 2010 databases, and Exchange 2007 and earlier storage groups and storage group databases. If you enabled Granular Recovery Technology (GRT) for the backup, you can also restore mailbox and public folder items from the backup.

See [“About restoring individual Exchange mailbox and public folder items”](#) on page 179.

Note the following when you restore snapshot backups:

- (Exchange 2007 and earlier) All databases in a storage group must be dismounted before you begin a restore operation. You can instruct NetBackup to dismount the databases before the restore begins.

See [“Options for Exchange snapshot restores”](#) on page 151.

- All of the images you select for the restore must be from snapshot backups.
- Only Exchange 2007 allows snapshot restores to the recovery storage group (RSG).
- Exchange 2010 allows a restore to the recovery database (RDB).
- To successfully redirect to the RSG, in Exchange you must configure the same path for the **Transaction log file folder** and the **System folder and checkpoint file folder**. For an existing RSG, remove the RSG and recreate it.
- (Exchange 2007 and later) For Instant Recovery restores:  
 Select **Normal Backup** even if you want to perform volume rollback. NetBackup automatically rolls back volumes whenever it is appropriate

One of the following occurs:

- NetBackup snaps back (resyncs) the selected database volumes from the snapshot to the original volume.
- NetBackup copies back the files of the selected databases from the snapped volume to the original volume

## Options for Exchange snapshot restores

The following restore options are available when you perform snapshot restores.

**Table 9-2** Snapshot restore options

Option	Description
<b>Roll-Forward Recovery (Replay all log files)</b>	Retains the existing transaction logs. Exchange replays transaction logs that are part of the restore operation, followed by any transaction logs that currently exist.  See <a href="#">“About existing Exchange Server transaction logs”</a> on page 150.
<b>Point-in-Time Recovery (Replay only restored log files)</b>	Restores the database(s) or storage group(s) and replaces only the transaction logs that existed at the time of backup.  A restore may require a full backup and one or more incremental backups. You can select all of the images and perform the restore in one job. Or you can restore each backup image separately. In the latter case, only enable <b>Point-in-Time Recovery</b> for the first job. Otherwise, each point-in-time recovery deletes the transaction logs from the preceding restore jobs.
<b>Temporary location for log files</b>	Not applicable for snapshot restores.

**Table 9-2** Snapshot restore options (*continued*)

Option	Description
<b>Dismount database prior to restore</b>	<p>Dismounts the database(s) before the restore begins. For Exchange 2007 and earlier, this option dismounts all of the databases in the storage that you want to restore, even if a database is not selected for restore. By default this option is not selected.</p> <p>This option also sets the <b>Database can be overwritten by a restore</b> flag in Exchange 2007 and later.</p> <p><b>Note:</b> Use this option with caution. Ensure that you selected the correct database to restore before you choose to dismount it with this option.</p>
<b>Commit after last backup set is restored</b>	<p>This option should only be set on the last job of a multi-job restore. This option enables the restore operation to play through log files and roll back any uncompleted transactions. If this option is not selected, the database needs to be mounted manually after the restore.</p> <p>If <b>Commit after last backup set is restored</b> is selected when an intermediate backup is applied, you cannot restore further backups. You must restart the restore operation from the beginning.</p>
<b>Mount database after restore</b>	<p><b>Mount database after restore</b> is automatically selected if <b>Commit after last backup set is restored</b> is selected. Otherwise, this option is disabled.</p>
<b>Redirect to Recovery Storage Group (RSG) (Only for Exchange 2007)</b>	<p>Check this option to restore to the recovery storage group (RSG, only applies to Exchange 2007 restores). You cannot restore Exchange 2003 VSS backups to the recovery storage group.</p> <p>See <a href="#">"Redirecting an Exchange 2007 snapshot backup to the recovery storage group"</a> on page 170.</p>
<b>Start Restore</b>	<p>Initiates the restore operation.</p>

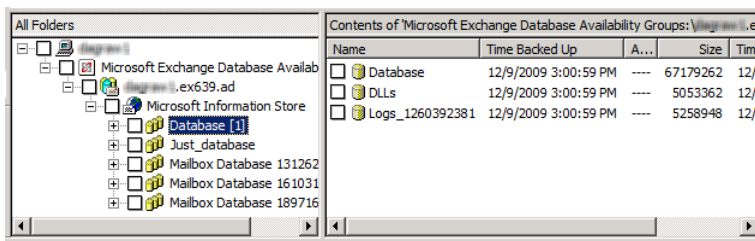
## Performing a snapshot restore of a Database Availability Group (DAG)

### To perform a snapshot restore of a Database Availability Group (DAG)

- 1 Manually suspend replication. This step applies for any snapshot provider you use.  
<http://technet.microsoft.com/en-us/library/dd298159.aspx>
- 2 Dismount all Exchange databases that you want to restore.  
 Or, when you perform the restore, click the **Dismount database prior to restore** option.
- 3 Open the Backup, Archive, and Restore interface.
- 4 Click **File > Select Files and Folders to Restore > from Normal Backup**.



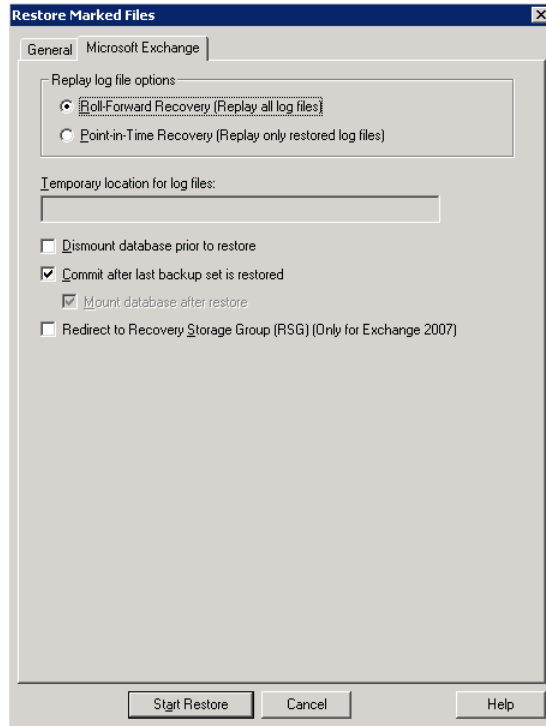
- 5 Select **File > Specify NetBackup Machines and Policy Type**.
- 6 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server that performed the restore.
  - For the source client, select the DAG virtual name.  
See [“About selecting a source client for an Exchange Server backup operation”](#) on page 139.
  - For the policy type, select **MS-Exchange-Server**.
- 7 From the **NetBackup History** pane, click the backup image that contains the objects you want to restore as follows:
  - The last full backup or user-directed backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup
- 8 In the **All Folders** pane, select the objects you want to restore, as follows:
  - The Database Availability Group.  
Selecting this object restores all the databases.
  - Databases.  
Expand the DAG. Then select the database(s) and log files you want to restore.



- 9 Click **Actions > Restore**.

10 Click the **Microsoft Exchange** tab.

See “Options for Exchange snapshot restores” on page 151.



11 Click **Start Restore**.

The restore is directed to the active Exchange database, regardless of which database was backed up. NetBackup automatically detects the Exchange server that currently contains the active Exchange database.

12 When the restore completes, resume replication.

13 If necessary, update the mailbox database copy.

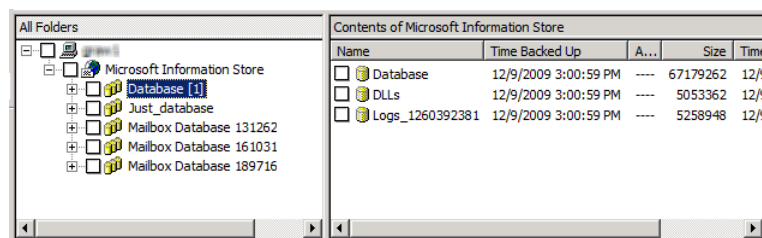
<http://technet.microsoft.com/en-us/library/dd351100.aspx>

## Performing a snapshot restore of an Exchange 2010 or 2013 standalone server

To perform a snapshot restore of an Exchange 2010 or 2013 standalone server

- 1 Dismount all Exchange databases that you want to restore.  
 Or, when you perform the restore, click the **Dismount database prior to restore** option.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Select **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server that performed the restore.
  - For the policy type, select **MS-Exchange-Server**.
- 6 From the **NetBackup History** pane, click the backup image that contains the objects you want to restore as follows:
  - The last full backup or user-directed backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup
- 7 In the **All Folders** pane, select the objects you want to restore, as follows:
  - The Microsoft Information Store.  
 Click the checkbox next to the computer name or the **Microsoft Information Store**.
  - Databases.  
 Expand the **Microsoft Information Store** node. Then select the database(s) and log files you want to restore.

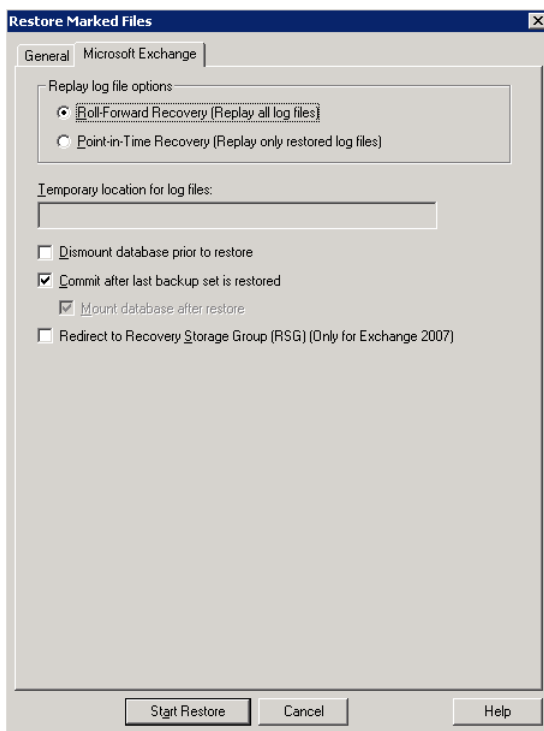
The following figure shows a restore of Exchange 2010.



8 Click **Actions > Restore**.

9 Click the **Microsoft Exchange** tab.

See “[Options for Exchange snapshot restores](#)” on page 151.



10 Click **Start Restore**.

## Recovering an Exchange 2007 Local Continuous Replication (LCR) environment

This topic describes how to recover a storage group with LCR enabled. Most of the following PowerShell commands are now available in the Exchange Management Console with Exchange 2007 SP1. You must manually suspend replication in a LCR environment. This applies to VSS and non VSS.

Refer to [Managing Local Continuous Replication](#) for more information.

Follow these steps:

- Issue the PowerShell command `Suspend-StorageGroupCopy` for a storage group before you restore that storage group.

- Perform a database restore.  
 See “[Performing a snapshot restore of an Exchange 2007 or earlier server](#)” on page 165.
- You may need to re-seed the copy before you resume the copy.  
 Do the following:
  - Remove the database files, all log files, and all checkpoint files from the copy location. (If you use it, the Exchange Management Console prompts you to perform this step.)
  - Issue the PowerShell command `Update-StorageGroupCopy`.  
 See [How to Seed a Local Continuous Replication Copy](#) for more information.
- Issue the PowerShell command `Resume-StorageGroupCopy` to properly resume the copy.

## Recovering an Exchange 2007 Clustered Continuous Replication (CCR) environment

This topic describes how to recover a storage group with CCR enabled. Most of the following PowerShell commands are now available in the Exchange Management Console with Exchange 2007 SP1. You must manually suspend replication in a LCR environment. This applies to VSS and non VSS.

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**Note:** A restore can only be directed to the active node.

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See *Managing Cluster Continuous Replication* for more information:

<http://technet.microsoft.com/en-us/library/aa997676.aspx>

Follow these steps:

- For Exchange 2007 pre-SP1, the Exchange credentials must be configured with a privileged domain account on each node. Otherwise, NetBackup is not properly authorized to perform dismounts or restores. If you upgraded from an earlier version of NetBackup, the NetBackup Client Service must run as a privileged domain account on each node.
- Issue the PowerShell command `Suspend-StorageGroupCopy` for a storage group before you restore that storage group.
- Perform a database restore.  
 See “[Performing a snapshot restore of an Exchange 2007 or earlier server](#)” on page 165.
- You may need to re-seed the cluster copy before you resume the copy.

Do the following:

- Remove the database files, all log files, and all checkpoint files from the passive node. (If you use it, the Exchange Management Console, prompts you to perform this step.)
- From the passive node, issue the PowerShell command `Update-StorageGroupCopy`.  
See *How to Seed a Cluster Continuous Replication Copy* for more information:  
<http://technet.microsoft.com/en-us/library/bb124706.aspx>
- Issue the PowerShell command `Resume-StorageGroupCopy` to properly resume the cluster copy.

## Redirecting a Database Availability Group (DAG) snapshot backup to another database or to the recovery database (RDB)

To redirect an Exchange 2010 or 2013 snapshot backup to another database or to the recovery database

- 1 The following applies to suspending replication:
  - If redirecting to another database, manually suspend replication. This step applies for any snapshot provider you use.
  - If redirecting to the RDB, NetBackup suspends replication on the target server.  
<http://technet.microsoft.com/en-us/library/dd298159.aspx>
- 2 The database or the recovery database must already exist.  
To restore to the RDB, create the RDB on an Exchange server, if necessary. Leave the RDB dismounted.
- 3 Open the Backup, Archive, and Restore interface.
- 4 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 5 Click **File > Specify NetBackup Machines and Policy Type**.

6 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Server to use for backups and restores** Select the server that performed the restore.

**Source client for restores** Select the virtual DAG name.

**Destination clients for restores** To restore to another database in the same DAG, leave the destination client the same as the source client. NetBackup detects the active server to which to redirect the restore.

To redirect the restore to a different DAG, indicate the DAG name where that database exists. NetBackup automatically detects the Client Access server that is assigned to the database. To restore to a specific Client Access server, enter that server name. To restore to the RDB, indicate the DAG name. If the RDB exists on a standalone server, indicate that server name as the destination client.

If applicable, review the notes and limitations for redirecting to a different client.

See [“About selecting a destination client for an Exchange restore operation”](#) on page 146.

**Policy type for restores** Select **MS-Exchange-Server**.

7 From the **NetBackup History** pane, select one of the following:

- The last full backup, or
- The last full backup and all subsequent differential backups, or
- The last full backup and the last cumulative backup

8 In the **All Folders** pane, expand **Microsoft Exchange Database Availability Groups > Forest or domain name**.

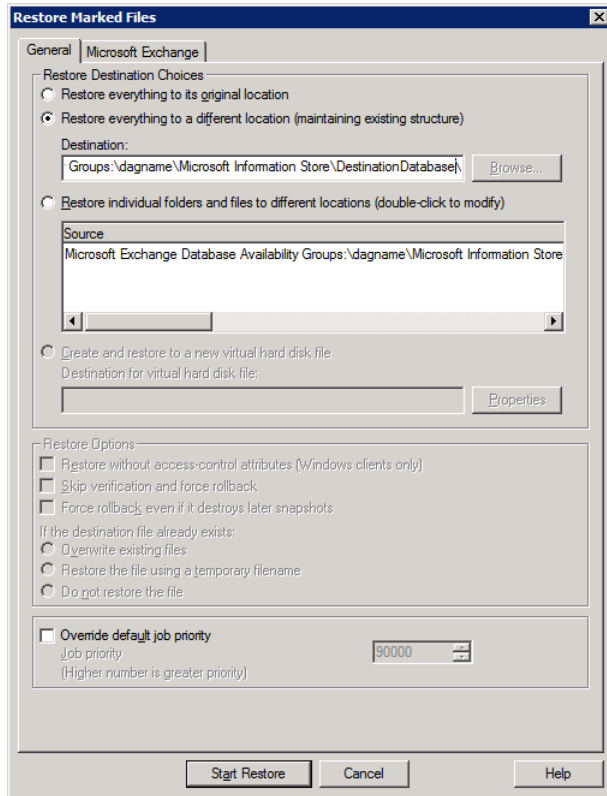
9 Select the database you want to restore.

10 Click **Actions > Restore**.

11 Change the destination path to another database or to the RDB:

- Click the **General** tab.
- Select **Restore everything to a different location**.

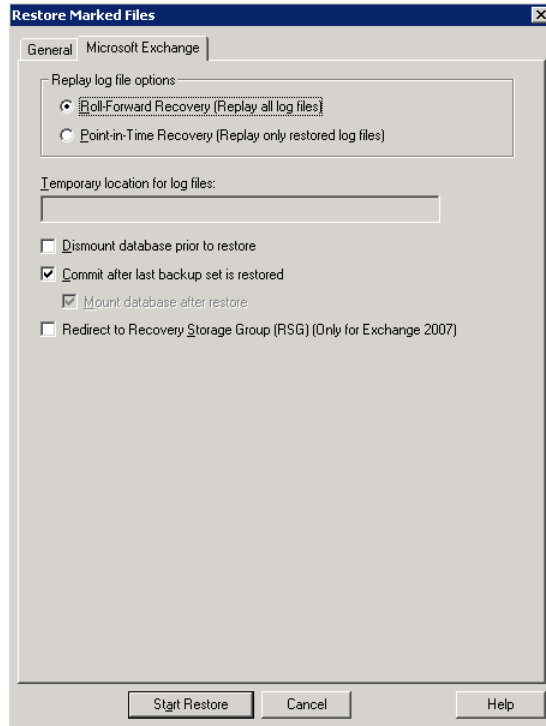
- In the **Destination** box, provide the name of the alternate database you want to restore to. Or provide the name of the RDB you previously created. Exchange 2010 does not automatically redirect a database to its RDB, if it exists.





12 Click the **Microsoft Exchange** tab.

See [“Options for Exchange snapshot restores”](#) on page 151.



13 Check **Commit after last backup set is restored**.

If you choose to restore backup images separately, you must check **Commit after last backup set is restored** only when you restore the *last* incremental backup set.

If you do not select **Commit after last backup set is restored**, manually mount the database after the restore is complete.

See [“Manually mounting an Exchange database after a restore”](#) on page 172.

14 Click **Start Restore**.

The restore is directed to the active Exchange database, regardless of which database was backed up. NetBackup automatically detects the Exchange server that currently contains the active Exchange database.

15 When the restore completes, resume replication.

16 If necessary, update the mailbox database copy.

<http://technet.microsoft.com/en-us/library/dd351100.aspx>

## Redirecting an Exchange 2010 or 2013 standalone server snapshot backup to another database or to the recovery database (RDB)

This topic describes how to redirect a snapshot backup of an Exchange 2010 or later standalone server to another database or the recovery database (RDB).

### To redirect an Exchange 2010 or 2013 standalone server snapshot backup to the recovery database

1 The database or the recovery database must already exist.

To restore to the RDB, create the RDB on an Exchange server, if necessary. Leave the RDB dismounted.

2 Open the Backup, Archive, and Restore interface.

3 Click **File > Select Files and Folders to Restore > from Normal Backup**.

4 Click **File > Specify NetBackup Machines and Policy Type**.

5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Server to use for backups and restores** Select the server that performed the restore.

**Destination clients for restores** To restore to the RDB on a different server, change the destination client to the Exchange server that hosts the RDB. This client must be the Exchange server that hosts the database to which you want to redirect the restore. Also review the notes and limitations for redirecting to a different client.

