

# **ABS Enterprise®**

## **Granular Recovery for Exchange Guide - StorageCraft**

May 2013

ShadowProtect GRE Edition



## Contents

Preamble .....	3
Configuration: GRE Service Account .....	4
Configuration: GRE Client.....	13
Configuration: ShadowProtect Mount Service.....	25
Restore: Mounting the Recovery Image as Local Drive .....	29
Restore: Exchange Server .....	34
Restore: Personal Folder File (PST).....	39
Restore: Dismounting the Recovery Image as Local Drive .....	45
Using GRE Search Features .....	46

## Preamble

### GRE Client Requirements

#### Operating System

- Windows Server 2008 R2 (64-bit), Windows Server 2012 (64-bit)
- Windows 7 (64-bit), Windows 8 (64-bit)

#### Software

- Microsoft Outlook 2007 or newer (32 or 64 bit)
- ShadowProtect Mount Services (if client machine is not under currently protection, refer to **Configuration: ShadowProtect Mount Service** section of this guide )

#### Network

- Domain controller or member of the domain (same domain as the Exchange Server)

#### Other

- The GRE Client machine cannot be an Exchange Server of any version

### Exchange Server Requirements

- Microsoft Exchange Server 2007 or above

### Notes

This guide is segregated into two sections, **Configuration:** and **Restore:**

- The **Configuration:** section focuses on configuring the service account and GRE client installation. Please note that this only needs to be performed once.
- The **Restore:** section focuses on performing a restore job using the GRE client

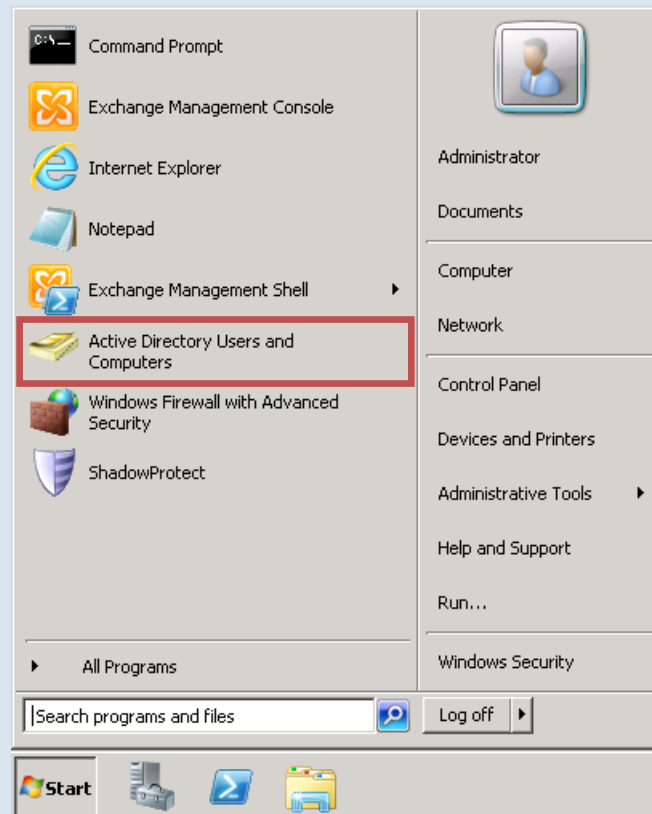
### Definitions/Abbreviations:

- **AD** - Active Directory Users and Computers
- **OU** - Organizational Unit
- **GRE** - Granular Recovery for Exchange
- **Appliance** - ABS onsite device
- **GRE Client** - Machine configured to perform Granular Recovery for Exchange

## **Configuration: GRE Service Account**

## 1. Service Account Active Directory Permissions

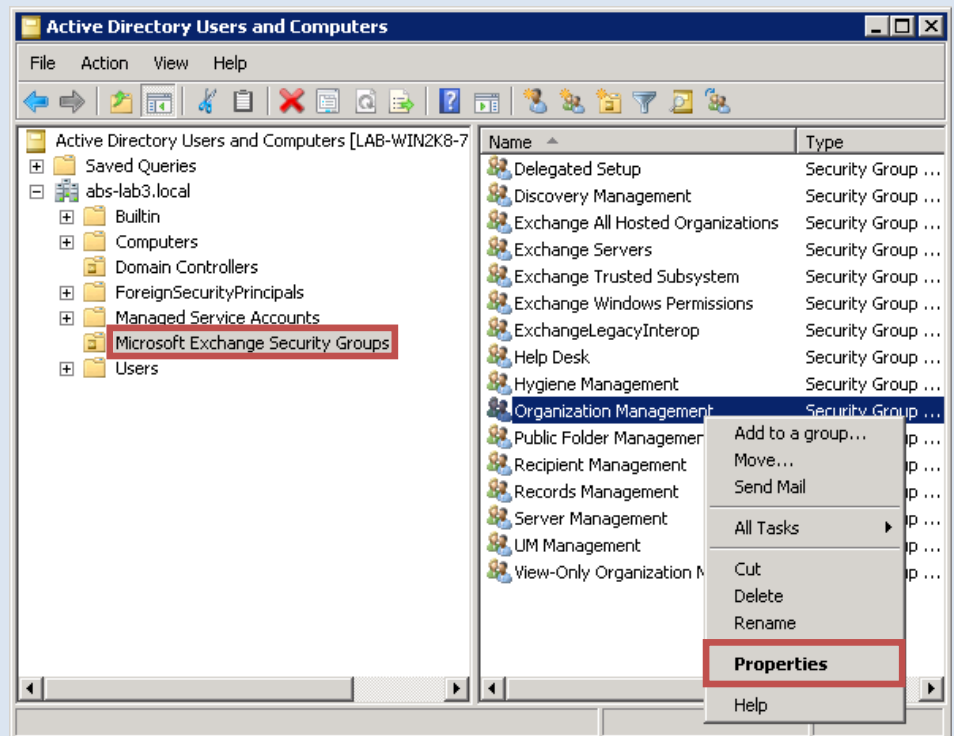
### a. Open **Active Directory**



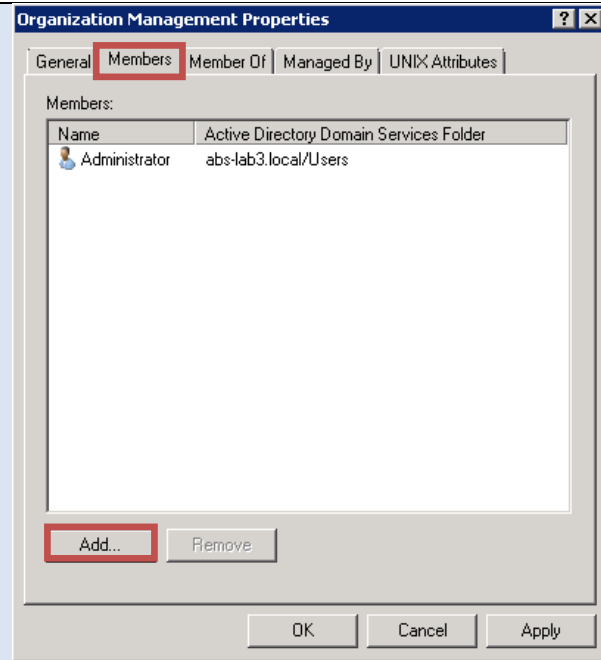
### b. Select **Microsoft Exchange Security Groups**

### c. Right click **Organization Management**

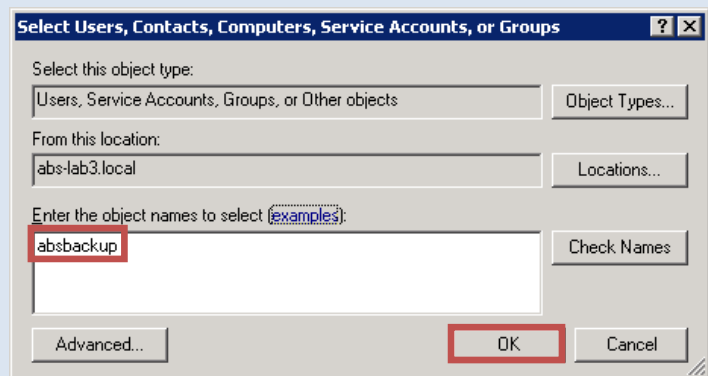
### d. Click **Properties**



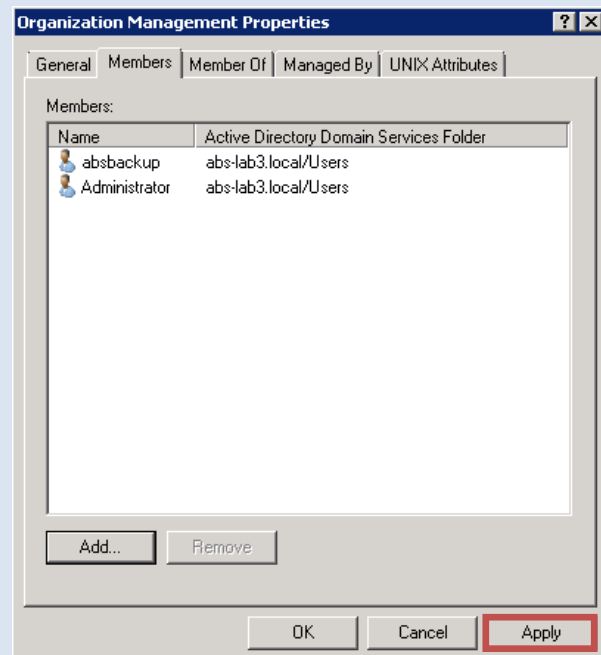
- e. Select the **Members** tab
- f. Click **Add...**



- g. Type in the **absbackup** service account name
- h. Click **OK**



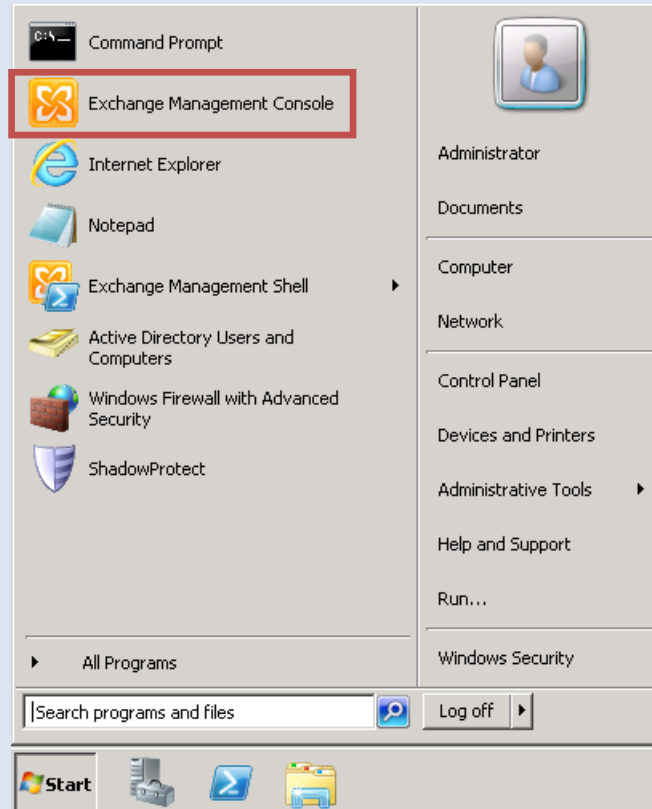
- i. Click **Apply**



## 2. Service Account Mailbox

**i** Perform following steps on the **Microsoft Exchange Server**

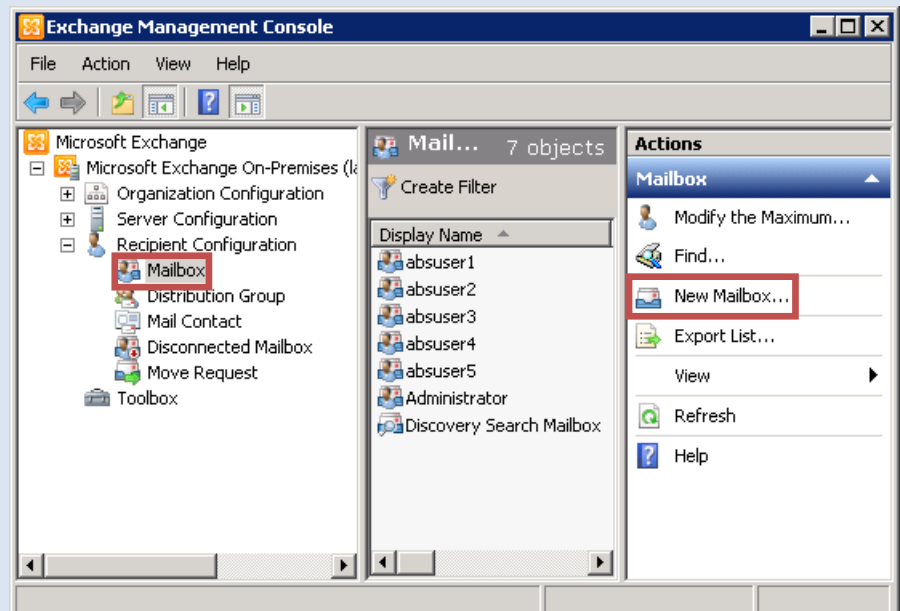
a. Open **Exchange Management Console**



b. Expand **Recipient Configuration**

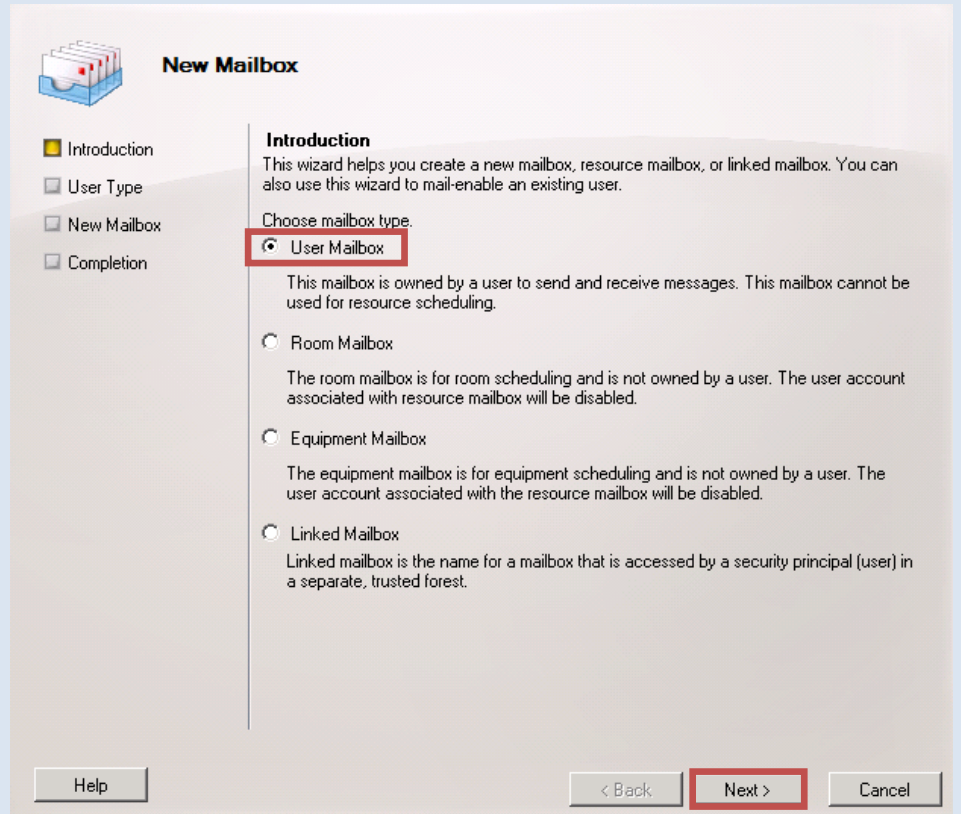
c. Select **Mailbox**

d. Click **New Mailbox...**



e. Select **User Mailbox**

f. Click **Next**



**New Mailbox**

Introduction  
This wizard helps you create a new mailbox, resource mailbox, or linked mailbox. You can also use this wizard to mail-enable an existing user.

Choose mailbox type.

☒ **User Mailbox**  
This mailbox is owned by a user to send and receive messages. This mailbox cannot be used for resource scheduling.

☐ Room Mailbox  
The room mailbox is for room scheduling and is not owned by a user. The user account associated with resource mailbox will be disabled.

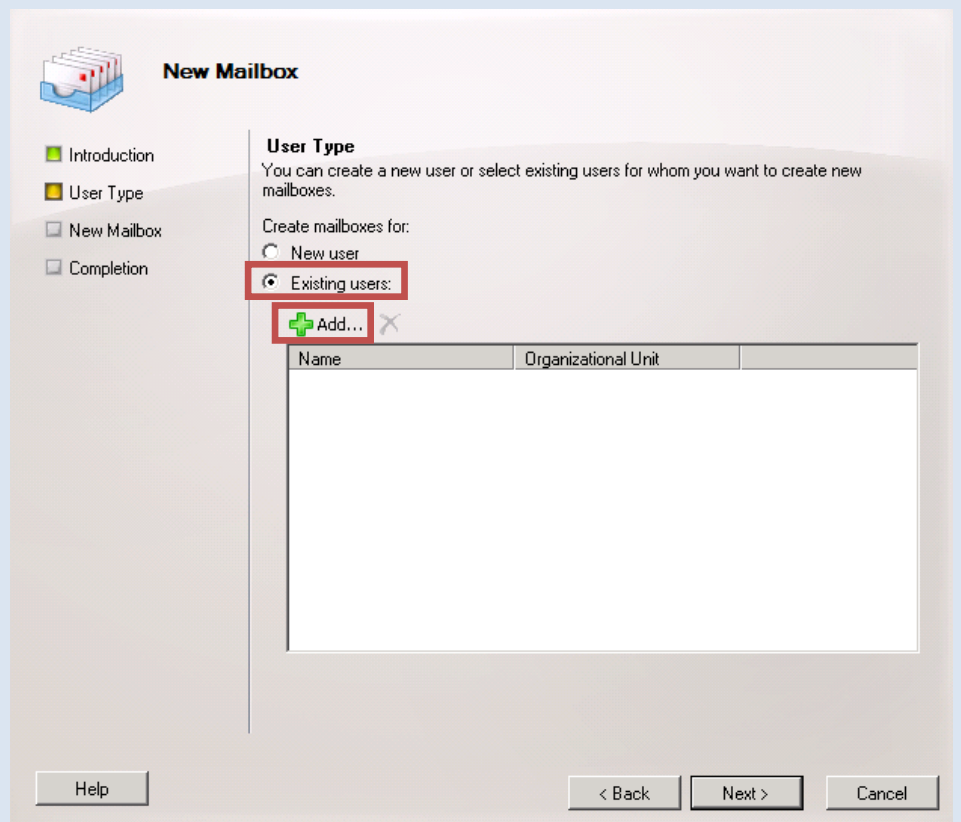
☐ Equipment Mailbox  
The equipment mailbox is for equipment scheduling and is not owned by a user. The user account associated with the resource mailbox will be disabled.

☐ Linked Mailbox  
Linked mailbox is the name for a mailbox that is accessed by a security principal (user) in a separate, trusted forest.

Help < Back **Next >** Cancel

g. Select **Existing users:**

h. Click **Add...**



**New Mailbox**

User Type  
You can create a new user or select existing users for whom you want to create new mailboxes.

