Arcserve UDP Exchange Granular Restore

Version 21.2.0

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1 Product overview

Arcserve UDP Exchange Granular Restore (AEGR) is a granular data extraction software for offline Microsoft Exchange Server mailbox stores. The utility provides direct access to unmounted mail store contents, displaying file structure and its contents with selective export functionality.

Arcserve UDP Exchange Granular Restore can extract mailboxes, folders, messages and file attachments, notes, contacts, tasks and appointments, creation dates for all objects and other attributes. Recovered items can be saved into Personal Storage File (.pst) files, to be opened with Microsoft Outlook or other compatible email clients, or exported directly into live Exchange Server mailboxes.

The utility makes no changes to the mail store, preserving it in original unmodified state.

- Main features of Arcserve UDP Exchange Granular Restore:
- Recovers mailboxes, folders, messages and file attachments
- Recovers contents of Public Folder mailboxes
- · Recovers notes, contacts, tasks and appointments
- · Recovers creation dates for all objects
- Saves selected items to PST files or exports to live Exchange Server mailbox(es)
- Full install/uninstall support

1.1 Supported Exchange database versions

Arcserve UDP Exchange Granular Restore supports the following mail store versions:

- Exchange 2019 CU3;
- Exchange 2019 CU2;
- Exchange 2019 CU1;
- Exchange 2019;
- Exchange 2016 CU15
- Exchange 2016 CU14
- Exchange 2016 CU13
- Exchange 2016 CU12
- Exchange 2016 CU11
- Exchange 2016 CU10;
- Exchange 2016 CU9;
- Exchange 2016 CU8;
- Exchange 2016 CU7;
- Exchange 2016 CU6;
- Exchange 2016 CU5;
- Exchange 2016 CU4;
- Exchange 2016 CU3;
- Exchange 2016 CU2;
- Exchange 2016 CU1;
- Exchange 2016 RTM;
- Exchange 2013 CU21;
- Exchange 2013 CU20;
- Exchange 2013 CU19;
- Exchange 2013 CU18;
- Exchange 2013 CU17;
- Exchange 2013 CU16;
- Exchange 2013 CU15;
- Exchange 2013 CU14;
- Exchange 2013 CU13;
- Exchange 2013 CU12;
- Exchange 2013 CU11;

- Exchange 2013 CU10;
- Exchange 2013 CU9;
- Exchange 2013 CU8;
- Exchange 2013 CU7;
- Exchange 2013 CU6;
- Exchange 2013 CU5;
- Exchange 2013 SP1;
- Exchange 2010 SP3;
- Exchange 2010 SP2;
- Exchange 2010 SP1;
- Exchange 2010 RTM;
- Exchange 2007 SP3;
- Exchange 2007 SP2;
- Exchange 2007 SP1;
- Exchange 2007 RTM.

1.2 System requirements

Basic system requirements:

- Operating systems: Windows 10, Windows 8.1, Windows 8, Windows 7, Vista, 2019 Server, 2016 Server, 2012 Server R2, 2012 Server, 2008 Server, 2008 Server, 2003 Server or XP;
- RAM: 1024MB, depends on mail store size and OS version;
- Hard Disk: minimum 25MB of free space required for installation;
- Display: 800 x 600 or higher resolution, 256 colors.

Additionally, Arcserve UDP Exchange Granular Restore may require free space on disk 1.5x the size of mail store being processed. For example, for 300MB mail store, 450MB free space should be available.

Live Exchange Server export requirements

Exchange Server

Exchange Server 2019, 2016, 2013, 2010 or 2007

Exchange Web Services enabled on Exchange Server

Network

Port 443 open on the network. The EWS messages are transported via SOAP-based API, which is essentially sending XML data using https protocol.

Restore client

AEGR installed. Access to Exchange server(s) over network.

1.3 Limitations

Current version of the product has the following limitations:

- While processing dirty shutdown database storages may be restored not to the topical condition.
- Messages in the Outbox folder are not restored if they haven't been synchronized with the server.
- Simultaneous recoveries are not supported.
- Simultaneous running of more than one instance of the product is not supported.
- Encrypted emails are not restored.
- Messages with size over 64MB are not supported.
- Windows 2000, 98, ME and 95 are not supported.
- Recovery of delivery receipts and non delivery reports is not supported.
- Tool doesn't support usage in "Run as different user" mode.
- Restored contact group should located in folder, which is shown as an e-mail Address Book.
- Approved status of Calendar Events is not supported.
- Links to the Exchange Global Address List are not supported.
- Exchange Server Databases: Preview items with 4-byte Unicode characters may be not full in product

started on Win7 and WS2008 OS. It is not affect on quality of restoring into PST or into live server.

• Exchange Server Databases: Search input field may work incorrectly with 4-byte Unicode characters. It does not affect on results of search.

Limitation and boundaries for optimal recovery and search

Usage of Arcserve UDP Exchange Granular Restore is optimal for datasets that do not exceed:

- Database size: 2TB.
- Mailbox size: 100GB.
- Number of messages in the database: 2,000,000.
- Number of mailboxes in the database: 2,000.
- Number of messages in one mailbox: 100,000.

Limitations for search in attachments content

Search in attachments does not work for:

- Text contained in embedded OLE objects, WordArt and smart objects, charts etc. Documents metadata (author, comments, tags etc.).
- Marker symbols in lists (numbered or bulleted).
- Text in header/footer.
- XLS/XLSX[:] number values, formulas, cell comments.
- PPT: tables content.

Limitations for search in double byte language:

- Search is "not" working when attachment name or attachment content is searched.
- Search is "not" working when Message Body is searched.
- Asterisk and Question Mark doesn't work in double byte language Search and doesn't supported in Extended search mode.

Тір

Note that the utility is best used for granular item extraction. The user interface of the program is designed for ease of locating, selecting and exporting specific messages, folders or mailboxes. Entire databases can be exported as well, but the restore time will significantly increase over a slow connection. For bulk operations that involve exporting more than one mailbox it is typically better to work with a local copy of the database.

Injection limitations

- Injection will not be supported for Exchange Server 2003 and earlier versions. These versions do not support EWS.
- Archived mailboxes (and items from such mailboxes) are not exported to live Exchange Server.
- Photos of contacts are not exported to original live mailbox in Exchange Server 2007.
- Emails with embedded images and other OLE objects are displayed with an attachments icon after exporting into live Exchange Server.
- Creation time and modified time are not restored.
- Attached items inside attached messages are not restored into live Exchange Server 2007.
- Impossible exporting into live Exchange Server embedded messages with more than 2 levels of nesting. Please use saving into PST for such items.
- Cross-domain export into original mailbox is not supported.
- Contact groups and meeting requests cannot be exported into live Exchange Server 2007 instances. Use export through PST for these item types.
- Contacts from contact group can be previewed only in cases: it was restored in original 'Contact' folder in alternative mailbox (previewing for OWA and Outlook); it was restored into alternative folder ('Contact' type) and folder has property 'Showed as e-mail Address book' (previewing for Outlook only).
- Missing sent date is exported as current date/time into live Exchange Server.
- To restore a mailbox, an empty mailbox must be created in advance using the standard Exchange Server

administration tools. In existing mailboxes folders and individual messages can be created without any additional administrative actions.

- It is possible to rename/delete folders in the attached mailbox only within one program session.
- It is impossible to use the connection to the archive mailboxes, as they can not be found in the Active Directory.
- For IPM.Task class items "Update List" field is not restored after injection.

Recovery of the following item properties to live server may be incorrect, to avoid this problem it is recommended to use Export to PST :

- InternetHeaders
- RTFCompressed
- Codepage

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- DateCompleted (for IPM.Task class items existing "Date Completed" value is exported into live Exchange Server as current date/time)
- TaskRecurrence
- RecurrencePattern
- AppointmentTimeZoneDefinitionEndDisplay
- ReminderTime
- CommonEnd
- AppointmentStartWhole
- AppointmentEndWhole
- BusyStatus
- Meeting Owner
- Company Name of Task

1.4 Customer support

For customer support, please contact Arcserve using one of the methods listed below.

Online:	https://support.arcserve.com
Email:	support@arcserve.com
Phone number:	https://support.arcserve.com/s/article/205390825

Тір

When contacting customer support with a technical issue, please have ready the program's log files and the mail store you are having difficulty with.

To get log files, click **File** menu and choose **Open log folder**. Zip the contents of the folder and attach the resulting archive to your support request.

If the log archive and/or mail store exceeds 10MB, it may be impossible to send them as an email attachment. In that case, upload instructions will be provided to you upon request.

2 Opening a mail store

To directly open a mailbox store for browsing and export, launch Arcserve UDP Exchange Granular Restore and click file open button on the taskbar or select **File|Open** from the menu. On first launch, the file open dialog will be shown automatically.

Select the store you will be working with, specify path to database log files (if you have any) and click Open.

		Open		×
Look in:	퉬 Exchange Ser	ver Database 🗸 🗸	G 🌶 🖻 🛄 -	
Ca	Name	*	Date modified	Туре
Recent places	🔨 Mailbox Data	ibase	3/13/2014 3:51 AM	Exchange Server
Desktop Libraries This PC				
	<			>
Network	File name:	Mailbox Database	~	Open
	Files of type:	All supported formats (*.edb)	~	Cancel
	Path to log files:		Browse	

By default, a progress window will accompany opening the selected mailbox store. The window displays overall progress and information about the number of mailboxes in the database (1). The window can be disabled by unchecking the **Show the dialog next time** check box (2) or from the **Options** menu. The progress window will be automatically closed in 3 seconds after database opening (3).

	Progress	
Completed		
Mailboxes	22	
Read speed	161 KB/s	
Elapsed time	00:00:05	
Show the dia	alog next time	3 Close (1)

Current operation can be canceled right on the progress dialog, by clicking an appropriate link.

After loading the mailbox store is complete, the database will be available for browsing and export. The mailbox store will also become the default store and will be automatically reopened next time you launch the utility.



Opened database can be reloaded with database log files. Go to the File menu and select **Reload database** using transaction logs.

		Arcserve UDP Exchange Granular Restore	
e Options Help Open file	Ctrl+0]	
Recent	•	Select mailboxes or folders to search	5
Close file			
Reload database using transaction logs			
Search for files to open		ailbox Database.edb	
Export selected items into PST Export into original Exchange mailbox Cancel current operation Open log folder Delete saved temp files and logs		\Exchange Server Database\Mailbox Database.edb te: 904 Mb ate: 2014-03-13 rsion: Exchange Server 2013 ansaction logs not used.	
Exit	Alt+X	mailboxes. Select a mailbox to display folders.	
Maria Woods Michael Personal Archive - HealthMailboxade Personal Arch	e9ae7fe5b9 D a8042e260 P Si Ir Si	oad time: 00:00:04 visplay time: Local ST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013) how deleted items: Only non-deleted items ncomplete messages: Show earch within attachments: Off	
	> Fi	<u>le</u> info	
pleted			

Note

If you closed the progress window, it can easily be shown again by clicking on the progress bar on the status panel.

2.1 Finding a mail store

In case when the location of the file is unknown, it is recommended to scan existing drives to find the data. Arcserve UDP Exchange Granular Restore scans local drives, both mounted and unmounted, as well as network drives and searches for EDB files.

To start a new search click Search for files to open in the File menu.

	Arcserve UDP Exchange Granular Restore	- 🗆 🗙
File Options Help Open file Ctrl+O Recent Close file	Select mailboxes or folders to search	۶
Reload database using transaction logs Search for files to open Export selected items into PST Ctrl+S Export into original Exchange mailbox Ctrl+G Cancel current operation Ctrl+N Open log folder Delete saved temp files and logs Exit Alt+X Image: Colspan="2">Colspan="2">Colspan="2">Ctrl+G Cancel current operation Delete saved temp files and logs Exit Alt+X Image: Colspan="2">Colspan="2">Colspan="2">Ctrl+G Cancel current operation Delete saved temp files and logs Exit Alt+X Image: Colspan="2">Colspan="2">Colspan="2">Ctrl+G Colspan="2">Colspan="2">Colspan="2">Ctrl+G Cancel current operation Exit Alt+X Image: Colspan="2">Ctrl+G Colspan="2">Colspan="2">Ctrl+G Colspan="2">Colspan="2">Ctrl+G Porsonal Archive - Health Mailboxade 9ae 7.e5b Porsonal Archive - Health Mailboxade 9ae 7.e5b Susane Tyler Porsonal Archive - Health Mailboxade 9ae 7.e5b Susane Tyler Porsonal Archive - Susane Tyler Susane Tyler Porsonal Archive - Susane T	PST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013) Show deleted items: Only non-deleted items Incomplete messages: Show Search within attachments: Off	
< >> Completed	File info	.::

The following form appears, displaying the list of mounted disks:

S	Sea	rch for files to open					×
Select source:				rpes by appl ixchange Se	ication: rver (*.edb)		
			Custo	om match:	Example: *.edb		
Add location to search	volumes						
Found files:				Filter:	All		×
File	Size	Date created	Date modifie	d	Туре		
Open file				Start	search	Exit	



To use unmounted disks (NTFS and FAT32 file systems are supported) for search, check **Include unmounted volumes**. All unmounted volumes will appear in the list of disks.