See [“About selecting a destination client for an Exchange restore operation”](#) on page 146.

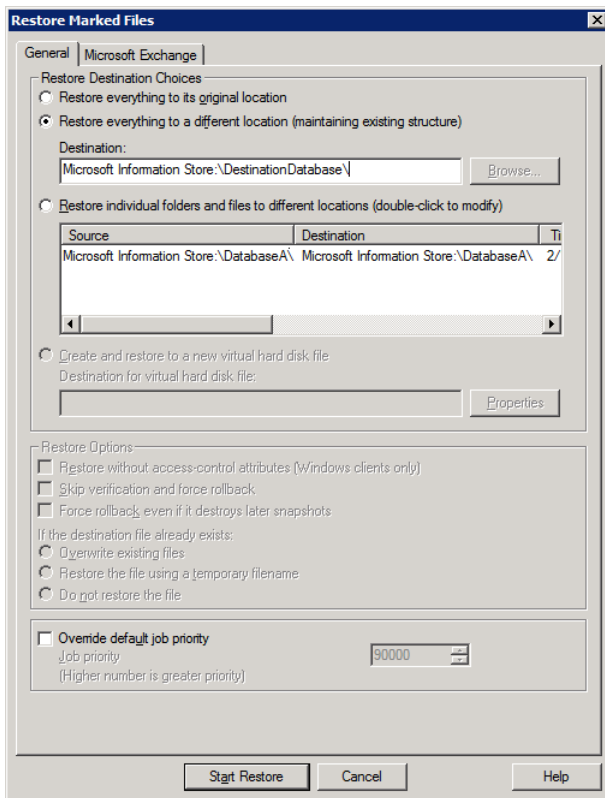
To restore to the RDB or to a database on the local server, leave the destination client the same as the source client.

**Policy type for restores** Select **MS-Exchange-Server**.

6 From the **NetBackup History** pane, select one of the following:

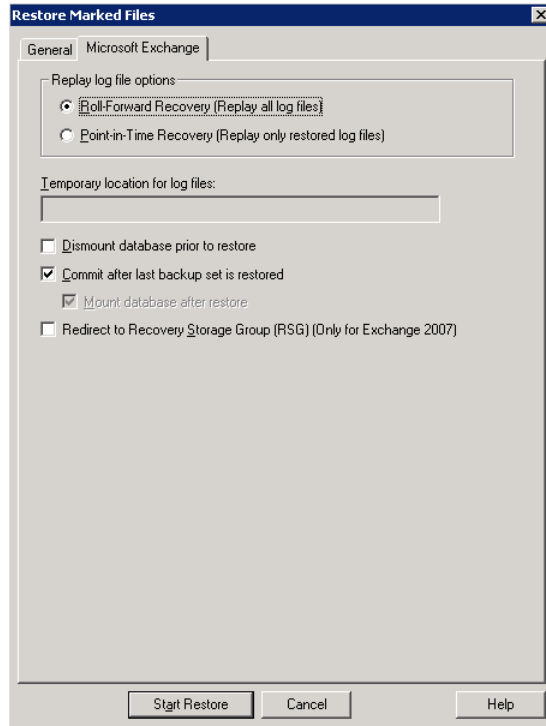
- The last full backup, or

- The last full backup and all subsequent differential backups, or
  - The last full backup and the last cumulative backup
- 7 In the **All Folders** pane, expand **Microsoft Information Store**.
  - 8 Select the database you want to restore.
  - 9 Click **Actions > Restore**.
  - 10 In the **Restore Marked Files** dialog box, click the **General** tab.
  - 11 Change the destination path to another database or to the RDB:
    - Select **Restore everything to a different location**.
    - In the **Destination** box, provide the name of the alternate database you want to restore to. Or provide the name of the RDB you previously created. Exchange does not automatically redirect a database to its RDB, if it exists.



12 Click the **Microsoft Exchange** tab.

See [“Options for Exchange snapshot restores”](#) on page 151.



13 Check **Commit after last backup set is restored**.

If you choose to restore backup images separately, you must check **Commit after last backup set is restored** only when you restore the *last* incremental backup set.

If you do not select **Commit after last backup set is restored**, manually mount the database after the restore is complete.

See [“Manually mounting an Exchange database after a restore”](#) on page 172.

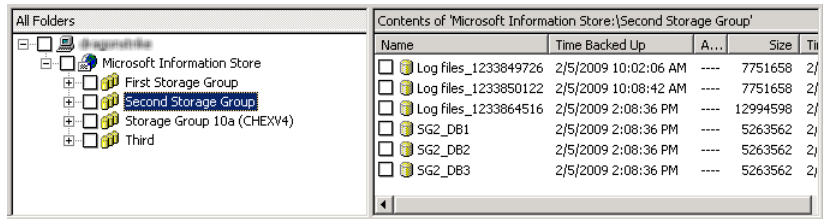
14 Click **Start Restore**.

## Performing a snapshot restore of an Exchange 2007 or earlier server

### To perform a snapshot restore of an Exchange 2007 or earlier server

- 1 Dismount all Exchange databases that you want to restore.  
Or, when you perform the restore, click the **Dismount database prior to restore** option.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Select **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server that performed the restore.
  - If you have an Exchange 2007 cluster environment, for the source client select the virtual Exchange server name.  
See [“About selecting a source client for an Exchange Server backup operation”](#) on page 139.
  - For the policy type, select **MS-Exchange-Server**.
- 6 From the **NetBackup History** pane, click the backup image that contains the objects you want to restore as follows:
  - The last full backup or user-directed backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup
- 7 In the **All Folders** pane, select the objects you want to restore, as follows:
  - The Microsoft Information Store.  
Click the checkbox next to the computer name or the **Microsoft Information Store**.
  - Storage groups.  
Expand the **Microsoft Information Store** node and select the storage group to restore.
  - Databases.  
Expand the **Microsoft Information Store** node and the storage group.  
Then select the database(s) and log files you want to restore.

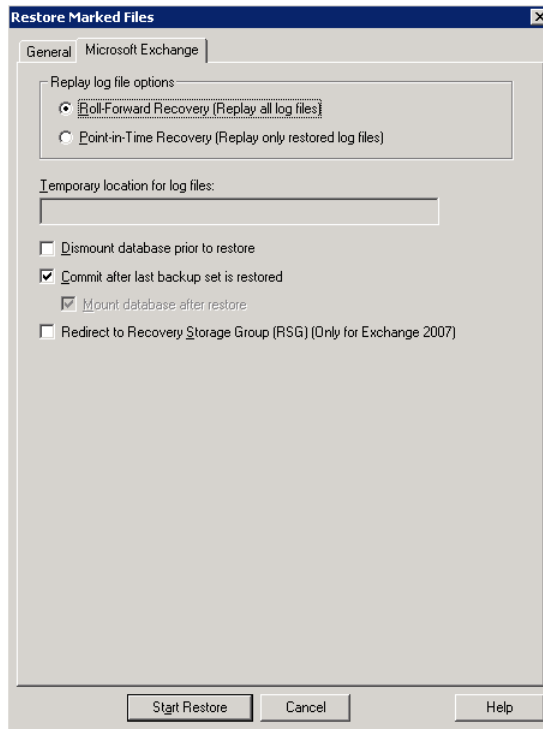
The following figure shows a restore of an Exchange 2007 storage group.



8 Click **Actions > Restore**.

9 Click the **Microsoft Exchange** tab.

See [“Options for Exchange snapshot restores”](#) on page 151.



10 Click **Start Restore**.

## Redirecting an Exchange 2007 snapshot backup to a storage group

This topic describes how to redirect an Exchange 2007 snapshot backup to a storage group.

For further instructions, refer to the following information on recovery storage groups on Microsoft's Technet site:

<http://technet.microsoft.com/en-us/library/aa997260.aspx>

### To redirect an Exchange 2007 snapshot backup to a storage group

- 1 The destination storage group must already exist. Create a storage group that has databases. Those databases must have the same names as those in the original storage group.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Click **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Server to use for backups and restores** Select the server that performed the restore.

**Destination clients for restores** If you want to restore to a different server, change the destination client to the Exchange server that hosts the storage group. Also review the notes and limitations for redirecting to a different client.

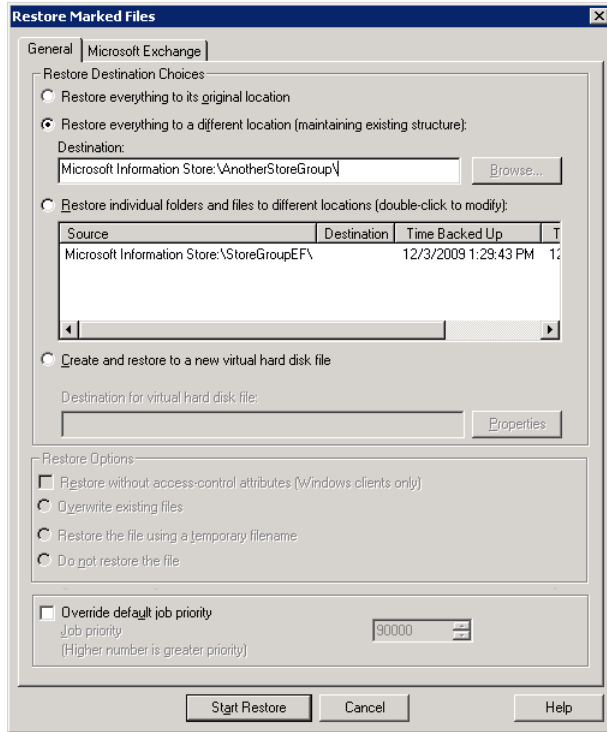
See "[About selecting a destination client for an Exchange restore operation](#)" on page 146.

If you want to restore a storage group to the local server, leave the destination client the same as the source client.

**Policy type for restores** Select **MS-Exchange-Server**.

- 6 From the **NetBackup History** pane, select one of the following:
  - The last full backup, or
  - The last full backup and all subsequent differential backups, or
  - The last full backup and the last cumulative backup
- 7 In the **All Folders** pane, expand the Microsoft Information Store.
- 8 Select the storage group you want to restore.
- 9 Click **Actions > Restore**.
- 10 In the **Restore Marked Files** dialog box click the **General** tab.
- 11 Select **Restore everything to a different location**.

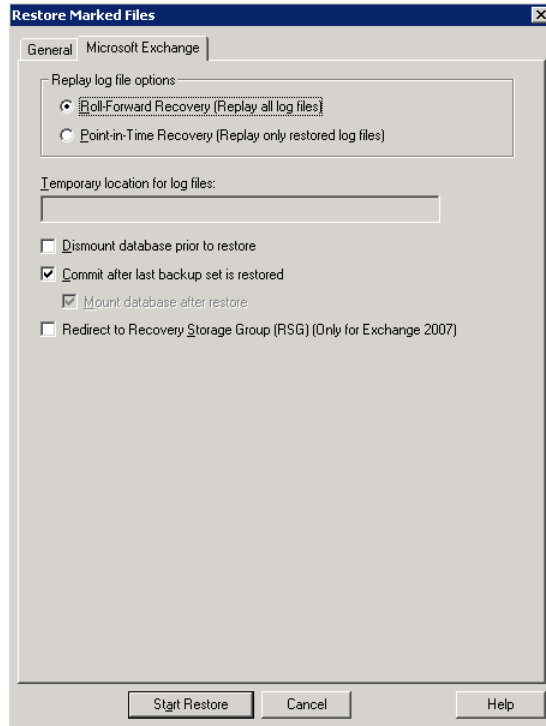
## 12 Change the Destination path.





13 Click the **Microsoft Exchange** tab.

See [“Options for Exchange snapshot restores”](#) on page 151.



14 Check **Commit after last backup set is restored**.

If you choose to restore backup images separately, you must check **Commit after last backup set is restored** only when you restore the *last* incremental backup set.

If you do not select **Commit after last backup set is restored**, manually mount the database after the restore is complete.

See [“Manually mounting an Exchange database after a restore”](#) on page 172.

15 Click **Start Restore**.

## Redirecting an Exchange 2007 snapshot backup to the recovery storage group

This topic describes how to redirect an Exchange 2007 snapshot backup to the recovery storage group (RSG). With snapshot backups, you do not need to redirect a restore to the RSG as long as the RSG already exists and is added for the selected storage group and database(s). The restore is automatically restored to the RSG.

---

**Note:** To successfully redirect to the RSG, in Exchange you must configure the same path for the **Transaction log file folder** and the **System folder and checkpoint file folder**. For an existing RSG, remove the RSG and recreate it.

---

For further instructions, refer to the following information on recovery storage groups on Microsoft's Technet site:

<http://technet.microsoft.com/en-us/library/aa997260.aspx>

### To redirect an Exchange 2007 snapshot backup to the recovery storage group

- 1 The RSG must already exist. Create the RSG and the databases you want to recover on an Exchange server, if necessary. Leave the RSG dismounted.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Click **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Server to use for backups and restores** Select the server that performed the restore.

**Destination clients for restores** If you want to restore to a different server, change the destination client to the Exchange server that hosts the RSG. Also review the notes and limitations for redirecting to a different client.

See "About selecting a destination client for an Exchange restore operation" on page 146.

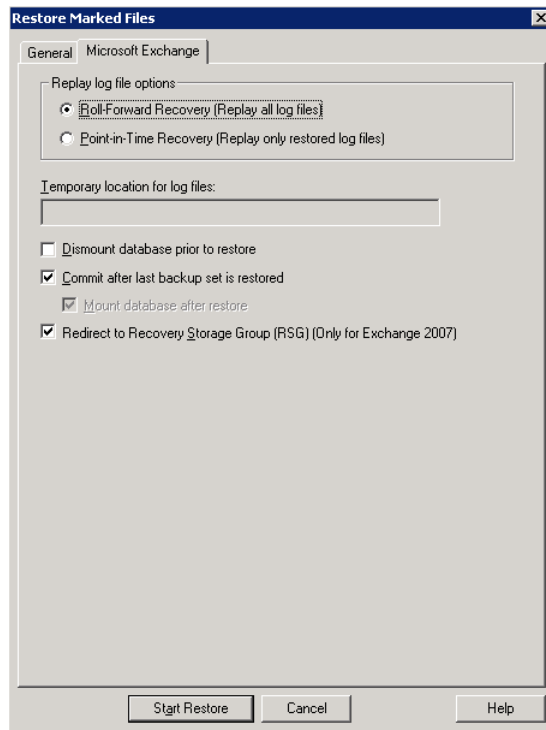
If you want to restore the RSG to the local server, leave the destination client the same as the source client.

**Policy type for restores** Select **MS-Exchange-Server**.

- 6 From the **NetBackup History** pane, select one of the following:

- The last full backup, or
  - The last full backup and all subsequent differential backups, or
  - The last full backup and the last cumulative backup
- 7 In the **All Folders** pane, expand the Microsoft Information Store.
  - 8 Select the storage group you want to restore.
  - 9 Click **Actions > Restore**.
  - 10 Click the **Microsoft Exchange** tab.

See “Options for Exchange snapshot restores” on page 151.



**11 Check Commit after last backup set is restored.**

If you choose to restore backup images separately, you must check **Commit after last backup set is restored** only when you restore the *last* incremental backup set.

If you do not select **Commit after last backup set is restored**, manually mount the database after the restore is complete.

See [“Manually mounting an Exchange database after a restore”](#) on page 172.

**12 Check Redirect to Recovery Storage Group (RSG) (Only for Exchange 2007).**

**13 Click Start Restore.**

## About redirecting restores of Exchange 2003 snapshot backup images

The following limitations and requirements exist to redirect restores of Exchange 2003 snapshot backups:

- You cannot restore an Exchange 2003 snapshot backup to an RSG.
- With this Exchange version, you cannot redirect to a different storage group on the local server.
- If you want to redirect to a storage group on another server the storage group and the database must be identical. The path(s) of the storage group also must be identical to the original storage group.

## Manually mounting an Exchange database after a restore

If you did not click **Commit after last backup set is restored**, you need to mount the database manually after the restore is completed.

**To mount a database manually after a restore**

- 1 Mount all of the databases that were restored in the storage group.
- 2 If the mount fails, try a soft recovery (ignore mismatched database attachments) of the Exchange databases to bring the databases to a consistent state.

```
eseutil /r E0n /i
```

- 3 Mount the databases again.

# About restoring streaming backups of Exchange Server (Exchange 2007 and earlier)

NetBackup can restore the following Exchange Server objects from streaming backups:

- Microsoft Information Store
- Storage groups
- Storage group databases

You can also redirect a restore to the recovery storage group (RSG).

See [“Redirecting an Exchange 2007 or Exchange 2003 streaming backup to a recovery storage group”](#) on page 176.

## Options for streaming restores of Exchange databases

Different options are available when you perform a snapshot restore.

See [“Options for Exchange snapshot restores”](#) on page 151.

**Table 9-3** Restore options for streaming restores of Exchange databases

Option	Description
<b>Roll-Forward Recovery (Replay all log files)</b>	Retains the existing transaction logs. Exchange replays the transaction logs that are part of the restore, followed by any transaction logs that currently exist.  See <a href="#">“About existing Exchange Server transaction logs”</a> on page 150.
<b>Point-in-Time Recovery (Replay only restored log files)</b>	Restores the database and replaces only the transaction logs that existed at the time of backup.
<b>Temporary location for log files</b>	Enter a location where the associated log files are kept until the database is restored. The default location is <code>c:\temp</code> . If you choose to restore storage groups, NetBackup creates a subdirectory in <code>c:\temp</code> for each storage group. It keeps log files for each storage group in the corresponding subdirectory.  If <b>Commit after last backup</b> set is restored is selected during the restore, Exchange applies to the database. Then it applies the current log files. After the restore is complete, Exchange deletes the log files from the temporary location (including any subdirectories).  <b>Note:</b> Make sure the temporary location for log files is empty before you start a restore job. If a restore job fails, check the temporary location (including subdirectories) to make sure any previous log files from a previous restore job were deleted.

**Table 9-3** Restore options for streaming restores of Exchange databases  
*(continued)*

Option	Description
<b>Dismount database prior to restore</b>	<p>Dismounts the database(s) before the restore begins. This option dismounts all of the databases in the storage groups that you want to restore, even if a database is not selected for restore. By default this option is not selected.</p> <p>This option also sets the <b>Database can be overwritten by a restore</b> flag in Exchange 2007.</p> <p><b>Note:</b> Use this option with caution. Ensure that you selected the correct database to restore before you choose to dismount it with this option.</p>
<b>Commit after last backup set is restored</b>	<p>This option should only be set on the last job of a multi-job restore. This option enables the restore operation to play through log files and roll back any uncompleted transactions. If this option is not selected, the database needs to be mounted manually after the restore.</p> <p>If <b>Commit after last backup set is restored</b> is selected when an intermediate backup is applied, you cannot restore further backups. You must restart the restore operation from the beginning.</p>
<b>Mount database after restore</b>	<p>Mounts the database so that it is available to users.</p>
<b>Redirect to Recovery Storage Group (RSG) (Only for Exchange 2007)</b>	<p>This option is not applicable for streaming restores.</p>
<b>Start Restore</b>	<p>Initiates the restore operation.</p>

## Restoring storage groups or storage group databases from a streaming backup

This topic describes how to restore storage groups or databases.