Create mailboxes for:

☐ New user

☒ **Existing users:**

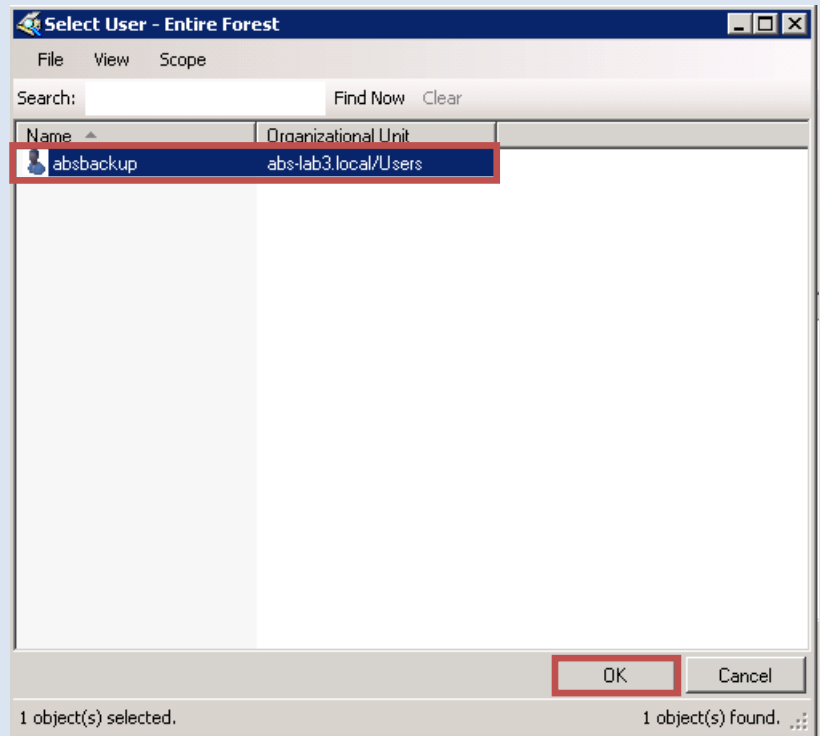
**+ Add...** ✕

Name	Organizational Unit

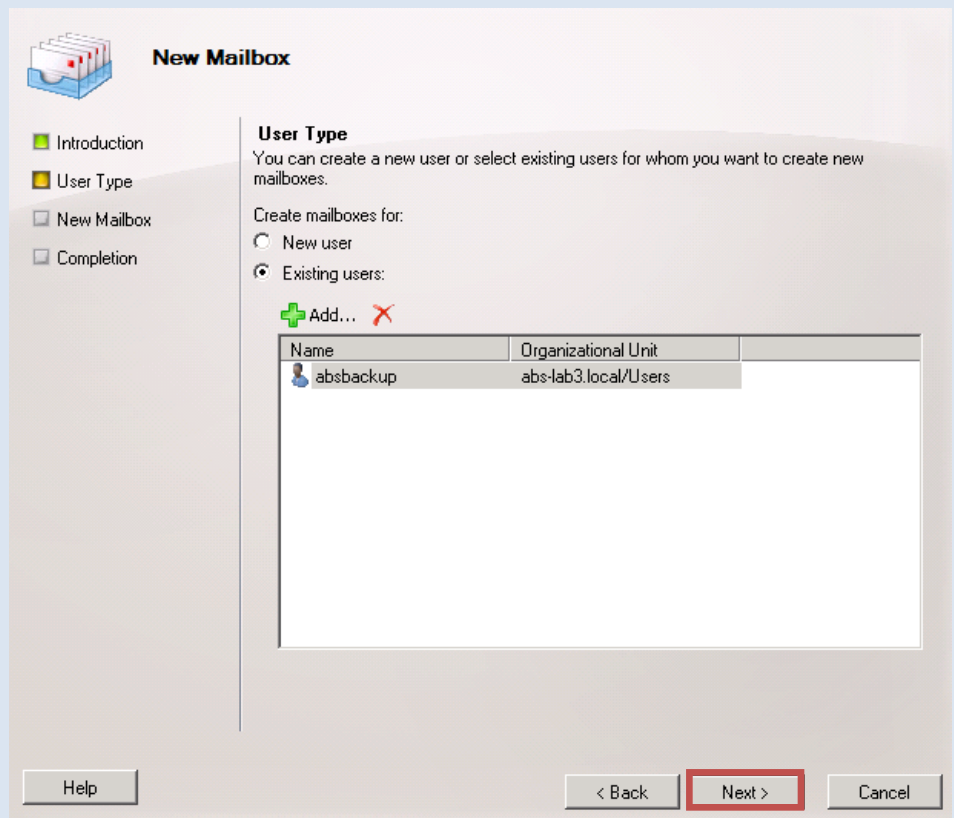
Help < Back **Next >** Cancel

i. Select the **absbackup** service account

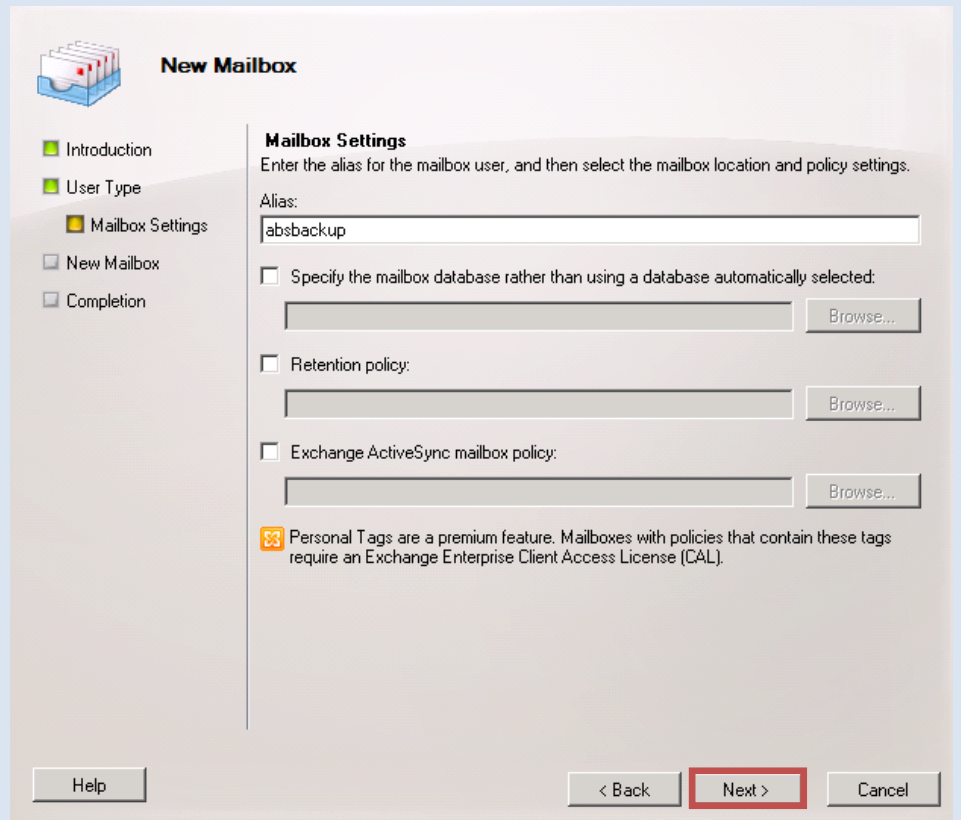
j. Click **OK**



k. Click **Next**



l. Click **Next**



**New Mailbox**

Introduction  
User Type  
Mailbox Settings  
New Mailbox  
Completion

**Mailbox Settings**  
Enter the alias for the mailbox user, and then select the mailbox location and policy settings.

Alias:  
absbackup

☐ Specify the mailbox database rather than using a database automatically selected:  
Browse...

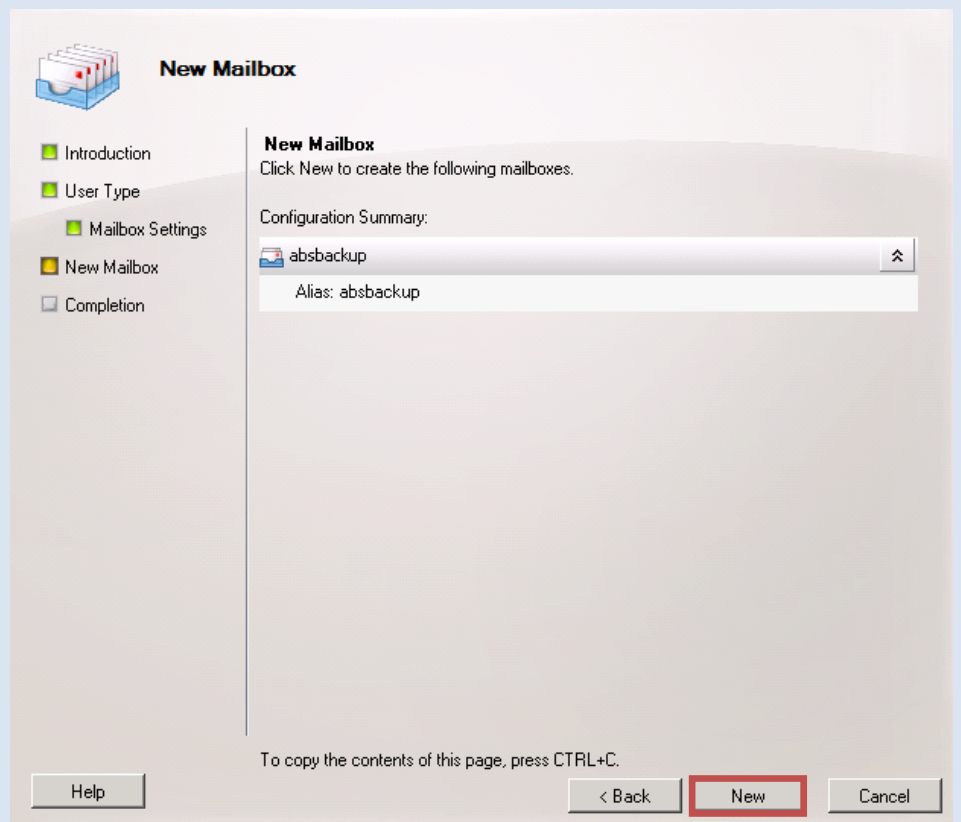
☐ Retention policy:  
Browse...

☐ Exchange ActiveSync mailbox policy:  
Browse...

Personal Tags are a premium feature. Mailboxes with policies that contain these tags require an Exchange Enterprise Client Access License (CAL).

Help < Back **Next >** Cancel

m. Click **New**



**New Mailbox**

Introduction  
User Type  
Mailbox Settings  
New Mailbox  
Completion

**New Mailbox**  
Click: New to create the following mailboxes.

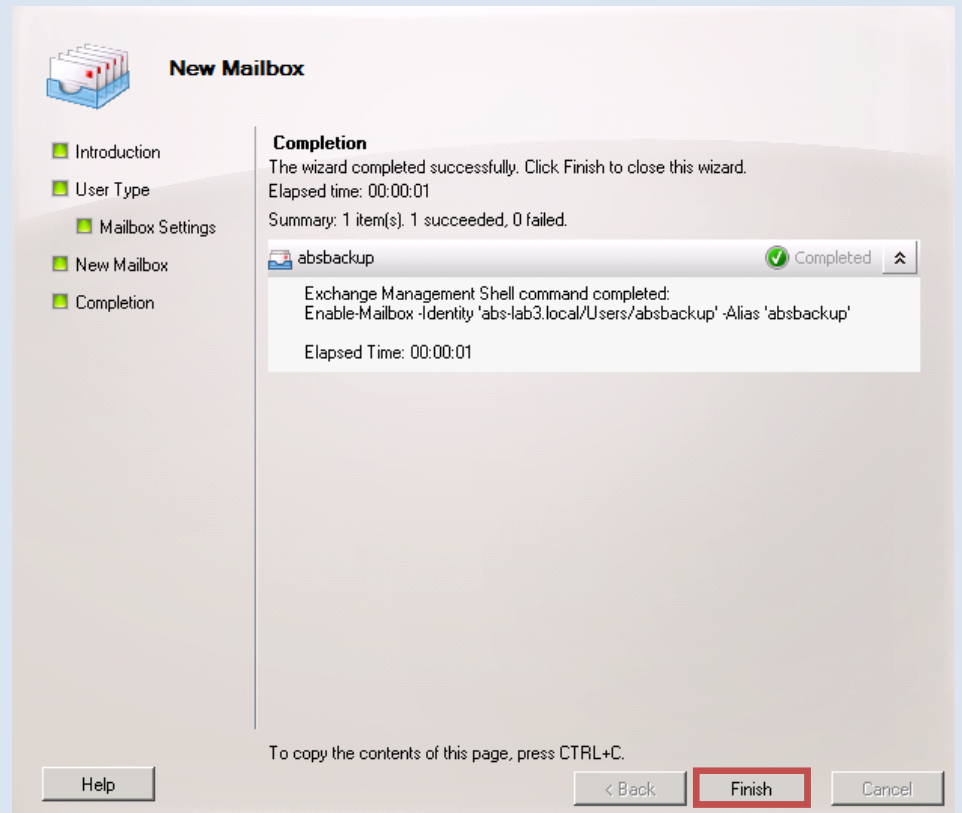
Configuration Summary:  
absbackup  
Alias: absbackup

To copy the contents of this page, press CTRL+C.

Help < Back **New** Cancel

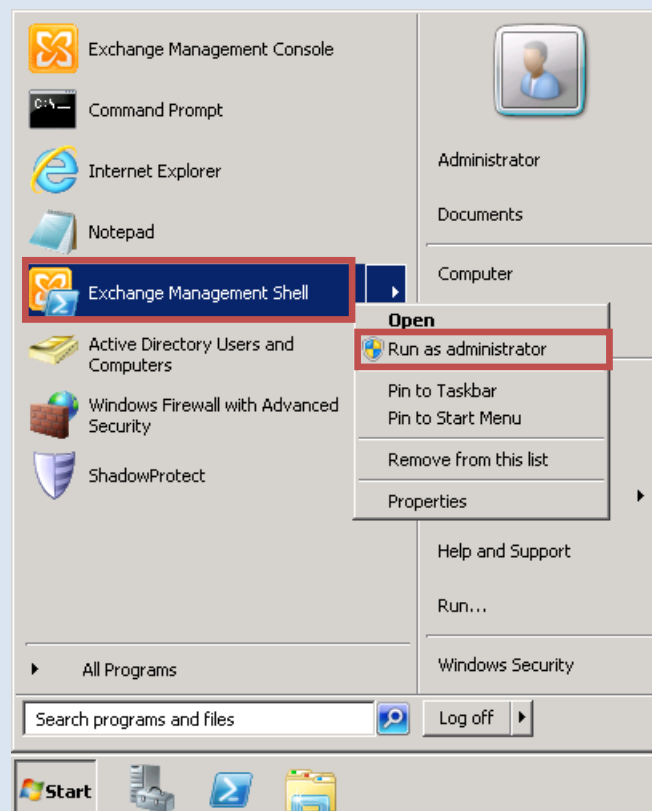
n. Click **Finish**

New mailbox creation for the **absbackup** service account is now **Complete**



### 3. Service Account Exchange Permissions

a. Open **Exchange Management Shell** as Administrator



- b. **Copy/Paste** or manually enter the following command into the **Shell**

**i** Replace the words **mailbox database name** with the actual name of the exchange database on the server

- c. Press **Enter**

**i** You may need to place the exchange database name in between apostrophes

Example: 'DB1'

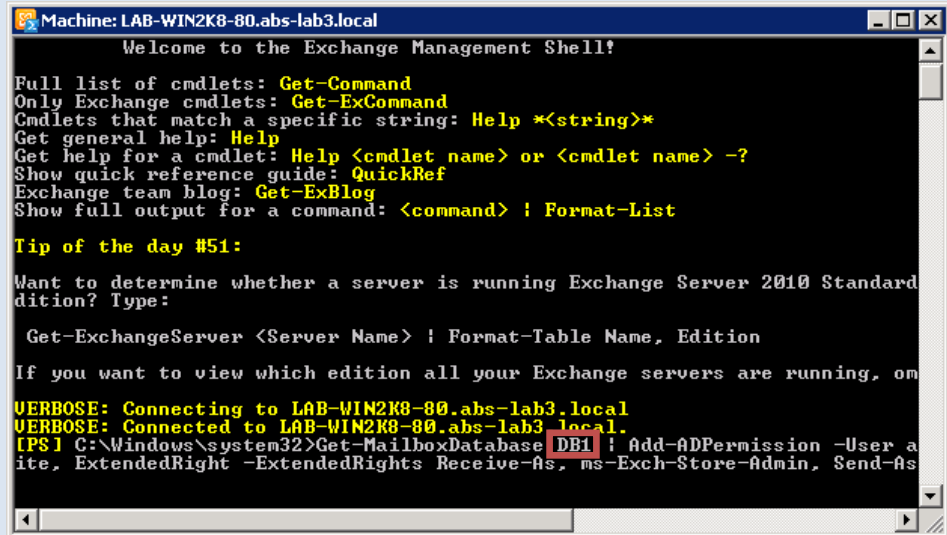
- d. The following is a sign of a successful permissions change

**i** If there are multiple Exchange Databases on the Exchange server, repeat steps **b-e** substituting different database names

GRE service account configuration is now **Complete**

### Command:

Get-MailboxDatabase **mailbox database name** | Add-ADPermission -User absbackup -AccessRights GenericRead, GenericWrite, ExtendedRight -ExtendedRights Receive-As, ms-Exch-Store-Admin, Send-As



```
Machine: LAB-WIN2K8-80.abs-lab3.local
Welcome to the Exchange Management Shell!

Full list of cmdlets: Get-Command
Only Exchange cmdlets: Get-ExCommand
Cmdlets that match a specific string: Help *(<string>)*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -?
Show quick reference guide: QuickRef
Exchange team blog: Get-ExBlog
Show full output for a command: <command> ! Format-List

Tip of the day #51:
Want to determine whether a server is running Exchange Server 2010 Standard edition? Type:

Get-ExchangeServer <Server Name> ! Format-Table Name, Edition

If you want to view which edition all your Exchange servers are running, on the command line, type:

VERBOSE: Connecting to LAB-WIN2K8-80.abs-lab3.local
VERBOSE: Connected to LAB-WIN2K8-80.abs-lab3.local.
[PS] C:\Windows\system32>Get-MailboxDatabase DB1 | Add-ADPermission -User absbackup -AccessRights GenericRead, GenericWrite, ExtendedRight -ExtendedRights Receive-As, ms-Exch-Store-Admin, Send-As
```

Identity	User	Deny	Inherited
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False
DB1	ABS-LAB3\absbackup	False	False

## Configuration: GRE Client

### 1. Access the GRE Client

**i** Perform these steps on a machine that satisfies all the system requirements in the **Preamble**

- From the client machine, click the **Start** button
- Enter in the share path in the search field

**i** Share path example:  
**\\10.13.230.130\client-apps**  
Substitute example IP address with the IP address that was set on the appliance