	Sea	arch for files to open					×
Select source: Local Disk (C:) New Volume (E:) Unmounted disk 1 (Volume{16739c74-5620-11e:	3-824b-806e6f	6e6963})		ile types by applii ☑ Exchange Sei			
Add location to search	volumes		(Custom match: Filter:	Example: *.edb		~
File	Size	Date created	Date mo	dified	Туре		
Open file				Start s	earch	Exit	

Note

Only NTFS and FAT32 file systems of unmounted drives are supported.

Select a location to search in.

	Sea	arch for files to open					×
Select source:				File types by appli			
Add location to search	luchumon			Custom match:	Example: *.edb		
Found files:	l volumes			Filter:	All		*
File	Size	Date created	Date m	nodified	Туре		
Open file				Start	search	Exit	

List of found EDB files will be displayed. Double click on a mail store to open it.

	Se	earch for files to o	pen		×
Select source: Local Disk (C:) New Volume (E:)			File types by app		
Add location to search	volumes		Custom match:		
Found files:			Filter	: All	~
File	Size	Date created	Date modified	Туре	^
C:\Exchange Server Database\Mailbox Database.edb	904 MB	11/23/2015	3/13/2014	Exchange Server (*.edb)	
C:\Windows\SoftwareDistribution\Da\DataStore.edb	86.0 MB	11/25/2013	11/26/2015	Exchange Server (*.edb)	
C:\ProgramData\Microsoft\\PackageRepository.edb	24.0 MB	11/25/2013	11/26/2015	Exchange Server (*.edb)	
C:\Users\All Users\Microsof\PackageRepository.edb	24.0 MB	11/25/2013	11/26/2015	Exchange Server (*.edb)	
C:\ProgramData\Microsoft\Search\D\Windows.edb	72.0 MB	11/25/2013	8/17/2015	Exchange Server (*.edb)	
C:\Users\All Users\Microsoft\Search\\Windows.edb	72.0 MB	11/25/2013	8/17/2015	Exchange Server (*.edb)	
C:\Users\Administrator\AppData\Local\Mi\meta.edb	8.06 MB	3/13/2014	3/13/2014	Exchange Server (*.edb)	
C:\Users\TestUser\AppData\Local\Micro\meta.edb	8.06 MB	11/25/2013	11/25/2013	Exchange Server (*.edb)	
C:\Users\Administrator\AppData\Local\Mi\meta.edb	8.06 MB	3/13/2014	3/13/2014	Exchange Server (*.edb)	~
Open file Search complete. 11 file(s) found.			Clear list an	nd search again Exit	

Note

To scan unmounted disks, the user, running the program, must have administrative rights.

3 Special features

Usage of Arcserve UDP Exchange Granular Restore can be more comfortable for a user due to additional **Options** menu, which allows user to customize program work.

Detailed information about every option is described in this help section.

3.1 PST encoding

Exporting mail store data into PST allows to select a PST format that suits your version of Microsoft Outlook. Outlook 2003, Outlook 2007, Outlook 2010 and Outlook 2013 process both Unicode and ANSI PST files, but as for older versions of Outlook, they will not be able to open Unicode formatted PST files. Previous versions of Outlook were using only ANSI format. The main reason for this change was to allow for international character support and to extend the maximum size of PST files beyond the 2GB limit of the ANSI formatted PST files. In Arcserve UDP Exchange Granular Restore there are two ways to select suitable encoding for output PST. Output PST encoding can be changed while selecting a destination folder for restored PST files.

Select destination folder	×
Select destination folder	
Selected data will be saved into .pst file(s). To start the export select the destina	
folder or create a new one and click OK. The export process will start immediate	ly.
Recovered_session6	^
Itotalcmd	
Ders Users	
Windows	
DVD Drive (D:)	
▷ 💼 New Volume (E:)	
D a Libraries	
▷ 📬 Network	
⊿ 💶 autotest-s	¥
PST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013)	~
Make New Folde	
Make New Folde ANSI (Microsoft Outlook 2003, 2007, 2010 and 2013)	

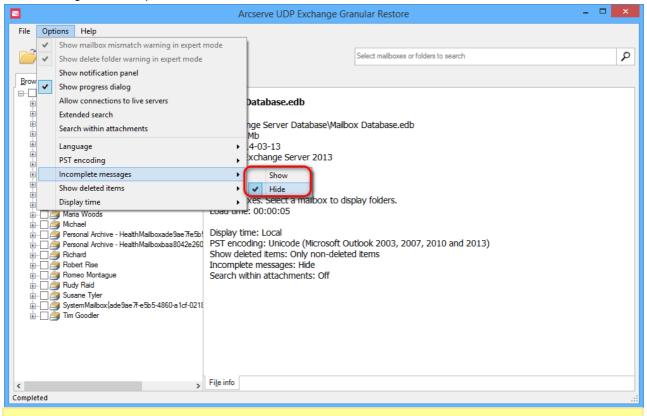
Alternatively, encoding for the output file can be changed in the **Options** menu at any time the program runs. Selected value will be saved and used on the next program launch.

			Arcserve UDP Exchange Granular Restore
File	Opt	ions Help	
- 3	~	Show mailbox mismatch warning in expert mode	
	~	Show delete folder warning in expert mode	Select mailboxes or folders to search
	-	Show notification panel	
Brow	~	Show progress dialog	
		Allow connections to live servers	Database.edb
ŧ	3	Extended search	
i i		Search within attachments	nge Server Database\Mailbox Database.edb Mb
	9	Language	↓ 4-03-13
±		PST encoding	Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013)
	3	Incomplete messages	ANSI (Microsoft Outlook 2002 and earlier)
		Show deleted items	•
±		Display time	 xes. Select a mailbox to display folders.
Ē		j Mana woods	u une: 00:00:02
Ē		Michael Personal Archive - HealthMailboxade9ae7re5b; Dis Dis	play time: Local
		Personal Archive - HealthMailboxbaa8042e260 PS	encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013)
÷.			w deleted items: Only non-deleted items
E .			omplete messages: Show rch within attachments: Off
		Rudy Raid	
÷] 🗌 🧖	Susane Tyler	
		System Mailbox {ade9ae7f-e5b5-4860-a1cf-0218	
÷][] [2	Tim Goodler	
		n	•
<		> File	into
Comple	eted		

 \searrow

3.2 Incomplete messages

Incomplete messages, such as messages with missing properties, bodies, are hidden by default. This option can be changed in the Options menu.



Note

After changing the way of displaying incomplete items, the database will be reopened.

3.3 Showing deleted items

Arcserve UDP Exchange Granular Restore provides an ability to process deleted items and folders.

- This special feature can be enabled via the Options menu. There are three available display modes:
- non-deleted items displays actual items in folders;
- show only deleted items displays items/folders deleted from a mailbox hierarchy, but not physically;
- show both deleted and non-deleted items displays both actual items in folders and items/folders deleted from a mailbox hierarchy.

Note that after selecting any way of processing deleted items, the database will be reopened.

Items, deleted from Exchange Server 2010 and 2013 databases, are stored in the folder Deletions and have an appropriate type.

N 1997	Arcserve UDP Exchange	e Granula	r Restore		x
File Options Help					
		Sear	ch in Andrew Wait		9
Browse					
B. Mailbox Data.edb	Subject	From	То	Created	
⊕ - ☐	JESSICA I am sony thou	Dalia	Romeo Montague; Tim Goodler; Maria	Thursday, August 16, 2012 3:00:17 A	
	ABHORSON Do you call	Michael	Andrew Wait; Susane Tyler; Juliet Cap	Thursday, August 16, 2012 3:00:12 A	
					_
<u>a</u> Contacts (0)					_
Deleted Items (0)					_
100 Deletions (2)					
junk E-Mail (0)					
Notes (0)					
					_
					_
🗄 🗋 Āndy Kort					
🗄 ··· 🗋 🥭 Brian					
🗄 ··· 🗋 🎒 Dalia					
ia					
🗄 🖳 🎒 Luise					
🗄 🖳 🥭 Maria Woods					_
					_
ia					
< >>					Y
Completed					

As for items deleted from Exchange Server 2007 databases, they are stored in the their original folders but can be easily recognized by an appropriate status.

Note

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Items, stored in the folder Deletions, cannot be recovered to live Exchange Server database. It is recommended to restore items from the Deletion folder to PST and then import to live Exchange Server.

3.4 Display time

There are two dates display formats available for users, local time and GMT. To switch dates display format between local computer time and GMT, use the Options menu.

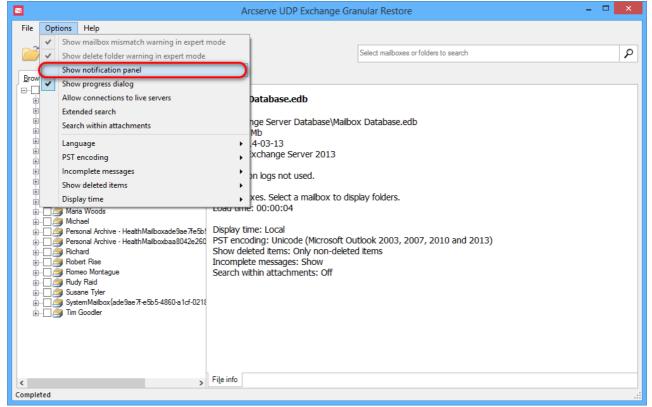
		Arc	serve UDP Exchange	Granular Resto	ore		×
ile Opt	tions Help						
~ ~	Show mailbox mismatch warning in expert	mode			754004		
	Show delete folder warning in expert mode	e		Search in Alex	« Clark		8
	Show notification panel						
Brow	Show progress dialog	L					
)Li	Allow connections to live servers	5	Subject	From	То	Created	
P	Extended search		he was glad that Jo shoul		Maria Woods; Kyle Pakerman; Luise;		
			itsnature, it is arbitrary an		Andrew Wait; Richard; John; Dalia; Ro		
	Search within attachments		is my lady mother. It is my utthat it might not appeart		Romeo Montague; Richard; Dalia; Mic Romeo Montague; Andy Kort; Robert		
	Language		lo you persuade yourself t		Susane Tyler; Andy Kott; Juliet Capulet		
	PST encoding		regret that I am unable to r		John; Brian; Tim Goodler; Kyle Pakerm		
	Incomplete messages	🕞 🖡 🔼	las, the heavy basketwhic	Alex Clark	Dalia; Kyle Pakerman; Michael; Susan	Wednesday, March 12, 201	4 '
	Show deleted items	. H	e went up a dark and narr		Brian; Michael; Richard; Dalia; Luise; T	10 No.	
	Display time			Romeo Montague	Brian; Alex Clark; Richard; Romeo Mon		
	Tasks (48)			Robert Rise Luise	John; Maria Woods; Richard; Alex Clar Alex Clark; John; Tim Goodler; Michael		
	Andrew Wait		GMT e ne	Michael	Romeo Montague; Richard; Andrew W		
	Andy Kort		is condition leaves him no		Romeo Montague; Richard; Juliet Cap	-	-
<u>+</u>		<					>
	j Dalia Si Health Mailboxade9ae7fe5b54860a1cf0218	Alas, the h	eavy basketwhich th	he Colonel car	ried on his arm was		2
	Health Mailboxbaa 8042e260149aa 928ba 55				¥		
÷		From: Alex	Clark			6 attachment(s):	
	Juliet Capulet	Sent: Wedr	nesday, March 12, 2014	10:29:00 AM UTC-	07:00	L DR.gif, 27.5 KB	
	🥞 Kyle Pakeman 🏐 Luise				erman" <kyle.pakerman@no-such< td=""><td>ESSAYS-7.txt, 2.22 KB</td><td></td></kyle.pakerman@no-such<>	ESSAYS-7.txt, 2.22 KB	
	Maria Woods				erman" <kyle.pakerman@no-such< td=""><td>ESSAYS-10.txt, 1.20 KB</td><td></td></kyle.pakerman@no-such<>	ESSAYS-10.txt, 1.20 KB	
	Michael					ESSAYS-42.txt, 561 bytes	s
	Personal Archive - HealthMailboxade9ae7fe Personal Archive - HealthMailboxbaa8042e:		ft her voice at dinner, which			ESSAYS-46.txt, 2.08 KB	
	Fersonal Archive - HealthMaliboxbaas042e. Richard		house. All day long Virginia, ed in the stifling kitchen, prep		in and	ESSAYS-48.txt, 2.31 KB	
÷	Sobert Rise	she had long de	nied herself. At evening she			< >	>
	>	Preview Pro	operties				
mpleted							
ou sw	<i>i</i> itch display time, a warni	ng, that tl	he file will be re	eloaded, ap	pears.		
		U,	Warning	, 1	•	×	
ł.,			wanning				
		requires re	loading the file. Th	nis may take a	a long time. Do you want to		
(2	continue?						
•							
					N		
					Yes No	þ	