---

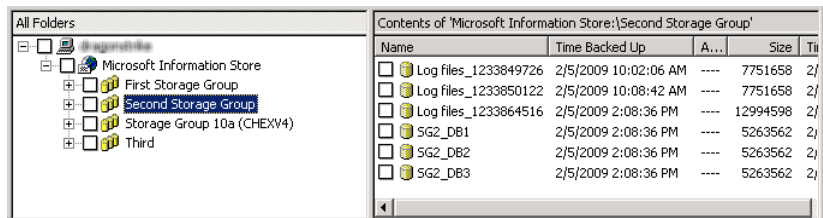
**Note:** A restore of Exchange Server files always overwrites any existing files. For example, if `Pub.edb` already exists on the target computer, it is replaced with the copy from the backup.

---

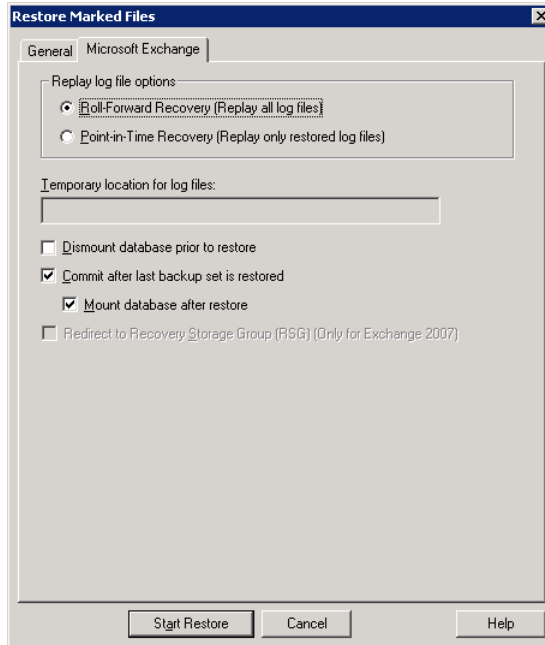
**To restore storage groups or storage group databases from a streaming backup**

- 1 Log onto the server as Administrator.
- 2 Dismount all Exchange databases that need to be restored.  
 Or, when you perform the restore, click the **Dismount database prior to restore** option.
- 3 Open the Backup, Archive, and Restore interface.
- 4 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 5 Click **File > Specify NetBackup Machines and Policy Type**.
- 6 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server that performed the restore.
  - For the policy type, select **MS-Exchange-Server**.
- 7 From the NetBackup History pane, select one of the following:
  - The last full backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup
- 8 In the **All Folders** pane, select the objects you want to restore:
  - Storage groups.  
 Expand **Microsoft Information Store** and click the storage group to restore.
  - Individual databases.  
 To restore an individual database within a specific storage group, expand **Microsoft Information Store**, then the storage group, and click the database.

A full backup of an Exchange database includes the database transaction log files. When you restore a database, you must also restore the transaction log files.



9 Click **Actions > Restore**.



10 Select the restore options you want.

See [“Options for streaming restores of Exchange databases”](#) on page 173.

11 If you chose to restore the backups individually, uncheck **Commit after last backup set is restored** for the full and all but the last incremental backup.

When you restore the *last* incremental backup set, check **Commit after last backup set is restored** and **Mount database after restore**.

12 Click **Start Restore**.

13 If you restored storage groups and did not click **Mount database after restore** (after the restore), be sure to mount the storage group databases that were restored.

## Redirecting an Exchange 2007 or Exchange 2003 streaming backup to a recovery storage group

NetBackup supports restores to the recovery storage group. With streaming backups, you must redirect the restore. The restore is not automatically restored to the recovery storage group.



For further instructions, refer to the following information on recovery storage groups on Microsoft's Technet site:

Exchange 2007 <http://technet.microsoft.com/en-us/library/aa997260.aspx>

Exchange 2003 <http://technet.microsoft.com/en-us/library/aa998782.aspx>

### To redirect an Exchange 2007 or Exchange 2003 streaming backup to a recovery storage group

- 1 Log onto the server as Administrator.
- 2 Create the RSG on the target Exchange Server, if necessary.
- 3 (Exchange 2007) Dismount all Exchange databases you want to restore.  
Or, when you perform the restore, click the **Dismount database prior to restore** option.
- 4 Confirm that the RSG databases are not mounted.
- 5 Open the Backup, Archive, and Restore interface.
- 6 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 7 Click **File > Specify NetBackup Machines and Policy Type**.
- 8 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Destination clients for restores**

If you want to restore to a different server, change the destination client to the Exchange server that holds the RSG. Also review the notes and limitations for redirecting to a different client.

See "[About selecting a destination client for an Exchange restore operation](#)" on page 146.

If you want to restore to the local server, leave the destination client the same as the source client.

**Policy type for restores**

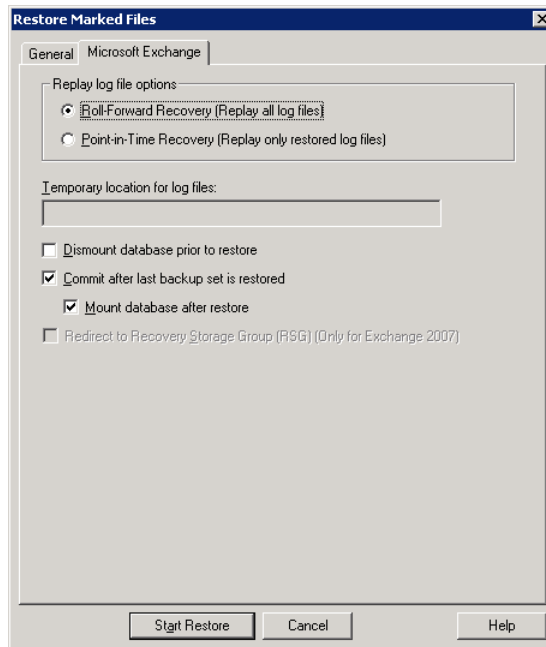
Select MS-Exchange-Server.

- 9 From the **NetBackup History** pane, select one of the following:
  - The last full backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup
- 10 In the **All Folders** pane, click the objects you want to restore:

- A storage group  
Expand the Microsoft Information Store node and click the storage group to restore.
- Individual databases  
To restore an individual database within a specific storage group, expand the Microsoft Information Store, then the storage group, and click the database.

A full backup of an Exchange database includes the database transaction log files. When you restore a database, you must also restore the transaction log files.

11 Click **Actions > Restore**.



12 To restore the backups individually, click **Commit after last backup set is restored** and **Mount database after restore** when you restore the *last* incremental backup set.

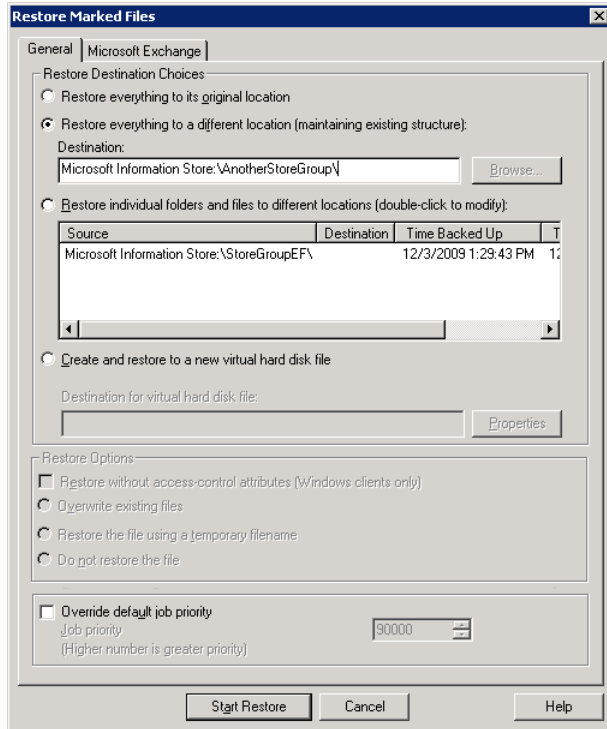
13 Select the other restore options you want.

See [“Options for streaming restores of Exchange databases”](#) on page 173.

14 Click the **General** tab.

15 Select **Restore everything to a different location**.

16 Change the **Destination** path.



17 Click **Start Restore**.

18 If you chose to restore storage groups and you did not click **Mount database after restore** (after the restore), mount the storage group databases that were restored.

## About restoring individual Exchange mailbox and public folder items

You can restore individual mailbox or public folder items (folders, messages, and documents) from streaming or snapshot backups with Granular Recovery Technology (GRT) enabled. Refer to the following topics:

See [“About special characters in Exchange mailbox folders and message subjects”](#) on page 180.

See [“Prerequisites and operational notes for restoring Exchange individual mailboxes, mailbox folders, public folders, or messages”](#) on page 180.

## About special characters in Exchange mailbox folders and message subjects

NetBackup uses escape sequences for slashes and backslashes in mailbox folder names and message subjects because the objects are handled using file path syntax. The tilde (~) character is the escape character, so it also has to be escaped.

When you browse for items to restore, you see the escaped character sequences. Use [Table 9-4](#) to convert the translated characters back to the characters that appear in the restored items.

**Table 9-4** Translation of special characters in mailbox folders and message subjects

Character	Translation
~	~0
/	~1
\	~2

## Prerequisites and operational notes for restoring Exchange individual mailboxes, mailbox folders, public folders, or messages

Review the following information before you restore individual mailboxes, mailbox folders, public folders, or messages:

- The destination mailbox must exist to successfully restore a mailbox.
- When you restore mailbox messages or public folder documents, the option **Overwrite existing message(s)** overwrites the contents and properties of the original objects. Messages are overwritten regardless of their location. (For example, if the messages were moved to the “Deleted Items” folder.) If the original message no longer exists, a new message is generated with the same contents and properties. A new message is also generated if a new destination location is entered.

If the option **Do not restore the message(s)** is selected, NetBackup skips the restore of any message that still exists, regardless of the current location.

Note that if the original message(s) no longer exists, a restore of the message(s) generates a new copy every time it is restored. A restored copy of the message does not count as the original message in the existence check.

- Restores that use Granular Recovery Technology (GRT) must be made from a disk storage unit. You cannot restore from the tape copy.
- NetBackup can back up the online archive mailbox for users. However, a restore from a backup using GRT by default restores the items to the user’s mailbox and not the archive mailbox. Items are restored starting at the root of the mailbox hierarchy. Alternatively, you may want to redirect the restore to the path `Top of Information Store\Inbox\Archives\.`
- Exchange Server provides a feature to retain deleted items for a period of time after you “permanently” delete them. Because the deleted items still exist, NetBackup includes them in the backup image. NetBackup displays these items when you browse the granular backup image and you can restore these items.
- NetBackup does not support restoring mailbox items into tenant mailboxes in a multi-tenant Exchange environment. To recover items pertaining to a tenant mailbox, redirect the recovery to a non-tenant mailbox.

## Options for restores of Exchange Server mailbox objects or public folder objects

When you restore mailbox or public folder objects, NetBackup may encounter messages that already exist in the database. Select one of the options from [Table 9-5](#) to indicate whether NetBackup should pass over or replace the pre-existing object.

---

**Note:** These options are ignored for a redirected restore.

---

**Table 9-5** Restore options for restores of Exchange Server mailbox objects of public folder objects

Option	Description
<b>Do not restore the message(s)</b>	Does not restore mailbox messages if they already exist.
<b>Overwrite the message</b>	Replaces the existing message with the one from the backup.

## Restoring Exchange mailbox or public folder objects

To restore a mailbox object to a different location, you follow a different procedure.

See [“About redirecting a restore of Exchange mailbox or public folder objects to a different path”](#) on page 185.

---

**Note:** Browse time for a backup that uses Granular Recovery Technology may take longer than for a non-granular backup image. The media server gathers granular information at this time and wait times may vary. Depending on the load on the media server, you may need to increase the **Client read timeout** value. This option is located in the Client host properties in the **Timeouts** tab.

---

---

**Note:** Do not restore mailbox or public folder backups and database backups in the same restore job. If the database restore starts first, NetBackup dismounts the database during the restore. Or it requires that the database be dismounted before the restore. Then the database being dismounted causes the mailbox or public folder object restore to fail. Or, the restore of the Exchange mailbox or public folder items finishes before the restore of the Exchange databases starts. Then the restore of the Exchange databases deletes the restored mailbox or public folder objects.

---

---

**Note:** Do not restore in the same restore job any backups that use Granular Recovery Technology with any backups that do not.

---

#### To restore mailbox or public folder objects

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Click **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, select the server and the policy type.
- 6 From the **NetBackup History** pane, click the image(s) that contain the objects you want to restore.

Symantec recommends that you select one backup image set at a time for individual item restore. While this recommendation is not a restriction, you may at times restore more copies of messages than you intend.

You cannot restore individual items from a snapshot incremental backup that uses Granular Recovery Technology (GRT).

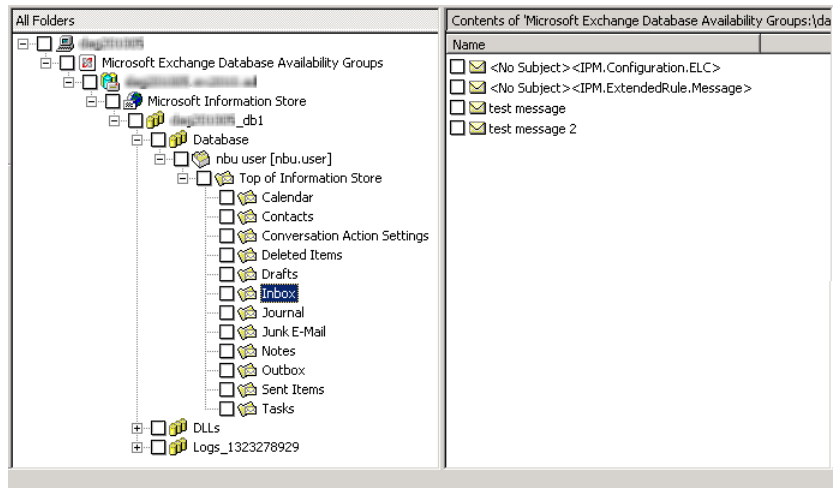
Select one of the following:

- The last full backup
- The last full backup and all subsequent differential backups
- The last full backup and the last cumulative backup

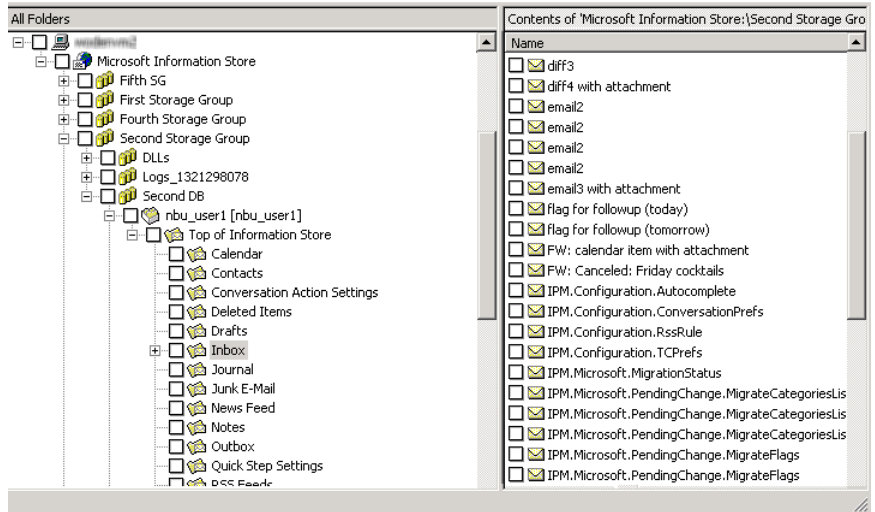
- 7 Expand one of the following:
- **Microsoft Exchange Database Availability Groups > Forest or Domain > Microsoft Information Store > Mailbox Database**
  - **Microsoft Exchange Database Availability Groups > Forest or Domain > Microsoft Information Store > Public Store**
  - **Microsoft Information Store > Mailbox Database**
  - **Microsoft Information Store > Public Store**
  - **Microsoft Information Store > Storage Group > Mailbox Database**
  - **Microsoft Information Store > Storage Group > Public Store**
- 8 In the **All Folders** pane, select objects you want to restore from the following:
- Mailboxes
  - Mailbox folders
  - Mailbox objects
  - Public folders
  - Documents in a public folder

You can ignore the `DLLs` folder.

The following figure shows a restore of a DAG using Granular Recovery Technology (GRT).



The following figure shows an Exchange 2007 restore using Granular Recovery Technology.



All objects appear as folders and messages. You can identify some non-message objects by the subject line. For example, if you create a Calendar event named Appointment1, that name appears in the subject line for that object.

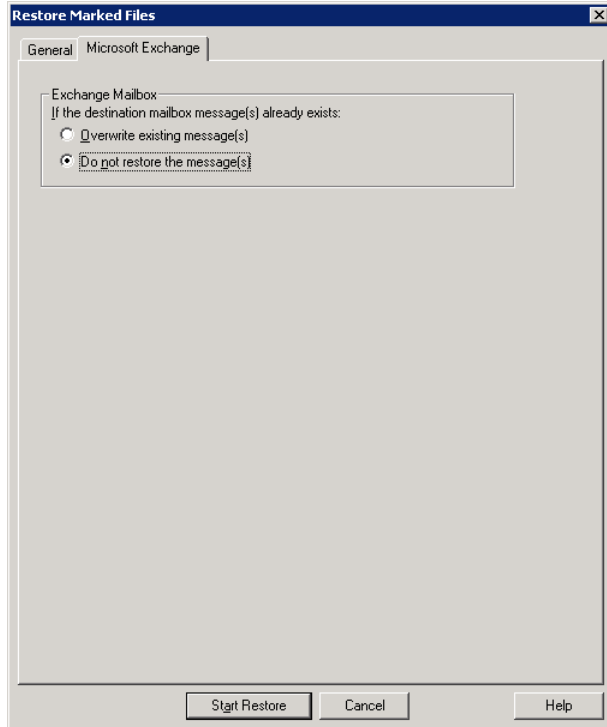
However, some objects such as Forms and Views do not have a subject line (even though they can be named). They may not be so easily identified.

9 Click **Actions > Restore**.



- 10 On the **Microsoft Exchange** tab, choose whether or not to restore existing mailbox messages.

See [“Options for restores of Exchange Server mailbox objects or public folder objects”](#) on page 181.



- 11 You can restore individual mailbox items to alternate mailboxes or mailbox folders.

See [“About redirecting a restore of Exchange mailbox or public folder objects to a different path”](#) on page 185.

- 12 Click **Start Restore**.

## About redirecting a restore of Exchange mailbox or public folder objects to a different path

NetBackup can restore Exchange mailbox or public folder objects to different locations.

Refer to the following topics for more information and instructions:

- See “[About requirements for redirecting the restore of an Exchange mailbox or public folder object to a different path](#)” on page 186.
- See “[Redirecting the restore of an Exchange mailbox, mailbox folder, or public folder](#)” on page 187.
- See “[Redirecting a restore of an Exchange mailbox or a public folder object to a different path](#)” on page 189.

