

QBR-S: EXCHANGE MAILBOX AND MESSAGE LEVEL RESTORE

QBR-S helps administrators manage an organization's email challenges by making email recovery a fast, easy process. Recover lost, deleted emails and mailboxes without running your Exchange server. Use any previous backup to easily restore individual mailbox items directly to your production server or PST file. Whether you need to recover a single, specific email message, perform a mailbox recovery, QBR-S is up to the task.

A common request for IT administrators is to find deleted messages or folders. Perhaps a key manager has left your company and you are asked to recover Exchange messages related to a specific customer. QBR-S allows you to set highly targeted search criteria for the messages you want to retrieve, minimizing the amount of time needed to open and read irrelevant messages.

The purpose for this help article is to provide the path for Installation and use of Kroll Ontrack PowerControl to perform Exchange Restorations for QBR-S devices. The Kroll Ontrack PowerControl for Exchange licenses bundled in the QBR-S are for Exchange Databases.

Obtaining Kroll License:

This is available by clicking on the "Access Kroll License" Admin tab of the QBR web console

The screenshot shows the QBR web console interface. At the top, there is a navigation bar with tabs: Agents, Admin, Network, Local Virtualization, Off-Site, NAS, Report, and Status. The 'Admin' tab is selected. Below the navigation bar, there is a sidebar on the left with 'Additional Options' including: Logout, Configure Email Subjects, Access Kroll License (highlighted with a red box), Enable Screenshots, and Schedule Offset. The main content area is titled 'Local Accounts' and contains a table of accounts:

Username	Web Access Enabled	Change Password	Delete Account
administrator	Web Access Enabled	Change Password	Delete Account
williams	Web Access Enabled	Change Password	Delete Account

Below the table, there is a section titled 'Add a new account' with input fields for Username, Password, and a 'Create Account' button. At the bottom of the screenshot, there is a section titled 'Device Registration / Support Contact'.

Install Ontrack PowerControls:

QBR *Knowledge base*

Install and configure Outlook as described in Configuring Microsoft Office Outlook

Turn off any disk utility or antivirus program running in the background.

Run PC614_Universal.exe.

Select Install Ontrack Power Controls to start the installation process.



PERFORMING EXCHANGE MESSAGE LEVEL OR MAILBOX LEVEL RESTORATION

Mount Recovery Point on the local QBR-S Web Interface

1. Click on Access recovery points

ADTEST-MEX - Windows 200

Start a backup

Access recovery points

Basic Options

Advanced Options

Configure reporting/alerting

View the backup log

Remove Agent

2. Perform File Restore for the recovery point which the Exchange Restoration is needed from.

Recovery Points for ADTEST-MEX



3. Browse the SMB share path for the mounted recovery point as displayed on the screen.



4. Navigate all the way to your EDB file's location in this mounted recovery point's SMB share, note this path as it will be used in the next section.

Configuring the Kroll OnTrack Data Wizard

1. Launch *Ontrack PowerControls for Exchange*



2. On the first screen click the Next button.

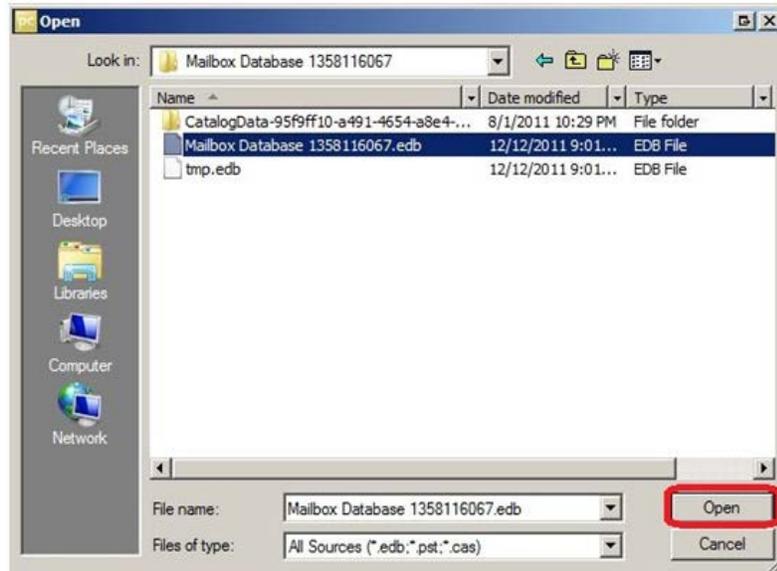


QBR *Knowledge base*

3. Click the Browse button located to the right of the "Source File" dropdown box.



4. Browse to the .edb file located in the shared directory on the QBR-S for the recovery point which was mounted and click *Open*.