The same message in GMT format looks the following way:

Search in Andy Kort			Arcserve UDP Exchange	e Granular Resto	ore	- 🗆	×
Improve details of the second of the seco	File Options Help						
Improve details of the second of the seco				Correla in And	h. Kat		e
Mailbox Database edb Type Subject From To Created Arex Clark Arex Clark In itsnature, it is arbitrary an Kyle Pakeman Andrew Wat; Richard; John; Dalia; Ro Wednesday, 12 Mar 2014 17: Andy Kott Calendar (433) In itsnature, it is arbitrary an Kyle Pakeman Andrew Wat; Richard; John; Dalia; Ro Wednesday, 12 Mar 2014 17: Delet ditems (24) Contacts (44) Buthat it might not appeart John Romeo Montague; Rndrat; Oalia; Kyle Rakeman; Michael; Susan Wednesday, 12 Mar 2014 17: Delet ditems (24) Do you persuade yourseft Andy Kort Susane Tyler, Andy Kort; Juliet Capulet Wednesday, 12 Mar 2014 17: Mailbox (00 Ass, the heavy baaketwhic Alex Clark Dalia; Kyle Pakeman; Michael; Richard; Romeo Montague; Richard; Andrew Mat; Yue 2014 17: Wednesday, 12 Mar 2014 17: Mone, even there; could li Romeo Montague; Richard; Andrew Mat; Yue 2014 17: Wednesday, 12 Mar 2014 17: Wednesday, 12 Mar 2014 17: Mone, even there; could li Romeo Montague; Andrew Wat; Sichard; Andrew Mat; Susane Tyler, Richard; Andrew Mat; Susane Tyler, Richard; Andrew Mat; Yue 2014 17: Wednesday, 12 Mar 2014 17: Mone, even there; could be heard] Andrew Mat; Susane Tyler, Riatia Woods; Richard; Merew Mat; Susane Tyler, Riatia Woods; Richard				Search In And	iy Kon		
Aex Clark Tool	Browse						
Andrew Wat Bala Contacts (44) Bala Contacts (44) Contacts (44) Deleted tems (24) Defes (0) Defes (0) Defes (0) Defes (0) Defes (0) Ans. the heavy basketwhic. Andrew Clark Dalas Tesses (40) Deleted tems (0) Sent tems (0) Sent tems (0) Cottox (1024) Notes (40) Contacts (47) Wetnesday. 12 Mar 2014 17: Notes (40) Notes (40) Contacts (47) Wetnesday. 12 Mar 2014 17: Notes (40) Notes (40) Contacts (47) Wetnesday. 12 Mar 2014 17: Notes (40) Notes (40) Contacts (47) Wetnesday. 12 Mar 2014 17: Notes (40) Notes (40) Wetnesday. 12 Mar 2014 17: Wetnesday. 12 Mar 20		∧ Type	J Subject	From	То	Created	
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3.5 Showing notification panel

Every program action is accompanied by an appropriate notification for user. Notification panel is disabled by default, but can be easily enabled by checking **Show notification panel** in the **Options** menu.



After that user will see additional information about opening file, export results, search results, etc.

	Arcserve UDP Exchange Granular Restore 🛛 🗕 🗖 🔁
File Options Help	Search in Andy Kort and 2 more
Browse	
B → Alex Clark B → Alex Clark B → Andrew Wait B → Andrew Maitheondow B → Andrew Mait	Mailbox Database.edb Size: 904 Mb Date: 2014-03-13 Version: Exchange Server 2013 Transaction logs not used. 22 mailboxes. Select a mailbox to display folders. Load time: 00:00:03 Display time: Local PST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013) Show deleted items: Only non-deleted items Incomplete messages: Show Search within attachments: Off
[2018-05-30 12:26:31] Save time: 0 hour(s) 1 minute(s) 1 seco [2018-05-30 12:26:31] Exported 3 mailbox(es), 33 folder(s) an [2018-05-30 12:25:22] Database load time: 0 hour(s) 0 minute(d 4,872 message(s) into C:\Recovered\CLIENT-PC\Recovery 002*.pst
Completed	Selected: 3 mailbox(es)

3.6 Language

Arcserve UDP Exchange Granular Restore supports the following display languages:

• English

 \searrow

- Japanese
- German
- Spanish
- French
- Italian
- Portuguese
- Chinese (Simple)
- Chinese (Traditional)
- Korean

Product language after installing is set to the same as "Display language" of operating system (in case "Display language" is supported by product). Product language is set to default English language for unsupported "Display language". Language can be changed in the Options menu.

			Ar	csen	ve UDP Exchange Gra	anular	Restore	- 🗆 🗙
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Any changes in language settings will be saved for next start of product or installation of newer version.

4 Finding and selecting messages, folders and mailboxes

Arcserve UDP Exchange Granular Restore provides two mutually complementary modes of finding, previewing and selecting items: browsing the mailbox tree and search. Using these, it is possible to efficiently form a set of items for subsequent export, including the necessary ones and excluding ones to be skipped. A newly opened database is shown in the **Browse** mode.

4.1 Browsing mail store tree

M

Browse mode shows mail store in a tree-like structure and allows browsing folders and previewing individual items.

This mode is best for navigating to specific mailboxes, folders and messages when it is precisely known what data needs to be extracted.

For example, a user may ask to restore a specific message from a known folder. Expand his or her mailbox in the tree, select the folder, find and click the item. All available properties and information about the item will be displayed in the **Preview** window to the right of the tree.

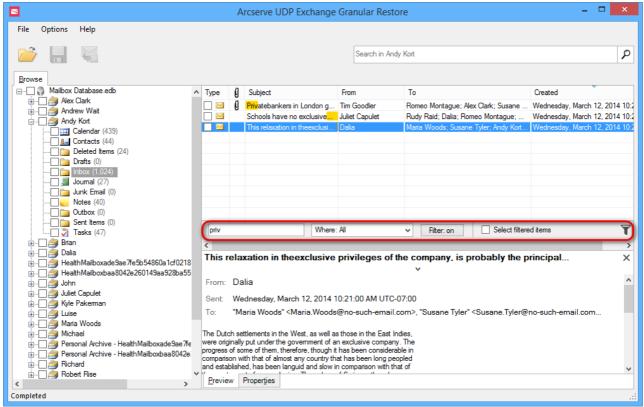
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There is a check box next to the message. Check it to mark the message for export. Continue to mark other items, folders and mailboxes for export in a similar way.

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ia	mariages	which have given you happy home	es, and the sacramen	its which		
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Use filtering feature for better browsing the list of items in a folder.

Enable filtering by pressing Ctrl+F buttons. A special panel will appear in the right part of the program window.



Use search in preview feature for quick find text in item preview.

Enable search in preview by pressing **Ctrl+D** keys after opening preview of item. A special panel will appear in the right part of the program window.

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Тір

Each individual item, folder and mailbox has a check box next to it. Using these check boxes, it is possible to select as many or as few items for export as necessary.

To export an entire

- mail store, mark the root check box with the mail store name.
- mailbox, mark the check box next to mailbox in the tree.
- folder, expand a mailbox and mark the check box next to the desired folder.

4.2 Using search

The search in the main window provides the ability to search single or multiple mailboxes and perform actions on the search results.

The best application of search mode is when the location and/or number of items to extract is not known exactly. Using keyword search, it is possible to narrow down on specific messages, folders and mailboxes. The quickest way to get search results is clicking on a particular mailbox, entering some keywords in the **Search** field and clicking the button **Start search**.

Search results will be displayed on a separate tab.

ile Options Help							
🞽 📊 🤘				Search in all r	nailboxes: wait		3
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If a user knows exactly in what mailbox or folder the data is located, using **Search in mailbox option** will speed up the search.

Right-click on a folder/a mailbox will open a context menu.

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File Options Help		
📂 🔚 🧠	Select mailboxes or folders to search	P
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Completed	File info	.::

By clicking on this menu advanced mode of search dialog will be opened and **Search in** field will be filled with the selected mailbox/folder.

Fill in necessary search parameters and start the search.

 \searrow

For more precise searches click on the Search field, drop-down list of all search fields will appear:

• Search in - specifies mailbox(es)\folder(s) to search in. Default: entire database. If you select one or more Search in check boxes, but specify no additional search criteria, the utility will return all items from the selected folder(s).

Search in	×
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Tasks (47)	
🛓 🖳 🎽 Health Mailboxade9ae 7fe5b54860a1cf021826768790	
🛓 🖂 🧑 Health Mailboxbaa8042e260149aa928ba554e009d7d3	
🗄 🗋 🥭 John	
🗄 🗌 🎒 Juliet Capulet	
🗄 🗌 🎒 Kyle Pakerman	
🗄 🗋 🚔 Luise	
🗄 🖳 🎒 Maria Woods	
🚋 🖳 🎒 Michael	
🚋 🗌 🚔 Personal Archive - Health Mailboxade9ae7fe5b54860a1cf021826768790	~
Include mailboxes that are expanded, have items selected or were searched before	
OK Cance	ł

- Has words search for mail store items that have words or phrases entered in the field.
- Doesn't have search for items that do not have words or phrases entered in the field.
- Has attachments search for items with attachments.
- From search for keywords in the From: field.
- To search for keywords in the To: field.
- Subject search for keywords in subject.
- Date range set specific date range if known. It is obligatory to set both the beginning and the end of the desired time period.

The outcomes of a search can be:

1. The program was able to find items (1) that corresponds to specified search parameters (2). The user can select separate items or mark search results for recovery.

Clicking an item in the search results tab will open the item preview. Selecting item(s) in search results will make their recovery possible.

M

2	Arcserve UDP Exchange Gr	ranular Restore 🛛 🗕 🗖 🗙
File Options Help		
- 2 -		
		Search in all mailboxes: from:(Andrew) has:attachment wait
Browse Search: "from:(Andrew) has:at" (348) ×)	Warning: selecting over 10 mailboxes for search may result in very long waits, depending on the size of mailboxes and system performance.
Browse Search: "from:(Andrew) has:at" (348)		
Alex Clark (20)		Seach III
inbox (20)	Andy Kort \Inbox	
Andrew Wait (43)	Alex Clark \Inbox	
Calendar (25)	Andrew Wait \Inbox	
inbox (18)	Brian \Inbox (Cluym	
	Andy Kort Inbox	ne searched before
inbox (19)	Andy Kort \Inbox	Has words: from:(Andrew) has:attachment wait
🖕 🦾 Brian (14)	Andrew Wait Inbox	
Inbox (14)	Alex Clark \Inbox	Dodart nave.
	Andrew Wait\Inbox	
i] inbox (19)	Alex Clark \Inbox	
	Brian \Inbox	
: indox (23)	Vex Clark \Inbox	Tex
	Alex Clark \Inbox	en
	Andy Kort Inbox 4 Heav	Subject.
	Andy Kort \Inbox	
Luise (17)	🗌 🖂 \Andrew Wait\Inbox 🛛 🖉 I1I dro	
Inbox (17)	Alex Clark \Inbox	Search Clear
🖃 🖳 🊔 Maria Woods (16)	Andrew Wait \Inbox	
Inbox (16)	Andy Kort \Inbox	Andrew Wait Andy Kort; Romeo Montague; Michael;
🗄 🗋 🚔 Michael (22)		e she was in thehouseher brother Andrew Wait Kyle Pakerman; John; Susane Tyler; Ri
[] [mbox (22)		e she was in thehouse-her brother Andrew Wait Kyle Pakerman; John; Susane Tyler; Ri
🗄 🗋 🚔 Richard (16)	0	still owns it. Dan still owns it. Dan Andrew Wait Robert Rise; John; Kyle Pakerman; Mi
🗋 🚞 Inbox (16)		still owns it. Dan still owns it. Dan Andrew Wait Robert Rise; John; Kyle Pakerman; Mi
🖕 🖳 🞒 Robert Rise (17)	🗌 🖂 \Brian\Inbox 🛛 🖉 Dan s	still owns it. Dan still owns it. Dan Andrew Wait 🛛 Robert Rise; John; Kyle Pakerman; Mi 🗸
inbox (17)	<	>
Bomeo Montague (21)	◀ ◀ Page 1 of 4 ▶ ▶ 10	100 messages per page
Inbox (21)		
Search complete, 348 matches		

Counters of found elements are automatically updated or can be updated manually by clicking on the **Refresh** button. If any folder is selected and the program has found new elements in it, then the following value will be shown: previous(value, when we selected the folder) value of a counter + count(in green) of newly found elements, which will be updated in real-time.