## About requirements for redirecting the restore of an Exchange mailbox or public folder object to a different path

Review the following requirements for redirecting the restore of an Exchange mailbox or public folder to a different path:

- You must indicate an explicit path (or full path).
- In the destination path, the following segment of the path cannot be changed:  
Microsoft Exchange Database Availability Groups:\  
Microsoft Information Store:\  
If you change this part of the path, NetBackup attempts to restore the objects as normal (non-Exchange) files.
- The destination mailbox or destination folder must have an associated user account.
- When you redirect a restore of public folders, the folder you indicate in the destination path does *not* have to exist.
- (Exchange 2010) When you redirect a restore from a granular backup, consider the following example restore destinations:

```
Microsoft Exchange Database Availability Groups:\server1\My-database\Database\  
John Q. Employee [JQEmployee]\Top of Information Store\Inbox\  

```

```
Microsoft Information Store:\My-database\Database\John Q. Employee [JQEmployee]\  
Top of Information Store\Inbox\  

```

In the examples, note the following:

- *server1* can be the target server.
- *My-database*, must be valid database on target server (but is not directly accessed).
- *John Q. Employee*, must be a valid and accessible mailbox.
- (Exchange 2007) When you redirect a restore from a granular backup, consider the following example restore destination:

Microsoft Information Store:\My-Storage-Group\My-database\John Q. Employee [JQEmployee]\  
Top of Information Store\Inbox

In the example, note the following:

- *My-Storage-Group*, must be valid storage group on target server (but is not directly accessed) .
- *My-database*, must be valid database on target server (but is not directly accessed).
- *John Q. Employee*, must be a valid and accessible mailbox.

## Redirecting the restore of an Exchange mailbox, mailbox folder, or public folder

This topic describes how to redirect the restore of a mailbox, mailbox folder, or public folder to a different mailbox or public folder.

### To redirect the restore of a mailbox, mailbox folder, or public folder

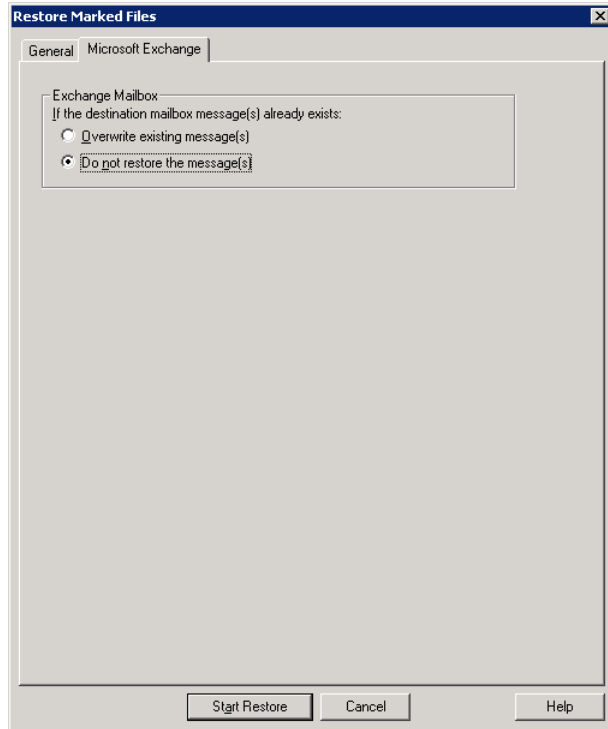
- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Click **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, select the server and the policy type.
- 6 From the **NetBackup History** pane, click the image(s) that contain the objects you want to restore. Select one of the following:
  - The last full backup
  - The last full backup and all subsequent differential backups
  - The last full backup and the last cumulative backup

You cannot restore individual items from an incremental backup that uses Granular Recovery Technology (GRT).

- 7 In the **All folders** or right pane, click the mailbox or public folder to restore.
- 8 Click **Actions > Restore**.

- 9 On the **Microsoft Exchange** tab, select the restore options you want.

See “Options for restores of Exchange Server mailbox objects or public folder objects” on page 181.



- 10 On the **General** tab, click **Restore everything to a different location**.

- 11 In the **Destination** box, indicate where you want to restore the object. You must indicate an explicit path (or full path).

- Change the mailbox name to another existing mailbox. For example, if you want to restore the contents of `Mailbox 1` to `Mailbox 2\Folder`, specify one of the following in the **Destination** box:

```
Microsoft Exchange Database Availability Groups:\DAG\Microsoft Information Store\  
My-database\Database\mailbox2 [mailbox2]
```

```
Microsoft Information Store:\My-database\Database\mailbox2 [mailbox2]\
```

```
Microsoft Information Store:\Storage Group\Mailbox Database\mailbox2 [mailbox2]\
```

- When you restore public folders, change the public folder name to the folder to which you want to restore. This folder does not have to exist.

12 Click **Start Restore**.

## Redirecting a restore of an Exchange mailbox or a public folder object to a different path

This topic describes how to restore a mailbox or a public folder object to a different path.

To restore a mailbox or a public folder object to a different path

- 1 Log onto the server as Administrator.
- 2 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 3 Click **File > Specify NetBackup Machines and Policy Type**.
- 4 In the **Specify NetBackup Machines and Policy Type** dialog box, select the server and the policy type.
- 5 From the **NetBackup History** pane, click the image(s) that contain the folder you want to restore.

Select one of the following:

- The last full backup
- The last full backup and all subsequent differential backups
- The last full backup and the last cumulative backup

You cannot restore individual items from an incremental backup that uses Granular Recovery Technology (GRT).

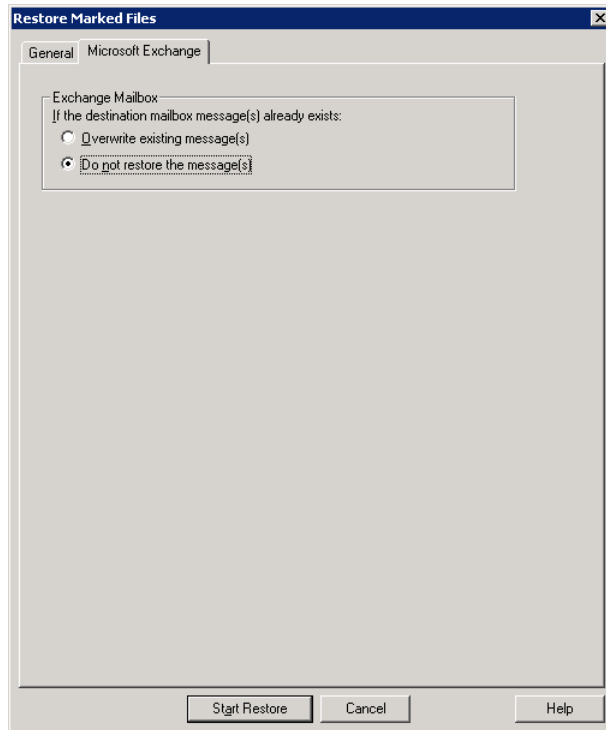
- 6 In the **Contents of** or right pane, click the folders, messages, or documents to restore.

If you select items in the **All Folders** pane, you cannot redirect individual objects.

- 7 Click **Actions > Restore**.

- 8 On the **Microsoft Exchange** tab, select the restore options you want.

See [“Options for restores of Exchange Server mailbox objects or public folder objects”](#) on page 181.



- 9 On the **General** tab, click **Restore individual folders and files to different locations** option.

Each row under **Restore individual folders and files to different locations** is associated with an individual folder, message, or document.

- 10 Double-click a row to modify the restore destination.

- 11 In the **New Destination** box, indicate the mailbox or folder where you want to restore the object(s).

To redirect a mailbox folder or message, the destination can be any existing mailbox or mailbox folder. To redirect a public folder or document, the destination can be a new or existing public folder. You must indicate an explicit path (or full path).

For example, consider that you want to restore the contents of `Inbox` in `Mailbox 1` to the folder `Other` in the same mailbox. Specify one of the following in the **Destination** box:

```
Microsoft Exchange Database Availability Groups:\DAG\Microsoft Information Store\
My-database\Database\mailbox2 [mailbox2]\Other\
```

```
Microsoft Information Store:\My-database\Database\mailbox2 [mailbox2]\Other\
```

```
Microsoft Information Store:\Storage Group\Mailbox Database\mailbox2 [mailbox2]\Other\
```

- 12 Click **OK**.
- 13 Click **Start Restore**.

## About using the command line to browse or restore Exchange granular backup images

In addition to the NetBackup Administration Console, you can also use the command line to browse or restore granular backup images:

- When you perform a snapshot restore of mailboxes or mailbox folders, specify the file names as relative to the Microsoft Information Store or DAG and to the storage group or database. For example:

```
Microsoft Exchange Database Availability Groups:\server1\Microsoft Information Store\
My-database\Database\John Q. Employee [JQEmployee]\Top of Information Store\Inbox\
```

```
Microsoft Information Store:\My-database\Database\John Q. Employee [JQEmployee]\
Top of Information Store\Inbox\
```

```
Microsoft Information Store:\My-Storage-Group\My-database\John Q. Employee [JQEmployee]\
Top of Information Store\Inbox
```

- Use the “-granular\_proxy” option with the `bpduplicate` command or the `bpulist` command to specify a proxy host for a duplication operation. See [“Configuring the Exchange granular proxy host”](#) on page 36.

The following example shows how you can specify a proxy host with the `bplist` command:

```
bplist -t 16 -k exchgranpolicy -R -s 06/09/2008 16:00:00  
-granular_proxy ProxyServerA "\Microsoft Information Store\StorageGroup1\  
DeptA\EmployeeA\Top of Information Store\Inbox\*"
```

## About restoring Backup Exec Exchange images with NetBackup

Note that Backup Exec Tape Reader (BETR) support will be dropped after the NetBackup 7.x lifecycle. To restore Backup Exec backup images, follow the instructions for restoring a NetBackup for Exchange image, except select **File > Select Files and Folders to Restore > from Backup Exec Backup**.

Verify that NetBackup supports the restore type of you want to perform. See the following article:

<http://www.symantec.com/docs/TECH125836>



# Protecting Exchange Server data with VMware backups

This chapter includes the following topics:

- [About protecting Exchange Server data with VMware backups](#)
- [Notes for configuration of VMware policies that protect Exchange Server](#)
- [About configuring a VMware backup that protects Exchange Server](#)
- [About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication](#)
- [About restoring Exchange data from a VMware backup](#)
- [Enabling protection of passive copies of the Exchange database with VMware backups](#)

## About protecting Exchange Server data with VMware backups

Through a VMware backup policy, NetBackup can create consistent full backups of an Exchange server that resides on a virtual machine. From one VMware backup the following restore options are available: restore of the .vmdk (disk level), SFR restore (file-level recovery), Exchange storage group or database restore, or Exchange granular-level restore (GRT). You can also choose whether or not to truncate logs.

To protect a supported application with a VMware policy the Application State Capture (ASC) job executes after the VMware discovery job and before the snapshot job(s). This ASC job contacts the NetBackup client on the guest virtual machine.

The ASC job collects and catalogs application-specific data that is needed for application recovery and granular recovery (GRT) functionality.

More information is available on the ASC job and its associated logs.

See [“Troubleshooting VMware backups and restores of Exchange Server”](#) on page 229.

## About the Symantec VSS provider for vSphere

The Symantec VSS provider is recommended instead of the VMware VSS provider in the following cases:

- You want VMware backups to truncate the logs on Exchange Server virtual machines. The Symantec VSS provider truncates logs for Exchange Server, by means of full VSS backups.
- The virtual machine you want to back up is a node in an Exchange 2010 DAG or an Exchange 2007 CCR. In this case, only the active copies of the database are cataloged and the log files for only those same databases are truncated.
- You want to use an exclude file list for Exchange. See the following for details on how to configure an exclude file list for Exchange.  
See [“About excluding Exchange items from backups”](#) on page 108.

When the Symantec VSS provider is installed and NetBackup starts a virtual machine snapshot, VMware Tools calls the Symantec VSS provider to quiesce the VSS writers for a file-level consistent backup. If log truncation is enabled in the policy, the Exchange VSS writer truncates the transaction logs when the VMware snapshot is complete.

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**Note:** The Symantec VSS provider must be installed separately.

See [“Installing the Symantec VSS provider for vSphere”](#) on page 198.

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## Support for VMware backups that protect Exchange Server

The following are supported with VMware backups that protect Exchange Server:

- ESX Server 4.x or 5.0
- Exchange Server 2013
- Exchange Server 2010
- Exchange Server 2007
- NetBackup 7.6 server software
- NetBackup 7.6 client software is installed on the virtual machine.

- Either the Symantec VSS Provider or the VMware VSS Provider is required. Without one of these providers, database recovery may require manual steps and granular recovery is not supported. Symantec recommends the Symantec VSS provider for the virtual machines that host Exchange. See [“About the Symantec VSS provider for vSphere”](#) on page 194. Up-to-date support information on the Symantec VSS provider is available in the following tech note:  
[Support for NetBackup 7.x in a virtual environment](#)
- VMware backups are supported for stand-alone Exchange servers, DAGs, and CCR clusters.
- For DAG nodes, NetBackup protects at the node level of a DAG. This behavior is different than for an agent backup, where protection is at the DAG level.

## Limitations of using a VMware policy to protect Exchange Server

The following limitations exist when you configure a VMware policy to protect Exchange Server:

- VMware incremental backups of Exchange Server are not supported with this version of NetBackup. However, the use of Accelerator may increase the speed of full backups.
- Consistency checks of the Exchange databases are not performed with VMware backups.
- The Application State Capture (ASC) job fails and the databases are not protected if you do any of the following:
  - Disable the **Virtual Machine quiesce** option.
  - Select the **Exclude data disks** option.
- Dismounted databases are not protected.
- Databases are cataloged and protected only if they exist in a configuration that is supported for VMware backups. As long as there are any databases that can be protected, the ASC job continues. If you select databases for backup that exist on supported and on unsupported disks, the ASC job produces a status 1 (partially successful). The ASC job detects these situations and the job details include the result of the backup operation.

Exchange Server databases are not cataloged and backed up if they exist on the following:

- Raw device mapping (RDMs). Make sure that the Exchange virtual machine does not use RDM as storage for databases and transaction logs.

- Virtual Machine Disk (vmdk) volumes that are marked as independent. Make sure that the Exchange databases and transaction logs are not stored on independent disks.
- Mount point volumes.
- Virtual hard disks (VHDs) and GPT (GUID partition table) disks.  
If NetBackup detects any database objects on a VHD or a GPT disk, the ASC job fails and no Exchange content is cataloged. This exclusion includes any objects that do not exist on the VHD or the GPT disk.
- The ASC job detects an excluded Windows boot disk and treats it like an independent disk.  
The VMware backup cannot exclude for any reason the disk on which NetBackup is installed. For example, do not select the **Exclude boot disk** option if NetBackup is installed on the boot drive (typically C:).

## Notes for configuration of VMware policies that protect Exchange Server

To back up an Exchange Server in a virtual machine, you configure a full backup using the **VMware** policy type. Log truncation is optional. Granular Recovery Technology (GRT) is automatically provided in the VMware backup.

Only the details specific to protecting Exchange Server are covered here. For complete details on how to create a VMware policy, see the [NetBackup for VMware Administrator's Guide](#).

### Truncating logs

For NetBackup to successfully truncate logs after a backup, the following apply:

- You must install the Symantec VSS provider.
- The ASC job must detect that the Symantec VSS provider is installed.
- The databases must be active, mounted, not in the exclude list, and protectable.  
See "[Limitations of using a VMware policy to protect Exchange Server](#)" on page 195.

### Operational notes

Note the following when you configure a VMware policy for Exchange Server backups:

- You cannot configure an incremental backup of Exchange with a VMware policy. Instead, you must create an MS-Exchange-Server policy for Exchange incremental backups. If you attempt to back up Exchange with a VMware

incremental policy, the Application State Capture (ASC) job fails. However, the VMware backup job is successful. Use caution if you use both a VMware policy for full backups and an Exchange policy for incremental backups. Ensure that the backups are scheduled to occur at distinct times.

- 
- The backup history is not saved for a VMware backup that protects Exchange Server. It does not apply with VMware backups because NetBackup protects only the databases whose active copy is on the virtual machine.
- You may encounter problems if you select **VM hostname** for the **Primary VM identifier**. When you browse for and select the virtual machine for the VMware policy, the appropriate address or client name may not be returned. If this problem occurs, use **VMware display name** instead.

## About configuring a VMware backup that protects Exchange Server

Use the following steps to configure a VMware backup that protects Exchange Server.

**Table 10-1** Steps to configure a VMware backup that protects Exchange Server

Step	Action	Description
Step 1	Configure your VMware environment and add the necessary licenses.	See the <a href="#">NetBackup for VMware Administrator's Guide</a> On each ESX server that hosts the database, add the NetBackup for Exchange license and the Enterprise Client license.  Install the NetBackup client software on the virtual machines that have Exchange running. Also install the client on any Client Access servers that perform restores.
Step 2	Install the Symantec VSS Provider.	See <a href="#">"Installing the Symantec VSS provider for vSphere"</a> on page 198.
Step 3	If you want to restore individual mailbox and public folder items from the VMware backup, review the requirements for granular recovery.	See <a href="#">"Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange"</a> on page 199.
Step 4	Configure a VMware policy.	See <a href="#">"Configuring a VMware policy to back up Exchange Server"</a> on page 201.  See the <a href="#">NetBackup for VMware Administrator's Guide</a> .

**Table 10-1** Steps to configure a VMware backup that protects Exchange Server  
*(continued)*

Step	Action	Description
Step 5	On the NetBackup server, configure the list of Exchange hosts.	For backups in a DAG, cluster, private network, or if you use a proxy host, you must create a mapping of host names in the host properties of the master server. For example, each DAG node and the Client Access server must be able to access a backup image using the DAG name.  See <a href="#">"Configuring the Exchange hosts"</a> on page 50.
Step 6	For Exchange 2007, disable circular logging for all Exchange storage groups. For Exchange 2010, disable circular logging for all databases.	

## Installing the Symantec VSS provider for vSphere

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**Note:** You must install the latest version of the Symantec VSS provider. If you have an existing version of the provider, you must first uninstall the old version. Upgrading the NetBackup Client does not upgrade the Symantec VSS Provider.

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To use the Symantec VSS provider you must install it manually following installation of the NetBackup for Windows client. If the VMware VSS provider is installed, the installation program removes it and may require a restart of the computer.

### To install the Symantec VSS provider

- 1 Browse to the following location:  

```
install_path\Veritas\NetBackup\bin\goodies\
```
- 2 Double-click on the **Symantec VSS Provider for vSphere** shortcut.
- 3 Follow the prompts.
- 4 When the utility has completed, restart the computer if prompted.
- 5 Following the restart, the utility resumes. Follow the prompts to complete the installation.

**To uninstall the Symantec VSS provider**

- 1 In the Control Panel, open **Add or Remove Programs** or **Programs and Features**.
- 2 Double-click on **Symantec VSS Provider for vSphere**.

The uninstall program does not automatically reinstall the VMware VSS provider.

## Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange

This topic includes the steps to configure your NetBackup environment so that you can restore individual Exchange mailbox and public folder objects from a VMware backup.