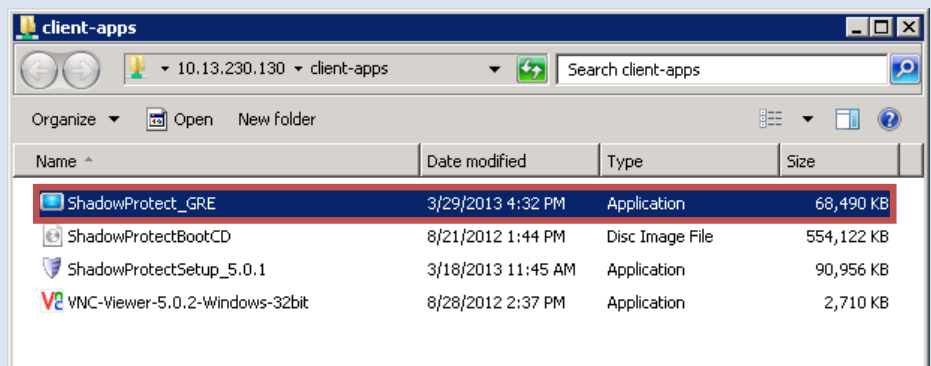
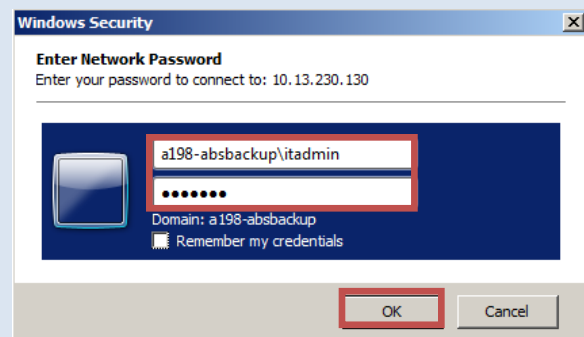
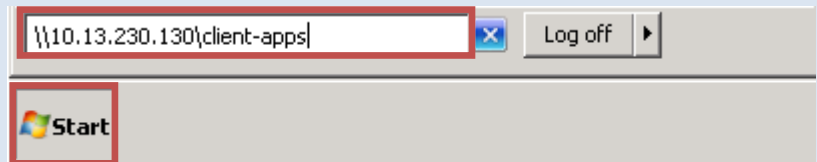
- Enter in the **itadmin** account credentials (refer to your **Activation Letter** for the password)

**i** When authenticating against the appliance, make sure to add the appliance name before the username. Example:  
**a198-absbackup\itadmin**

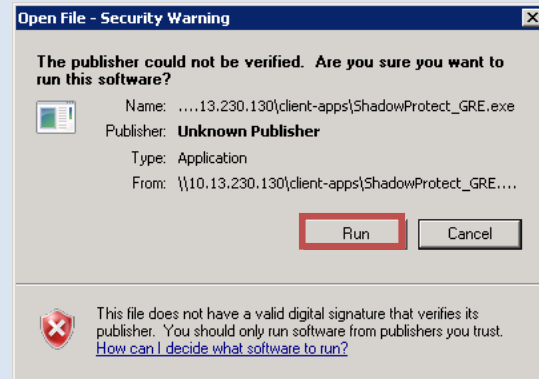
- It is recommended to copy **ShadowProtect\_GRE.exe** to a local directory on the client machine, but is not required

### 2. Install the Client

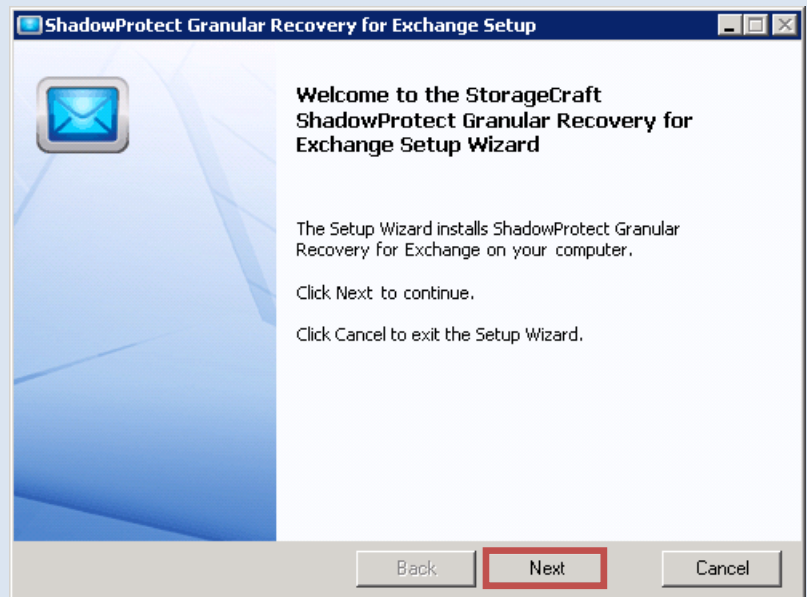
- Double Click the GRE client installer:  
**ShadowProtect\_GRE.exe**



b. Click **Run**

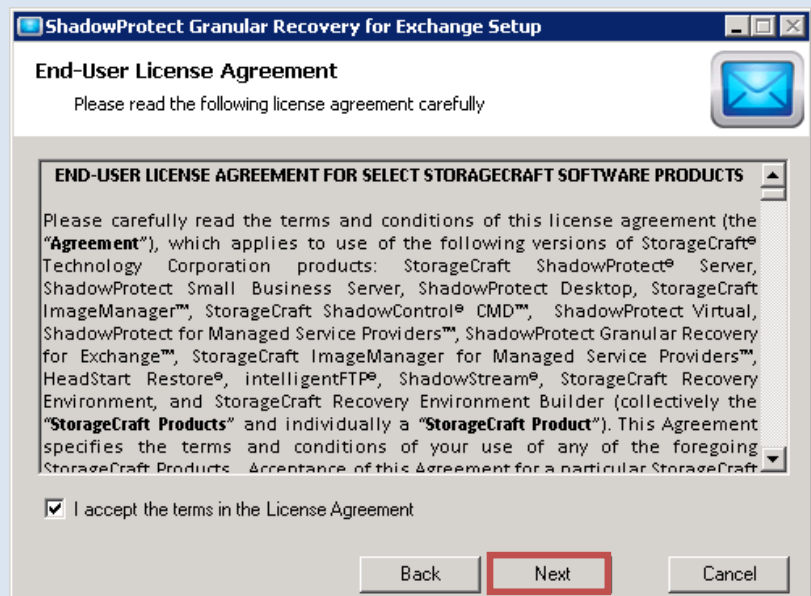


c. Click **Next**



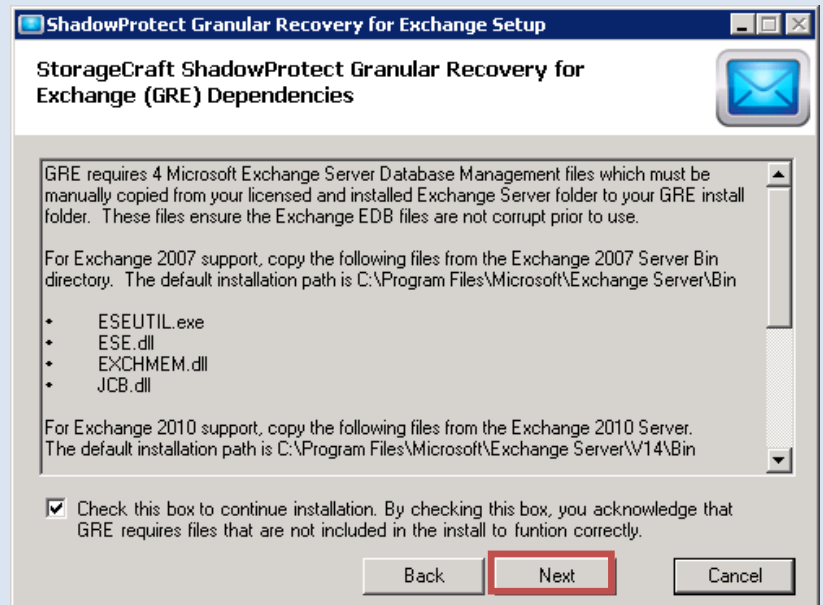
d. Select **I accept the terms...**

e. Click **Next**

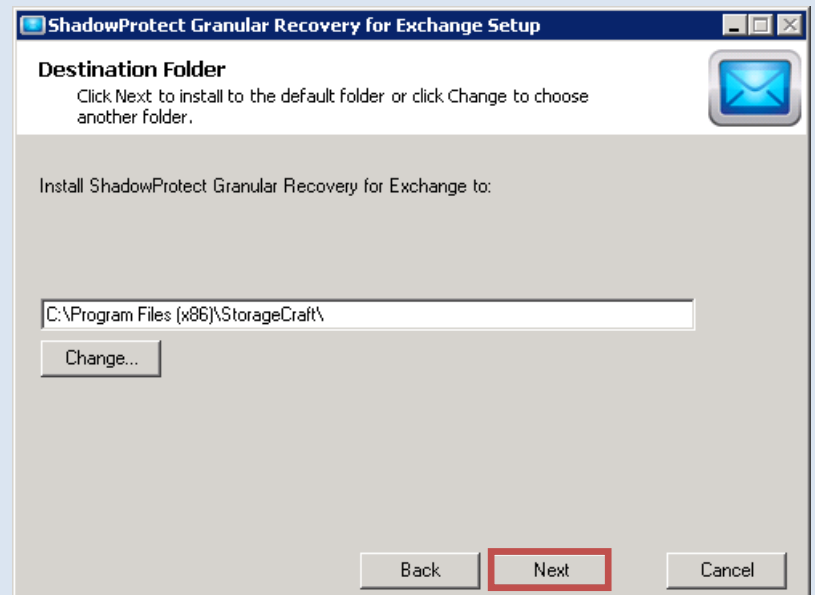


f. Select **Check this box...**

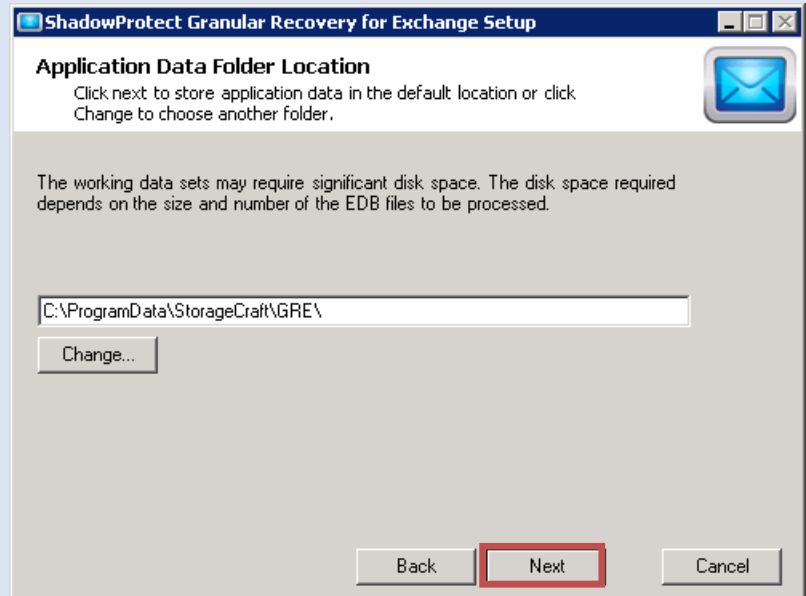
g. Click **Next**



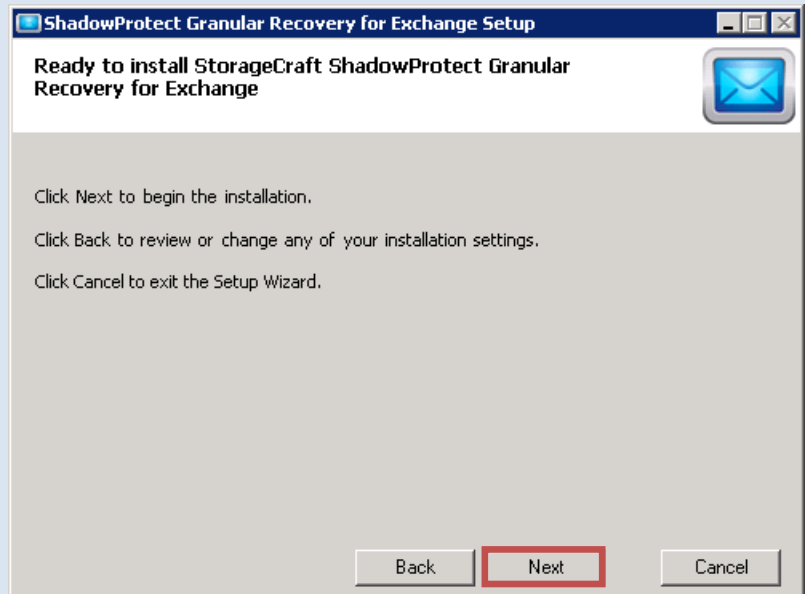
h. Click **Next**



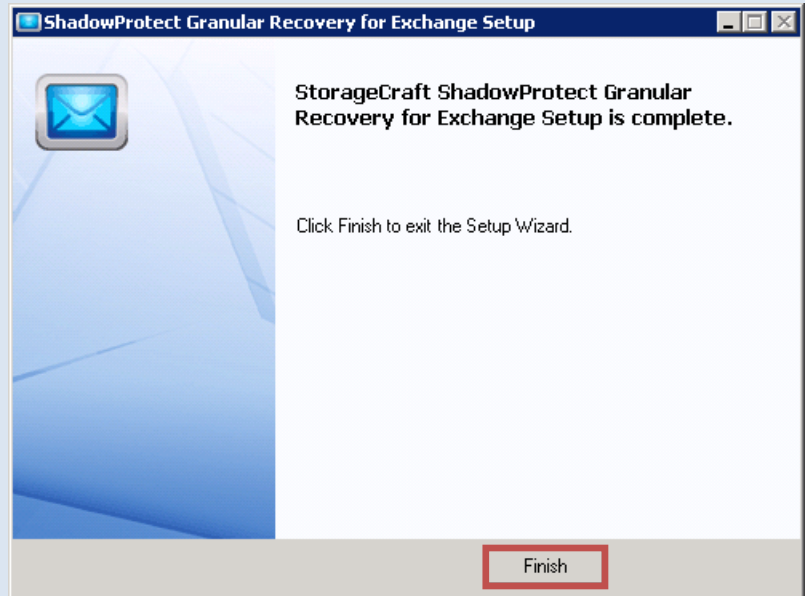
i. Click **Next**



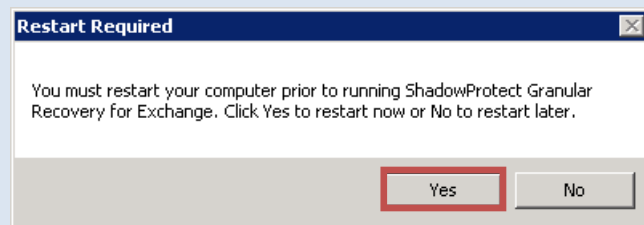
j. Click **Next**



k. Click **Finish**

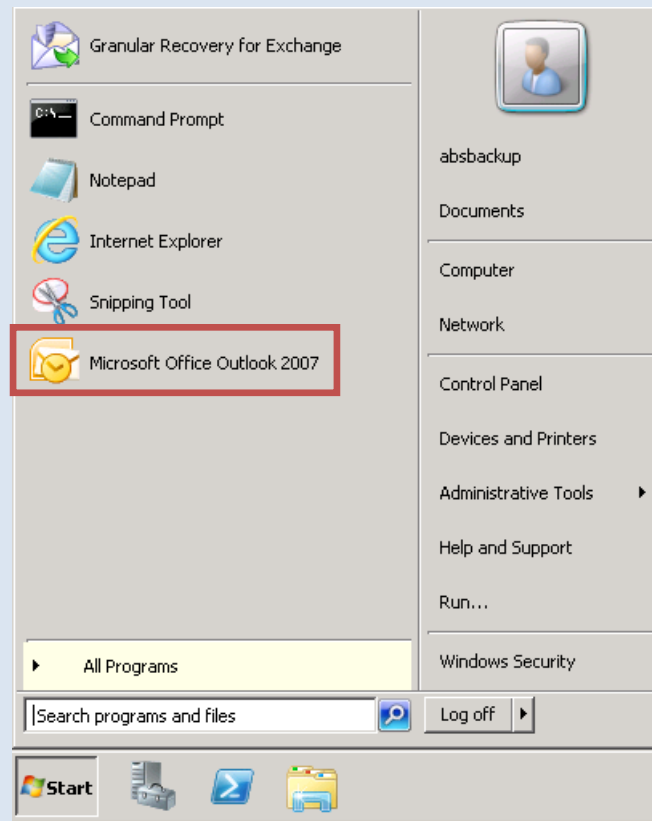


l. Click **Yes**



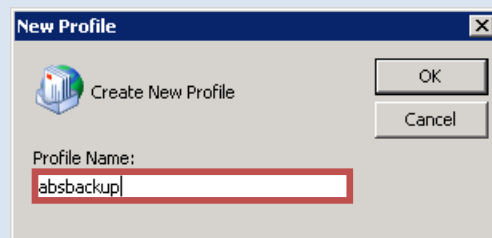
### 3. Outlook Setup

a. Open **Microsoft Outlook**




b. Under **Profile Name:** type in **absbackup**

c. Click **OK**




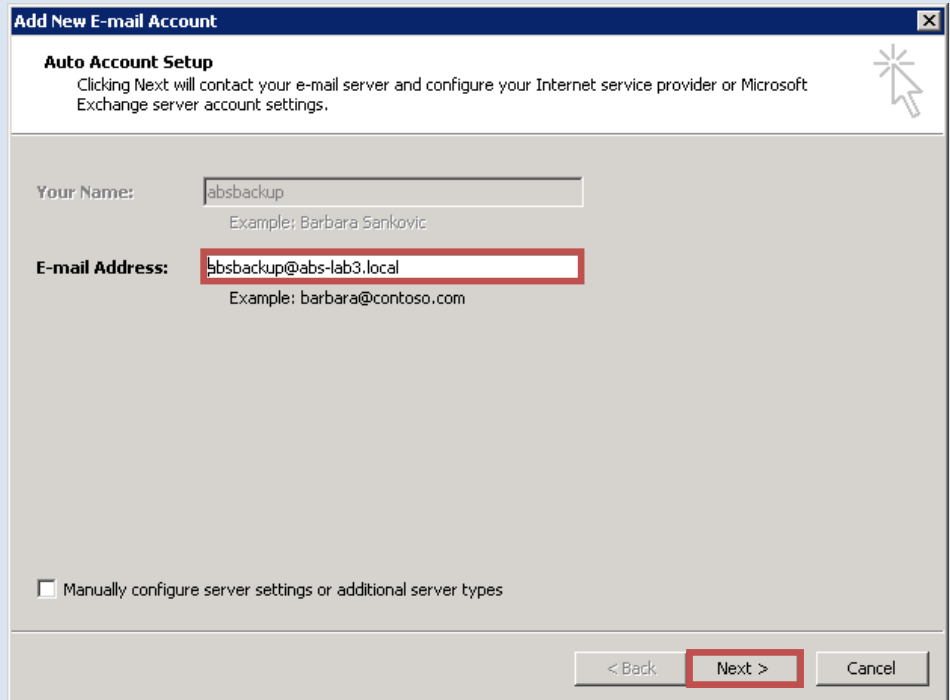
d. Type in the appropriate  
absbackup email address

e. Click **Next**

 You may need to **Manually  
configure server settings**  
depending on your Exchange  
configuration

f. Click **Finish**

 If the configuration is  
unsuccessful, verify Exchange  
settings and **absbackup** mailbox  
settings



**Add New E-mail Account**

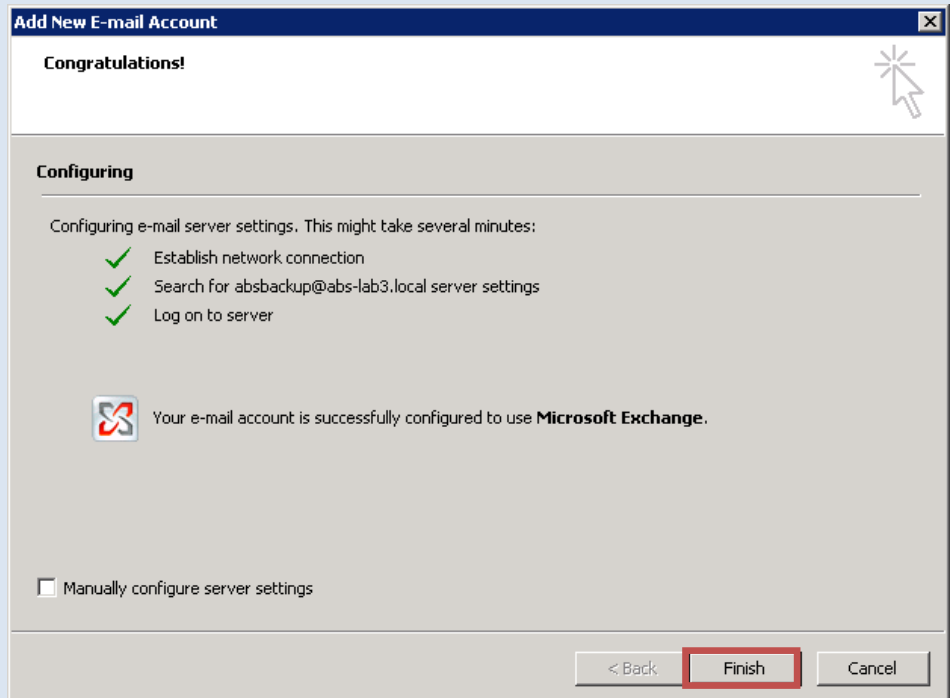
**Auto Account Setup**  
Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings.