			Arcserve UDP Exch	ange	Granular Restore			
ïle Options Help								
🗃 📕 🧠					Search in all mailbo	oxes: wait		
Browse Search: "wait" (16,386) ×								
	^	Туре	Location	Ø	Subject	From	То	
🗄 🗋 🥭 Alex Clark (977)			\Alex Clark\Deleted Items		THERSITES.	Alex Clark	Andy Kort: Juliet Car	ulet; Michael; Rob
Calendar (274)	Ĩ		\Alex Clark\Deleted Items		The emoluments of	Alex Clark	Juliet Capulet; Brian;	
<u>4</u> Contacts (1) Deleted Items (16)	Ĩ		\Alex Clark\Deleted Items		Of poets perhaps	Alex Clark	Brian; Richard; Mich	ael; Susane Tyler;
	- I		\Alex Clark\Inbox			Robert Rise	Robert Rise; Alex Cla	ark; Dalia; Andrew
Tasks (1)	Ĩ		\Alex Clark\Inbox		Amongst a man's	Rudy Raid	Robert Rise; Luise; I	Kyle Pakeman; Jul
Andrew Wait (1.461)	- I		\Alex Clark\Inbox		-	Tim Goodler	Susane Tyler; Andy	Kort; Juliet Capulet
Calendar (421)	Ī		\Alex Clark\Inbox		On this we	Luise	Richard; Romeo Mo	ntague; Juliet Cap
Deleted Items (26)	l l		\Alex Clark\Inbox		The people of	Maria Woods	Brian; Juliet Capulet;	Luise; Kyle Paker
Inbox (1,008)	ſ		\Alex Clark\Inbox		"I am thirsty	Andrew Wait	Romeo Montague; H	yle Pakerman; Juli
📒 Journal (2)	- I		\Alex Clark \Deleted Items		Time.	Alex Clark	Andy Kort; Juliet Cap	ulet; Michael; Rob
Notes (2)	Ĩ		\Alex Clark\Inbox		Where's	John	Robert Rise; Rudy F	laid; Alex Clark; An
📝 Tasks (2)	- I		\Alex Clark\Inbox		Stay yet another	Dalia	Susane Tyler; Tim G	oodler; Kyle Paker
🖕 🗌 🎒 Andy Kort (943)	Ĩ		\Alex Clark\Inbox		Good repose the	Andrew Wait	Robert Rise; Luise; I	
Calendar (276)	Ĩ		\Alex Clark\Inbox		It is certainly	Rudy Raid	Juliet Capulet; Tim G	oodler; Michael; B
Deleted Items (16)	ſ		\Alex Clark\Inbox		Froude and others.	Andy Kort	Michael; Romeo Mo	ntaque: Andrew W
Inbox (646)	Ĩ		\Alex Clark\Inbox		SIR JOHN.	Dalia	Michael; Alex Clark;	
Journal (2)	Ĩ		\Alex Clark\Inbox		And	Andy Kort	Richard; Andy Kort;	Maria Woods; Sus
Notes (3)	Ĩ		\Alex Clark\Inbox		There was	Andrew Wait	Andy Kort: Kyle Pak	
📄 📄 🞒 Brian (930)	ſ		\Alex Clark\Inbox		The man is	Tim Goodler	Kyle Pakerman: Rich	ard: Romeo Mont
Calendar (272)	Ĩ		\Alex Clark\Inbox		If you abolished that	Richard	Juliet Capulet: Robe	t Rise: Andrew W
Deleted Items (14)	ſ		\Alex Clark\Deleted Items		for ninety-six	Alex Clark	Romeo Montague; E	rian: Alex Clark: L
	ſ		\Alex Clark\Inbox		Com. Com.	Rudy Raid	Juliet Capulet; Susar	
	ſ		\Alex Clark\Inbox		I would revenges,	Andrew Wait	Dalia; Susane Tyler;	1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A
Dalia (876)	ſ		\Alex Clark\Inbox			Robert Rise		rian: Maria Woods
Calendar (241)		<						>
Contacts (1)							100	_
Deleted Items (12)	~	14 4	Page 1 of 2* 🕨 🕨	l C			100	messages per pa

Words and phrases which match the search query are highlighted in the preview, which helps to easily identify where the match was found.

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		Arcserve UD	P Ex	change Granular Re	store	-	
e Options Help							
<u>-</u>				Search in /	Nex Clark and 3 more:	wait	۶
rowse Search: «wait» (4,305) ×							
• Search: «wait» (4,305)	Тур	e Location	0	Subject	From	То	Created
Alex Clark (975)				'Tis	Richard	Romeo Montague; Brian; John; Tim Go	Wednes
Calendar (273)				VIRGILIA, VIRGILIA,	Andrew Wait	Kyle Pakerman; Brian; Michael; Andre	
Contacts (1)					Robert Rise	Robert Rise: Alex Clark: Dalia: Andrew	
Deleted Items (16)				On this we	Luise	Richard; Romeo Montague; Juliet Cap	Wednes
7 Tasks (1)		Alex Clark\Inbox		"I am thirsty	Andrew Wait	Romeo Montague; Kyle Pakerman; Juli	
				Stay yet another	Dalia	Susane Tyler; Tim Goodler; Kyle Paker	
Calendar (421)		Alex Clark\Inbox		Good repose the	Andrew Wait	Robert Rise: Luise: Kyle Pakerman: Jul	
Deleted Items (26)				Froude and others.	Andy Kort	Michael; Romeo Montague; Andrew W	Wednes
		Alex Clark\Inbox		There was	Andrew Wait	Andy Kort; Kyle Pakeman; Luise; Tim	
Journal (2)		Alex Clark \Inbox		I would revenges,	Andrew Wait	Dalia: Susane Tyler: Maria Woods: Ale	Wednes
Notes (2)		Alex Clark\Inbox			Michael	Robert Rise; Romeo Montague; Maria	
🟹 Tasks (2)		Alex Clark \Inbox		l will	Andrew Wait	Richard: Andy Kort: Tim Goodler: Robe	
	<						>
Calendar (275)		ould revenges.					
Deleted Items (16)		bulu leveliges.			~		
Inbox (645)					*		
Journal (2)	Fro	m: Andrew Wait)					
	Ser	nt: Wednesday, Ma	rch 1	2, 2014 10:14:00 AM UT	C-07:00		
Brian (928) 	To:					/ler@no-such-email.com>, "Maria Wood	
Calendar (271)							
Deleted Items (14)		n: Saturday, March 22, re: Office	2014,	11:11 PM to Friday, April 4,	2014, 4:11 AM. (UTC-	08:00) Pacific Time (US & Canada)	
	WITE	ic. onice					

		. <u></u>					
	Pre	eview Properties					
	14	♦ Page 1 of 7	•	N O		100 messag	es per pag
	1.11						10.000 A.

2. The search didn't match any items. Review search parameters and run another search.

To delete temporary data, generated by Arcserve UDP Exchange Granular Restore, go to the **File** menu and click **Delete saved temp and logs**.

			Arcserve UDP Exch	ange	e Granular Restore		
Options Help		_					
Open file	Ctrl+0	1					
Recent	•				Search in all mailboxe	s: wait	
Close file							
Reload database using transaction logs							
Search for files to open		е	Location	Q	Subject	From	То
Search for files to open			\Alex Clark\Deleted Items		THERSITES.	Alex Clark	Andy Kort; Juliet Capulet; Michael; Ro
Export selected items into PST	Ctrl+S		\Alex Clark\Inbox		So	Andrew Wait	Brian; Luise; Tim Goodler; Alex Clark;
Export into original Exchange mailbox	Ctrl+G		\Alex Clark\Deleted Items		The emoluments of	Alex Clark	Juliet Capulet; Brian; Romeo Montagu
			\Alex Clark\Inbox		Where is	Andrew Wait	Richard; John; Andrew Wait; Alex Clar
Cancel current operation	Ctrl+N		\Alex Clark\Deleted Items		Of poets perhaps	Alex Clark	Brian; Richard; Michael; Susane Tyler
Open log folder			\Alex Clark\Deleted Items		Time,	Alex Clark	Andy Kort; Juliet Capulet; Michael; Ro
Delete saved temp files and logs			\Alex Clark\Deleted Items		for ninety-six	Alex Clark	Romeo Montague; Brian; Alex Clark; I
Delete saved temp files and logs		/	\Alex Clark\Deleted Items		If that coercive	Alex Clark	Juliet Capulet; Tim Goodler; Michael; I
Exit	Alt+X	-	\Alex Clark\Inbox		However thenigger got	Luise	Brian; Luise; Michael
			\Alex Clark\Inbox		Richard not	John	Richard; Susane Tyler; Maria Woods;
Notes (2)			\Alex Clark\Inbox		How	Juliet Capulet	Andrew Wait; Juliet Capulet; Alex Clar
			\Alex Clark\Inbox		His head seemed	Tim Goodler	Susane Tyler; Tim Goodler; Kyle Pake
			\Alex Clark\Deleted Items		But the price	Alex Clark	Brian; Tim Goodler; Alex Clark; Luise;
Deleted Items (16)]	\Alex Clark\Inbox		Shall	Rudy Raid	Andy Kort; Romeo Montague; Tim Go
			\Alex Clark\Inbox			Maria Woods	Alex Clark; Luise; Andrew Wait; Juliet
]	\Alex Clark\Inbox		-	Juliet Capulet	Richard; Andrew Wait; Rudy Raid; Mi
Notes (3)			\Alex Clark\Inbox		But, good	John	Andy Kort; Susane Tyler; Robert Rise;
🚔 Brian (930)			\Alex Clark\Deleted Items		The natural tendency	Alex Clark	Alex Clark; Juliet Capulet; Andrew Wa
Calendar (272)			\Alex Clark\Inbox		you whoreson malt-horse	Susane Tyler	Romeo Montague; Luise; Robert Rise
&_ Contacts (3)]	\Alex Clark\Inbox		So,frequently, the Society	Robert Rise	Andrew Wait; Kyle Pakerman; Susane
Deleted Items (14)			\Alex Clark\Inbox		Butthis	Maria Woods	Romeo Montague
Inbox (640)]	\Alex Clark\Inbox \Alex Clark\Inbox		Articles of	Luise	Andy Kort; Richard; Alex Clark; Andrew
] 🛄			It is not, Few men know.	Kyle Pakerman	Luise; Alex Clark; Juliet Capulet; Robe
			\Alex Clark\Inbox		Few men know,	Andy Kort	Maria Woods; Dalia; Alex Clark; Andre
Calendar (241)	<						
Deleted Items (12)	↓	4	Page 1 of 3*	l (5		100 messages pe
n complete, 16,386 matches							

Note

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Next search in the same folder/mailbox will be almost instant (only if saved search indexes and logs haven't

just been deleted).

Note

Search with empty query is not available.

Note

Asterisk ('*') is added to all words in search fields by default. This allows to find not only specified words but also their word forms. Use quotes (" ") to search for an exact phrase. Asterisk and Question Mark doesn't work in double byte language Search.