**Table 10-2** Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange

Step	Action	Description
Step 1	Verify that you have a supported Exchange Server configuration and have a media server platform that supports GRT.	<a href="#">NetBackup Database Agent Compatibility List</a> <a href="#">NetBackup Operating System Compatibility List</a>
Step 2	Ensure that requirements are met for the Exchange server software.	See “ <a href="#">Exchange server software requirements for NetBackup for Exchange</a> ” on page 26.
Step 3	All mailbox servers and the Client Access must meet certain requirements, including the following: <ul style="list-style-type: none"> <li>■ On each server, have an unassigned drive letter</li> <li>■ Have Network File System (NFS) configured or enabled</li> <li>■ Have a unique mailbox created for NetBackup</li> <li>■ The Exchange credentials (in the Exchange client host properties) are configured</li> </ul>	To determine which clients to configure, refer to the following topic:  See “ <a href="#">Exchange granular clients and VMware backups</a> ” on page 57.  In a cluster or replicated environment, perform the steps on each database node in the cluster. For an Exchange 2010 DAG, perform the steps on each database node in the DAG and the Client Access server.
Step 4	On all Exchange mailbox servers and the Client Access server, ensure that each node has an unassigned drive letter on which to mount the backup image.	

**Table 10-2**      Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange *(continued)*

Step	Action	Description
Step 5	On all Exchange mailbox servers and the Client Access server, enable or configure NFS for your environment.	<p>In a cluster or replicated environment, perform the steps on each database node in the cluster. For an Exchange 2010 DAG, configure the nodes that browse for backups and the Client Access server. This configuration is not needed to capture the data during backups of the virtual machine.</p> <p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2012”</a> on page 62.</p> <p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2008 and Windows 2008 R2”</a> on page 70.</p> <p>See <a href="#">“About configuring Services for Network File System (NFS) on Windows 2003 R2 SP2”</a> on page 79.</p> <p>See <a href="#">“Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT)”</a> on page 85.</p>
Step 6	Create an Exchange mailbox and an associated account to be used on all Exchange mailbox servers and the Client Access server.	<p>Make sure the account is a local administrator and has the right to replace a process level token on each server.</p> <p>See <a href="#">“About configuring the account for NetBackup Exchange operations”</a> on page 40.</p>
Step 7	On all Exchange mailbox servers and the CAS server, configure the Exchange credentials.	<p>Configure the Exchange credentials with the account you created in the previous step.</p> <p>In a cluster or replicated environment, perform the steps on each database node in the cluster. For Exchange 2010, perform the steps on each database node in the DAG and the CAS server.</p> <p>See <a href="#">“About the Exchange credentials in the client host properties”</a> on page 38.</p>



**Table 10-2** Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange (*continued*)

Step	Action	Description
Step 7	<p>Create a policy as follows:</p> <ul style="list-style-type: none"> <li>■ Select the <b>VMware</b> policy type.</li> <li>■ Select a supported disk storage unit.</li> </ul>	<p>For complete details on how to configure Replication Director with VMware backups, see the <a href="#">NetBackup Replication Director Solutions Guide</a>.</p> <p>See “<a href="#">Configuring a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication</a>” on page 206.</p> <p>Granular recovery is automatically provided for any VMware backups that protect Exchange. You do not need to enable it in the policy.</p>
Step 8	<p>On the NetBackup server, configure the list of Exchange hosts.</p>	<p>For some configurations you must create a mapping of host names in the host properties of the master server. These configurations include backups in a DAG, cluster, private network, or if you use a proxy host. For example, each DAG node and the CAS server must be able to access a backup image using the DAG name.</p> <p>See “<a href="#">Configuring the Exchange hosts</a>” on page 50.</p>

## Configuring a VMware policy to back up Exchange Server

This topic describes how to configure a VMware policy to back up Exchange Server. Optionally, you can use NetBackup Accelerator. For log truncation, the Symantec VSS Provider must be installed.

See “[Installing the Symantec VSS provider for vSphere](#)” on page 198.

### To configure a VMware policy to back up Exchange Server

- 1 Create a new policy or open the policy you want to configure.
- 2 In the **Policy** dialog box, click the **Attributes** tab.
- 3 In the **Policy type** list, select **VMware**.

For complete details on how to create a policy for VMware backups, see the [NetBackup for VMware Administrator's Guide](#).

- 4 In the **Policy storage** box, select a disk storage unit.

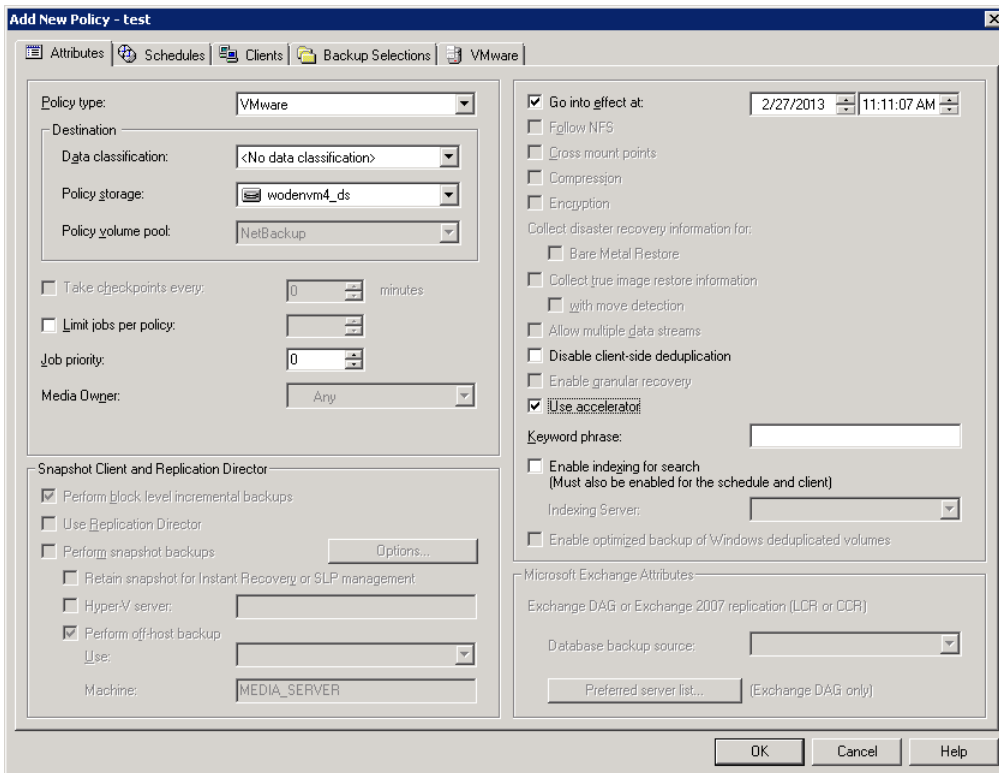
If you want to use NetBackup Accelerator, select a PureDisk storage unit type (MSDP or PureDisk). The NetBackup device mapping files list all supported storage types.

- To use NetBackup Accelerator, click **Use Accelerator**.

Accelerator uses the initial full backup to establish a baseline. Any subsequent backups that are performed with Accelerator can run significantly faster. You may want to create an additional policy schedule that enables the **Accelerator forced rescan** option. This option establishes a new baseline for the next Accelerator backup. More information on Accelerator is available:

See [“About policy attributes for NetBackup for Exchange”](#) on page 97.

See the [NetBackup for VMware Administrator's Guide](#).



- On the **Clients** tab click **Select automatically through query**.

If you encounter problems using a query, on the **VMware** tab try changing the **Primary VM identifier** from **VM hostname** to **VMware display name**.

- From the **NetBackup host to perform automatic virtual machine selection list**, select the host you want to use.

- 8 Use the Query Builder to create a rule(s) that selects the virtual machine(s) you want to back up.  
For more details on the Query Builder, see the [NetBackup for VMware Administrator's Guide](#).
- 9 Click the **Backup Selections** tab.  
This tab displays the query you created on the **Clients** tab.
- 10 Click the **VMware** tab.  
For details on the options in this dialog box, see the [NetBackup for VMware Administrator's Guide](#).
- 11 Select the **Primary VM identifier** to use to catalog the backups.
- 12 Select **Enable file recovery from VM backup**.  
This option must be enabled for application protection of Exchange Server.
- 13 Enable or disable the **Enable block-level incremental backup** option as follows:
  - Enable this option if you selected **Use Accelerator**.
  - Disable this option if you do not use NetBackup Accelerator.
- 14 Select **Enable Exchange Recovery**.  
This option enables recovery of the Exchange databases or mailbox messages from the virtual machine backups. If this option is disabled, you can recover the entire virtual machine from the backup, but you cannot recover the databases or mailbox messages individually.
- 15 (Optional) Select **Truncate logs**.  
This option truncates the transaction logs when the VMware snapshot of the virtual machine is complete.

## About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication

Use the following steps to configure a NetBackup for VMware backup that protects Exchange Server and use Replication Director to manage snapshot replication. This feature requires the NetBackup Replication Director license.

## About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication

**Table 10-3** Steps to configure a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication

Step	Action	Description
Step 1	Configure your VMware environment and add the necessary licenses.	See the <a href="#">NetBackup for VMware Administrator's Guide</a> .  On each ESX server that hosts the database, add the NetBackup for Exchange license and the Enterprise Client license.  Install the NetBackup client software on the virtual machines that have Exchange running. Also install the client on any Client Access servers that perform restores.
Step 2	Install the Symantec VSS Provider.	See " <a href="#">Installing the Symantec VSS provider for vSphere</a> " on page 198.
Step 3	Create a storage lifecycle policy (SLP).	See the <a href="#">NetBackup Replication Director Solutions Guide</a> .
Step 4	Configure the NetBackup Client Service to log on with an account that has access to the NetApp filer.	To browse and restore granular items in the VMware backup snapshot copy, you must configure the logon account for NetBackup Client Service. This account must have access to the CIFS shares that are created on the NetApp disk array.  See " <a href="#">Configuring NetBackup with access to the CIFS share on the NetApp disk array</a> " on page 208.
Step 5	If you want to restore individual mailbox and public folder items from the VMware backup, review the requirements for granular recovery.	See " <a href="#">Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange, using Replication Director to manage snapshot replication</a> " on page 205.

## About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication

**Table 10-3** Steps to configure a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication  
(continued)

Step	Action	Description
Step 6	Configure a VMware policy with an SLP storage unit and enable Replication Director.	<p>Create a policy as follows:</p> <ul style="list-style-type: none"> <li>■ Select the <b>VMware</b> policy type.</li> <li>■ Select the storage lifecycle policy (SLP) that you want to use. This SLP must be configured for snapshot replication.</li> <li>■ Select <b>Use Replication Director</b>.</li> </ul> <p>For complete details on how to configure Replication Director with VMware backups, see the <a href="#">NetBackup Replication Director Solutions Guide</a>.</p> <p>See “<a href="#">Configuring a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication</a>” on page 206.</p> <p>Granular recovery is automatically provided for any VMware backups that protect Exchange. You do not need to enable it in the policy.</p>
Step 7	On the NetBackup server, configure the list of Exchange hosts.	<p>For backups in a DAG, cluster, private network, or if you use a proxy host, you must create a mapping of host names. This configuration is included in the host properties of the master server. For example, each DAG node and the Client Access server must be able to access a backup image using the DAG name.</p> <p>See “<a href="#">Configuring the Exchange hosts</a>” on page 50.</p>
Step 8	For Exchange 2007, disable circular logging for all Exchange storage groups. For Exchange 2010, disable circular logging for all databases.	

## Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange, using Replication Director to manage snapshot replication

This topic includes the steps to configure your NetBackup environment so that you can restore individual Exchange mailbox and public folder objects from a VMware backup.

## About configuring a VMware backup that protects Exchange Server, using Replication Director to manage snapshot replication

**Table 10-4** Configuring Granular Recovery Technology (GRT) with a VMware backup that protects Exchange, using Replication Director to manage snapshot replication

Step	Action	Description
Step 1	Verify that you have a supported Exchange Server configuration and have a media server platform that supports GRT.	<a href="#">NetBackup Database Agent Compatibility List</a> <a href="#">NetBackup Operating System Compatibility List</a>
Step 2	Ensure that requirements are met for the Exchange server software.	See <a href="#">“Exchange server software requirements for NetBackup for Exchange”</a> on page 26.
Step 3	On all Exchange mailbox servers and the Client Access server, create an Exchange mailbox for NetBackup (or account for NetBackup Exchange operations).	See <a href="#">“About configuring the account for NetBackup Exchange operations”</a> on page 40.
Step 4	On all Exchange mailbox servers and the CAS server, configure the Exchange credentials.	Configure the Exchange credentials with the account you created in the previous step.  In a cluster or replicated environment, perform the steps on each database node in the cluster. For Exchange 2010, perform the steps on each database node in the DAG and the CAS server.  See <a href="#">“About the Exchange credentials in the client host properties”</a> on page 38.

## Configuring a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication

This topic describes how to configure a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication. Note that NetBackup must have access to the CIFS share on the NetApp disk array. For log truncation, the Symantec VSS Provider must be installed.

See [“Configuring NetBackup with access to the CIFS share on the NetApp disk array”](#) on page 208.

See [“Installing the Symantec VSS provider for vSphere ”](#) on page 198.

**To configure a VMware policy to back up Exchange Server using Replication Director to manage snapshot replication**

- 1 Create a new policy or open the policy you want to configure.
- 2 In the **Policy** dialog box, click the **Attributes** tab.

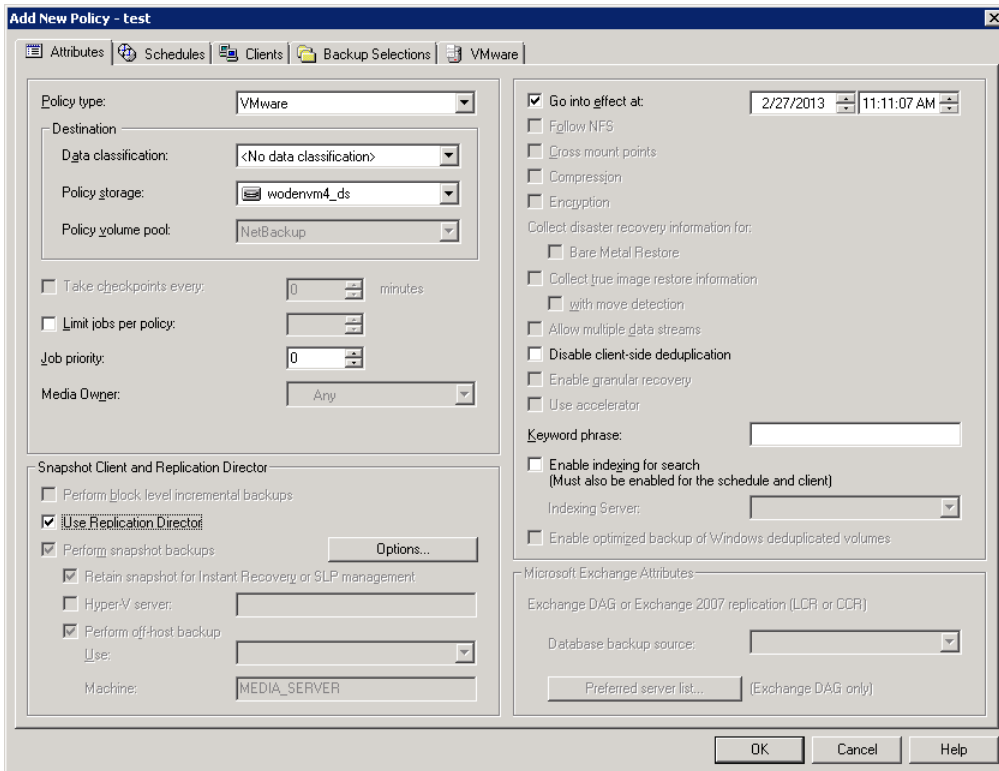
- 3 In the **Policy type** list, select **VMware**.

For complete details on how to create a policy for VMware backups, see the [NetBackup for VMware Administrator's Guide](#).

- 4 In the **Policy storage** list select the storage lifecycle policy (SLP) that you want to use. This SLP must be configured for snapshot replication.

For complete details on how to configure Replication Director with VMware backups, see the [NetBackup Replication Director Solutions Guide](#).

- 5 In the **Snapshot Client and Replication Director** group, click **Use Replication Director**.



- 6 Click the **Clients** tab.
- 7 Click **Select automatically through query**.

If you encounter problems using a query, on the **VMware** tab try changing the **Primary VM identifier** from **VM hostname** to **VMware display name**.

- 8 From the **NetBackup host to perform automatic virtual machine selection** list, select the host you want to use.
- 9 Use the Query Builder to create a rule(s) that selects the virtual machine(s) you want to back up.  
  
For more details on the Query Builder, see the [NetBackup for VMware Administrator's Guide](#).
- 10 Click the **Backup Selections** tab.  
  
This tab displays the query you created on the **Clients** tab.
- 11 Click the **VMware** tab.  
  
For details on the options in this dialog box, see the [NetBackup for VMware Administrator's Guide](#).
- 12 Select the **Primary VM identifier** to use to catalog the backups.
- 13 Select **Enable Exchange Recovery**.  
  
This option enables recovery of the Exchange databases or mailbox messages from the virtual machine backups. If this option is disabled, you can recover the entire virtual machine from the backup, but you cannot recover the databases or mailbox messages individually.
- 14 (Optional) Select **Truncate logs**.  
  
This option truncates the transaction logs when the VMware snapshot of the virtual machine is complete.

## Configuring NetBackup with access to the CIFS share on the NetApp disk array

You can use Replication Director to manage your VMware snapshots and snapshot replication, including the creation of snapshot copies and duplicating an image to disk. To browse and restore granular items from the VMware backup from a snapshot copy, you must configure the logon account for NetBackup Client Service. This account must have access to the CIFS shares that are created on the NetApp disk array.

Note the following when you configure the logon account for the NetBackup Client Service:

- Configure each client that performs granular operations. To determine which clients to configure, see the following topics:  
[See "Exchange granular clients and non-VMware backups"](#) on page 55.  
[See "Exchange granular clients and VMware backups"](#) on page 57.



- In a cluster environment, perform the steps on each database node in the cluster. For Exchange 2010, perform the steps on each database node in the DAG and the CAS server.
- You do not need to configure the logon account for the NetBackup Client Service if you restore databases. Nor do you need to configure the account if you browse or restore granular items from a disk image.
- You do not need to configure the logon account for the NetBackup Client Service if you do not use Replication Director to manage your VMware backups.

#### To configure NetBackup with access to the CIFS shared on the NetApp disk array

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Client Service** entry.
- 3 Click on the **Log On** tab.
- 4 Add the account that has access to the CIFS shares that are created on the NetApp disk array. To change the **Log on as** account, you must have administrator group privileges.

The account must include the domain name, followed by the user account, **domain\_name\account**. For example, **recovery\netbackup**.

- 5 Type the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Client Service.
- 8 Close the Services control panel application.

## About restoring Exchange data from a VMware backup

Exchange data is restored from a VMware backup like it is restored from a backup that was performed with the Exchange Agent. Though you use a VMware policy type to back up the data, you use the **MS-Exchange-Server** policy type for the restore. NetBackup displays the Exchange data in the VMware backup image that is available for restore. See the following topics for information on how to restore Exchange data from a VMware backup:

See [“About restoring Exchange snapshot backups”](#) on page 150.

See [“About restoring individual Exchange mailbox and public folder items”](#) on page 179.

See [“About redirecting a restore of Exchange mailbox or public folder objects to a different path”](#) on page 185.

## General notes

Note the following when you restore Exchange from a VMware backup:

- You cannot browse or recover granular items (GRT) from GPT disks (GUID partition table).
- All the restore options are available. You can recover to any of the following:
  - A recovery storage group or recovery database
  - Another storage group or database
  - An alternate serverThe target server can be a virtual computer or physical computer.