5. Click *Next* on the Data Wizard once all three dropdown boxes auto populate.

Data Wizard

Source Path Selection
Please browse for the EDB or PST file you will be using as your source.

Click the Browse button to find the correct source file to open using this wizard. If you would not like to open a source file at this time, click the Skip button to move on to your next selection.

Source File (*.edb, *.pst, *.cas)
\\10.4.255.137\ADTEST-MEX-12-35-28-Dec-13-11\C\Program File Browse...

Log File Path (*.log, *.pat, *.chk)
\\10.4.255.137\ADTEST-MEX-12-35-28-Dec-13-11\C\Program File Browse...

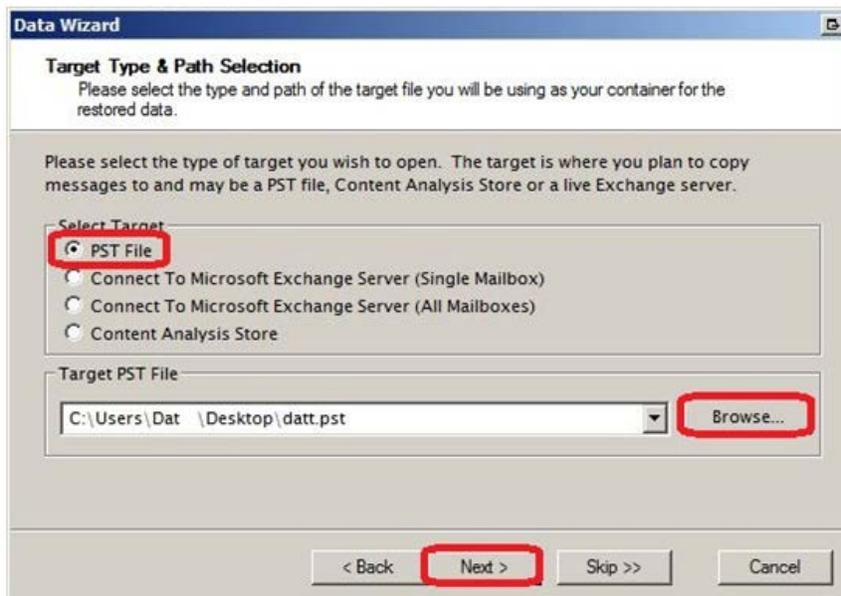
Temporary File Path (*.idx, *.dat, *.lcp)
C:\Users\Dat\AppData\Local\Temp\PC\ Browse...

< Back **Next >** Skip >> Cancel

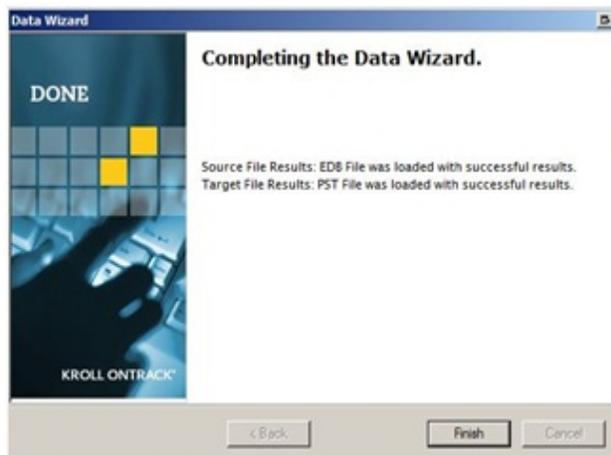
6. Select Radio Button "*PST File*"