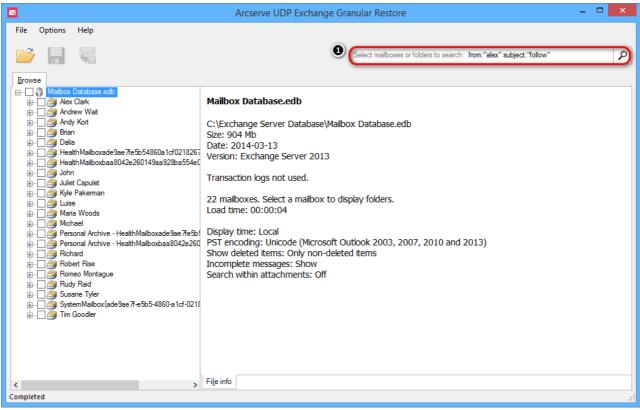
Note

Search is "not" working when attachment name or attachment content is searched and Message Body is searched.

Advanced search

Advanced search uses symbols and operators in queries. These operators allow you to find what you're looking for quickly and accurately.

To use advanced search enter operators and their values into the Search field (1).



Operators are listed below:

Operator	Definition	Example
from:	Used to specify the sender.	Example: from:alex
		Meaning: messages from Alex.

Operator	Definition	Example			
to:	Used to specify a recipient.	Example: to:John Meaning: all messages that were sent to John (by any user).			
subject:	Search for words in the subject line.	Example: subject:dinner Meaning: messages that have the word "dinner" in the subject.			
OR	Search for messages matching term A or term B. OR must be in all caps	Example: from:alex OR from:john Meaning: messages from Alex or from John.			
AND or Space	Search for messages matching term A and term B. AND must be in all caps.	Example: from:alex AND from:john Meaning: messages from Alex and from John.			
- (hyphen)	Used to exclude messages from your search.	Example: dinner -movie Meaning: messages that contain the word "dinner" but do not contain the word "movie".			
has:attachment	Search for messages with an attachment.	Example: from:john has:attachment Meaning: messages from John that have an attachment.			
att_name:	Search for messages with specified attachment name.	Example: to:jane att_name:photo.png Meaning: messages to Jane that have an attachment with specified attachment name.			
cc: bcc:	Used to specify recipients in the cc: or bcc: fields Search on bcc: cannot retrieve messages on which you were blind carbon copied.	Example: cc:John Meaning: messages that were cc-ed to John.			
" " (quotes)	Used to search for an exact phrase* *capitalization isn't taken into consideration.	Example: "i'm feeling lucky" Meaning: messages containing the phrase "i'm feeling lucky" or "I'm feeling lucky". Example: subject:"dinner and a movie" Meaning: messages containing the phrase "dinner and a movie" in the subject.			
()	Used to group words Used to specify terms that shouldn't be excluded.	Example: from:alex (dinner OR movie) Meaning: messages from Alex that contain either the word "dinner" or the word "movie".			
		Example: subject:(dinner movie) Meaning: messages in which the subject contains both the word "dinner" and the word "movie".			

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Operator	Definition	Example
create_time:[yyyymmdd yyyymmdd]	Search for messages created during a certain period of time.	Example: create_time:[20110416 20110516] Meaning: messages created between April 16, 2011 and May 16, 2011.
after: before: older: newer:	Search for messages sent or received during a certain period of time (using the date format yyyymmdd).	Example: after:20110416 before:20110516 Meaning: messages sent between April 16, 2011 and May 16, 2011. More precisely: messages sent after 12:00 AM (or 00:00) April 16, 2011 and before May 16, 2011.
older_than: newer_than:	Similar to older and newer, but allows relative dates using d, m, and y for day, month, and year.	Example: newer_than:2d Meaning: finds messages sent within the last two days.
size:	Search for messages larger than the specified size in bytes. Abbreviations for numbers (B, K, M) are allowed. Size limit is 2000MB.	Example: size:300 Meaning: messages larger than 300 bytes Example: size:[300 2000] Meaning: messages larger than 300 bytes but smaller than 2000 bytes.
larger: smaller:	Similar to size, allows abbreviations for numbers (B, K, M). Size limit is 2000MB.	Example: larger:1M Meaning: All messages of at least 1MB in size. Example: larger:150K smaller:1M Meaning: messages larger than 150KB but smaller than 1MB.
+ (plus sign)	Match the search term exactly.	Example: +movie Meaning: minds messages containing "movie" but not "movies" or "movei".

Using wildcard characters

A wildcard character is a keyboard character such as an asterisk (*) or a question mark (?) that is used to represent one or more characters when you are searching for files, folders, printers, computers, or people. Wildcard characters are often used in place of one or more characters when you do not know what the real character is or you do not want to type the entire name.

Wildcard character	Definition	Example
* (asterisk)	Used to substitute for zero or more characters.	Example: subject:d*g Meaning: finds messages containing words "doing", "dog", "debug", etc.
? (question mark)	Used to substitute for a single character in a name.	Example: subject:d?g Meaning: finds messages containing words "dog", "dig", "dug", etc.

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Other special characters are not used for search. Search query, containing special characters, may return incorrect result. Search queries, which contains special characters, should be entered in quotes (" ")

Note

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Doesn't use question mark (?) at the start of the word. Question mark (?) works only for search queries, which contains 1 word.

Search within attachments

Search within attachments is not enabled by default. This option can be changed in the Options menu. This option allows to perform search in attachments' content.

	Arcserve UDP Exchange Granular Restore	- 🗆 🗙
File Options Help File Options Help Show mailbox mismatch warning in expert mode Show notification panel Show progress dialog Allow connections to live servers Extended search Search within attachments Extended search Search within attachments Extended search Display time PST encoding Incomplete messages Show deleted items Display time Personal Archive - HealthMailboxbaa8042e260 Personal Archive - HealthMailboxbaa8042e260 Personal Archive - HealthMailboxbaa8042e260 Pichael Poter Rise Poter Rise Poter Maria Woods Susane Tyler SystemMailbox(ade9ae7r-e5b5-4860-a 1cf-0218 Display time Susane Tyler SystemMailbox(ade9ae7r-e5b5-4860-a 1cf-0218 Display time		× ם _
< >> Completed	File info	

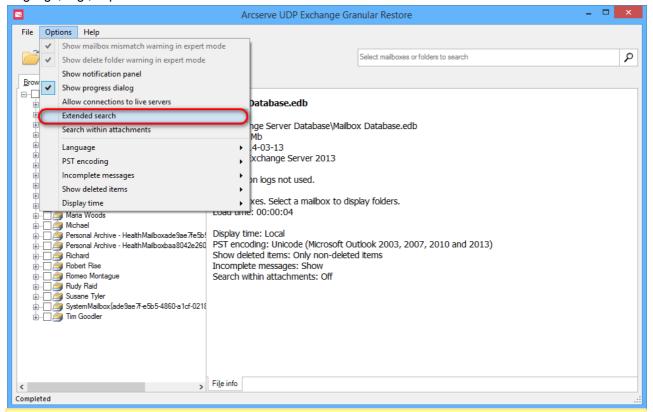
Note

After enabling this option the database will have to be reopened. Search process may take longer when search within attachments is enabled.

Version 21.2.0

Extended search

'Extended search' option is not enabled by default. This can be changed in 'Options' menu. 'Extended search' option is intended to improve search results when performing search in double byte language, e.g., Japanese or Chinese.



Note

'Extended search' option supports search in the following fields: 'From', 'Subject', 'To'. Search process may take longer when this option is enabled.

Note

Asterisk and Question Mark doesn't supported in Extended search mode.

5 Exporting items

Arcserve UDP Exchange Granular Restore includes the injection capability for items (emails, calendars, contacts, etc.) from offline database to original live Exchange databases as well as granular data extraction to Personal Storage File (.pst) files.

5.1 Restore to original live Exchange Server. Standard mode

Important Note

Standard export mode requires access to Active Directory to establish connection to Exchange Server. The program requests users list from Active Directory and checks if IDs of offline and live user mailboxes match. That's why the user, logged in, must be a domain user.

After startup, opening an EDB file and checking items the main window of the application looks as follows:

			A	rcserve UDP Exchange	Granular Resto	ore	
ile Options Help							
😑 🔲 🥅					Search in Alex	Clark	
- m (<u>s</u>)							
Browse					-		
🔲 🌍 Mailbox Database.edb	^ T	ype	Ø	Subject	From	To Created	
		\sim		She was glad that Jo should	Luise	Maria Woods; Kyle Pakerman; Luise; Wednesday,	, March 12, 2014
		/ 🖂	Ø	In itsnature, it is arbitrary and	Kyle Pakerman	Andrew Wait; Richard; John; Dalia; Ro Wednesday,	, March 12, 2014
Deleted Items (25)		\sim		It is my lady mother. It is my	Juliet Capulet	Romeo Montague; Richard; Dalia; Mic Wednesday,	March 12, 2014
Drafts (0)				Butthat it might not appear t	John	Romeo Montague; Andy Kort; Robert Wednesday,	, March 12, 2014
Inbox (1.046)		\geq	Ø	Do you persuade yourself th	Andy Kort	Susane Tyler; Andy Kort; Juliet Capulet Wednesday,	, March 12, 2014
Journal (27)		/ 🖂		I regret that I am unable to r	Brian	John; Brian; Tim Goodler; Kyle Pakerm Wednesday,	, March 12, 2014
Junk Email (0)		\geq	Ø	Alas, the heavy basketwhic	Alex Clark	Dalia; Kyle Pakeman; Michael; Susan Wednesday,	, March 12, 2014
Notes (40)		/ 🖂	ğ	He went up a dark and narr	Rudy Raid	Brian; Michael; Richard; Dalia; Luise; T Wednesday,	, March 12, 2014
Outbox (0)				Noone, even there, could liv	Romeo Montague	Brian; Alex Clark; Richard; Romeo Mon Wednesday,	, March 12, 2014
Sent Items (0)			A	One of the things particularly	Robert Rise	John; Maria Woods; Richard; Alex Clar Wednesday,	March 12, 2014
🟹 Tasks (48)		/ 🖂	ā	Stephen Brice read the new	Luise	Alex Clark; John; Tim Goodler; Michael Wednesday,	March 12, 2014
🗄 🦳 🧀 Andrew Wait			Ā	Give me some light! Give me	Michael	Romeo Montague; Richard; Andrew W Wednesday,	March 12, 2014
🗄 🗌 🎒 Andy Kort	Ē		Ă	His condition leaves him no	Juliet Capulet	Romeo Montague; Richard; Juliet Cap Wednesday,	March 12, 2014
🗄 🗋 🚑 Brian	Ē		Ŭ	What a pied ninny's this!	Maria Woods	Maria Woods; Brian; Juliet Capulet; Ro Wednesday,	March 12, 2014
👜 💭 🚑 Dalia	Ē		A	Your vows, your memories,	John	Robert Rise; Maria Woods; Andrew W Wednesday,	, March 12, 2014
Health Mailboxade 9ae 7fe 5b 54860a 1cf 0218	3 1	/ 🖂	ă	The riders could be heard, lo		Susane Tyler; Maria Woods; Romeo M Wednesday,	
Health Mailboxbaa 8042e260149aa 928ba55	° 🔽	/ 🖂	Ă	The sinewand heart of man	Susane Tyler	Brian; Juliet Capulet; Andy Kort; Robert Wednesday,	March 12, 2014
ii				Now, herald, are the dead n		Michael; Alex Clark; Susane Tyler; Ro Wednesday,	
im Die Capulet				Dieu vous garde, monsieur			March 12, 2014
i				If you had seen the look in h		Dalia: Juliet Capulet: Alex Clark: Rome Wednesday.	March 12, 2014
ia				She wore a gray blouse with	-	Alex Clark; Susane Tyler; Maria Woods Wednesday,	
				But though the public schoo		John: Brian: Michael: Andy Kort: Maria Wednesday.	
Find Archive - Health Mailboxade9ae7fe				if itwas in gold; but at the sa		Rudy Raid; Juliet Capulet; Brian; Andy Wednesday,	
Personal Archive - HealthMailboxbae8042e	-			My stars shine darkly over m		Juliet Capulet; Tim Goodler; Alex Clark; Wednesday,	
			A	Charley was of these people		Susane Tyler; Alex Clark; Michael; Rud Wednesday,	
			0		Richard	Richard; John; Andy Kort; Robert Rise; Wednesday,	
>							>

Clicking the injection button will bring up the following dialog:

Domain name of the machine with Exchange Server will be automatically detected if current machine is in the same domain with Exchange Server. Otherwise, the host will not be detected and has to be entered manually. By default, Arcserve UDP Exchange Granular Restore uses current user to establish the connection. If current user doesn't have rights to impersonate selected for export user, an appropriate error will appear in details.