## Selecting source and destination clients

When you perform a restore, it is important that you select the appropriate source or destination clients. Note the following:

- In some cases the Primary VM identifier in the VMware policy does not match the NetBackup client name that is configured for the VMware host. In this case, you must configure the client to perform a redirected restore.  
[NetBackup Administrator's Guide, Volume I](#)
- For a restore of a cluster (including CCR and DAG), select the virtual Exchange server name for the source client. If the client name for the VMware backup used a fully qualified domain name (FQDN), the CCR name or DAG name is also in FQDN format.
- For a restore of an Exchange standalone server, you must select the source client name that NetBackup used for the VMware backup. For example, a particular Exchange Server has the real host name of `Exchangesv1`. You configure a VMware backup policy using the **VMware display name** `Exchange_server1` and perform a backup. When you want to perform a restore, you browse for the backup using the source client name `Exchange_server1`.
- Select a destination client name that NetBackup recognizes. The destination client name must be a network name or computer name. This name must allow NetBackup to connect to the NetBackup client.

## Restores from VMware backups, not using Replication Director

No additional requirements apply if you want to restore an Exchange database from a VMware backup. However, if you want to perform a granular browse and restore the following requirements apply:

- You must configure NFS on the Client Access server (Exchange 2010) or on the client that you use to browse or restore.

- The Client Access server or the client must have an unassigned drive letter on which to mount the backup image.
- For restore operations, for the CAS server you must configure the **Exchange credentials** in the Exchange client host properties.

### **Restores from a snapshot copy that was created with Replication Director**

No additional requirements apply if you want to restore an Exchange database from a snapshot copy that was created with Replication Director. However, if you want to perform a granular browse or restore from a snapshot copy, note the following:

- You must configure the logon account for the NetBackup Client Service. This account must have access to the CIFS shares that are created on the NetApp disk array.
- For a restore, you must configure the **Exchange credentials** in the Exchange client host properties.
- Note that when you browse or restore a snapshot copy, NetBackup does not require NFS. Nor does it require an unassigned drive letter on which to mount the backup image

### **Restores from a disk image that was created with Replication Director**

If you use Replication Director to create a disk image and want to perform a granular browse or restore from that image, the following requirements apply

- You must configure NFS on the Client Access server (Exchange 2010) or on the client that you use to browse or restore.
- The Client Access server or the client must have an unassigned drive letter on which to mount the backup image.
- To restore from a disk image, you do not need to configure the logon account for the NetBackup Client Service with an account that can access the NetApp disk array. For granular restore, for the CAS server you must configure the Exchange credentials in the Exchange client host properties.

## **Enabling protection of passive copies of the Exchange database with VMware backups**

For DAG nodes or Exchange 2007 CCR nodes, only the active copies of the database or active servers are cataloged. The passive copies of the databases or passive servers are not cataloged. Log files are not truncated for the passive copies or servers as long as the Symantec VSS Provider is installed.

To protect passive database copies, create the registry value described in the procedure. Set this registry value on one VM in the DAG that serves as the backup server for the DAG. This backup server should have a passive copy of each database in the DAG.

**To enable protection of passive copies of the Exchange database with VMware backups**

- 1 On the VM that serves as the backup server, open Regedit.
- 2 Open the following key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\VERITAS\NetBackup\CurrentVersion\Agents
```

- 3 Create a new String Value named **VM\_Exchange\_Backup\_Passive\_DBs**.
- 4 Right-click on the new value and click **Modify**.
- 5 In the **Value data** box, type **Yes**.
- 6 Click **OK**.

# Recovering an Exchange database to a repaired or an alternate Exchange server

This chapter includes the following topics:

- [About recovery of Exchange databases](#)
- [Recovering an Exchange database](#)

## About recovery of Exchange databases

[Table 11-1](#) describes the steps to recover an Exchange database.

**Table 11-1** Recovering Exchange databases

Step	Action	Description
Step 1	Repair the Exchange server or create an alternate Exchange server	If you need to recover an Exchange database, you can restore it to a repaired Exchange server or to an alternate Exchange server. For instructions on performing a disaster recovery of an Exchange server, see <a href="#">Table 11-2</a> .
Step 2	Recover the Exchange database.	See " <a href="#">Recovering an Exchange database</a> " on page 214.

**Table 11-1** Recovering Exchange databases (*continued*)

Step	Action	Description
Step 3	Extract mailbox or public folder data to the server.	After you restore to an alternate server, you then can extract mailbox or public folder data to that server. The following article explains how to configure an alternate server for restore operations:  <a href="http://www.symantec.com/docs/TECH29816">http://www.symantec.com/docs/TECH29816</a>

[Table 11-2](#) describes the resources available that describe how to recover an Exchange database.

<b>Table 11-2</b>	Instructions for performing a disaster recovery of an Exchange server
Exchange 2010	<a href="http://technet.microsoft.com/en-us/library/dd876880(EXCHG.140).aspx">http://technet.microsoft.com/en-us/library/dd876880(EXCHG.140).aspx</a>
Exchange 2007	<a href="http://technet.microsoft.com/en-us/library/aa998848.aspx">http://technet.microsoft.com/en-us/library/aa998848.aspx</a>
Exchange 2003	<i>Exchange 2003 Disaster Recovery Operations Guide</i> <a href="http://technet.microsoft.com/en-us/library/bb125070.aspx">http://technet.microsoft.com/en-us/library/bb125070.aspx</a>
All versions of Exchange	<a href="http://www.microsoft.com/exchange">www.microsoft.com/exchange</a>

See [“Recovering an Exchange database”](#) on page 214.

See [“Prerequisites and operational notes for restoring Exchange individual mailboxes, mailbox folders, public folders, or messages”](#) on page 180.

See [“About restoring Exchange database data”](#) on page 148.

## Recovering an Exchange database

### To recover an Exchange database

- 1 On an alternate or a repaired Exchange server, create databases (Exchange 2010 or later) or storage groups (Exchange 2007 and earlier) that match the original databases or storage groups.

You can use the Backup, Archive, and Restore interface on the master to view the correct logical names of the databases or storage groups you want to recover.

- 2 Mount and dismount each database store you want to restore.  
This action creates the data files NetBackup requires for restore.
- 3 Right-click the database store and click **Properties**.

- 4 On the **Database** tab, click **This database can be overwritten by a restore**.
- 5 Install the NetBackup client software on the alternate or the repaired Exchange server.
- 6 On the master server, open the Backup, Archive, and Restore interface.
- 7 Click **File > Specify NetBackup Machines and Policy Type**.
- 8 In the **Specify NetBackup Machines and Policy Type** dialog box, specify the following:

<b>Server to use for backups and restores</b>	Select the NetBackup server that performed the backup.
<b>Source client for restores</b>	Select the client from which the backup was performed. For a clustered or DAG environment, this client is the virtual DAG name or the virtual cluster name.
<b>Policy type for restores</b>	Select <b>MS-Exchange-Server</b> .
<b>Destination clients for restores</b>	Select the client where you want to direct the restore. This client is either the alternate or the repaired Exchange server.

- 9 Click **OK**.
- 10 Restore the databases and transaction logs.  
See [“Restoring storage groups or storage group databases from a streaming backup”](#) on page 174.
- 11 Reconnect the mailboxes you recovered to their Active Directory user accounts.
- 12 If you recovered to an alternate Exchange server, Symantec recommends you restore mailbox data from a backup that used Granular Recovery Technology (GRT).

You can also use a third party tool such as EXMerge to move individual items from an alternate database or an RDB or RSG.

See the Microsoft website for more information about EXMerge.

# Troubleshooting backups and restores of Exchange Server

This chapter includes the following topics:

- [About NetBackup for Exchange debug logging](#)
- [Viewing Event Viewer logs on an off-host Exchange server](#)
- [About NetBackup status reports](#)
- [Restores to different Exchange service pack or different cumulative update levels](#)
- [Exchange Server transaction log truncation errors](#)
- [Troubleshooting LCR, CCR, and Database Availability Group \(DAG\) recovery](#)
- [Troubleshooting an Exchange mailbox operation with a status 5 error with bprestore](#)
- [Dynamic enforcement of path length limit for Exchange backups and restores](#)
- [Troubleshooting Exchange snapshot operations](#)
- [Troubleshooting Exchange jobs that use Granular Recovery Technology \(GRT\)](#)
- [About concurrent restore of multiple storage groups](#)
- [Increased memory usage with Exchange 2010](#)
- [Finding the current host server of the Database Availability Group \(DAG\)](#)



- [Displaying and resetting the Backup Status for a Database Availability Group \(DAG\)](#)
- [Troubleshooting VMware backups and restores of Exchange Server](#)

## About NetBackup for Exchange debug logging

The NetBackup master server and client software offers a comprehensive set of debug logs for troubleshooting problems that can occur during NetBackup operations. Debug logging is also available for Exchange Server backup and restore operations.

See the following topics for information on how to create the logs and how to control the amount of information written to the logs.

See [“Enabling the debug logs for a NetBackup for Exchange client automatically”](#) on page 217.

See [“Debug logs for NetBackup for Exchange backup operations”](#) on page 218.

See [“Debug logs for NetBackup for Exchange restore operations”](#) on page 218.

See [“Setting the debug level on a NetBackup for Exchange Windows client”](#) on page 221.

After you determine the cause of the problem, disable debug logging by removing the previously created debug logging directories. Details are available on the contents of these debug logs.

See the [NetBackup Troubleshooting Guide](#).

Additional information about NetBackup client logs and NetBackup master server logs is available.

See the online help for the Backup, Archive, and Restore interface.

See the [NetBackup Administrator's Guide, Volume I](#).

---

**Note:** When debug logging is enabled, the files can become large. The same files are used by normal file backups.

---

### Enabling the debug logs for a NetBackup for Exchange client automatically

You can enable debug logging by running a batch file that creates each log directory. To create all log file directories automatically, run the following:

```
install_path\NetBackup\logs\mklogdir.bat
```

## Debug logs for NetBackup for Exchange backup operations

After you perform a backup, debug logging information is placed in the `install_path\Netbackup\logs` directory. A subdirectory is created for each process. The debug log file is named `mmdyy.log`.

For details on logging, see the [See the NetBackup Troubleshooting Guide](#).

Snapshot backups	<p>Refer to the following logs:</p> <ul style="list-style-type: none"> <li>■ <code>bpbkar</code> For off-host backups, the <code>bpbkar</code> log exists on the alternate client.</li> <li>■ <code>bpfis</code> For off-host backups, the <code>bpfis</code> log exists on the alternate client and the primary client</li> </ul>
Backups that use GRT (non-VMware)	<p>Refer to the following logs:</p> <ul style="list-style-type: none"> <li>■ <code>bpbkar</code></li> <li>■ <code>nbfsd</code> This log appears on the client and the media server.</li> </ul>
VMware backups	<p>Refer to the following logs:</p> <ul style="list-style-type: none"> <li>■ <code>bpbkar</code></li> <li>■ <code>bpfis</code></li> <li>■ <code>ncfnbcs</code> For ASC issues and failures, this log is created on the VM that is backed up.</li> </ul>
Exchange 2010 and later backups	<p>Refer to the following logs:</p> <ul style="list-style-type: none"> <li>■ <code>bpbkar</code></li> <li>■ <code>bpresolver</code> This log is written to the DAG node. To determine the DAG host server node, see the following: See <a href="#">“Finding the current host server of the Database Availability Group (DAG)”</a> on page 228.</li> </ul>

## Debug logs for NetBackup for Exchange restore operations

After you perform a restore, debug logging information is placed in the `install_path\Netbackup\logs` directory. A subdirectory is created for each process. The debug log file is named `mmdyy.log`. For legacy logging, the file is named `mmdyy.log`. For unified logging, the log file is in a format that is standardized across Symantec products.

For details on both unified and legacy logging, see the [NetBackup Troubleshooting Guide](#).

All restores, except those with Granular Recovery Technology (GRT) Refer to the following logs:

Granular Recovery Technology (GRT)

- `bpbrm`  
This log appears on the media server.
- `bpdbm`
- `bprd`
- `tar`

Restores with GRT Refer to the following logs:

Restores with GRT

- `beds`
- `bpdbm`
- `bpbrm`  
This log appears on the media server.
- `bprd`
- `nbfsd`  
This log appears on the client and the media server. This log does not apply for browse and restore operations from VMware snapshot copies (using Replication Director).
- `ncflbc`  
This log is for `nblbc.exe`. It appears on the destination client or proxy client.
- `ncfgre`  
This log is for `nbgre.exe`. It appears on the destination client.

Instant Recovery and off-host Instant Recovery Refer to the following logs:

Instant Recovery

- `bpbkar`  
For off-host Instant Recovery restores, `bpbkar` logs on the alternate client.
- `bpbrm`  
This log appears on the master server.
- `bpdbm`
- `bpfis`  
This log applies to Instant Recovery rollback restores. For off-host Instant Recovery restores, `bpfis` logs exist on both the primary and the alternate clients.
- `bppfi`  
For off-host Instant Recovery restores, `bppfi` logs on both the primary and the alternate clients.
- `bprd`
- `tar`  
For off-host Instant Recovery, this log appears on the primary client.

Exchange 2010 and later restores

Refer to the following logs:

- bpbkar
- bpdbm
- bprd
- bpresolver

This log is written to the DAG node or other destination client, if specified. To determine the active node, see the following:

See [“Finding the current host server of the Database Availability Group \(DAG\)”](#) on page 228.

Restores from VMware backups

Refer to the following logs:

- bpbkar
- bpdbm
- bppfi
- bprd
- tar

Restores from snapshots using Replication Director

Refer to the following logs:

- bpbkar
- bpdbm
- bpfis

This log is written to the backup host.

This log applies to GRT operations only. This log appears on the client where the browse or restore occurs.

- bprd
- ncfnbhfr

This log is written to the backup host.

- tar

This log is written to the target Exchange server.

## Symantec VSS provider logs

The Symantec VSS provider records its activities in Windows event logs. Debug logs are also available at the following location:

```
\Program Files\Symantec\Symantec VSS provider\logs
```

### Enabling Symantec VSS provider logging in the registry

Add the registry key as follows to enable Symantec VSS provider logging.

### To enable Symantec VSS provider logging in the registry

- 1 Log on as administrator on the computer where NetBackup server is installed.
- 2 Open Regedit.
- 3 Open the following key.:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\Backup Exec for Windows\Backup Exec\Engine\Logging

- 4 Create a new DWORD value named **CreateDebugLog**.
- 5 Right-click on the new value and click **Modify**.
- 6 In the **Value data** box, enter **1**.
- 7 Click **OK**.

### Increasing the Symantec VSS provider log debug level

To increase the log debug level modify both the pre-freeze-script.bat and post-thaw-script.bat files. Add the `-log` parameter to the script, at the line where `BeVssRequestor.exe` is called. VMware determines which script is invoked.

#### To increase the Symantec VSS provider log debug level

- 1 Change the following line in the pre-freeze-script.bat:

```
BeVssRequestor.exe -pre2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList!
```

to:

```
BeVssRequestor.exe -pre2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList! -log
```

- 2 Also change the following line in the post-thaw-script.bat:

```
BeVssRequestor.exe -post2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList!
```

to:

```
BeVssRequestor.exe -post2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList! -log
```

## Setting the debug level on a NetBackup for Exchange Windows client

To control the amount of information that is written to the debug logs, change the General, Verbose, and Database debug levels on the client(s). Typically, the default value of 0 is sufficient. However, technical support may ask you to set the value higher to analyze a problem.

The debug logs are located in `install_path\NetBackup\logs`.

**To set the debug level on a NetBackup for Exchange client**

- 1 From the Windows Start menu, choose **Programs > Symantec NetBackup > Backup, Archive, and Restore**.
- 2 Select **File > NetBackup Client Properties**.
- 3 Click the **Troubleshooting** tab.
- 4 Set the **General** debug level.  
Set this level as high as 2.
- 5 Set the **Verbose** debug level.  
Set this level as high as 5.
- 6 Click **OK** to save your changes.

## Viewing Event Viewer logs on an off-host Exchange server

During the verification of an off-host backup, Exchange Server logs messages on the off-host server. These logs are helpful if you need to troubleshoot the verification stage of the backup. The application event logs are used for Exchange snapshot backup and restores and for consistency checks. If Exchange Server is not installed on the remote server, you cannot view the details of these logs.

You can view the logs on the remote server in one of the following ways:

- See [“Connecting to the remote Exchange server from within Event Viewer”](#) on page 222.
- See [“About installing the Exchange System Management Tools on the remote server”](#) on page 223.

## Connecting to the remote Exchange server from within Event Viewer

You can view the logs on the remote server by opening Event Viewer on a server that has Exchange Server installed. Then connect to the remote computer (the server that performed the off-host backup).

**To connect to the remote server from within Event Viewer**

- 1 Log in to a server that has Exchange Server installed.
- 2 Open the Event Viewer.
- 3 Click **Actions > Connect to another computer**.

- 4 In the Select Computer dialog box, click **Another computer**.
- 5 Type the name of the remote server or click **Browse** to select the server.
- 6 Click **OK**.
- 7 In the left-hand pane, click Application to view the Exchange logs related to the off-host backup.

## About installing the Exchange System Management Tools on the remote server

To install the Exchange System Management Tools, refer to the following articles:

- On the Microsoft Support website, refer to article 834121:  
<http://support.microsoft.com>
- On the Microsoft TechNet website, refer to the Administration Guide for Exchange Server 2003:  
<http://technet.microsoft.com>

## About NetBackup status reports

NetBackup provides many standard status reports to verify the completion of backup and restore operations. In addition, users and the administrator can set up additional reports if a site requires them.

The administrator has access to operational progress reports through the NetBackup Administration Console. Reports can be generated for Status of Backups, Client Backups, Problems, All Log Entries, Media Lists, Media Contents, Images on Media, Media Logs, Media Summary, and Media Written. These reports can be generated for a specific time frame, client, or master server.

See the [NetBackup Administrator's Guide, Volume I](#) for details.

Progress reports on the client allow easy monitoring of user operations. When reports are created by the NetBackup client for each user-directed backup or restore operation, administrators can monitor these operations and detect any problems that may occur.

## Viewing the progress report of a NetBackup for Exchange operation

This topic describes how to view the progress report of a NetBackup for Exchange backup or restore operation.

### To view the progress report of a NetBackup for Exchange operation

- 1 Choose **File > View Status**.
- 2 Click the task for which you want to check the progress.
- 3 Click **Refresh**.

More information is available on progress reports and the meaning of the messages.

See the [NetBackup Backup, Archive, and Restore Getting Started Guide](#).

## Restores to different Exchange service pack or different cumulative update levels

The NetBackup for Exchange Agent supports a restore to the same Microsoft service pack (SP) or cumulative update (CU) on which the backup was originally created. Microsoft sometimes introduces database schema changes in SPs or CUs. If you restore to a different SP or CU level, the database server may not operate correctly.

## Exchange Server transaction log truncation errors

The Exchange server deletes transaction logs after a successful backup (for full and differential backup types). If the Exchange server encounters any errors during the deletion process, it logs this information in the application event log. Since the actual backup was successful, NetBackup exits with a status 0 (successful backup). Refer to the Microsoft Exchange Server documentation for information on any errors that are encountered with the transaction logs.

## Troubleshooting LCR, CCR, and Database Availability Group (DAG) recovery

If you restore a backup which included only uncommitted logs, Exchange may report an error similar to the following:

```
Event Type:      Error
Event Source:    MExchangeRepl
Event Category:  Service
Event ID:        2059
```

Refer to the following article for information on how to resolve this issue:

<http://www.symantec.com/docs/TECH88101>



## Troubleshooting an Exchange mailbox operation with a status 5 error with bprestore

If you start an Exchange mailbox restore operation with the `bprestore` command and encounter a status 5 error, check that the path is correct. The `bplist` command does not properly escape the “[” and “]” characters.

For example, `bplist` returns the following path for a mailbox:

```
/Microsoft Information Store/SG1/Mailbox1/backrest100 [backrest100]/
```

Instead, edit the path so it appears as follows:

```
/Microsoft Information Store/SG1/Mailbox1/backrest100 \[backrest100\]/
```

---

**Note:** For VMware backups and restores, you need only configure the systems that browse for backups and the Client Access server. This configuration is not needed to capture the data during backups of the virtual machine.

---

## Dynamic enforcement of path length limit for Exchange backups and restores

The [NetBackup Administrator's Guide, Volume I](#) details that files and directories with path lengths greater than 1023 are automatically excluded from backups. For Exchange MAPI mailbox backups and for GRT-enabled backups, the path length limit applies to individual mailbox folders and messages. When a legacy mailbox backup encounters an item that exceeds the limit, the backup job reports a final status of 1. This status indicates that some items were not backed up, and the job details tell you which items were skipped. For granular backups NetBackup checks the pathname length limit and reports exceptions, during browsing and restoring of the granular backup image. It logs the pathnames that exceed the limit in the unified logging `ncflbc` or `ncfgre` logs. Then it reports the items that were skipped during restore to the **View Status** window.

## Troubleshooting Exchange snapshot operations

Note the following when you perform Exchange snapshot backup or restore operations:

- If you want to restore a snapshot backup from a multiplexed tape, restore the entire storage group. If you attempt to restore a single database from a storage

group that contains multiple databases, the restore may fail. This issue will be fixed in a future release.

- If you want to restore from a snapshot image, the restore fails if an `Exxrestore.env` file exists in the transaction log folder for the database or the storage group. This temporary Exchange file can be left from a previously failed restore. A Windows application event log entry from Exchange tells you that this file is the problem. Remove this file manually before you attempt another restore.
- When you launch an Exchange off-host backup from the Backup, Archive, and Restore interface or from a node in a DAG, the progress log window does not display the usual progress messages as when a scheduled backup is executed. This lack of progress logging does not affect the backup operation. If you want detailed progress, use the NetBackup Administration Console to launch a manual backup operation of the Exchange policy.  
 See [“Performing a manual backup for an MS-Exchange-Server policy”](#) on page 137.

## Troubleshooting Exchange jobs that use Granular Recovery Technology (GRT)

Note the following when you use NetBackup to perform backup or restore operations using Granular Recovery Technology:

- Disable or uninstall QLogic SANSurfer software. It may conflict with the portmapper for Client for NFS.
- Before you install NFS on the media server or client(s), look for the ONC/RPC Portmapper service. If it exists, stop it and disable it. Otherwise, the installation of NFS Services for Windows fails.
- A status 1 error may occur for a GRT-enabled backup if the granular processing operations failed to complete successfully. The job details under the Activity Monitor or error log should indicate if this failure is what caused the status 1. Do the following:
  - Look at the bpbkar debug log for more information.
  - A streaming backup still truncates transaction logs if the job ended with a status 1 because of a granular processing operation failure. In this situation, the backup image is suitable for database recovery.
- NetBackup must be able to contact the proxy host (if applicable) or destination client.

If NetBackup cannot contact this client, then errors appear in the “Problems” or “All Log Entries” reports. The following error messages appear in the NetBackup error logs:

```
The granular proxy <clientname> for client <clientname> could not be
contacted. Unexpected results may have occurred. See bprd debug log for more
details.
```

```
Could not connect to <clientname> for virtual browse operation, errno=#,
bpcd_status=#
```

See [“Exchange granular clients and non-VMware backups”](#) on page 55.

- Technical Support may want `nbfssd` logs from the media server. Use the Verbose setting carefully as the `nbfssd` log can grow very large.

## About concurrent restore of multiple storage groups

When you use multiple backup streams, for example, one stream for each storage group, only the last storage group restored from the last restore job is properly mounted. Recovery of the remaining storage groups is not complete.

Take one of these corrective actions:

- If you want to restore from a snapshot backup, simply mount the unmounted storage groups.
- If you want to restore from a legacy (non-snapshot) backup, restore the logs from the last backup set for each storage group individually.

To avoid these steps, you can also restore the storage groups individually in separate restore operations.

## Increased memory usage with Exchange 2010

As you increase the number of mailbox users with Exchange 2010, `MONAD.EXE` uses more memory during backup operations. Symantec is working with Microsoft to fix this problem.

## Finding the current host server of the Database Availability Group (DAG)

To find the current host server of the Database Availability Group (DAG)

- 1 Start **Programs > Administrative Tools > Failover Cluster Management** on one of the Exchange DAG servers.
- 2 In the left pane, select the DAG.
- 3 In the right pane, under **Summary of Cluster**, locate **Current Host Server**.

## Displaying and resetting the Backup Status for a Database Availability Group (DAG)

Use the following commands to display and reset the Backup Status for a DAG. More information is available about how the Backup Status is used to choose the node from which to perform the backup.

See [“Backup status for Exchange Database Availability Groups \(DAGs\) and the preferred server list”](#) on page 123.

---

**Note:** `-EXDB` is case sensitive

---

To display the Backup Status database, enter one of the following commands from the NetBackup master server:

```
bpclient -client host_name -EXDB
```

```
bpclient -All -EXDB
```

where *host\_name* is the name of the DAG. The output from this command is as follows:

```
EX_DB: DAG_DB3    EX_SRVR: EXSRV3    EX_TIME: 1259516017    EX_COUNT: 1    EX_STATUS: 156
EX_DB: DAG_MBOX7  EX_SRVR: EXSRV3    EX_TIME: 1259516040    EX_COUNT: 2    EX_STATUS: 0
EX_DB: EXCHDB001  EX_SRVR: EXSRV2    EX_TIME: 1259516018    EX_COUNT: 1    EX_STATUS: 0
```

---

**Note:** `-exdb` is case sensitive

---

To reset the Backup Status database for a particular Exchange database, enter the following command:

```
bpclient -client host_name -update
-exdb <db_name:server_name[:timestamp:count:status]>
```

For example:

```
bpclient -client DAG_Name -update -exdb DAG_DB3:EXSRV1:0:0:0
```

## Troubleshooting VMware backups and restores of Exchange Server

One Application State Capture job is created per VM, regardless of which applications are selected in policy.

Note the following when you perform a VMware backup that protects an application:

- The ASC job can fail if the VMware disk layout has changed since the last discovery. In this situation, you must force NetBackup to rediscover virtual machines by lowering the value of the **Reuse VMselection query results for** option. See the [NetBackup for VMware Administrator's Guide](#).
- If the ASC job fails, the VMware snapshot or backup continues. Application-specific data cannot be restored. When you query the SQL Server Management Studio (SSMS), it may show that the database was backed up. In this case, though the database was skipped, the snapshot was still successful.
- Failure results in the discovery job or parent job exiting with status 1.
- ASC messages are filtered to the ASC job details.
- If you enable recovery for a particular application but that application does not exist on the VM, the ASC job returns Status 0.
- Details on the ASC job can be found in the Activity monitor job details.
- If neither the Symantec nor the VMware VSS Provider is installed at the time of backup, the Exchange databases are not quiescent. In this case, the recovery of an Exchange database after it is restored may require manual steps using the Exchange `ESEUTIL` utility.
- `bpfis` is executed and simulates a VSS snapshot backup. This simulation is required to gain logical information of the application.

# Configuring MAPI mailbox and public folder operations (Exchange 2007 and Exchange 2003)

This appendix includes the following topics:

- [About Exchange MAPI mailbox and public folder operations](#)
- [About configuring the account for NetBackup Exchange operations for MAPI mailbox and public folder operations](#)
- [Configuring the logon account for the NetBackup Client Service for MAPI mailbox and public folder operations](#)
- [About configuring Exchange Single Instance Store backups \(Exchange 2007\)](#)
- [Policy recommendations for Exchange Server 2007 MAPI mailbox and public folder operations](#)
- [Configuring a policy for backups of individual Exchange mailboxes or public folders \(Exchange 2007\)](#)
- [Adding backup selections to an Exchange policy for MAPI mailbox and public folder backups \(Exchange 2007\)](#)
- [Notes and limitations when you create a backup selections list for MAPI mailbox and public folder backups](#)
- [About excluding Exchange items from MAPI mailbox and public folder backups \(Exchange 2007\)](#)

- [Configuring exclude lists for Exchange clients in MAPI mailbox and public folder backup policies](#)
- [Using wildcards in an Exchange backup selections list for MAPI mailbox or public folder backups](#)
- [Performing user-directed MAPI backups of individual mailboxes and public folders \(Exchange 2007\)](#)
- [Restoring Exchange mailbox or public folder objects from MAPI mailbox or public folder backups](#)
- [Redirecting a mailbox or public folder object from a MAPI mailbox backup](#)
- [Debug logs for NetBackup for Exchange MAPI mailbox and public folder backup and restore operations](#)

## About Exchange MAPI mailbox and public folder operations

Mailbox and public folder operations are performed with MAPI. These operations require the use of the `Microsoft Exchange Mailboxes:\` or the `Microsoft Exchange Public Folders:\` directives in the backup policy. This type of backup is only available with Exchange 2007. This type of restore is only available with Exchange 2007 and 2003.

Symantec recommends that you perform streaming or snapshot backups. MAPI mailbox and public folder backups allow for mailbox or public folder recovery, but are not adequate for disaster recovery. Exchange database backups are required for disaster recovery. Backups with Granular Recovery Technology (GRT) enabled can replace MAPI mailbox and public folder backups.

## About configuring the account for NetBackup Exchange operations for MAPI mailbox and public folder operations

NetBackup must have access to Exchange mailboxes and public folders so it can do the following:

- Enumerate mailboxes when defining a policy.
- Perform backups of mailbox and public folder objects with MAPI (Exchange 2007).

- Perform restores of mailbox and public folder objects with MAPI (Exchange 2007 and earlier).

NetBackup gains access to Exchange through a unique Exchange mailbox that has permissions to perform backups and restores. This mailbox is referred to as the account for NetBackup Exchange operations. Configure this account on all Exchange mailbox servers and for any environment where you perform mailbox operations, including clustered or replicated environments.

By default, the NetBackup Client Service uses “Local System” for the logon account. The “Local System” account lacks sufficient rights to execute remote PowerShell calls to enumerate the Exchange environment. Configure the logon account for the NetBackup Client Service with the credentials for the NetBackup Exchange operations account.

**Table A-1** Steps to configure the account for NetBackup Exchange operations for mailbox backups and restores

Step	Action	Description
Step 1	On all the Exchange mailbox servers, create an Exchange mailbox for NetBackup.	Configure the account for NetBackup Exchange operations as follows: <ul style="list-style-type: none"> <li>■ Symantec recommends that you create a uniquely named mailbox. Verify that this mailbox is not hidden.</li> <li>■ Ensure that the account has domain privileged rights.</li> <li>■ Refer to the following procedure:                          See <a href="#">“Configuring the account for NetBackup Exchange operations (Exchange 2007)”</a> on page 45.                          See <a href="#">“Configuring the account for NetBackup Exchange operations (Exchange 2003)”</a> on page 47.</li> </ul>
Step 2	On all Exchange mailbox servers, configure the logon account for the NetBackup Client Service.	See <a href="#">“Configuring the logon account for the NetBackup Client Service for MAPI mailbox and public folder operations”</a> on page 233.



# Configuring the logon account for the NetBackup Client Service for MAPI mailbox and public folder operations

---

**Note:** NetBackup 7.6 contains a new option that is called **Exchange credentials** in the Exchange client host properties. This property does not apply to mailbox and public folder operations. For these operations, you must use the Exchange credentials as the logon account for the NetBackup Client Service.

---

By default, the NetBackup Client Service uses “Local System” account to log on. A different account is required for mailbox and public folder (MAPI) operations so that NetBackup has permissions to perform Exchange backups and restores. See the following topics for information on how to create this account.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2007\)”](#) on page 45.

See [“Configuring the account for NetBackup Exchange operations \(Exchange 2003\)”](#) on page 47.

Note the following:

- For mailbox and public folder operations with MAPI, configure the NetBackup Client Service on all Exchange mailbox servers.
- In a cluster environment, perform the steps on each database node in the cluster.
- If you use NetBackup for Exchange on a SAN client, use the same account for the NetBackup Client Service and the SAN Client Fibre Transport Service. Alternatively, you can provide the Exchange credentials in the client host properties. In that case, you do not need to use the same credentials for the SAN Client Fibre Transport Service.

## To configure the logon account for the NetBackup Client Service for mailbox and public folder operations

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Client Service** entry.
- 3 Click on the **Log On** tab.

- 4 Provide the credentials for the account for NetBackup Exchange operations.  
See [“About configuring the account for NetBackup Exchange operations”](#) on page 40.  
To change the logon account, you must have administrator group privileges. The account must include the domain name, followed by the user account, **domain\_name\account**. For example, **recovery\netbackup**.
- 5 Type the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Client Service.
- 8 Close the Services control panel application.

## About configuring Exchange Single Instance Store backups (Exchange 2007)

Exchange Server 2007 uses the Single Instance Store (SIS) to maintain single-instance storage of mail messages. This capability in Exchange Server allows the database to keep one copy of a message sent to multiple users on the same server.

To back up the data that is stored on an SIS volume, select **Enable single instance backup for message attachments**. Enable this option in the Exchange properties for the NetBackup client where Exchange Server is installed.

See [“Configuring Exchange client host properties”](#) on page 30.

Note the following:

- This feature is only available for MAPI mailbox backups, not for snapshot backups or any backups that use Granular Recovery Technology (GRT).
- Only attachments larger than 100 KB are backed up as SIS objects. Attachments smaller than 100 KB are backed up with each individual message.

## Policy recommendations for Exchange Server 2007 MAPI mailbox and public folder operations

Refer to the following policy recommendations for Exchange 2007 mailbox or public folder backup:

- Create a policy that backs up mailbox objects. This policy supports full, incremental, and user-directed backups. (In [Table A-2](#).)

- Create a policy that backs up public folder objects. This policy supports full, incremental, and user-directed backups. (In [Table A-3.](#))
- The **Enable granular recovery** and **Perform snapshot backups** options are not applicable for mailbox and public folder backups.
- You can create multiple data streams at the mailbox or public folder level. See [“Using wildcards in an Exchange backup selections list for MAPI mailbox or public folder backups”](#) on page 241.
- The example policies include the basic policy settings for an Exchange backup. For more information on how to create policies, see the following: See [“Configuring a policy for backups of individual Exchange mailboxes or public folders \(Exchange 2007\)”](#) on page 236.
- In NetBackup 7.6, mailbox and public folder backups (with MAPI) are not supported with Exchange 2003 or Exchange 2010 or later.

**Table A-2** NetBackup policy example for an Exchange Server 2007 mailbox backup

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Exchange Mailboxes:\
Auto backup frequency	Weekly Full Daily Incremental
Other configuration	A backup of all mailboxes may not complete within the backup windows. Consider adding smaller groups of mailboxes to multiple policies.  <b>Perform snapshot backups</b> and <b>Enable granular recovery</b> are not applicable for mailbox backups.

**Table A-3** NetBackup policy example for an Exchange Server 2007 public folder backup

Policy item	Configuration
Policy type	<b>MS-Exchange-Server</b>
Backup selections	Microsoft Exchange Public Folders:\
Auto backup frequency	Weekly Full Daily Incremental

**Table A-3** NetBackup policy example for an Exchange Server 2007 public folder backup (*continued*)

Policy item	Configuration
Other configuration	<b>Perform snapshot backups</b> and <b>Enable granular recovery</b> are not applicable for public folder backups.

## Configuring a policy for backups of individual Exchange mailboxes or public folders (Exchange 2007)

A mailbox or public folder policy includes individual mailbox or public folder objects. This type of policy can only be configured for Exchange 2007. Before you configure NetBackup for Exchange policy for these objects, review the configuration that is necessary for this type of backup.

See [“About configuring the account for NetBackup Exchange operations”](#) on page 40.

### To configure a NetBackup for Exchange policy for mailbox or public folder backups

- 1 Log on to the master server as administrator.
- 2 Start the NetBackup Administration Console.
- 3 If your site has more than one master server, choose the one on which you want to add the policy.
- 4 In the NetBackup Administration Console, select **NetBackup Management > Policies**. Then select **Actions > New > New Policy**.
- 5 In the **Add a New Policy** dialog box, in the **Policy name** box, type a unique name for the new policy.
- 6 Click **OK**.
- 7 In the **Add New Policy** dialog box, in the **Policy type** list, select **MS-Exchange-Server**.

The database agent policy type does not appear in the drop-down list unless your master server has a license key for the database agent.

- 8 Complete the entries on the **Attributes** tab.

See [“About policy attributes for NetBackup for Exchange”](#) on page 97.

- 9 Add other policy information as follows:

- Add schedules.

See [“Adding schedules to a NetBackup for Exchange policy”](#) on page 99.

- Add clients.  
See [“Adding clients to a NetBackup for Exchange policy”](#) on page 102.
  - Add database objects to the backup selections list.  
See [“Adding backup selections to an Exchange policy”](#) on page 104.  
See [“Notes and limitations when you create a backup selections list for MAPI mailbox and public folder backups”](#) on page 238.  
See [“Policy recommendations for Exchange Server 2007 MAPI mailbox and public folder operations”](#) on page 234.
- 10 When you have added all the schedules, clients, and backup selections you need, click **OK**.

## Adding backup selections to an Exchange policy for MAPI mailbox and public folder backups (Exchange 2007)

The backup selections list defines the Exchange objects to back up and the grouping of Exchange objects for multiple data streams. Exchange objects are defined through directives. You can append an individual object name to a directive to specify a mailbox or public folder. You can use wildcards to specify a group of such objects.

---

**Note:** In a backup policy, include directives from only one directive set. For example, do not add `Microsoft Information Store:\` and `Microsoft Exchange Mailboxes:\` **OR** `Microsoft Exchange Public Folders:\` to the same policy.

---

The following directives exist for mailbox and public folder backups:

**Table A-4** NetBackup for Exchange Server directive sets and directives for mailbox and public folder backups

Directive set	Directive(s)	Notes
MS_Exchange_Mailbox	NEW_STREAM Microsoft Exchange Mailboxes:\	Only supported for Exchange 2007.  See <a href="#">“Notes and limitations when you create a backup selections list for MAPI mailbox and public folder backups”</a> on page 238.  See <a href="#">“About excluding Exchange items from backups”</a> on page 108.

**Table A-4** NetBackup for Exchange Server directive sets and directives for mailbox and public folder backups (*continued*)

Directive set	Directive(s)	Notes
MS_Exchange_Public_Folders	NEW_STREAM Microsoft Exchange Public Folders:\	Only supported for Exchange 2007.  See <a href="#">“Notes and limitations when you create a backup selections list for MAPI mailbox and public folder backups”</a> on page 238.  See <a href="#">“About excluding Exchange items from backups”</a> on page 108.

Refer to the following topics when you add backup selections:

- See [“Adding Exchange entries to a backup selections list by browsing \(Windows only\)”](#) on page 105.
- See [“Adding Exchange entries to the backup selections list manually”](#) on page 105.
- See [“Performing Exchange backups with multiple data streams”](#) on page 106.
- See [“About excluding Exchange items from backups”](#) on page 108.

## Notes and limitations when you create a backup selections list for MAPI mailbox and public folder backups

Mailbox backups are performed with the `Microsoft Exchange Mailboxes:\` directive. Public folder backups are performed with the `Microsoft Exchange Public Folders:\` directive.

Review the following information before you create a backup selections list for mailbox or public folder backups:

- To perform backups of mailboxes, additional steps are required beyond policy configuration.  
See [“About configuring the account for NetBackup Exchange operations”](#) on page 40.
- When you use mailbox or public folder directives, only backups of mailboxes or folders are allowed. You cannot specify the backup of an individual message or individual public document.
- The root path of an Exchange Mailbox object (`Microsoft Exchange Mailboxes:\`) is case-sensitive.

See [“Policy recommendations for Exchange Server 2007 MAPI mailbox and public folder operations”](#) on page 234.

## About excluding Exchange items from MAPI mailbox and public folder backups (Exchange 2007)

If you do not want to back up certain mailboxes or public folders, you can create an exclude list. When NetBackup runs a NetBackup for Exchange backup policy, NetBackup ignores the items that appear in the exclude list.

For more information on how to create an exclude list by using the NetBackup Administration Console, see one of the following:

- See [“Configuring exclude lists for Exchange clients”](#) on page 109.
- [NetBackup Administrator’s Guide, Volume I](#)

NetBackup excludes certain files and directories by default. These default exclusions always appear in the Administration Console's exclude list. The default exclusions are as follows:

- C:\Program Files\Veritas\NetBackup\bin\bprd.d\\*.lock
- C:\Program Files\Veritas\NetBackup\bin\bpsched.d\\*.lock
- C:\Program Files\Veritas\NetBackupDB\data\\*
- C:\Program Files\Veritas\Volmgr\misc\\*

[Table A-5](#) provides examples of Exchange mailbox entries you can add to an exclude list.

**Table A-5** Example Exchange mailbox entries in an exclude list

This entry ...	excludes ...
Microsoft Exchange Mailboxes:\J*	All mailboxes with a name that starts with “J”.
Microsoft Exchange Mailboxes:\Joe Smith\ Microsoft Exchange Mailboxes:\Joe Smith [JoeS]\	The mailbox “Joe Smith” or “Joe Smith [JoeS]” with a name that starts with “Joe Smith”.
Microsoft Exchange Mailboxes:\Joe Smith*\Top of Information Store\Deleted Items	The Deleted Items folder for the mailbox “Joe Smith”.
Microsoft Exchange Mailboxes:\*\Top of Information Store\Inbox\SPAM*	Any messages that begin with “SPAM” in the user’s “Inbox”.

[Table A-6](#) provides examples of public folder entries you can add to an exclude list.

**Table A-6** Example public folder entries in an exclude list

This entry ...	excludes ...
Microsoft Exchange Public Folders:\Marketing	The root public folder called "Marketing".
Microsoft Exchange Public Folders:\Marketing\*.xls	All .xls documents under the Public Folder called "Marketing".

## Configuring exclude lists for Exchange clients in MAPI mailbox and public folder backup policies

This topic describes how to exclude items from an Exchange backup. For more information about this topic, see the following:

See ["About excluding Exchange items from MAPI mailbox and public folder backups \(Exchange 2007\)"](#) on page 239.

The following figure shows an exclude list with two databases:

---

**Note:** For backups in a clustered environment, select each node and perform the configuration procedure on each node. You must configure the same settings on each node. If you change the attributes for the virtual name of the client, NetBackup updates only the active node or current node.

---

### To configure an Exchange client exclude list in mailbox and public folder backup policies

- 1 Open the NetBackup Administration Console or the Remote Administration Console.
- 2 In the left pane, expand **NetBackup Administration > Host Properties > Clients**.
- 3 In the right pane, select the Exchange client(s) that you want to configure.
- 4 Click **Actions > Properties**.
- 5 Expand **Windows Client** and click **Exclude Lists**.
- 6 Click **Add**.
- 7 Specify objects to exclude in one of the following ways:
  - In the **Policy** field, select <<All Policies>> or type the name of a specific policy.



- In the **Schedules** field, select <<All Schedules>> or type the name of a specific schedule.
- In the **Files/Directories** field, type the name of a storage group, database in the following format:

Microsoft Exchange Mailboxes:\J\*

## Using wildcards in an Exchange backup selections list for MAPI mailbox or public folder backups

Wildcard characters can be used to define groups of mailboxes or public folders. This way multiple objects can be backed up without having to specify the objects individually in the backup selections list. Multiple data streams must also be enabled. If this feature is not enabled, the backup fails.

See [“Performing Exchange backups with multiple data streams”](#) on page 106.

**Table A-7** Supported wildcard characters for mailbox and public folder backups

Wildcard character	Action
Asterisk (*)	Use as a substitute for zero or more characters. Specify the asterisk as the last character in the string.  Example: To specify all objects that start with an a use a*.
Question mark (?)	Use as a substitute for one or more characters in a name.  Example 1: The string s?z processes all objects that have s for a first character, any character for a second character, and z for a third character.  Example 2: The string Data??se processes all objects that have Data as the first four characters, any characters for the fifth and sixth characters, and se as the seventh and either characters.

**Table A-7** Supported wildcard characters for mailbox and public folder backups  
 (continued)

Wildcard character	Action
Left & right brackets ([ ... ])	<p>Use to match any one character that is enclosed in square brackets. A minus (-) can be used to indicate a range of consecutive characters; for example, [0-9] is equivalent to [0123456789].</p> <p><b>Note:</b> The minus (-) loses this special meaning if it occurs last in the string.</p> <p><b>Note:</b> The right square bracket (]) does not terminate such a string when it is the first character within it. For example, [ ] a-f] matches either a right square bracket (]) or one of the ASCII letters a through f inclusive. Asterisk (*) and Question Mark (?) stand for themselves within such a string of characters.</p>

The following rules apply when wildcard characters are used in the backup selections list:

- Only one wildcard pattern per backup selections list entry is allowed.
- If a wildcard pattern is not honored it is treated literally.
- Wildcard patterns are honored only in the final segment of the path name.
 

*Correct*