7. Enter in the path in which the PST file should be exported to and click Next.

QBR *Knowledge base*

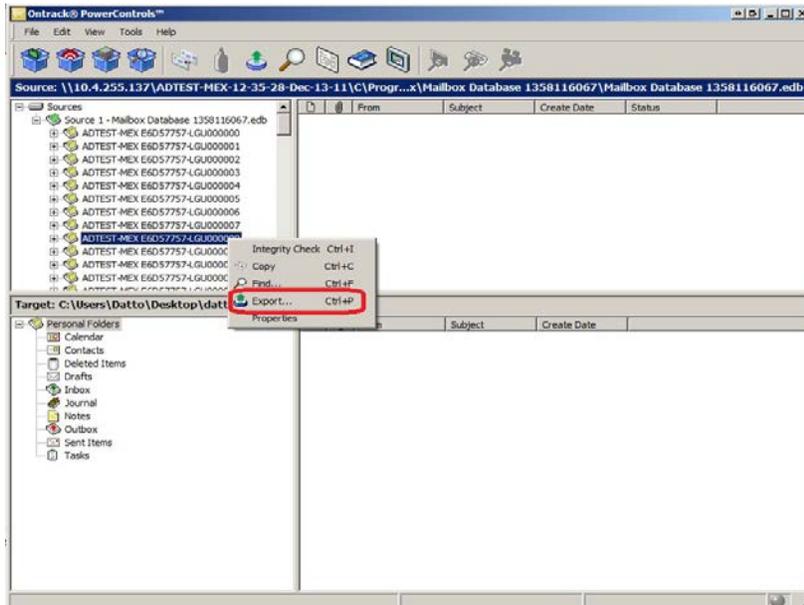


8. Please wait a few moments and then click Finish



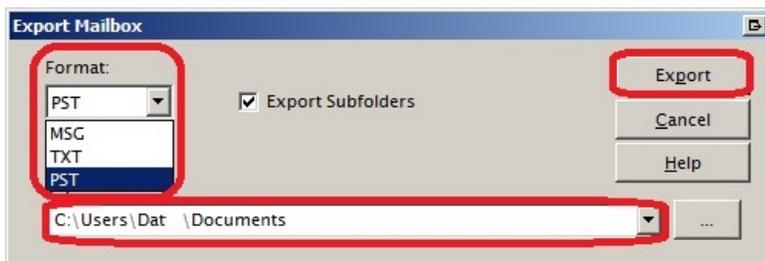
9. With the Exchange Database now available select the mail box and export by pressing CTRL+P or right clicking and selecting Export...

QBR *Knowledge base*



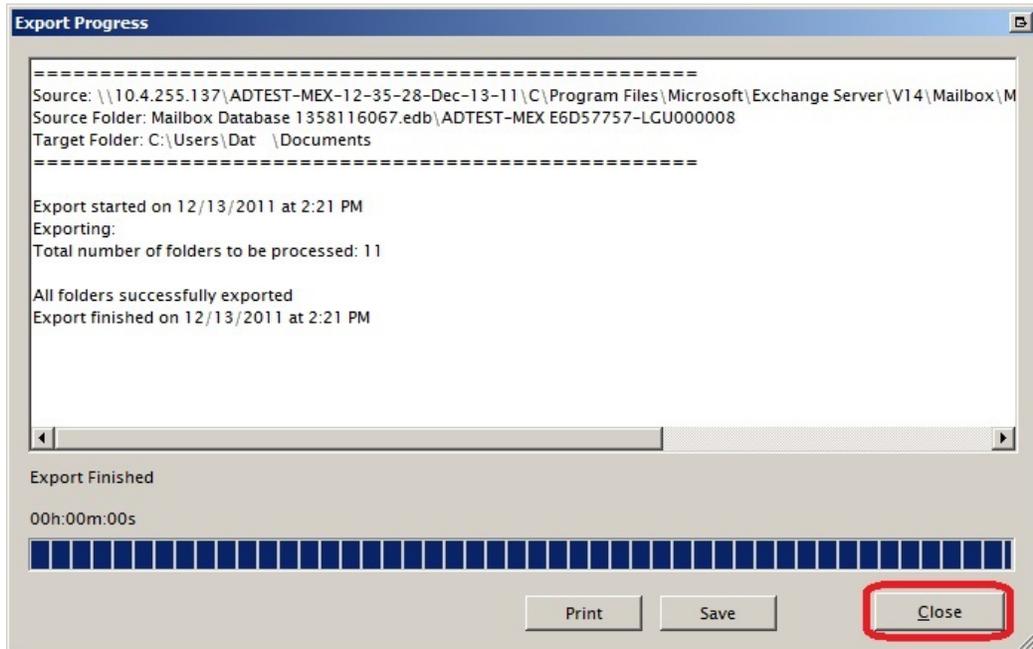
10. The Export Mailbox Window will allow for a specific Message or the entire Mailbox to be Exported. For specific messages select MSG, for the entire Mailbox select PST.

11. Then select the destination path for the MSG or PST file to be exported to and click Export.



12. When the Export Completes click the Close button

QBR *Knowledge base*



The MSG or PST file exported may now be opened with any version (after 2000) of Microsoft Office Outlook.