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In case of error it is recommended to use the Advanced button and configure the connection settings.

Connect to Ex	kchange Server mailbox	×
Host (ex.: contoso.com or 192.168.0.5): ES2013.no-such-email.com Image: second secon	Exchange impersonation lets you connect to a mailbox other than the default one for your credentials. To use the feature, access permissions need to be configured at Exchange Server.	
	Connect Cancel	_

There are two ways to connect to selected mailbox:

1. Use credentials of selected mailbox.

2. Specify the user that has impersonation rights.

To use credential of selected mailbox, enter host name of machine with Client Access Role, unmark **Use current Windows credentials** enter user name and password and press **Connect**.

Connect to Exchange Server mailbox						
Host (ex.: contoso.com or 192.168.0.5): ES2013.no-such-email.com Use current Windows credentials User logon name (e.g.: user1): Alex.Clark Password: ••••••••••••••••••••••••••••••••••••]					
Connect Cancel						

To use **Exchange impersonation** to establish the connection, enter host name of machine with Client Access role, unmark **Use current Windows credentials**, enter credentials of the user with impersonation rights and press **Connect**. In the example below Brian has impersonation rights to access Dalia's mailbox.

M	Connec	t to l	Ex	change Server	mailbox	×	
	Host (ex.: contoso.com or 192.16 ES2013.no-such-email.com	8.0.5):					
	Use current Windows credent User logon name (e.g.: user1): Brian Password: Save password	ials		a mailbox credential	other than th s. To use the ns need to be	on lets you connect to e default one for your feature, access e configured at	
					Connect	Cancel	
•	ting to live Exchange is also	availa					
kpoi 3	ting to live Exchange is also	availa		e via the File me		re	
-	ting to live Exchange is also Options Help	availa				re	
3 File		availa			Granular Resto		
s File	Options Help	availa					
File	Options Help Open file Ctrl+O	availa			Granular Resto		
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Selected: 1 folder(s) in 1 mailbox(es)

Richard; John; Andy Kort; Robert Rise;...

Juliet Capulet; Tim Goodler; Alex Clark;... Wednesday, March 12, 2014

Susane Tyler; Alex Clark; Michael; Rud... Wednesday, March 12, 2014

Wednesday, March 12, 2014 ¥

After establishing the connection, the export will start. Required time depends on how many items are selected for export. You will be shown a progress window during the export. The window shows the number of saved folders, messages, errors and total expected items to be restored. You can disable the progress window directly in the window or go to the Options menu and select Show progress dialog. The export can be canceled by clicking the Cancel exporting button on the taskbar.

Romeo Montague

Richard

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Note

Work with disabling/removing users:

- In case removing user and creating new user(mailbox) with same name and attributes, product can't export into original location. Please use Expert mode.
- In case disabling user and creating new mailbox using existing user (disabling user), product also can't export into original location, because Exchange Server creates new mailbox for this user. Please use Expert mode.
- In case disabling user and enabling user (connected in tab "Disconnected Mailbox"), product can export into original location.
- Product can't export items in case GUID of mailbox for export is differ from GUID of mailbox in Exchange Server. Please use Expert mode.

5.2 Restore to live Exchange Server. Expert mode

Arcserve UDP Exchange Granular Restore includes the injection capability for items (emails, calendars, contacts, etc.) from offline database to live Exchange database.

The following options are presented:

- Authentication
 - Connection to a mailbox using its owner credentials. To provide the connection, host (domain name or IP), user logon name and password are required. It is also possible to connect through current Windows credentials.
 - Connection to another account mailbox by using Exchange impersonation. (http://msdn.microsoft.com/enus/library/bb204095%28EXCHG.140%29.aspx).
- · Connecting to several mailboxes on different servers simultaneously.
- Browsing folder hierarchy of a connected mailbox, browsing folder contents and viewing message bodies and other items (calendars, contacts).
- Creating folders in the connected mailbox.
- Drag-and-drop copying of folders and individual items from offline (source, EDB) database to the attached

mailbox (destination live Exchange server).

- To provide injection, running the application as administrator of the source exchange server or using a machine from source AD domain with Exchange Server and source mailbox, is not required.
- Injection is possible to a local machine, as well as machines with Exchange Server, which are in the local network or the Internet.

Important Note

Export into live Exchange Server is based on mailbox GUID and mailbox address. In case if the original mailbox GUID differs from the the appropriate mailbox GUID in Exchange Server, the warning dialog will appear.

GUID of mailbox in opened .edb file can be checked using Export into original mailbox in the product. GUID of live mailbox in Exchange Server can be found using the following Exchange PowerShell cmdlet: Get-Mailbox -id <mailbox_name> | fl *guid*.

Connection to Exchange Server

After opening a mail store the main window of the application looks as follows:

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			I regret that I am unable to r	Brian	John; Brian; Tim Good	
		Ø	Alas, the heavy basketwhic	Alex Clark	Dalia; Kyle Pakeman	
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Outbox (0)			Noone, even there, could liv	Romeo Montague	Brian; Alex Clark; Rich	
Sent Items (0)		A	One of the things particularly	Robert Rise	John; Maria Woods; F	
🟹 Tasks (48)		ă	Stephen Brice read the new	Luise	Alex Clark; John; Tim	
🗄 🗋 🧀 Andrew Wait		ā	Give me some light! Give me	Michael	Romeo Montague; Ri	
🗄 🗋 🎒 Andy Kort		ă	His condition leaves him no	Juliet Capulet	Romeo Montague; Ri	
🗄 💭 🎒 Brian		-	What a pied ninny's this!	Maria Woods	Maria Woods; Brian; J	
🗄 🗋 🎒 Dalia		Ð	Your vows, your memories,	John	Robert Rise; Maria W	
Health Mailboxade9ae7fe5b54860a1cf0218		ā	The riders could be heard, lo	Andrew Wait	Susane Tyler; Maria V	
Health Mailboxbaa8042e260149aa928ba55		Ŏ	The sinewand heart of man	Susane Tyler	Brian; Juliet Capulet; /	
ia			Now, herald, are the dead n	Alex Clark	Michael; Alex Clark; S	
			Dieu vous garde, monsieur	Michael	Maria Woods; Robert	
			If you had seen the look in h	Romeo Montague	Dalia; Juliet Capulet; /	
iano Lase			She wore a gray blouse with	Robert Rise	Alex Clark; Susane Ty	
			But though the public schoo	Luise	John; Brian; Michael;	
			if itwas in gold; but at the sa	Andrew Wait	Rudy Raid; Juliet Cap	
			My stars shine darkly over m	Rudy Raid	Juliet Capulet; Tim Go	
🗄 🖳 🎽 Richard		0	Charley was of these people	Romeo Montague	Susane Tyler; Alex Cla	
	× 🗆 🖂			Richard	Richard; John; Andy I 🗠	
>	<				>	
mpleted						

There is a panel with a wide splitter added on the right. Toolbar buttons are added to connect to Exchange Server and inject checked items to the attached mailbox.

The injection button (next to the **Export selected data into PST** button) becomes active when there is a connection with at least one live mailbox and items in the offline database are checked.

The button for the connection to the mailbox has a drop-down list with mailboxes, which were attached previously. When clicking **Select** menu item for the attached mailbox in the drop-down list, it appears in the tree on the right and becomes selected. It is also possible to disconnect from the mailbox by clicking the **Disconnect** menu item.

Attach to live Exchange mailbox Ctrl+T	·	
Recent	•	
Administrator@no-such-email.com	•	
Dalia@no-such-email.com		
John@no-such-email.com		Select
Alex.Clark@no-such-email.com	•	Disconnect
Disconnect all		Refresh

Clicking the connection toolbar button will bring up the following dialog for entering the credentials:

Host (ex.: contoso.com or 192.168.0.5): ES2013.no-such-email.com Use current Windows credentials User logon name (e.g.: user1): Alex Clark Password: Save password	Exchange impersonation lets you connect to a mailbox other than the default one for your credentials. To use the feature, access permissions need to be configured at Exchange Server. Connect to a different mailbox
--	--

Fill the following required fields:

- Host: domain name of the machine with Exchange Server, or IP address
- User logon name user name to log on
- Password user's password

There is an option of connecting using current Windows credentials. When the checkbox is selected, the **User** and **Password** fields are disabled:

Host (ex.: contoso.com or 192.168.0.5): ES2013.no-such-email.com	xchange Server mailbox ×
Use current Windows credentials User logon name (e.g.: user1): Password: Save password	Exchange impersonation lets you connect to a mailbox other than the default one for your credentials. To use the feature, access permissions need to be configured at Exchange Server. Connect to a different mailbox
	Connect Cancel

It is possible to connect to someone else's mailbox using **Exchange impersonation**. To do this, check the **Connect to a different mailbox** box and enter the mailbox owner SMTP address:

	Connect to Excha	ange Server mailbox	×
	Host (ex.: contoso.com or 192.168.0.5): ES2013.no-such-email.com Use current Windows credentials User logon name (e.g.: user1): Alex Clark Password:	Exchange impersonation lets you connect to a mailbox other than the default one for your credentials. To use the feature, access permissions need to be configured at Exchange Server. ✓ Connect to a different mailbox Mailbox owner SMTP address (ex.: user1@contoso.com): dalia@no-such-email.com	
-		Connect Cancel	
		Connect	

Connecting and exporting to live Exchange are also available through the File menu.

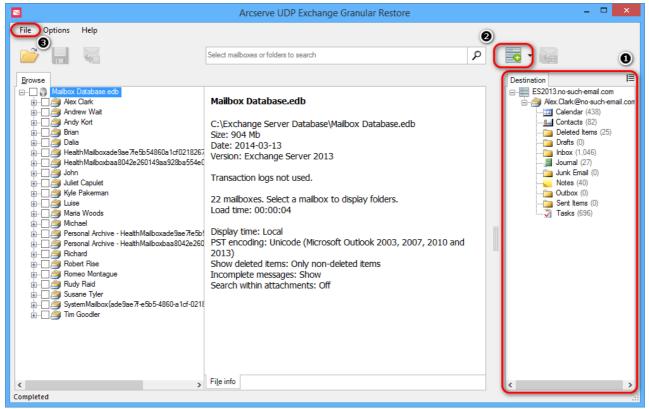
 \searrow

		Arcserve UDP Exchange Granular Restore		
Options Help Open file	Ctrl+0			
Recent	•	ct mailboxes or folders to search)	
Close file				
Reload database using transaction logs			_	Destination
New connection	•	Attach to live Exchange mailbox Ctrl+T		No live servers connected.
Search for files to open				Connect to a live server to enable
Export selected items into PST	Ctrl+S	\Exchange Server Database\Mailbox Database.edb		export of objects from source storage
Export into original Exchange mailbox	Ctrl+G	ate: 2014-03-13		
Export into live server	Ctrl+E	rsion: Exchange Server 2013		
Cancel current operation	Ctrl+N	ansaction logs not used.		
Open log folder		ansaction logs not used.		
Delete saved temp files and logs		mailboxes. Select a mailbox to display folders.		
Exit	Alt+X	ad time: 00:00:04		
Em Personal Archive - Health Mailboxad		usplay time: Local		
🗄 🗆 📄 Personal Archive - Health Mailboxba	a8042e260	PST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and		
ia		2013) Show deleted items: Only non-deleted items		
		Incomplete messages: Show		
		Search within attachments: Off		
≟ /	D-a1cf-0218			
	1	File info		
	>			

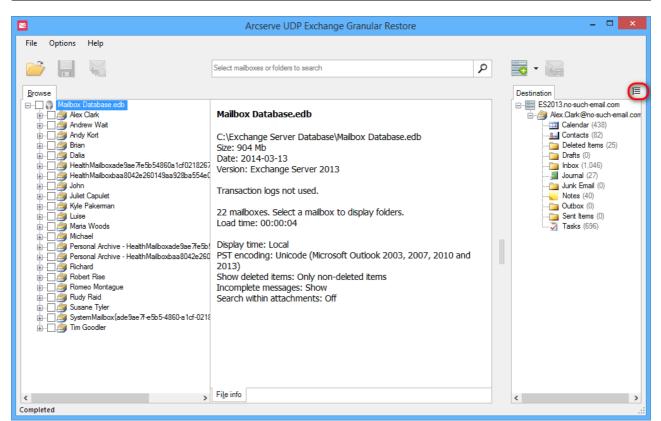
Injection workflow

 \searrow

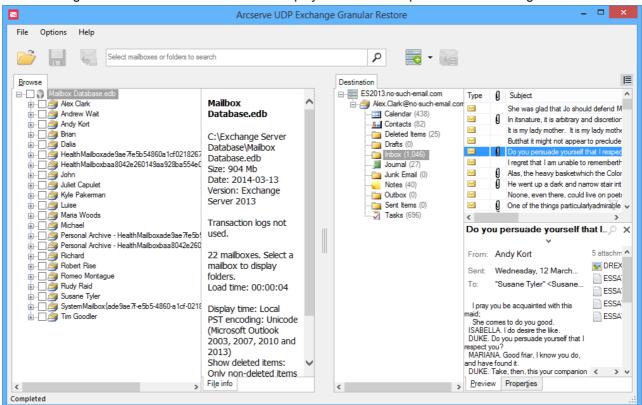
After the connection is established, the mail store tree appears on the **Destination** tab (1). It will be listed in the drop-down list of the toolbar (2) connection button and in the **File** menu (3).