```
Microsoft Exchange Mailboxes:\John Anderson [janderson]\Top of Information Store\*
```

*Incorrect*

```
Microsoft Exchange Mailboxes:\John Anderson [janderson]\*\Inbox
```
- For an Exchange Mailboxes path: Any segment of the path can contain wildcard characters as long as the wildcard characters are the last characters in the segment. These segments include mailbox names, folders, or messages within the mailbox hierarchy.
 

*Correct*

```
Microsoft Exchange Mailboxes:\John Anderson [janderson]\Top of Information Store\*
```

```
Microsoft Exchange Mailboxes:\John Anderson [janderson]\Top of Information Store\[a-h]*
```

*Incorrect*

```
Microsoft Exchange Mailboxes:\[a-h]*\Top of Information Store
```

```
Microsoft Exchange Mailboxes:\John Anderson [janderson]\Top*\
```

- For Exchange public folders: Any segment of the path can contain wildcard characters as long as the wildcard characters are the last characters in the segment. These segments include workspace names or workspace folders.

*Correct*

```
Microsoft Exchange Public Folders:\Folder1\Subfolder?
```

*Incorrect*

```
Microsoft Exchange Public Folders:\Folder?\Subfolder1
```

```
Microsoft Exchange Public Folders:\*\Subfolder1
```

## Performing user-directed MAPI backups of individual mailboxes and public folders (Exchange 2007)

Before you perform backups of individual Exchange mailboxes or public folders, special configuration is required.

See [“About configuring the account for NetBackup Exchange operations for MAPI mailbox and public folder operations”](#) on page 231.

---

**Note:** The user account you use to log on must have the same Exchange privileges as the account for NetBackup Exchange operations.

---

To back up individual mailboxes, mailbox folders, or public folders, the backup policy must include the `Microsoft Exchange Mailboxes:\` or the `Microsoft Exchange Public Folders:\directive`.

Alternatively, you can perform a user-directed backup from a database backup policy that has **Enable granular recovery** enabled. You cannot back up individual mailboxes, mailbox folders, or public folders with a database backup policy. However, you can restore these items from the database backup.

See [“Performing user-directed streaming backups of Exchange Server \(Exchange 2007\)”](#) on page 142.

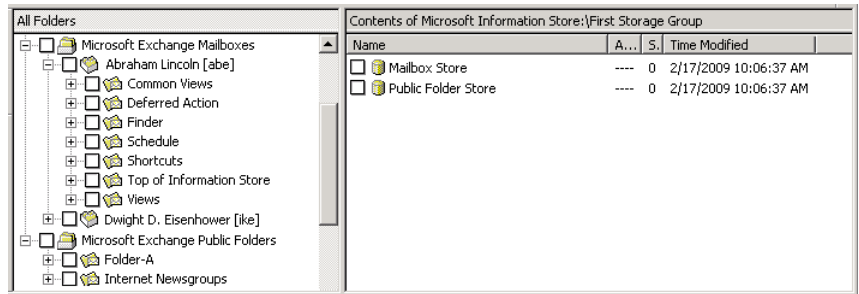
See [“Performing user-directed snapshot backups of Exchange Server”](#) on page 140.

**To perform a user-directed backup of individual mailboxes and public folders with MAPI**

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface on the Exchange Server.
- 3 Click **File > Select Files and Folders to Back Up**.
- 4 Select **File > Specify NetBackup Machines and Policy Type**.

- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:
  - The server you want to perform the backup.
  - If you are in a cluster environment, specify the name of the virtual Exchange Server name.  
 See “[About selecting a source client for an Exchange Server backup operation](#)” on page 139.
- 6 In the **All Folders** pane, expand the node that contains the objects you want to back up and select those objects.

See [Table A-8](#) on page 244.



- 7 Click **Actions > Backup**.
- 8 Select the backup options you want.  
 See “[Options for user-directed Exchange backups](#)” on page 140.
- 9 Click **Start Backup**.
- 10 To view the progress of the backup, click **Yes**.  
 If you do not want to view the progress of the backup, click **No**.

**Table A-8** Selecting individual Exchange mailboxes and public folders for user-directed backups

Node	Select
<b>Microsoft Exchange Mailboxes</b>	Mailbox(es) Mailbox folder(s)
<b>Microsoft Exchange Public Folders</b>	Public folder(s)

# Restoring Exchange mailbox or public folder objects from MAPI mailbox or public folder backups

To restore a mailbox object to a different location, you follow a different procedure.

See [“About redirecting a restore of Exchange mailbox or public folder objects to a different path”](#) on page 185.

Note the following:

- When a mailbox is restored, all folders and messages that are contained in the mailbox are restored. You can choose to restore specific folders or messages or both from the mailbox backup image.
- When a folder is restored, all subfolders and messages that are contained in the folder are restored. You also can choose to restore specific subfolders or specific messages or both from the folder backup image.
- Do not restore mailbox or public folder backups and database backups in the same restore job. If the database restore starts first, NetBackup dismounts the database during the restore. Or it requires that the database be dismounted before the restore. Then the database being dismounted causes the mailbox or public folder object restore to fail. Or, the restore of the Exchange mailbox or public folder items finishes before the restore of the Exchange databases starts. Then the restore of the Exchange databases deletes the restored mailbox or public folder objects.

## To restore mailbox or public folder objects from mailbox or public folder backups

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Click **File > Specify NetBackup Machines and Policy Type**.
- 5 In the **Specify NetBackup Machines and Policy Type** dialog box, select the server and the policy type.
- 6 From the **NetBackup History** pane, click the image(s) that contain the objects you want to restore.

Symantec recommends that you select one backup image set at a time for individual item restore. While this recommendation is not a restriction, you may at times restore more copies of messages than you intend.

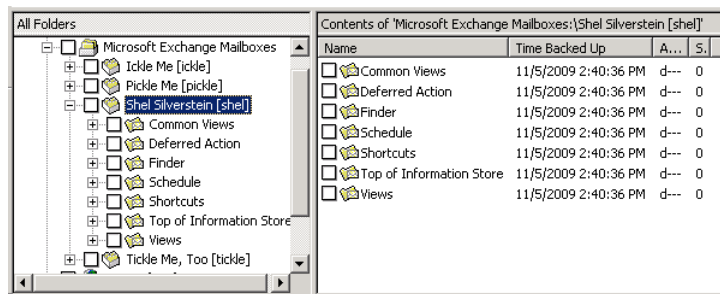
Select one of the following:

- The last full backup
- The last full backup and all subsequent differential backups

- The last full backup and the last cumulative backup
- 7 Expand one of the following:
- **Microsoft Exchange Mailboxes**
  - **Microsoft Exchange Public Folders**
- 8 In the **All Folders** pane, select objects you want to restore from the following:
- Mailboxes
  - Mailbox folders
  - Mailbox objects
  - Public folders
  - Documents in a public folder

You can ignore the `DLLs` folder.

The following figure shows a mailbox restore.



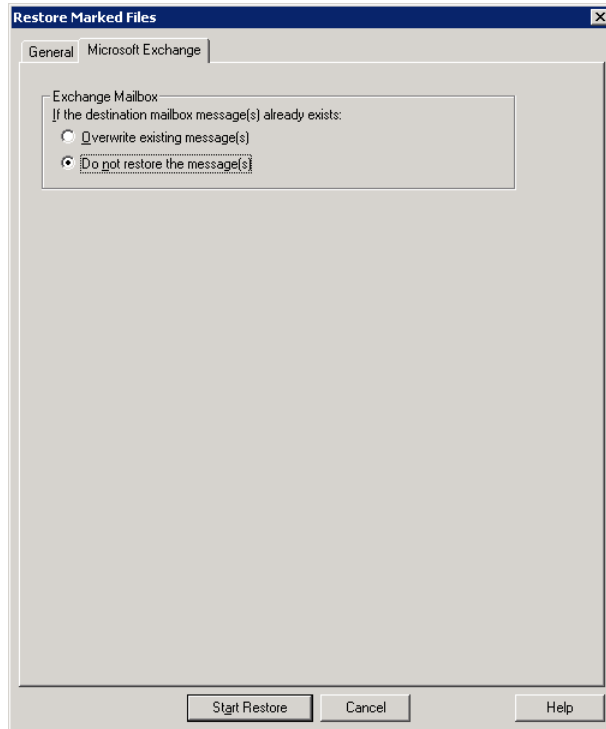
All objects appear as folders and messages. You can identify some non-message objects by the subject line. For example, if you create a Calendar event named Appointment1, that name appears in the subject line for that object.

However, some objects such as Forms and Views do not have a subject line (even though they can be named). They may not be so easily identified.

- 9 Click **Actions > Restore**.

- 10 On the **Microsoft Exchange** tab, choose whether or not to restore existing mailbox messages.

See [“Options for restores of Exchange Server mailbox objects or public folder objects”](#) on page 181.



- 11 You can restore individual mailbox items to alternate mailboxes or mailbox folders.

See [“About redirecting a restore of Exchange mailbox or public folder objects to a different path”](#) on page 185.

- 12 Click **Start Restore**.

## Redirecting a mailbox or public folder object from a MAPI mailbox backup

Review the following requirements for redirecting the restore of an Exchange mailbox or public folder to a different path:

- You must indicate an absolute path.
- In the destination path, the following segment of the path cannot be changed:  
Microsoft Exchange Mailboxes:\  
Microsoft Exchange Public Folders:\  
If you change this part of the path, NetBackup attempts to restore the objects as normal (non-Exchange) files.
- The destination mailbox or destination folder must have an associated user account.
- When you restore public folders, change the public folder name to the folder to which you want to restore. This folder does not have to exist.
- When you redirect mailbox backups, if you modify the name of the Exchange folders, NetBackup restores the selected object to that specified folder name. These Exchange folders include “Top of Information Store,” “Views,” “Finder”, etc. You can see the new folder when you browse for backups and it is backed up on subsequent backups of that mailbox. However, you cannot use Outlook to view the folder and any subfolders and messages in that folder.

When you redirect a restore of mailbox or public folder items, consider the following examples:

- If you want to restore the contents of `Mailbox 1` to `Mailbox 2\Folder`, specify the following in the **Destination** box:

```
Microsoft Exchange Mailboxes:\Mailbox 2\[mailbox 2]
```

For complete instructions see the following topic:

See [“Redirecting the restore of an Exchange mailbox, mailbox folder, or public folder”](#) on page 187.

- If you want to restore the contents of `Inbox` in `Mailbox 1` to the folder `Other` in the same mailbox. Specify the following in the **Destination** box:

```
Microsoft Exchange Mailboxes:\Mailbox 1\Top of Information Store\Other
```

For complete instructions see the following topic:

See [“Redirecting a restore of an Exchange mailbox or a public folder object to a different path”](#) on page 189.



## Debug logs for NetBackup for Exchange MAPI mailbox and public folder backup and restore operations

After you perform a mailbox or a public folder backup or restore, debug logging information is placed in the `install_path\Netbackup\logs` directory. A subdirectory is created for each process. The debug log file is named `mmdyy.log`.

For details on logging, see the See the [NetBackup Troubleshooting Guide](#).

For backups, refer to the following logs:

- `beds`  
This log is used mailbox and public folder backups using MAPI.
- `bpbkar`

For restores, refer to the following logs:

- `beds`  
This log applies to mailbox and public folder restores with MAPI.
- `tar`

# NetBackup Legacy Network Service

This appendix includes the following topics:

- [Configuring the logon account for the NetBackup Legacy Network Service \(Exchange 2010\)](#)

## Configuring the logon account for the NetBackup Legacy Network Service (Exchange 2010)

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**Note:** Previous to NetBackup 7.6, for Exchange 2010 DAG configurations you had to configure the logon account for NetBackup Legacy Network Service. The logon account required permission to perform Exchange database operations and granular (GRT) operations. This configuration is no longer required; configure the Exchange credentials in the client host properties. Symantec recommends that you use this new configuration, though existing NetBackup customers can continue to configure the logon account for this service.

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By default, the NetBackup Legacy Network Service uses “Local System” account to log on. A different account is required so NetBackup has the necessary local system privileges to perform Exchange 2010 DAG backups.

Note the following:

- Perform the steps on each mailbox server in the DAG and on the CAS server.
- For restores with GRT, configure each client that performs granular operations. To determine which clients to configure, see the following topic:  
See [“Exchange granular clients and non-VMware backups”](#) on page 55.  
See [“Exchange granular clients and VMware backups”](#) on page 57.

**Configuring the logon account for the NetBackup Legacy Network Service (Exchange 2010)****To configure the logon account for the NetBackup Legacy Network Service**

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Legacy Network Service** entry.
- 3 Click on the **Log On** tab.
- 4 Provide the name of the account for NetBackup Exchange operations that you previously created. To change the **Log on as** account, you must have administrator group privileges.

See [“Creating a privileged NetBackup user account for EWS access \(Exchange 2010\)”](#) on page 42.

See [“Creating a minimal NetBackup account for Exchange operations \(Exchange 2010 and later\)”](#) on page 44.

The account must include the domain name, followed by the user account, ***domain\_name\account***. For example, **recovery\netbackup**.

- 5 Provide the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Legacy Network Service.
- 8 Close the Services control panel application.

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