

Exchange Single Mailbox Recovery Prevention and Procedures.

Disclaimer:

The information contained in this document represents the current view of BEI Corporation on the issues discussed. BEI cannot guarantee the accuracy of any information presented in this document.

This document is for informational purposes only. BEI MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DOCUMENT.

Exchange Single Mailbox Recovery Prevention and Procedures.

This paper explains the procedures for restoring a single mailbox. The procedures for disaster-recovery of an entire exchange server are explained in detail in the UltraBac manual and on Microsoft's web-site.

Prevention.

Before getting into the steps needed for a single mailbox restore, please take note that there are ways to avoid this process most of the time. First of all, make sure that as much information as possible is kept on the Exchange Server. If disk space is an issue, ensure that any information kept in .pst files is backed up using the file-by-file backup procedures. A consideration may be to store all .pst files on another server in the user's directory. .pst files can create additional problems as well. They are difficult to manage. If a user has a password on this file and forgets the password, recovery is impossible. If the .pst file is in use by exchange or Outlook clients when a file-by-file backup attempt occurs, the .pst file is skipped because Outlook and Exchange clients exclusively lock this file when in use. If disk space is not limited on the Exchange Server, then keeping data here may be the best solution.

Another potential loss of data may be with the auto-archive function. Auto archiving is simply the movement of mail messages from the server to a .pst file or from one .pst file to another. If auto-archive is enabled then data is moved on a regular basis to a .pst file. Much like the above scenario it is important that this data be stored in a place where it can be backed up. It may be a good idea to put all .pst files on NTFS and have no password on the .pst files but simply restrict access to that user. Remember that forgotten .pst passwords make recovery impossible.

If a user has the option 'Empty the deleted items folder upon exiting' enabled and the user accidentally deletes a message and exits Outlook, then the message is permanently lost unless you have the mailbox on Microsoft Exchange Server 5.5 (*or greater*) and have the Item Recovery option turned on. Make sure 'Empty the deleted items folder upon exiting' is not enabled. Auto archiving can be used to move or delete items in this folder that are over NN days old. Using auto archiving to move items in the "Deleted Items" folder to a .pst file is much safer than permanently deleting items on exit. It is much too easy to hit the X in the top-right portion of the screen and say "oops" as soon as you do it. If you have Exchange Server 5.5