Your Name:   
Example: Barbara Sankovic

E-mail Address:   
Example: barbara@contoso.com

☐ Manually configure server settings or additional server types

< Back **Next >** Cancel




**Add New E-mail Account**

**Congratulations!**

**Configuring**

Configuring e-mail server settings. This might take several minutes:

- ✓ Establish network connection
- ✓ Search for absbackup@abs-lab3.local server settings
- ✓ Log on to server

 Your e-mail account is successfully configured to use **Microsoft Exchange**.

☐ Manually configure server settings

< Back **Finish** Cancel

## 4. Exchange Files

**i** Additional Microsoft files need to be manually copied to the GRE installation directory for the GRE software to properly run. These files can either be copied from the production Exchange Server or from a mounted Image File.

- Locate the **Bin** directory either on the production Exchange server or from a Image File

**i** The location of the Bin directory can vary depending on the installation directory and version of Exchange Server

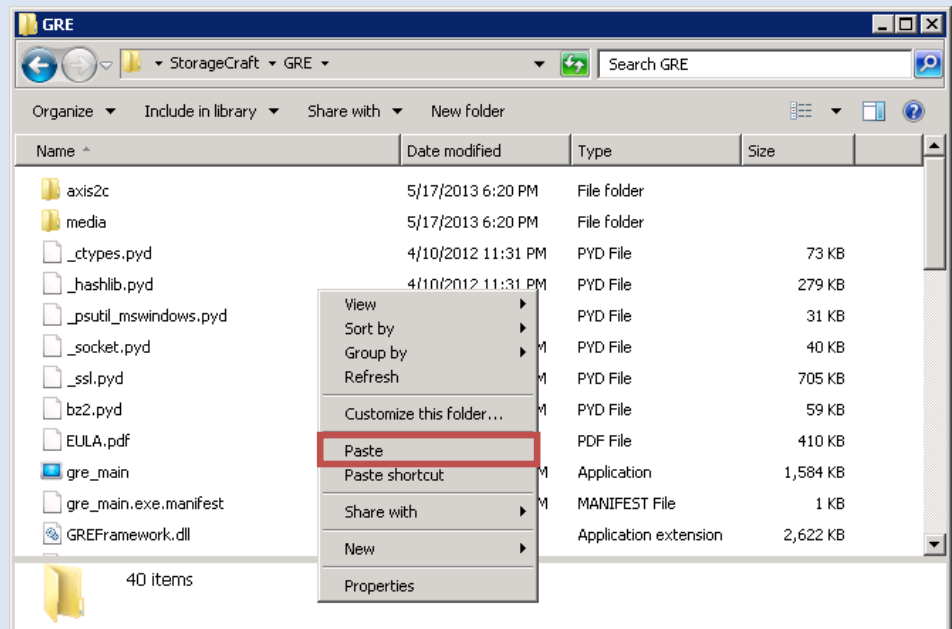
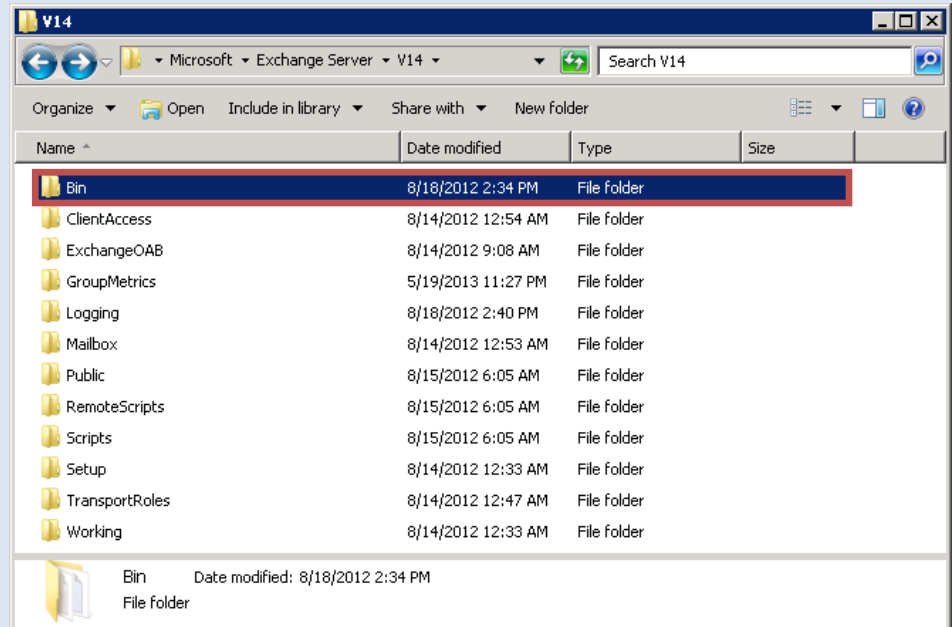
- Copy the following files:

- eseutil.exe
- ese.dll
- exchmem.dll
- jcb.dll (only Exchange 2007)

- Paste the files to the GRE installation folder:

C : \Program Files  
\StorageCraft\GRE (64bit Outlook)

C : \Program Files (x86)  
\StorageCraft\GRE (32bit Outlook)



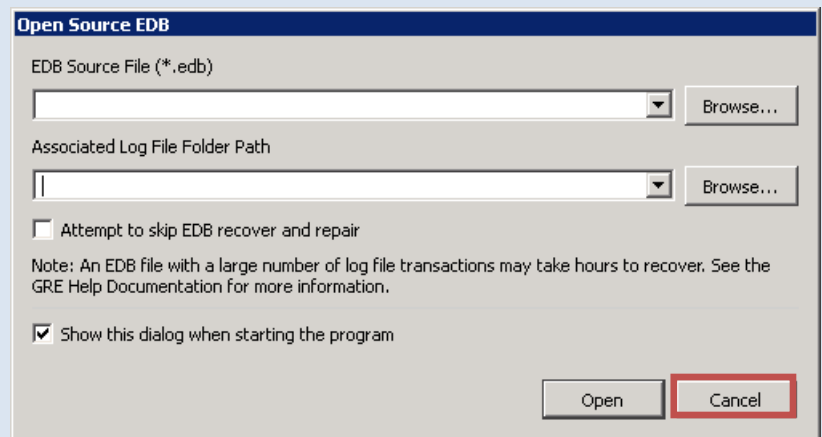
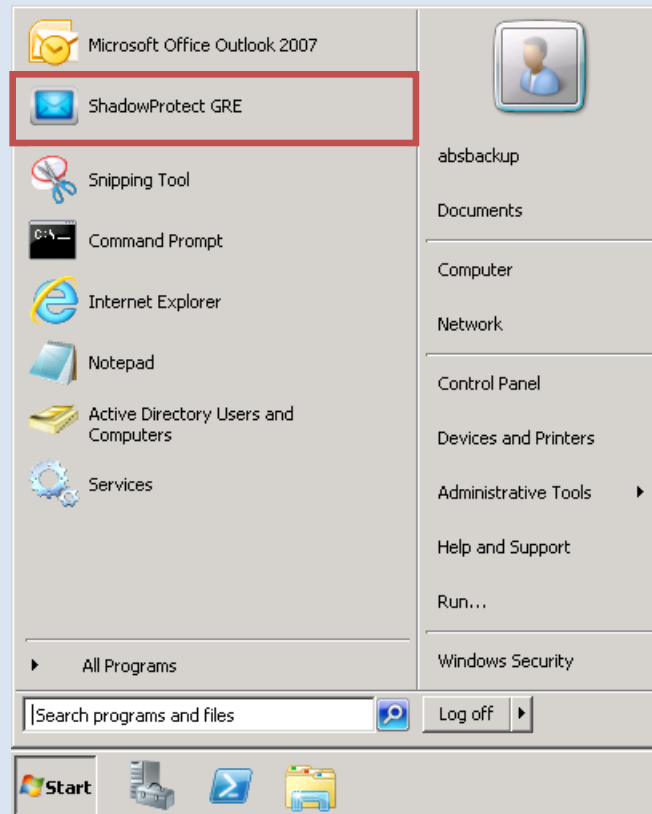
## 5. License Activation

### a. Open **ShadowProtect GRE**

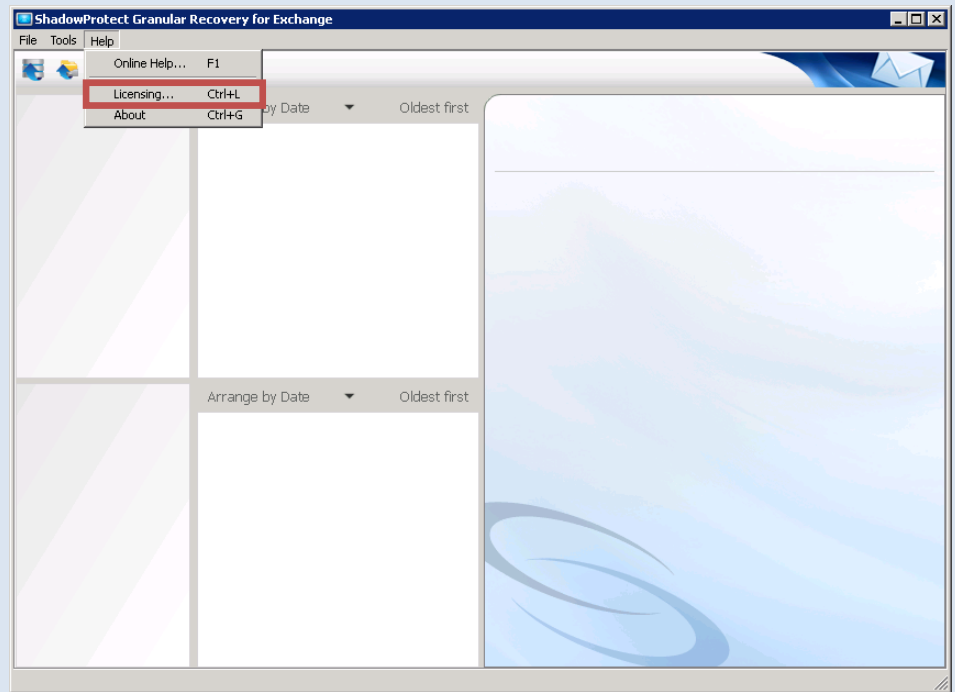
**i** Launch icon for **Granular Restore for Exchange** might not be located on the **Start Menu**, the default location is:

**C:\Program Files(x86)  
\StorageCraft\GRE\  
gre\_main.exe**

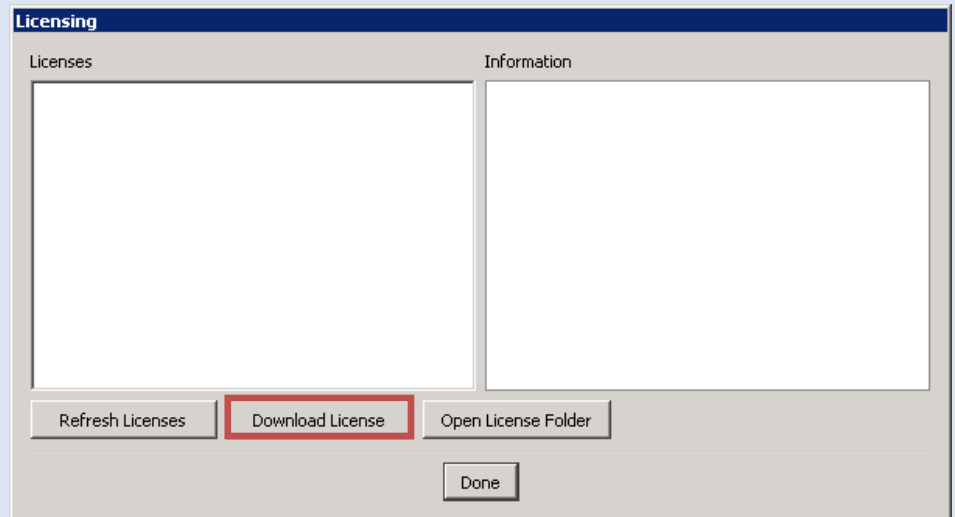
### b. Click **Cancel**



- c. Click **Help**
- d. Click **Licensing...**



- e. Click **Download License**



f. Click the **Product Key Activation Portal Link**

g. Type in the **Product Key**

h. Click **Find**

 The **GRE Product Key** can be found in the **Activation Letter**

i. Activate and configure the product key

**Download License**

Before downloading a license you must configure the license in the ShadowProtect Granular Recovery for Exchange Portal:

<https://gre.storagecraft.com/GREPortal>

After configuring the license in the portal, enter the information below to download the license.


Product Key:  -  -  -

User Name:

Company/Organization Name:

**Product Search**

Product Key:

 **Configure**

**Configure Granular Recovery for Exchange**

Please enter the requested information below. (\* denotes a required field)

Product Key:

# of Mailboxes:

Name\*:

Company Name\*:

**Licensed Servers**

The Shadow Protect Granular Recovery for Exchange license is linked to your Exchange server's name (not its fully qualified domain name). Before generating the license, please ensure the server name is entered correctly.

Server 1\*:

**Confirmation Email Settings**

Enter email address for license file and instruction distribution.

To\*:

CC:

j. Type in the same credentials as the **Activation Portal**

k. Click **Download**

I. Click **OK**

m. Click **Done**

## GRE Agent Configuration is now Complete

### Download License

Before downloading a license you must configure the license in the ShadowProtect Granular Recovery for Exchange Portal:

<https://gre.storagecraft.com/GREPortal>

After configuring the license in the portal, enter the information below to download the license.

Product Key	XXXX - XXXX - XXXX - XXXX
User Name	ABSBACKUP
Company/Organization Name	ABSBACKUP
<div><div>Download</div><div>Cancel</div></div>	

The screenshot shows the 'Licensing' dialog box with an 'Information' message. The message states: 'New license downloaded. Only one license can be used at time, you must close all open EDBs before this license can be used.' The 'OK' button is highlighted with a red rectangle. The 'Licensing' dialog box has tabs for 'Licenses' and 'Information'. At the bottom, there are buttons for 'Refresh Licenses', 'Download License', 'Open License Folder', and 'Done'.

**Licensing**

**Licenses**

XXXXXXXXXXXXXXXXXXXXX.lic

**Information**

**License File**  
XXXXXXXXXXXXXXXXXXXXX.lic

**Expiration Date**  
01-01-2015

**Licensed Exchange Servers**  
LAB-WIN2K8-80

**Mailboxes**  
Unlimited

**Product Key**  
XXXXXXXXXXXXXXXXXXXXX

**Requires ShadowProtect Mounted Image**  
Yes

Refresh Licenses   Download License   Open License Folder   **Done**

## Configuration: ShadowProtect Mount Service

**!** Only perform the following configuration if this machine is not protected under the ABS Appliance. If the machine is protected under the ABS Appliance, please skip this section of the guide.