It is possible to select whether to show folder items and preview or not – a button near the **Destination** tab is used for this purpose. If it is disabled there will be only a tree displayed in the right panel.



After enabling the button a list with the items is displayed as well as a preview when clicking on the item.

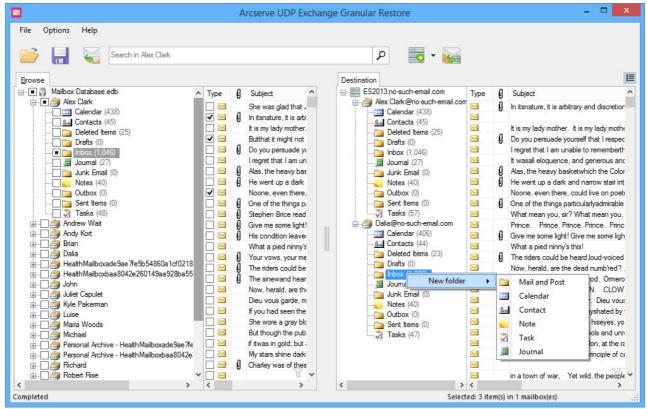


Connection to several mailboxes simultaneously on different hosts is possible.

			A	Arcserve UDP Exchange	Granular Resto	ore		
ile Options Help								
🔒 🔲 🔛		Search	in Al	ex Clark		Q]	-
rowse								Destination
	~	Туре	A	Subject	From	To ^		9 92.168.0.241
🖕 🗐 🎒 Alex Clark			0	She was glad that Jo shoul	Luiee	Maria Woods; Kyle Pa		Romeo.Montague@no-suc
Calendar (438)		 Image: A state Image: A state<td>A</td><td>In itsnature, it is arbitrary an</td><td></td><td>Andrew Wait: Richard</td><td></td><td></td>	A	In itsnature, it is arbitrary an		Andrew Wait: Richard		
<u>8</u> Contacts (45)			U	It is my lady mother. It is my		Romeo Montague: Ric		<u>8.</u> Contacts (44)
Deleted Items (25)		 Image: A state Image: A state<td></td><td>Butthat it might not appear t</td><td></td><td>Romeo Montague; An</td><td></td><td>Deleted Items (19)</td>		Butthat it might not appear t		Romeo Montague; An		Deleted Items (19)
Drafts (0)			A	Do vou persuade vourself t		Susane Tyler: Andy Ko		Drafts (0)
Inbox (1,046)			U	I regret that I am unable to r		John: Brian: Tim Good		<u>inbox</u> (1,047)
🔚 Journal (27)			A	Alas, the heavy basketwhic		Dalia: Kyle Pakeman:		Journal (26)
junk Email (0)			0	He went up a dark and narr		Brian: Michael: Richan		Junk Email (0)
Notes (40)		Image:	Ð			Brian; Michael; Richan Brian; Alex Clark; Rich		
			n	Noone, even there, could li	-	John: Maria Woods: R		Outbox (0) Sent Items (0)
			Q	One of the things particular Stephen Brice read the ne				Tasks (47)
			Ŋ			Alex Clark; John; Tim (ES2013.no-such-email.com
			Ŋ	Give me some light! Give m		Romeo Montague; Ric		Alex.Clark@no-such-email.
Brian			IJ	His condition leaves him no		Romeo Montague; Ric		Calendar (438)
			n	What a pied ninny's this!		Maria Woods; Brian; Ji		Contacts (45)
Health Mailboxade9ae7fe5b54860a1cf02			Ŋ	Your vows, your memories,		Robert Rise; Maria Wo		Deleted Items (25)
Health Mailboxbaa 8042e260149aa 928ba	55		U D	The riders could be heard,I		Susane Tyler; Maria W		Drafts (0)
. John			Ø	The sinewand heart of man		Brian; Juliet Capulet; A		Inbox (1,046)
. Juliet Capulet				Now, herald, are the dead		Michael; Alex Clark; St		
				Dieu vous garde, monsieur		Maria Woods; Robert		Junk Email (0)
🗄 🗋 🎒 Luise				If you had seen the look in		Dalia; Juliet Capulet; A		Notes (40)
🗄 🗌 🥭 Maria Woods				She wore a gray blouse wit		Alex Clark; Susane Tyl		Outbox (0)
🗄 🦳 🎒 Michael				But though the public scho		John; Brian; Michael; /		Sent Items (0)
🛓 🗆 🖂 🎒 Personal Archive - Health Mailboxade9ae7				if itwas in gold; but at the sa		Rudy Raid; Juliet Capu		🚽 Tasks (57)
🗄 🗌 🧑 Personal Archive - Health Mailboxbaa 8042			0	My stars shine darkly over		Juliet Capulet; Tim Goo		
🗄 🖳 🥭 Richard			U	Charley was of these peopl	_	Susane Tyler; Alex Cla		
i					Richard	Richard; John; Andy K 🗡		
	>	<				>		<

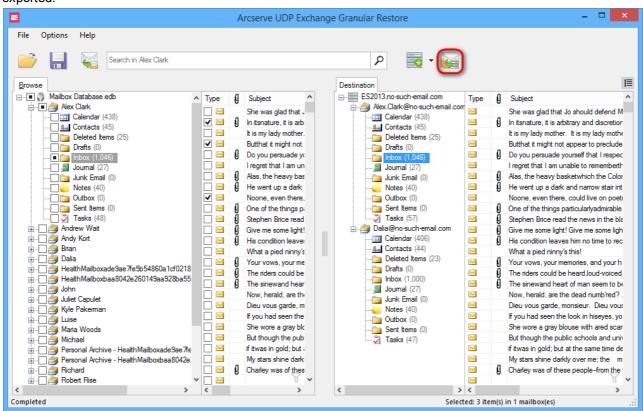
After mailbox appears in the tree, it is possible to drag-and-drop folders and separate items. When dragging a folder or a mailbox to live Exchange mailbox, the hierarchy of the data being dragged will be recreated inside the destination folder.

When right-clicking folders/mailboxes in the destination panel, it is possible to create a folder inside the mailbox.



It is also possible to delete and rename created folder within one program session. When checking the items

in the offline database, data exporting is available by clicking the **Export into live Exchange Server mailbox** button. This method is the equivalent of saving to PST, except that the target is a live server, not a file. It is complementary to drag-and-drop and useful for management of disparate data. With this method, items of different types (e.g. notes and tasks) and/or located in different offline database folders/mailboxes can be exported.

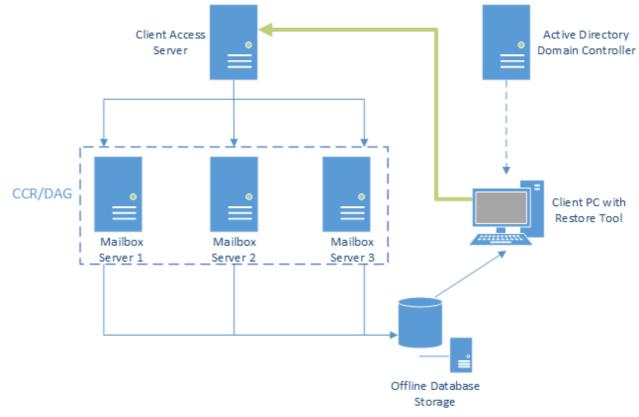


When clicking the **Export into live Exchange Server mailbox** button, a dialog, which allows to select a folder to save selected data, appears. Data hierarchy will be restored automatically. The root of hierarchy is the closest common parent item.

Select destination folder	×
ES2013.no-such-email.com Alex.Clark@no-such-email.com	^
Deleted Items (23) Drafts (0) Inbox (1,000) Journal (27) Junk Email (0) Junk Email (0) Outbox (0) Sent Items (0) Tasks (47)	K Cancel

5.3 Working with clustered Exchange Server configuration

Exporting data into live instance of clustered Exchange Server does not differ from working with any other server configuration. Even if there are several servers with Mailbox Server roles in your configuration, and they have been added to your CCR/DAG, data can be easily restored.



As you can see on the scheme, to export data into live server, Arcserve UDP Exchange Granular Restore calls Client Access Server to get access to specified mailbox. And it doesn't really matter which of existing Mailbox Servers stores target mailbox - data will be exported to the right place.

The IP-address or FQDN of Client Access Server should be specified in the **Host** field while using the **Expert** mode. In the **Export into original** mode FQDN of this server is detected automatically by calling Active Directory domain controller.

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5.4 Restore to PST files

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To save items marked for export, click the **Export selected items into PST** button on the toolbar or select the item in the **File** menu.

		Α	Arcserve UDP Exchange	Granular Resto	ore	-	
ile Options Help							
				Search in Alex	<u></u>		
▶ [日] %3				Search in Alex	Clark		
owse Mailbox Database.edb	A Tuna	A	Subject	From	To	Created	
in allow Parabase.eap	∧ Type	Ð					
Calendar (438)	✓ 🖂		She was glad that Jo should			Wednesday, March 1	
	✓ ≥	Ø			Andrew Wait; Richard; John; Dalia; Ro		
Deleted Items (25)	✓ 🖂		It is my lady mother. It is my		Romeo Montague; Richard; Dalia; Mic		
Drafts (0)	✓ 🖂		Butthat it might not appear t		Romeo Montague; Andy Kort; Robert		
Inbox (1,046)	✓ 🖂	Û	Do you persuade yourself th		Susane Tyler; Andy Kort; Juliet Capulet	•	
🗐 Journal (27)	 M M		I regret that I am unable to r		John; Brian; Tim Goodler; Kyle Pakerm		
junk Email (0)	 M M	Ø	Alas, the heavy basketwhic		Dalia; Kyle Pakeman; Michael; Susan		
Notes (40)	 M M	Q	He went up a dark and narr		Brian; Michael; Richard; Dalia; Luise; T		
Outbox (0)	✓ ≥		Noone, even there, could liv		Brian; Alex Clark; Richard; Romeo Mon		
Sent Items (0)	✓ ≥	Ø	One of the things particularly		John; Maria Woods; Richard; Alex Clar		
🟹 Tasks (48)	🖌 🖂	Ø	Stephen Brice read the new	Luise	Alex Clark; John; Tim Goodler; Michael	Wednesday, March 1	2, 2014
🗄 🗋 🧿 Andrew Wait	🖌 🖂	Q	Give me some light! Give me	Michael	Romeo Montague; Richard; Andrew W	Wednesday, March 1	2, 2014
i 🧾 🥭 Andy Kort	🖌 🖂	Ø	His condition leaves him no	Juliet Capulet	Romeo Montague; Richard; Juliet Cap	Wednesday, March 1	2, 2014
ie	🖌 🖂		What a pied ninny's this!	Maria Woods	Maria Woods; Brian; Juliet Capulet; Ro	Wednesday, March 1	2, 2014
	🗸 🖂	Ø	Your vows, your memories,	John	Robert Rise; Maria Woods; Andrew W	Wednesday, March 1	2, 2014
Health Mailboxade9ae 77e5b54860a1cf0218 Health Mailboxbaa8042e260149aa928ba55	 Image: A start of the start of	Ø	The riders could be heard, lo	Andrew Wait	Susane Tyler; Maria Woods; Romeo M	Wednesday, March 1	2, 2014
	🗸 🖂	0	The sinewand heart of man	Susane Tyler	Brian; Juliet Capulet; Andy Kort; Robert	Wednesday, March 1	2, 2014
in juliet Capulet	 Image: A start of the start of		Now, herald, are the dead n	Alex Clark	Michael; Alex Clark; Susane Tyler; Ro	Wednesday, March 1	2, 2014
ia	🗸 🖂		Dieu vous garde, monsieur	Michael	Maria Woods; Robert Rise	Wednesday, March 1	2, 2014
	🖌 🖂		If you had seen the look in h	Romeo Montague	Dalia; Juliet Capulet; Alex Clark; Rome	Wednesday, March 1	2, 2014
iano la Woods	 Image: A main sector Image: A main sector		She wore a gray blouse with	Robert Rise	Alex Clark; Susane Tyler; Maria Woods	Wednesday, March 1	2, 2014
	V 🖂		But though the public schoo	Luise	John; Brian; Michael; Andy Kort; Maria	Wednesday, March 1	2, 2014
	🖌 🖂		if itwas in gold; but at the sa	Andrew Wait	Rudy Raid; Juliet Capulet; Brian; Andy	Wednesday, March 1	2, 2014
Personal Archive - HealthMailboxbaa8042e.	V 🖂		My stars shine darkly over m	Rudy Raid	Juliet Capulet; Tim Goodler; Alex Clark;	Wednesday, March 1	2, 2014
	🗸 🖂	Ø	Charley was of these people	Romeo Montague	Susane Tyler; Alex Clark; Michael; Rud	Wednesday, March 1	2, 2014
	× 🔽 🖂	J		Richard	Richard; John; Andy Kort; Robert Rise;	Wednesday, March 1	2, 2014
>	<						>