### 1. Access the Agent

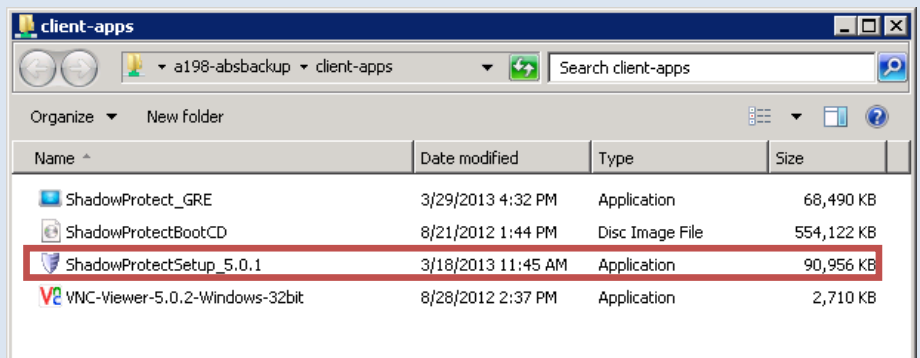
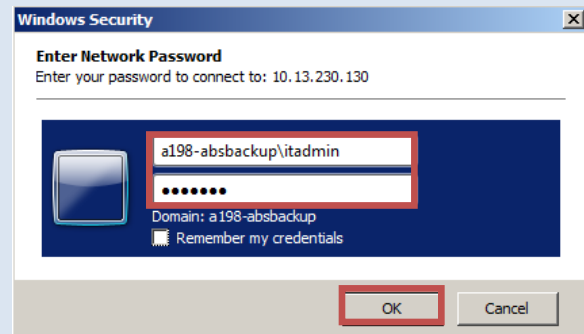
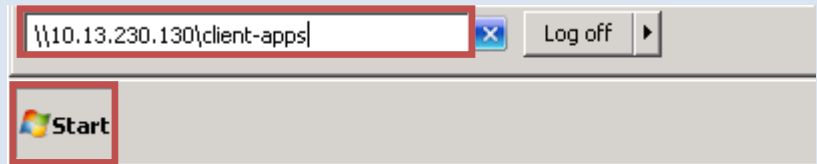
- From the client, click the **Start** button
- Enter in the share path in the search field

**i** Share path example:  
**\\10.13.230.130\client-apps**  
Substitute example IP address with the IP address that was set on the appliance

- Enter in the **itadmin** account credentials (refer to your **Activation Letter** for the password)

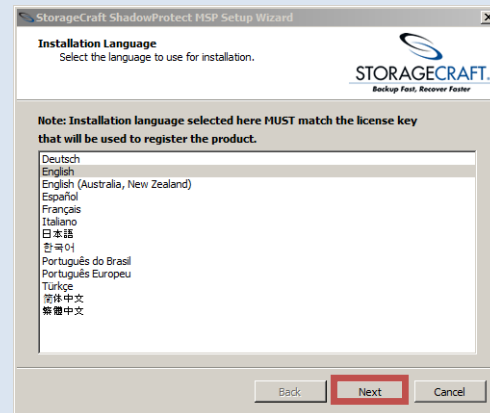
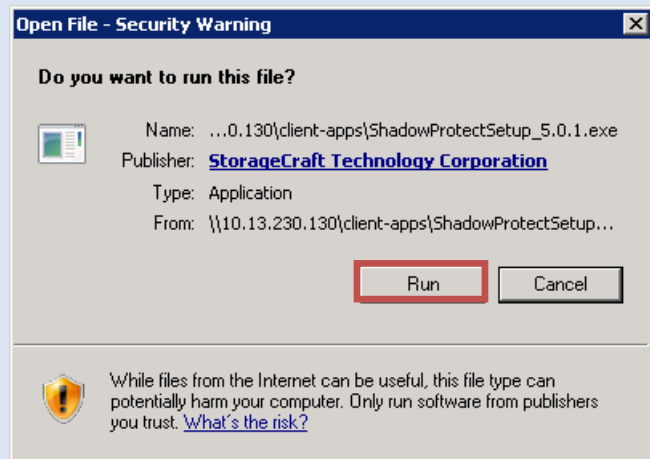
**i** When authenticating against the appliance, make sure to add the appliance name before the username. Example:  
**a198-absbackup\itadmin**

- It is recommended to copy **ShadowProtectSetup\_.exe** to a local directory on the client, but is not required

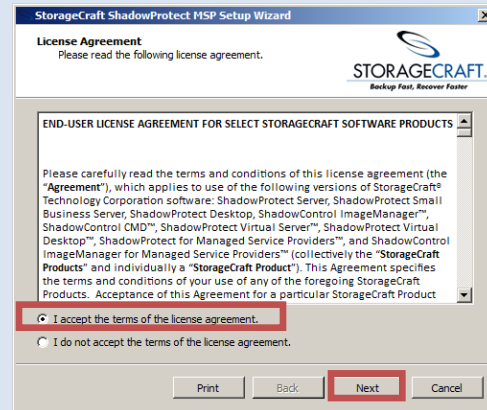


## 2. Install the Agent

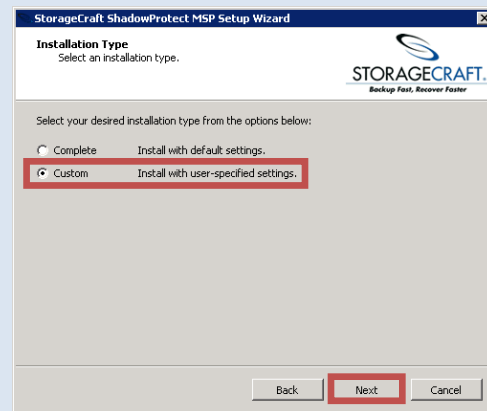
- m. Double Click the agent installer:  
**ShadowProtect\_.exe**
- n. Click **Run**
- o. Select **English**, click **Next**
- p. Click **Next**



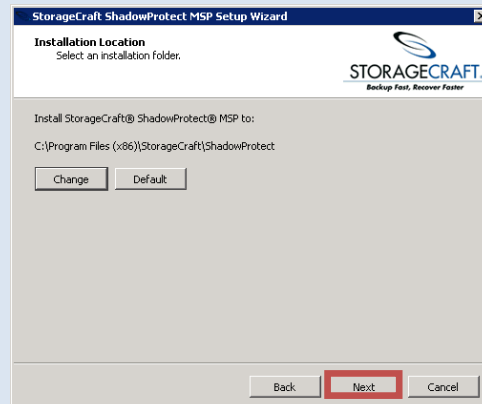
q. Accept the license agreement, click **Next**



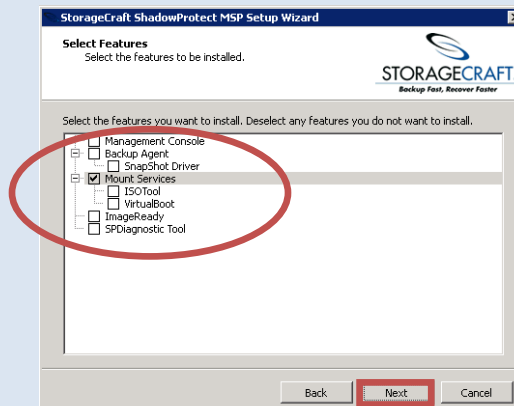
r. Select **Custom**, click **Next**



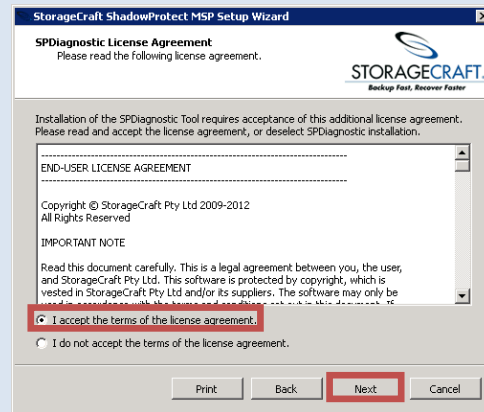
s. Click **Next** to accept the default install directory



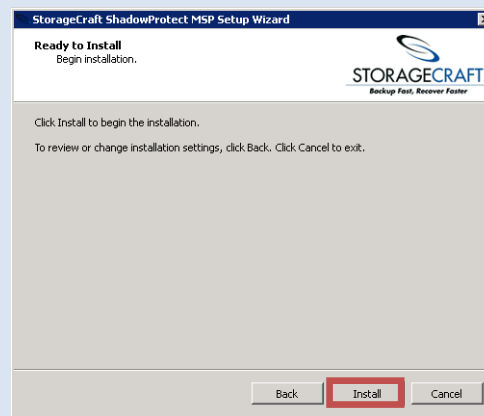
t. Select only the **Mount Services** option, click **Next**



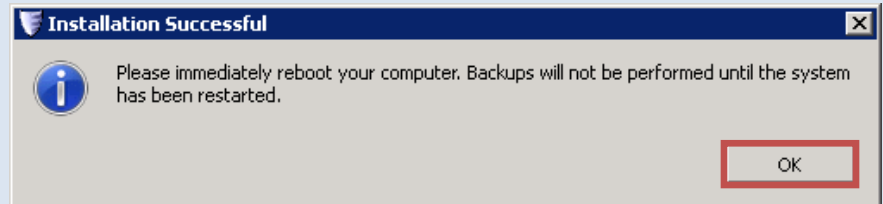
u. Click **Next**



v. Click **Install**



w. Click **OK**



x. Select "Yes, I want to restart my computer now," click **Finish**

After the reboot has completed, the ShadowProtect mount services installation is **Complete**



## Restore: Mounting the Recovery Image as Local Drive

### 1. Selecting Recovery Image

**!** Before beginning the granular recovery process, ABS highly recommends to first verify that the mail items were not accidentally misplaced or are still in the **Deleted Items** folder. Check the **Recover Deleted Items tool** within Outlook to see if the items can be recovered that way.

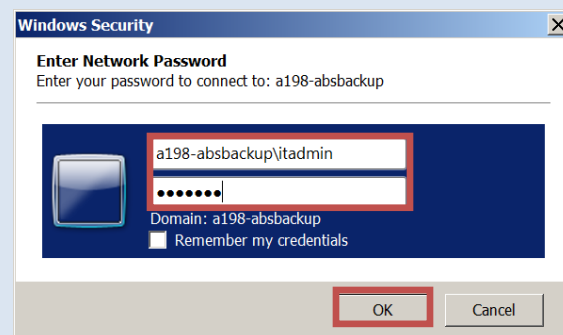
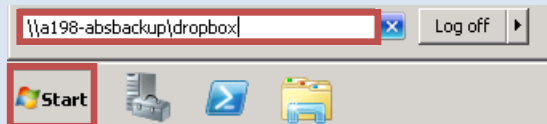
**i** The following steps must be performed on the machine that has been configured to execute **Granular Recovery for Exchange** restore tasks.

- Click the **Start Button**
- Type in the **dropbox** share path in the search box

**i** Share path example:  
**\\a198-absbackup\dropbox**  
Substitute "a198" with your unique appliance ID

- Enter in the **itadmin** account credentials (refer to your **Activation Letter** for the password)

**i** When authenticating against the appliance, make sure to add the appliance name before the username. Example:  
**a198-absbackup\itadmin**



- d. Double click the appropriate storage folder that the protected Exchange Server is stored under.

**i** You will find an **offsite** and an **onsite** folder under **dropbox**

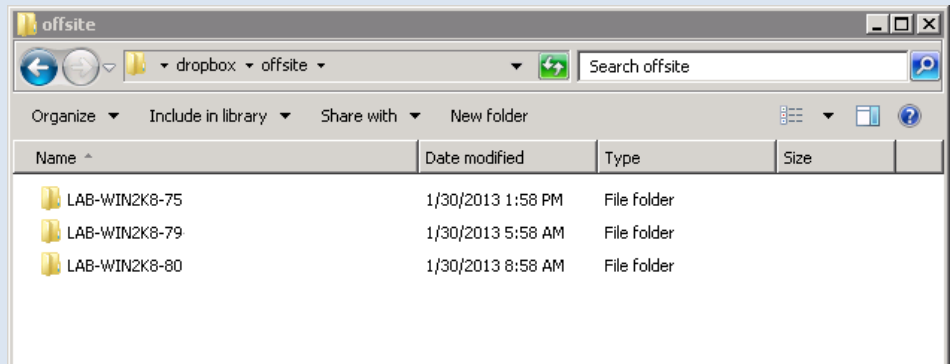
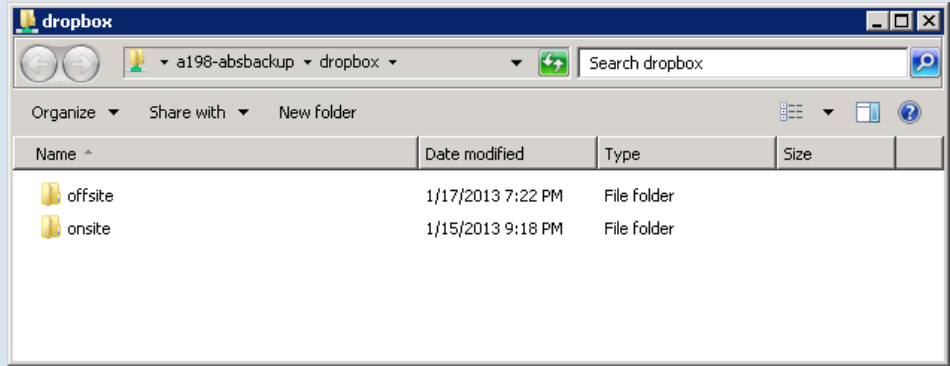
Use **offsite** folder for storing snapshots that are being replicated to the **ABS Cloud**

Use **onsite** folder for storing snapshots locally on the appliance (not replicated to the **ABS Cloud**)

- e. Double click the **name of the exchange server** you want to restore data from

- f. Select the **Image File(s)** that contain the **Exchange Database** and **Exchange Logs**

**!** If the **Exchange Database** and **Exchange Logs** are located in different **Recovery Images**, you will need to mount them both by repeating these steps.



Name	Date modified	Type	Size
C_VOL-b001-i001	1/17/2013 8:58 PM	ShadowProtect Incr...	167 KB
System Reserved_VOL-b001-i001.md5	1/17/2013 8:58 PM	MD5 File	1 KB
System Reserved_VOL-b001-i001	1/17/2013 8:58 PM	ShadowProtect Incr...	47 KB
C_VOL-b001-i002.md5	1/17/2013 9:58 PM	MD5 File	1 KB
C_VOL-b001-i002	1/17/2013 9:58 PM	ShadowProtect Incr...	160 KB
System Reserved_VOL-b001-i002.md5	1/17/2013 9:58 PM	MD5 File	1 KB
System Reserved_VOL-b001-i002	1/17/2013 9:58 PM	ShadowProtect Incr...	47 KB
C_VOL-b001-i003.md5	1/17/2013 10:58 PM	MD5 File	1 KB
C_VOL-b001-i003	1/17/2013 10:58 PM	ShadowProtect Incr...	152 KB
C_VOL-b001-i003-cd	1/17/2013 10:58 PM	ShadowProtect Incr...	224 KB
System Reserved_VOL-b001-i003.md5	1/17/2013 10:58 PM	MD5 File	1 KB
System Reserved_VOL-b001-i003	1/17/2013 10:58 PM	ShadowProtect Incr...	46 KB
System Reserved_VOL-b001-i003-cd	1/17/2013 10:58 PM	ShadowProtect Incr...	50 KB

**i** Feel free to organize the recovery images by the "date modified" for easier navigation.

The naming scheme for the images follows this format:  
**Volume name-Base number-Incremental number**

CD = Consolidated Daily  
CW = Consolidated Weekly  
CM = Consolidated Monthly

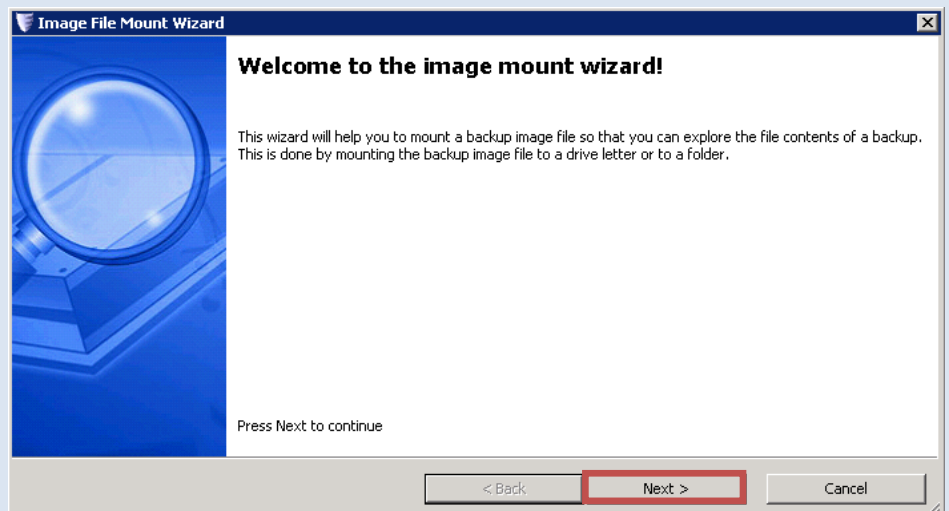
## 2. Mounting Recovery Image

a. Right click the **Image File**, select **Mount**

Name	Date modified	Type	Size
C_VOL-b001-i002-cd.md5	9/21/2012 12:00 AM	MD5 File	1 KB
C_VOL-b001-i002-cd	9/21/2012 12:00 AM	ShadowProtect Incremental Image	1,558 KB
System Reserved_VOL-b001-i002-cd.md5	9/21/2012 12:00 AM	MD5 File	1 KB
System Reserved_VOL-b001-i002-cd	9/21/2012 12:00 AM	ShadowProtect Incremental Image	50 KB
C_VOL-b001-i002.md5	9/20/2012 8:59 PM	MD5 File	1 KB
C_VOL-b001-i002	9/20/2012 8:59 PM	ShadowProtect Incremental Image	284 KB
System Reserved...	9/20/2012 8:59 PM	MD5 File	1 KB
System Reserved...	9/20/2012 8:59 PM	ShadowProtect Incremental Image	48 KB
System Reserved...	9/20/2012 7:59 PM	MD5 File	1 KB
System Reserved...	9/20/2012 7:59 PM	ShadowProtect Incremental Image	48 KB
C_VOL-b001-i001	9/20/2012 7:59 PM	MD5 File	1 KB
C_VOL-b001-i001	9/20/2012 7:59 PM	ShadowProtect Incremental Image	1,431 KB
System Reserved...	9/20/2012 7:27 PM	MD5 File	1 KB
System Reserved...	9/20/2012 7:27 PM	ShadowProtect Full Image	10,641 KB
System Reserved...	9/20/2012 7:27 PM	SPK File	1 KB
C_VOL-b001.spk	9/20/2012 7:27 PM	SPK File	1 KB

b. The **Image File Mount Wizard** will open

c. Click **Next**



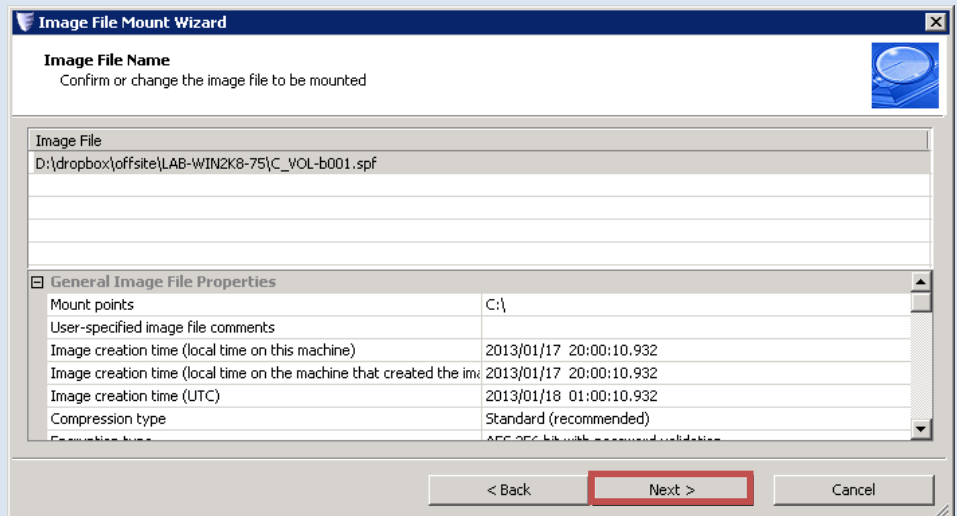
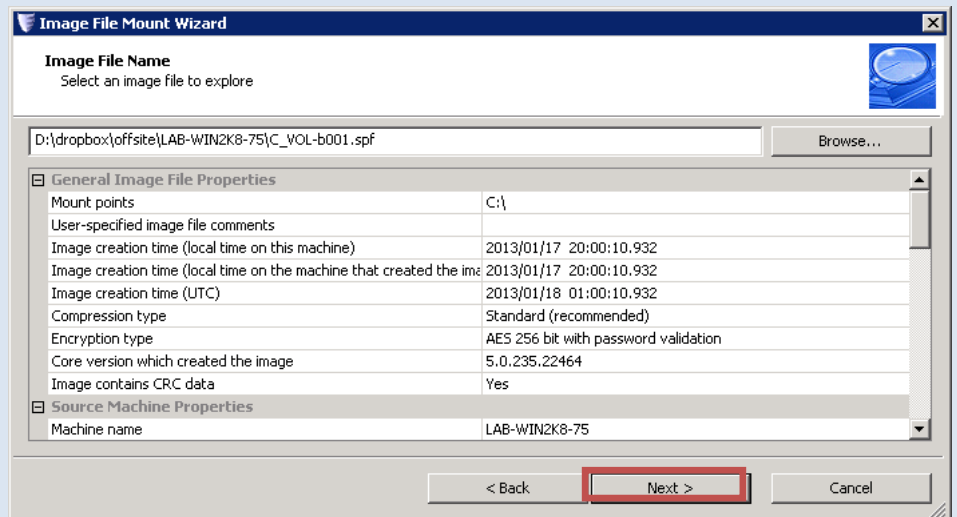
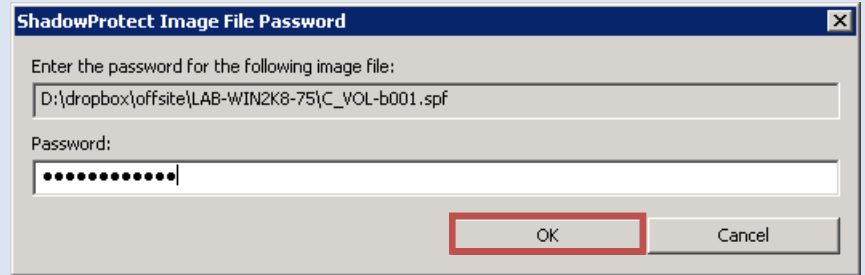
d. When prompted, type in the **ABS Encryption Password**

**i** Please use the same encryption password used in the initial setup of the machine. If you used the ABS provided password, you can find it in the **Activation Letter**.

e. Click **OK**

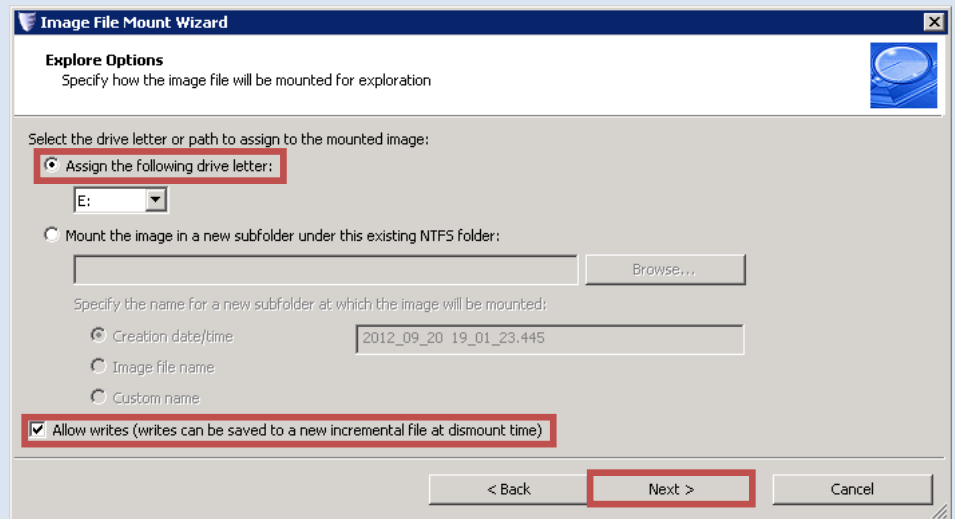
f. Click **Next**

g. Click **Next**



- h. Select **Assign the following drive letter:**
- i. Select an available drive letter from the drop down menu
- j. Select the **Allow writes** checkbox
- k. Click **Next**
- l. Click **Finish**

The recovery image will now be mounted as a local drive on the machine



## Restore: Exchange Server

**i** This restore type is used to restore back to the original Exchange server. If you need to restore the items to a **PST** file, refer to **Restore to Personal Folder File (PST)** section of this guide.

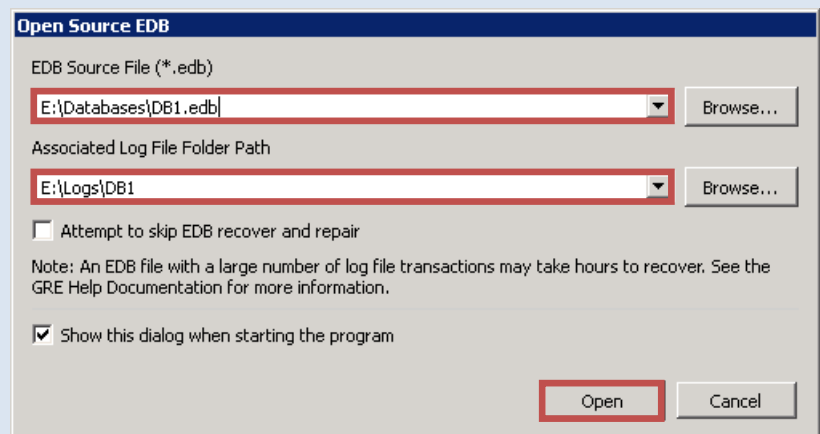
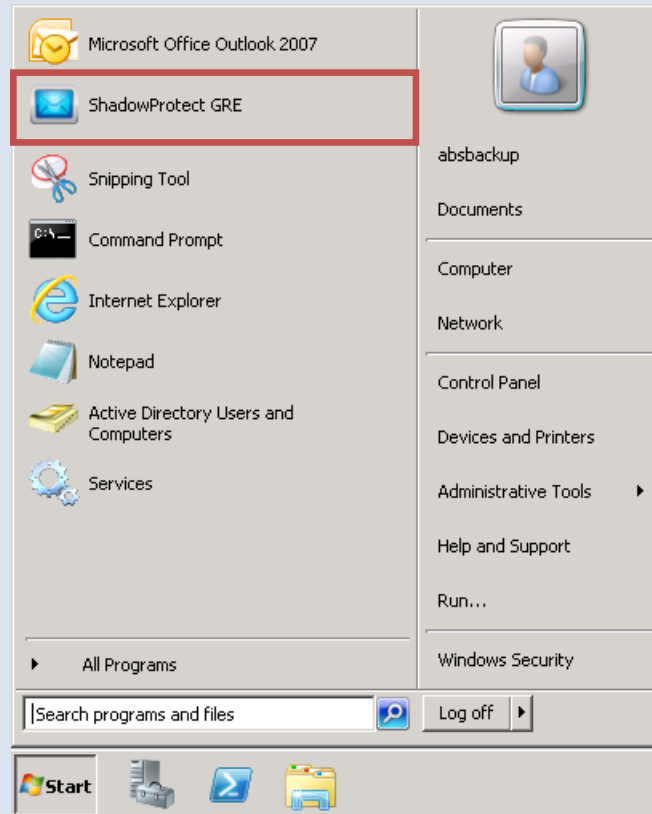
**!** It is recommended to be logged in as the **absbackup** network admin account when performing these steps

- Open **Granular Recovery for Exchange**

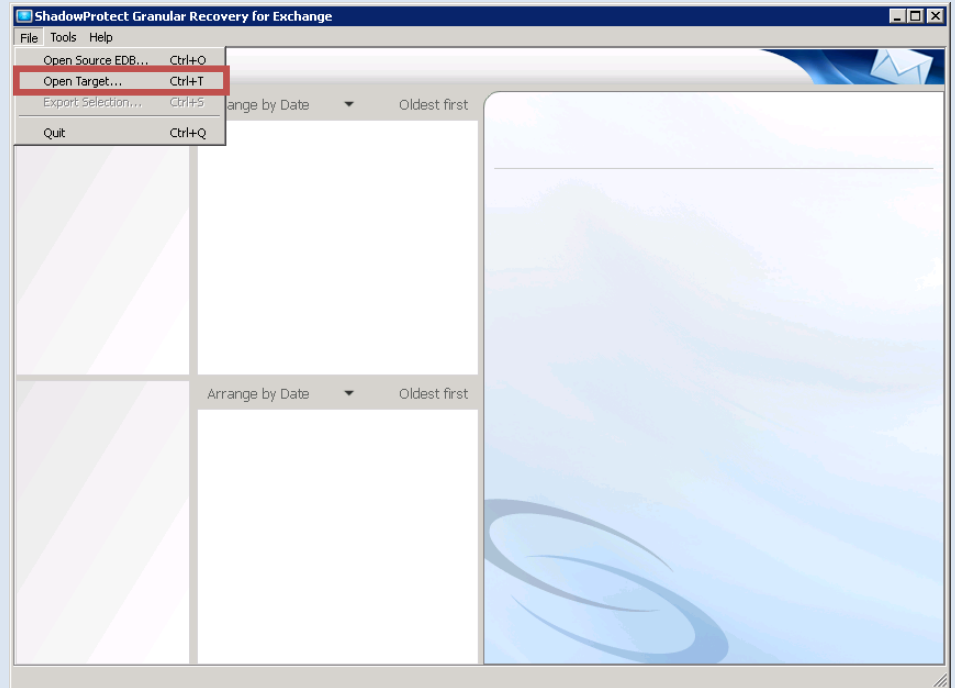
**i** Launch icon for **Granular Restore for Exchange** might not be located on the **Start Menu**, the default location is:

**C:\Program Files(x86)  
\StorageCraft\GRE\  
gre\_main.exe**

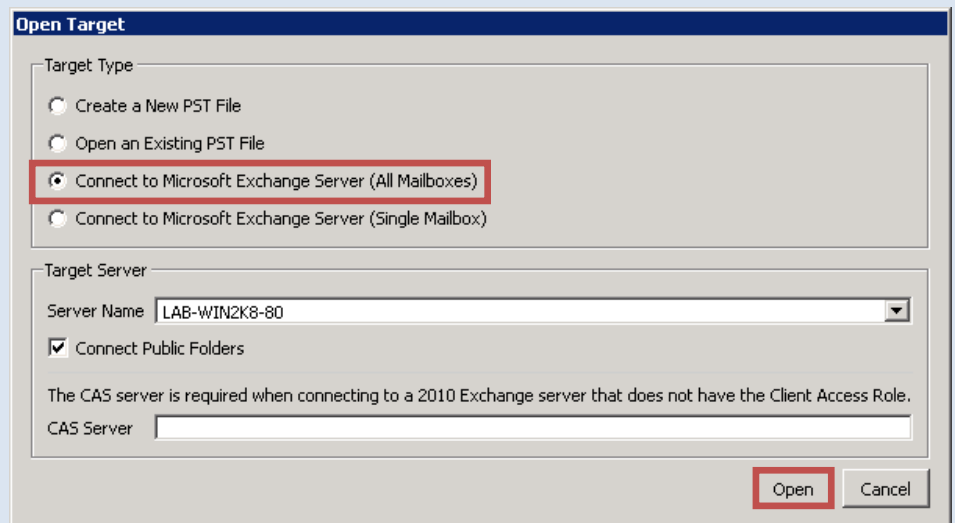
- Click **Browse...** under **EDB Source File** and navigate to the **Exchange Database** on the mounted recovery image
- Click **Browse...** under **Log File Path** and navigate to the **Exchange Logs** on the mounted recovery image
- Click **Open**



- e. Click **File**
- f. Click **Open Target...**



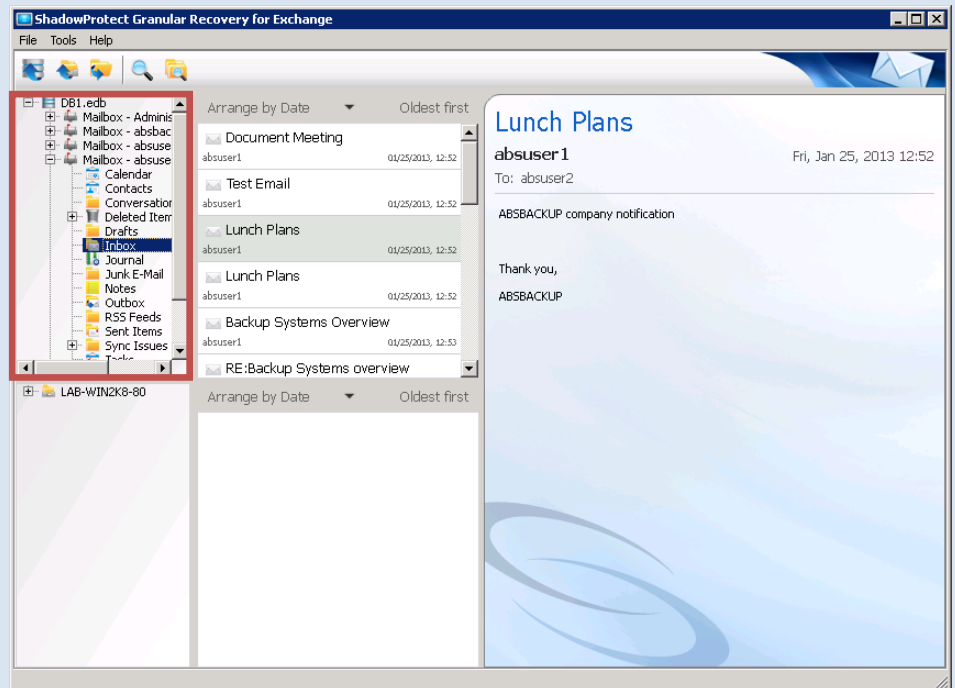
- g. Select **Connect to Microsoft Exchange Server (All Mailboxes)**
- h. Type in the **Exchange Server** name
- i. Select **Connect To Public Folders**
- j. Click **Next**
- k. If the Exchange Server does not have Client Access Role, type in the **CAS Server** name



**i** **Granular Restore for Exchange** will now connect to the Exchange server. This may take a long time (depending on the total number of mailboxes on the Exchange server)

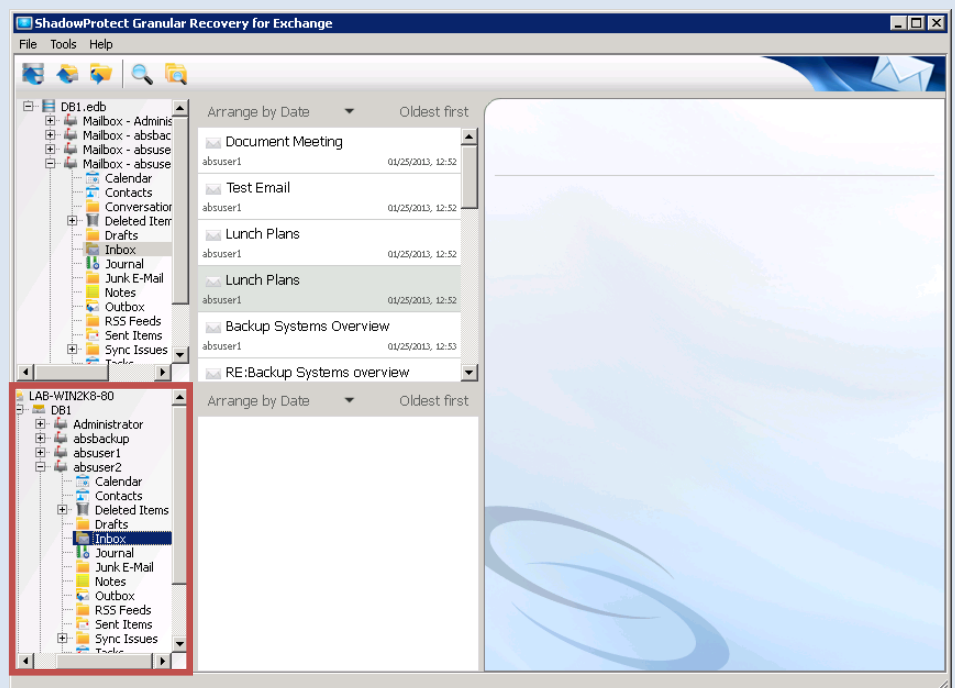
- l. On the **Top Panel (Source)** navigate to the items that you wish to restore

**i** Messages, folders, calendars, mailboxes, and Exchange database files are all supported using this restore method

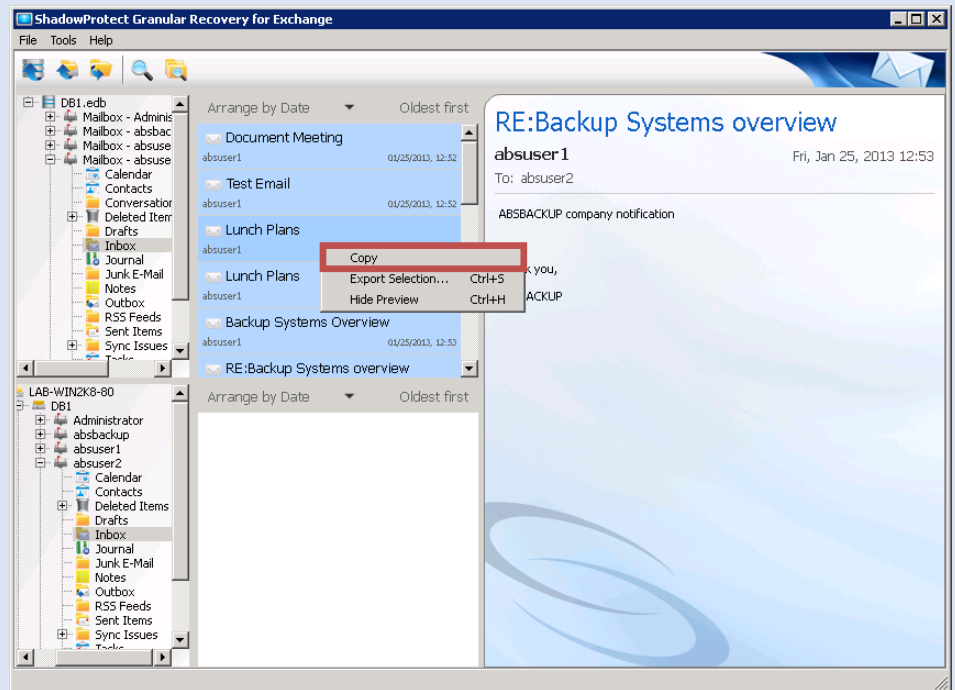


- m. On the **Bottom Panel (Target)**, navigate to the location where you wish to restore the email message to

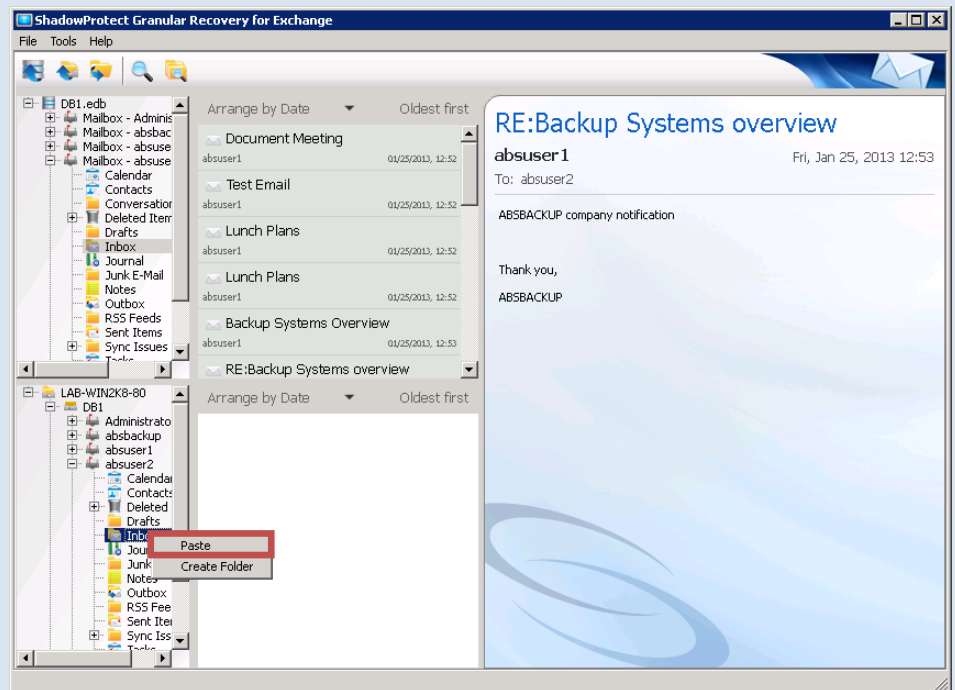
**i** You are able to create new folders in the target field. These changes will reflect on the Exchange server in real-time.