You will be asked to select or create the destination folder for recovered data:

Select destination folder	×
Selected data will be saved into .pst file(s). To start the export select the destinati folder or create a new one and click OK. The export process will start immediately	
Recovered_session6	^
🛛 🔐 totalcmd	
Ders Ders	
Windows	
▷ 🔮 DVD Drive (D:)	
▷ 🧰 New Volume (E:)	
D and the second sec	
▷ 📬 Network	
▲ i■ autotest-s	~
PST encoding: Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013)	۷
Make New Folder OK Cancel	

After selecting folder, the export will start. Required time depends on how many items are selected for export. You will be shown a progress window during the export. The window shows the number of saved mailboxes, folders, messages and total expected items to be restored (1). You can disable the progress window directly in the window or go to the **Options** menu and select **Show progress dialog**.

The export can be canceled by clicking an appropriate link in the progress dialog window (2) or by clicking the

Cancel export button on the taskbar (3).

	Arcserve UDP Exchange Granular Restore	- 🗆 🗙
File Options Help		
	Search in all mailboxes	8
Browse		
······ ♥ Mailbox Database.edb ······ ♥ Alex Clark ······ ♥ Alex Clark	Mailbox Database.edb	
timur v in v i	Progress	
e - ✓ je Health Mailboxbae9ae 7fe5b54860a1cf0218 e - ✓ je Health Mailboxbaa8042e260149aa928ba55 e - ✓ je Health Mailboxbaa8042e260149aa928ba55	Exporting into PST 24%	
terrer van Berner Bern	Mailboxes 9 Folders 100	
चे ⊽ 🎒 Maria Woods चे ⊽ 🎒 Michael चे ⊽ 🎒 Personal Archive - HealthMailboxade9ae7ा	Messages 6,962 Total messages count 28,163 Read speed 4,895 KB/s	
	Elapsed time 00:01:05	d 2013)
a	Cancel current operation	
ia - ✔	Show the dialog next time Close	
< >	File info	
Exporting into PST 24%	00:01:05 Selecte	d: 22 mailbox(es) .::

Тір

If you closed the progress window, it can be shown again by clicking on the progress bar on the status panel.

PST file naming, size and format

Arcserve UDP Exchange Granular Restore exports each mail store into a separate .pst file named "Recovery NNN - <Mailbox Name>[- VVV] . pst", where NNN is current recovery session identifier, VVV – volume number in case the PST has to be written in more than one volume.

Example:

Recovery 001 - John Doe.pst

Recovery 001 - John Doe - 001.pst

Recovery 001 - John Doe - 002.pst

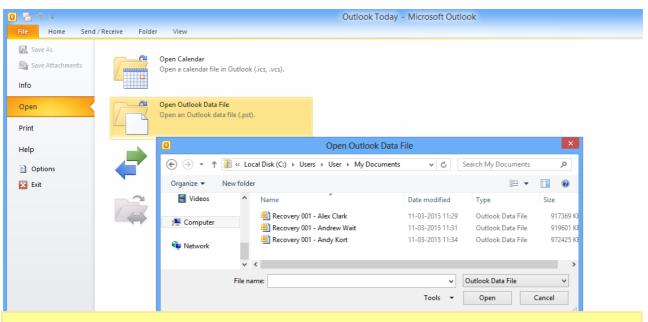
Recovery 001 - Mary Smith.pst

With large exports, there can be more than one file on the output. Additional files are created automatically when the file size limit is hit. The size volume limit depends on the output file encoding. For ANSI PST files the limit is 1GB, for Unicode files it is 19GB.

Opening exported items in Outlook

To view and manipulate exported items, use Microsoft Outlook to open the Personal Storage File (.pst) files exported by Arcserve UDP Exchange Granular Restore:

- 1. Start Outlook.
- 2. Click File and choose Open Outlook Data File.
- 3. Select exported pst file and click OK.



Note

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It is not recommended to move .pst files that are open in Outlook. Before moving, right- click the name of the Outlook Data File (.pst) and click Close .

Restoring exported items into Exchange Server

Items extracted from a mail store can be easily restored into a live server:

- 1. Make sure you have Microsoft Outlook with access to the mailbox you want to restore items into.
- 2. Open .pst file with exported messages.
- 3. Open the mailbox you need to import data into.
- 4. Select the items and drag-and-drop them back into the original folders. They will be automatically synchronized with the live Exchange Server database.

File Home Send / Receive Fo	older View					
New New E-mail Items	Reply Reply Forwa	ard 🗮 Meeting	Prestored Mail Pream E-mail Pream Reply & Delete	 Gamma To Manager ✓ Done ✓ Create New 	*	Move Or
New Delete	Respon	nd	Quic	k Steps	G.	Mov
Drag Your Favorite Folders Here	<	Search Inbox (Ctrl	+ E)			Q
Æ Exchange Mailbox		Arrange By: Date		New	est on to	p 🔻 🔺
Inbox Sent Items		▲ Last Week				
Deleted Items	~	Andy Kort subj About th	ie Test Mailbox Store	٦	ſhu 8/16 ↓	۵Ÿ
Drafts		Romeo Mont The farmer im	ague agines power and	т	'hu 8/16 ↓	٥٣
Outbox [2] Restored Mail Sec. Foundation	John Thu 8/16 Whilst the world is thus				`hu 8/16 ↓	07
RSS Feeds	Robert Rise Thu 8/16 POLARITY or action and reaction we meet in				'hu 8/16 ↓	۵Ÿ
 Shortcuts Recovery 001 - Juliet Capulet 	Shortcuts Kyle Pakerman Thu 8/16 A Recovery 001 - Juliet Capulet Capulet					۵Ÿ
Deleted Items		Tim Goodler Men such as	they are very naturally s		hu 8/16 an 🌡	۵Ŵ
Conversation Action Settings Drafts		Susane Tyler In self-trust a	ll the virtues	Т	'hu 8/16 ↓	$\Box \bigtriangledown$
Dunk E-Mail		Susane Tyler But the final	value of action like that		hu 8/16 th 🌡	$\Box \bigtriangledown$
😡 Search Folders 📄 Orphaned Folders		John Emerson sper	nt the latter part of his		`hu 8/16 ↓	07
🔁 Outbox		Alex Clark F LIMITED RIG	HT OF REPLACEMENT	1	「hu 8/16 ↓	07

6 Command-line interface

The command line feature allows you to easily process several databases.

Usage: esr.exe <source> <destination>

M

Example: esr.exe "c:\Mailbox Database.edb" "c:\results\"

Below is a list of commands with their description that can be used in command line:

• There are s everal ways to set the source file(s):

Operation	Description	Example
<file mask="" path=""></file>	mask to path with files	esr.exe c:*.edb c :\results\
/list= <path></path>	sets a path to file which contains a list with files to recover	esr.exe /list=d:\files_to_recover.txt c:\results\
/list={file1, file2,, fileN}	sets enumeration of files to recover. Full path to file must be used	esr.exe /list={d:\1.edb, d:\2.edb} c: \results\

• Specify the destination directory for the recovered file(s):

Operation	Description	Example
<out dir=""></out>	path to output directory	esr.exe c:*.edb c :\results\
Detailing parameters:	-	

Operation	Description	Example
/initdir= <path></path>	sets the initial directory for the Open database dialog	esr.exe /initdir="c:\EDB Mailboxes \"

Operation	Description	Example
-notfilterfaultymessages	shows messages that have been filtered due to their damage	esr.exe -notfilterfaultymessages
/redirect= <path></path>	redirects console output to text file	esr.exe c:*.edb c :\results\ / redirect="c:\result.txt"
/cleartemp	if set - the product will remove all temp data on startup	esr.exe /cleartemp
/inputfile= <path file="" to=""></path>	program starts and open the specified file	esr.exe /inputfile="c:\EDB Mailboxes\Mailbox Database.edb"
/transactionlogsdir= <path logs="" to=""></path>	program starts and open the specified file with it's transaction logs	esr.exe /inputfile="c:\EDB Mailboxes\Mailbox Database.edb" / transactionlogsdir="c:\EDB Mailboxes\"

7 Glossary

This glossary lists terms and their synonyms, most commonly used in Arcserve UDP Exchange Granular Restore help.

AD - Active Directory (AD) is a directory service implemented by Microsoft for Windows domain networks. An AD domain controller authenticates and authorizes all users and computers in a Windows domain type network. For additional information, please visit http://en.wikipedia.org/wiki/Active Directory.

ANSI PST format - An old PST-file format, used in Outlook 97-2002. ANSI format has a 2 GB limit in file size. **Deleted items** - Items/folders deleted from a mailbox hierarchy.

Destination folder/mailbox - A folder/mailbox, selected for export.

EDB - An Exchange database format, used to store information from users' mailboxes. Synonyms: Exchange Server database, dataset.

EWS - Exchange Web Services. EWS provides the functionality to enable client applications to communicate with the Exchange server. EWS provides access to much of the same data that is made available through Microsoft Office Outlook.

Exchange impersonation - Exchange impersonation enables a caller to impersonate a given account so that the operations can be performed with the rights of the impersonated account, instead of the rights that are associated with the caller's account. Configuration information is available at http://msdn.microsoft.com/en-us/library/office/bb204095(v=exchg.140).aspx

Exchange Server - A mail server, calendaring software and contact manager developed by Microsoft. **Export** - Copying information from an offline mailbox so it can be stored in a pst file or on the live Exchange Server.

GMT - Greenwich Mean Time (GMT) is considered as a reference point for time.

Host - Domain name of the machine with Client Access role of Exchange Server, or IP address.

Injection - The process of copying data from offline mailbox to live or original connected mailbox on the server. **Local time** - Local time is calculated by adding or subtracting a number of hours, depending on a time zone, to UTC.

Live Exchange Server mailbox - Destination Exchange server mailbox, that exists on the server and is available for connection. Synonym: attached mailbox.

Mail Store - A type of self-storage whereby customers send items by mail or delivery service (usually by the box) to be stored at a central location. Synonyms: mailbox, offline database, database storage(depending on the conext).

Original mailbox - A mailbox in live Exchange Server that corresponds to the mailbox in the opened



database.

PST - A Personal Storage File (.pst) format, used to store copies of messages, calendar events, and other items. PST files are readable with Outlook or other compatible email client.

Unicode PST format - A PST-file format used in Outlook 2003, Outlook 2007, Outlook 2010 and Outlook 2013, so older versions of Outlook will not be able to open Unicode formatted PST files. Previous versions of Outlook were using ANSI format. The main reason for this change was to allow for international character support and to extend the maximum size of PST files beyond the 2GB limit of the ANSI formatted PST files. **UTC** - Coordinated Universal Time (UTC) is the primary time standard by which the world regulates clocks and time. Usually used with references to time zones.