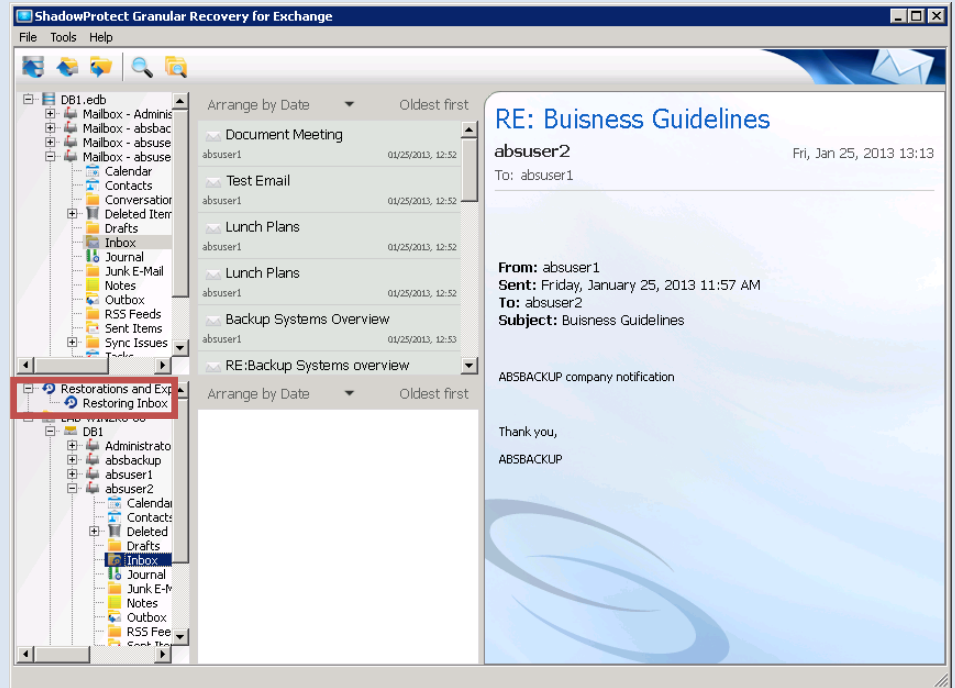
- n. Select the items that you wish to restore
- o. Right click the items, click **Copy**



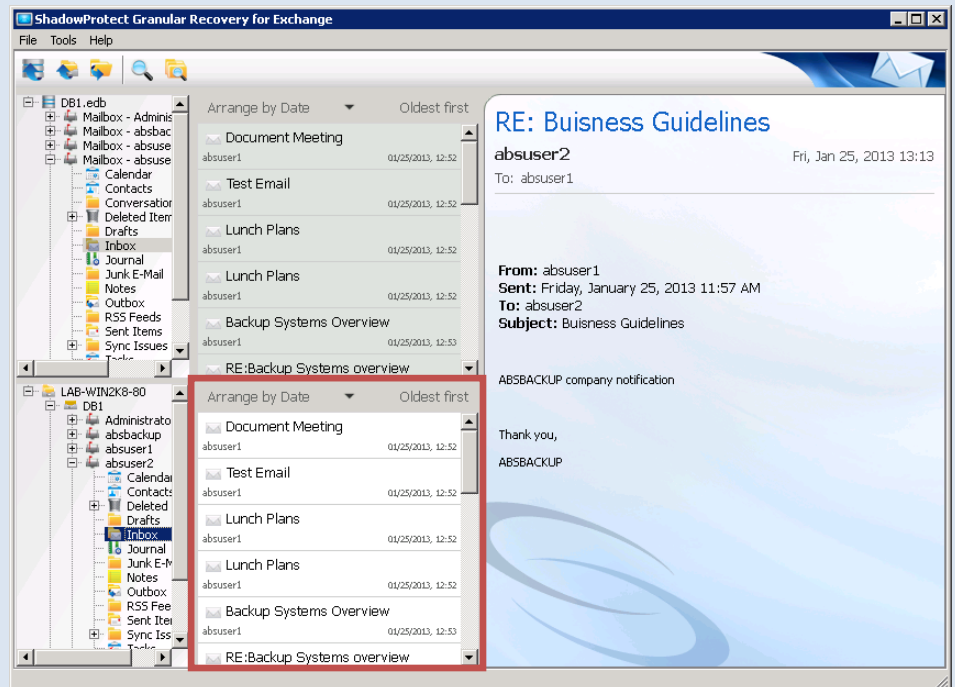
- p. Right click the location where you wish to restore the items
- q. Click **Paste**



- r. Restore progress will be displayed in the **Target** panel



- s. The restored items will now appear in the selected restore location



The restore of mail items is now **Complete**.

Proceed to **Dismounting Recovery Image** section of the guide to finish the process.

## Restore: Personal Folder File (PST)

**i** This restore type is used to restore to an existing or newly created **PST file**. If you need to restore items directly to an Exchange server, refer to **Restore to Exchange Server** section of this guide

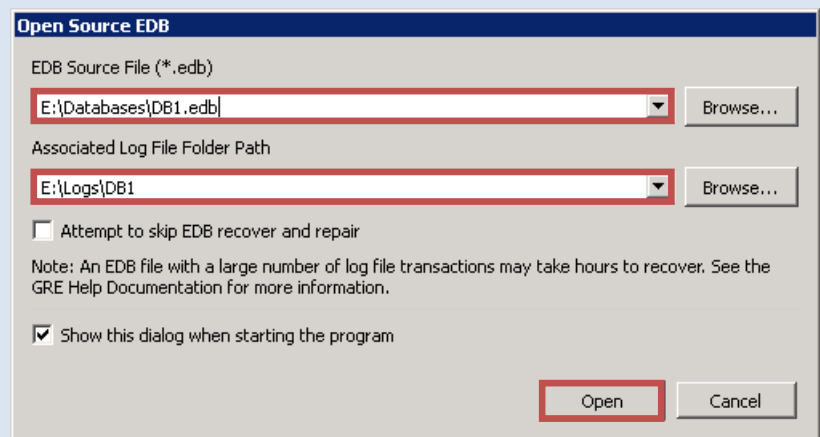
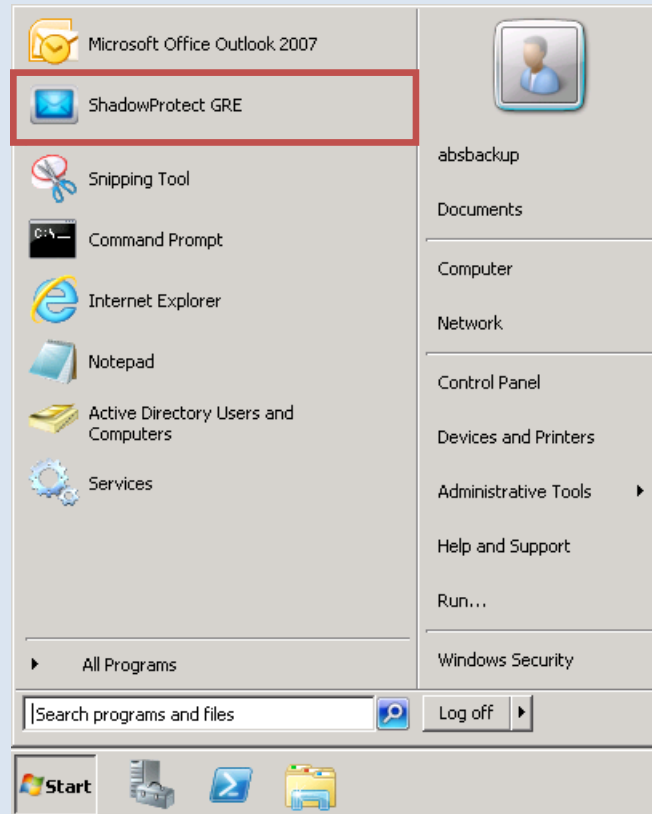
**!** It is recommended to be logged in as the **absbackup** network admin account when performing these steps

- a. Open **Granular Recovery for Exchange**

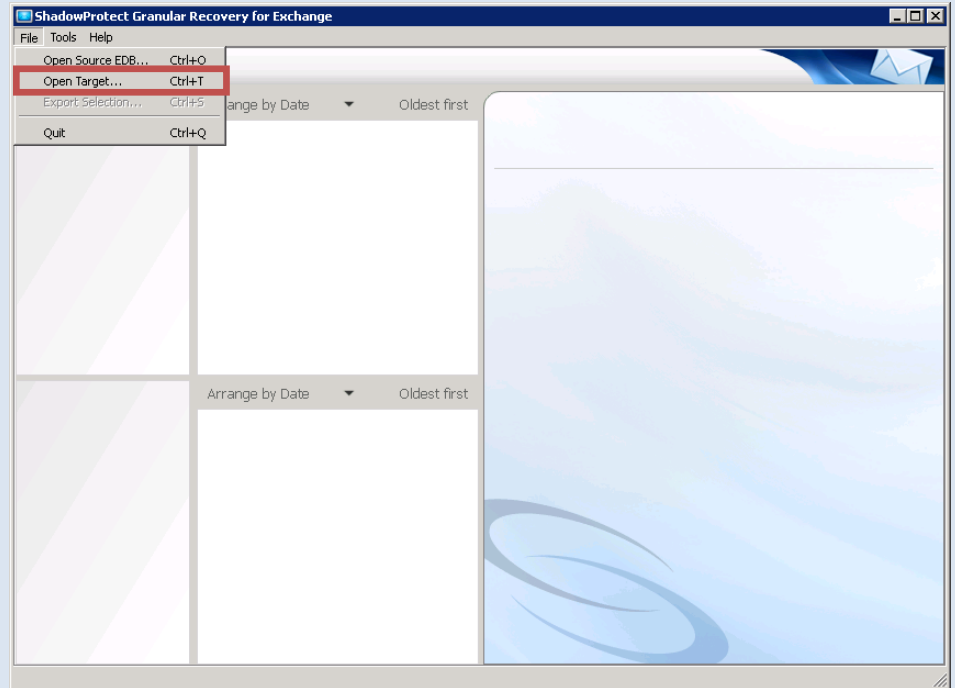
**i** Launch icon for **Granular Restore for Exchange** might not be located on the **Start Menu**, the default location is:

**C:\Program Files(x86)  
\StorageCraft\GRE\  
gre\_main.exe**

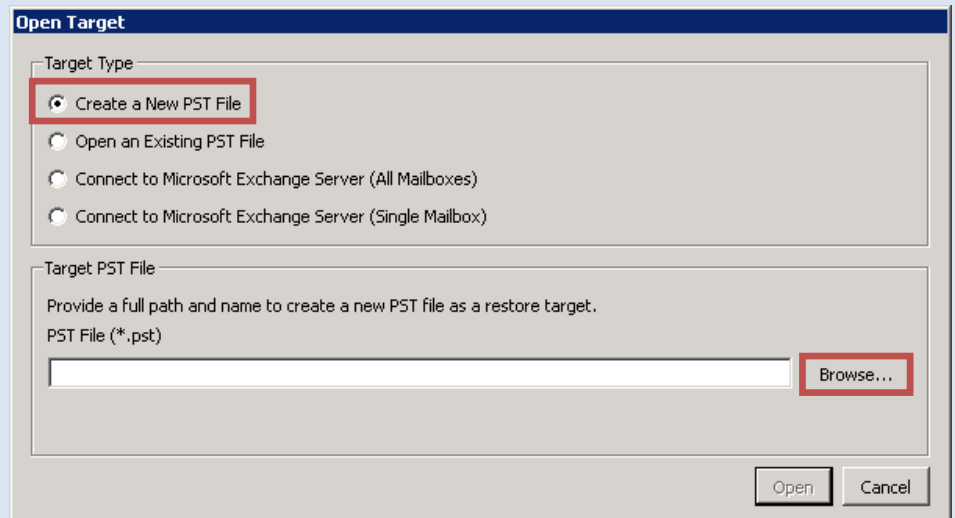
- b. Click **Browse...** under **EDB Source File** and navigate to the **Exchange Database** on the mounted recovery image
- c. Click **Browse...** under **Log File Path** and navigate to the **Exchange Logs** on the mounted recovery image
- d. Click **Open**



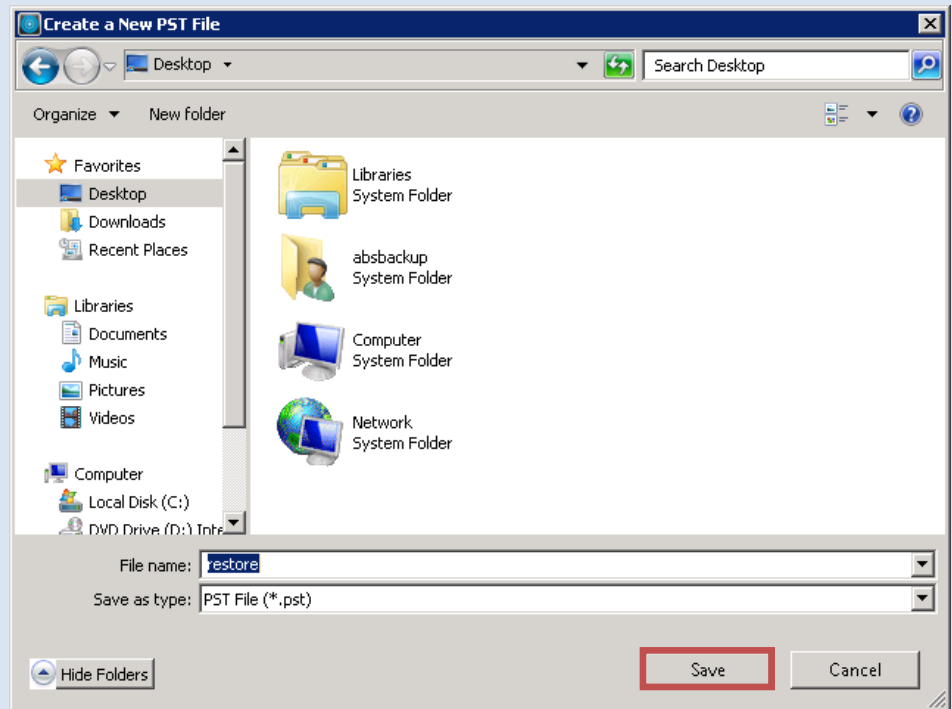
- e. Click **File**
- f. Click **Open Target...**



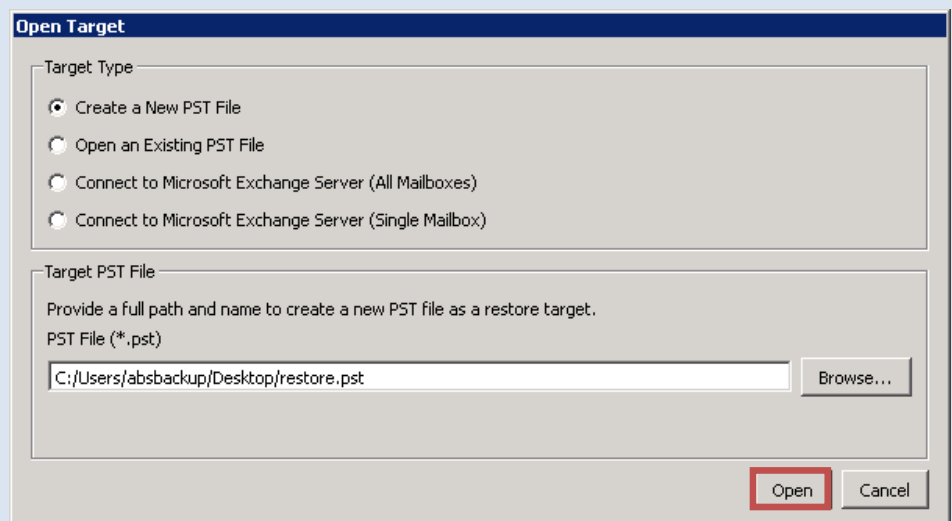
- g. Select **Create a New PST File**
- h. Click **Browse...**



- i. Navigate to the location where you would like to create the new **PST** file
- j. Name the new **PST** file
- k. Click **Save**

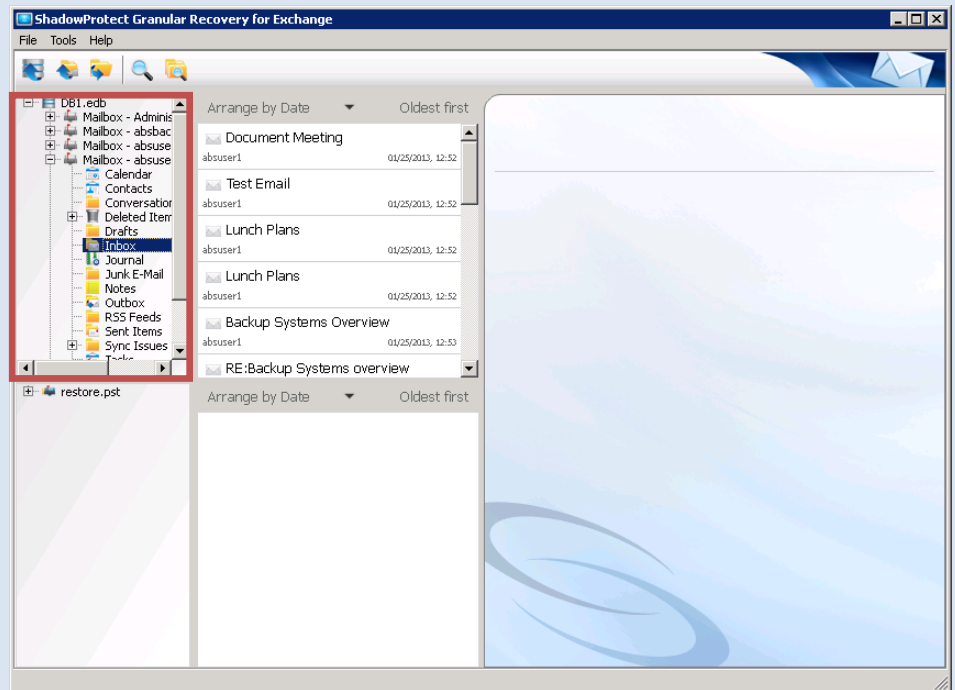


- l. Click **Open**



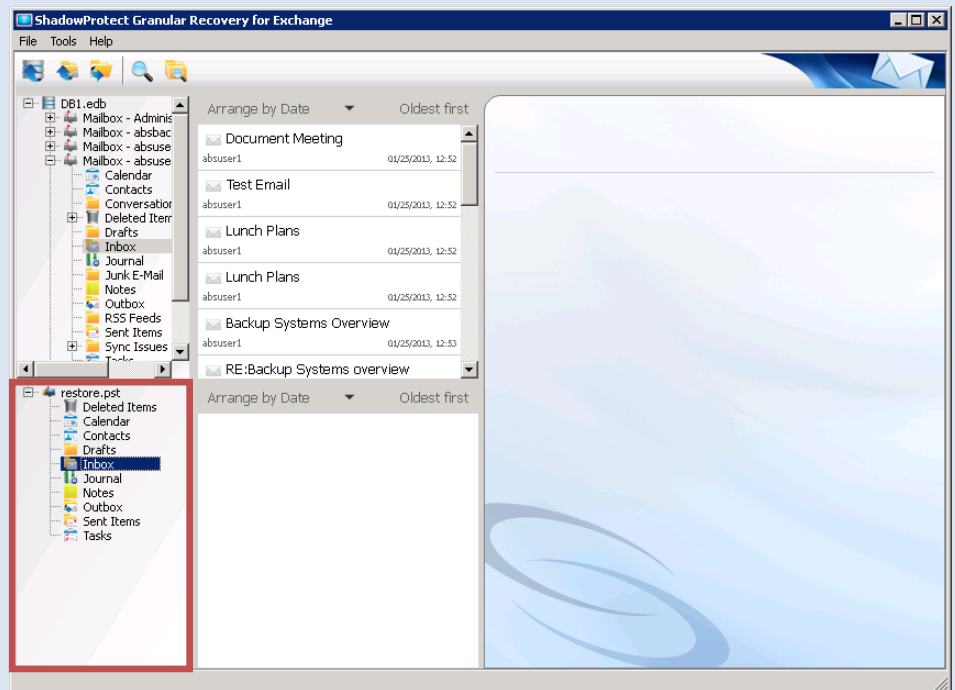
m. On the **Top Panel (Source)**  
navigate to the items that you  
wish to restore

**i** Messages, folders, calendars,  
mailboxes, and Exchange database  
files are all supported using this  
restore method

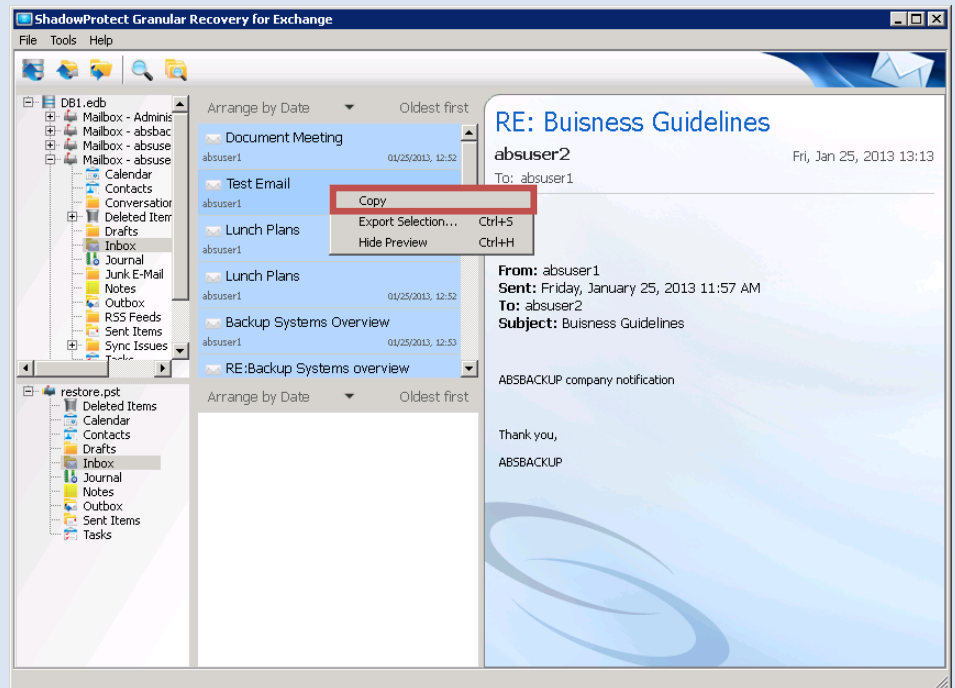


n. On the **Bottom Panel (Target)**, navigate to the  
location where you wish to  
restore the email message to

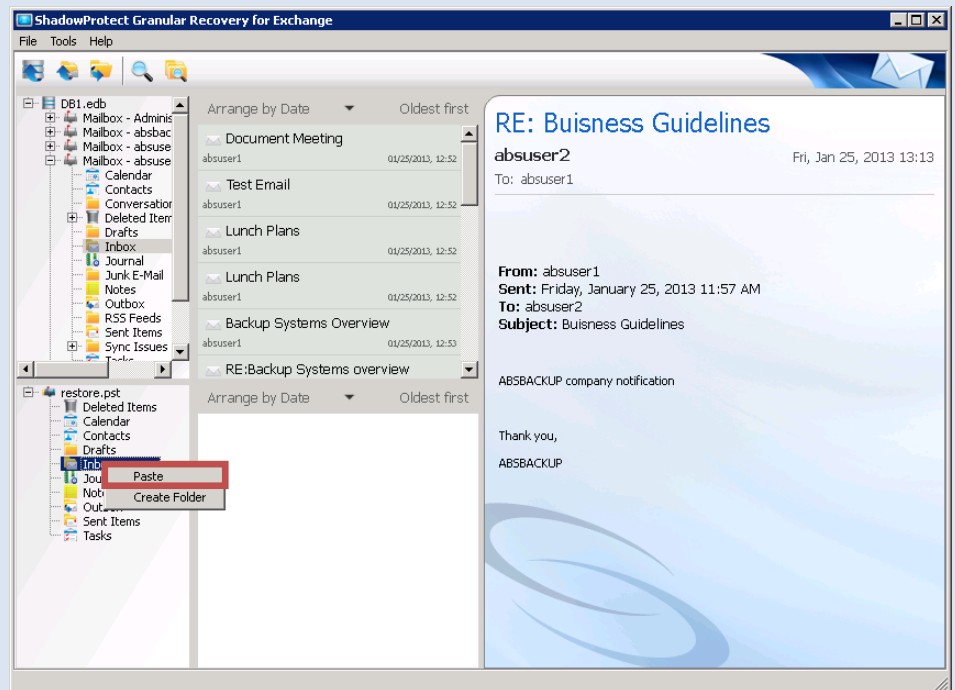
**i** You are able to create,  
rename, and delete items in the  
target field. These changes will  
reflect on the Exchange server in  
real-time.



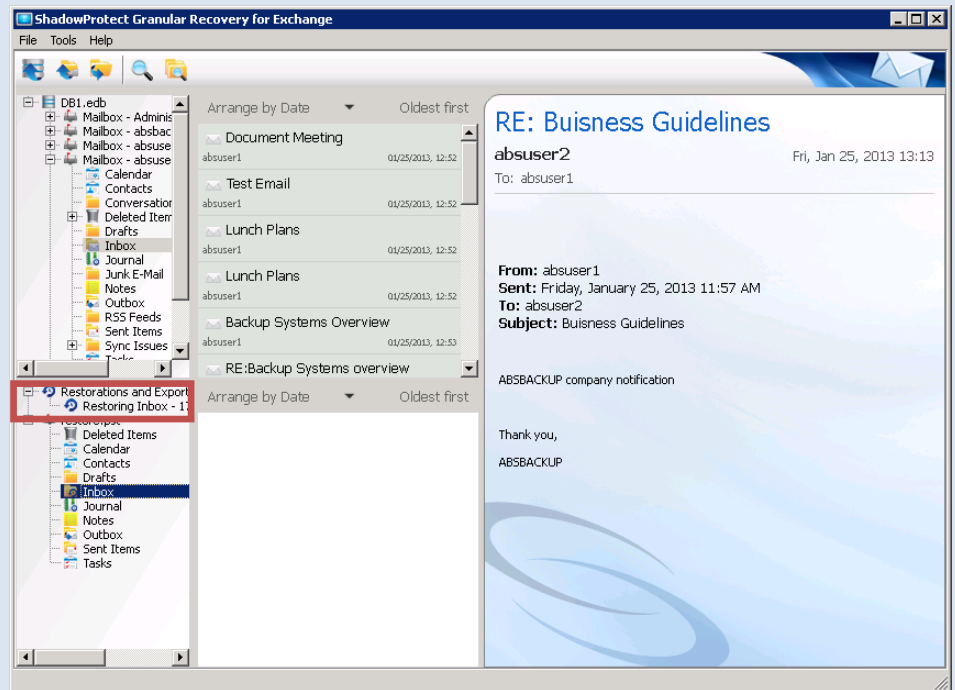
- o. Select the items that you wish to restore
- p. Right click the items, click **Copy**



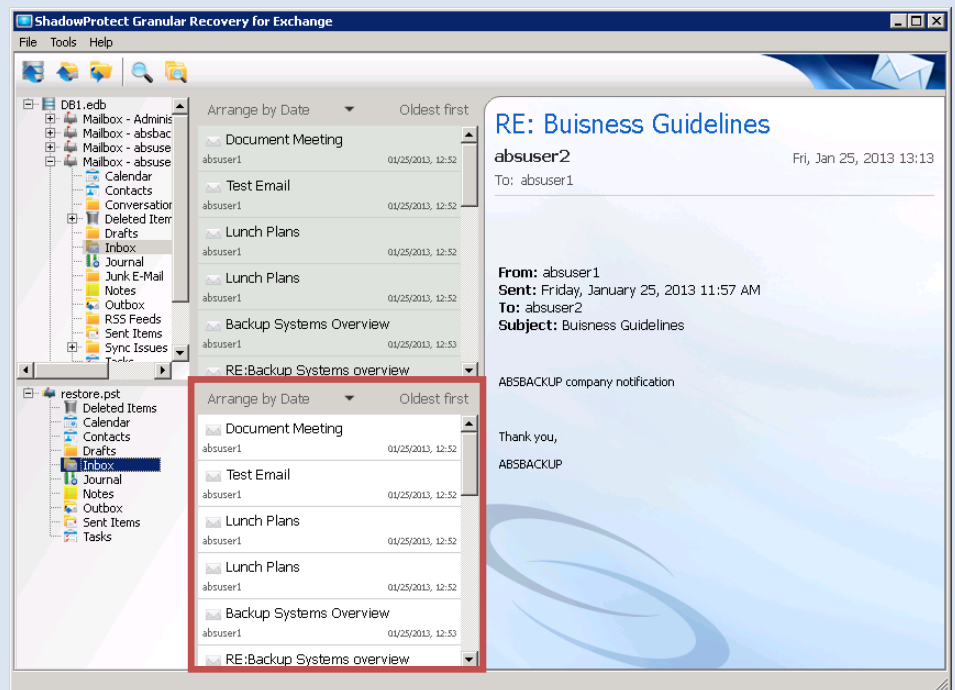
- q. Right click the location where you wish to restore the items
- r. Click **Paste**



- s. Restore progress will be displayed in the **Target** panel



- t. The restored items will now appear in the selected restore location



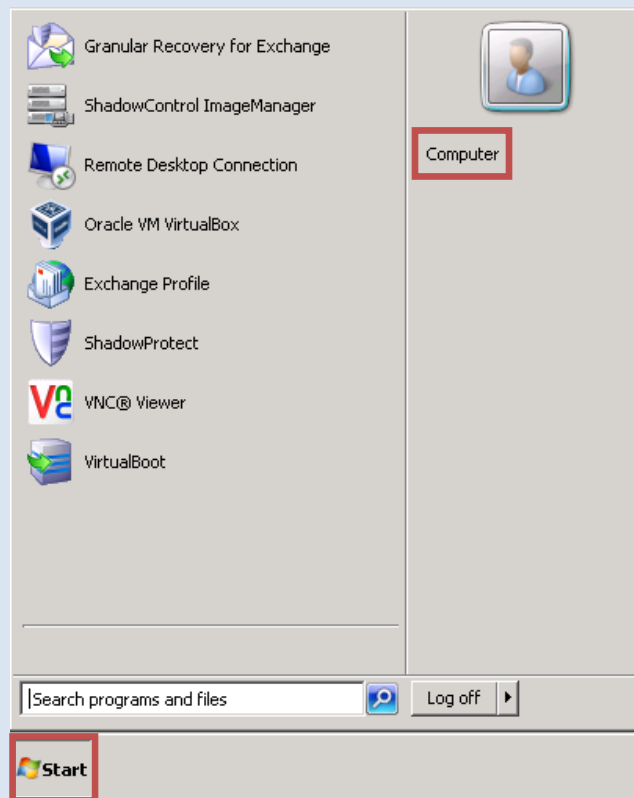
The restore of mail items is now **Complete**.

Proceed to **Dismounting Recovery Image** section of the guide to finish the process.

## Restore: Dismounting the Recovery Image as Local Drive

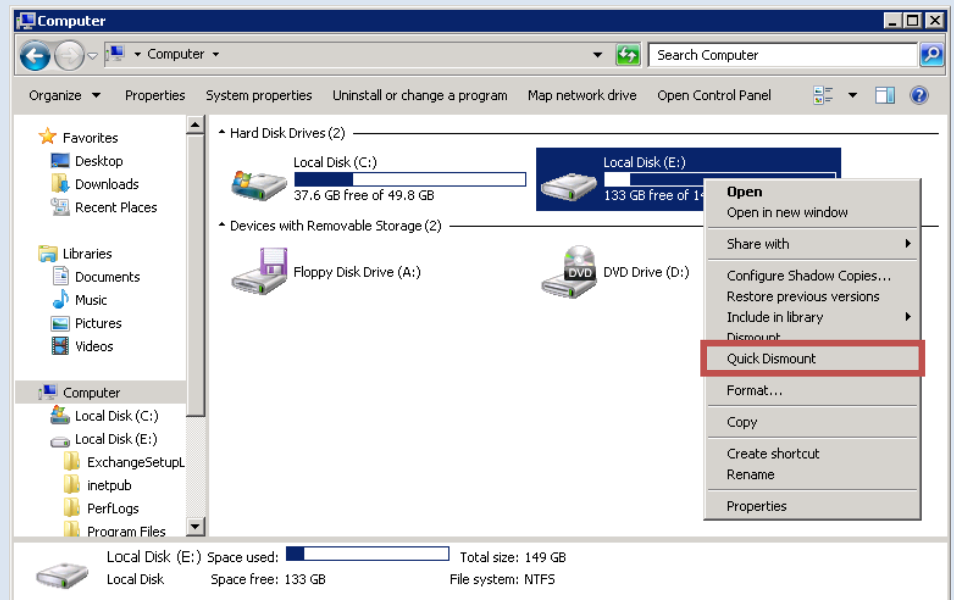
**i** Perform these steps on the client machine that has the recovery image mounted

- Click the **Start Menu**
- Click **Computer**



- Right click the mounted drive
- Select **Quick Dismount**

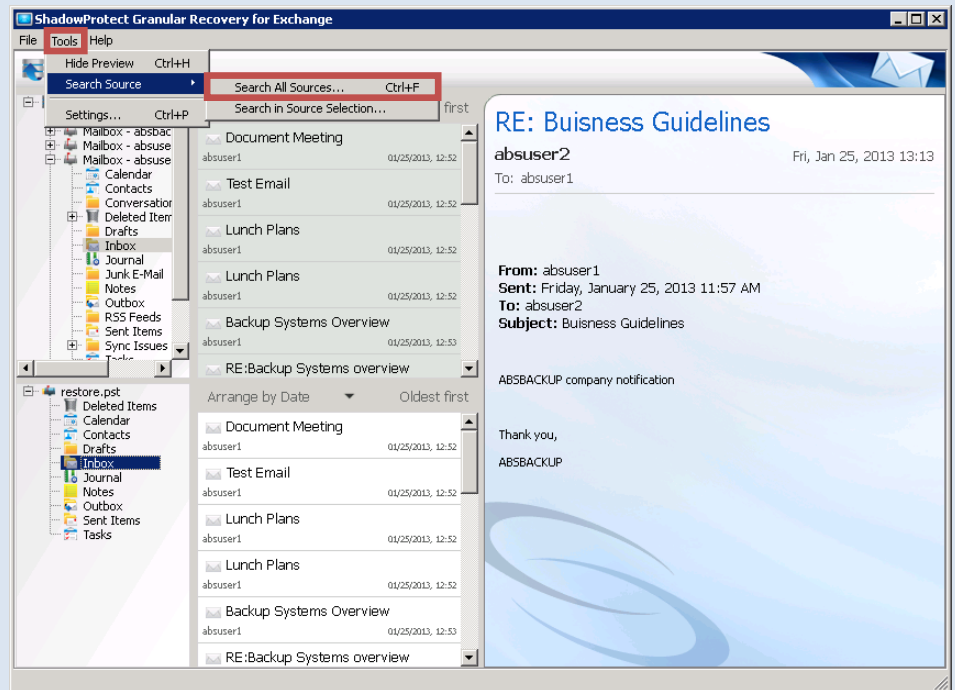
The dismount of the **Image File** is now **Complete**



## Using GRE Search Features

**i** GRE Search allows you to search sources for mail items

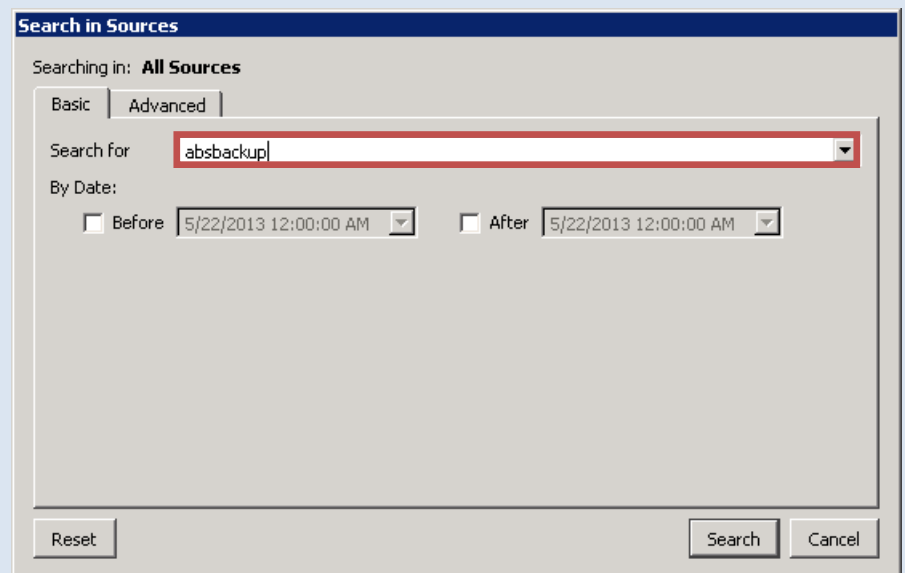
- Click **Tools**
- Select **Search Source**
- Click **Search All Sources...**



- Under **Search for**, type in words you want to search for

**i** The **Advanced** tab allows for more search options

- Click **Search**



- f. The search results will be displayed in the **Source** panel

