

Quest® Migration Manager for Exchange 8.14

Resource Kit User Guide



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Legend

-  **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Migration Manager for Exchange Resource Kit User Guide

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Introduction

The Migration Manager for Exchange Resource Kit contains Service File Viewer — utility that is helpful during Exchange migration.

For more details, see the following topics:

- [About Service File Viewer](#)
- [Related Components](#)
- [Installing the Migration Manager for Exchange Resource Kit](#)

About Service File Viewer

The Service File Viewer helps you get information about the service files created by the agents. The utility is used for troubleshooting when PRV or PUB service files are lost due to network or server problems.

Related Components

The following utilities are no longer a part of the Migration Manager for Exchange Resource Kit but are also helpful during migration:

Active Directory Cleanup Utility (ADCleanup)—This utility cleans up the auxiliary attributes used by the Directory Synchronization Agent (DSA) and additional SMTP proxy addresses that were used for mail redirection. This utility is a part of the Migration Manager for Active Directory Resource Kit. The setup is available from the Migration Manager installation CD and from the download page at <https://www.quest.com/register/54785>.

Client Profile Updating Utility (EMWProf) and EMWProf Configuration Wizard—The EMWProf utility and its configuration wizard are now provided in a separate setup of their own. The setup is available from the Migration Manager installation CD and from the download page at <https://www.quest.com/register/54786>.

Installing the Migration Manager for Exchange Resource Kit

The Migration Manager for Exchange Resource Kit should be installed separately after Migration Manager for Exchange is installed.

By default the Resource Kit is installed to the **%ProgramFiles(x86)%\Quest Software\Migration Manager\Exchange Data\Resource Kit** folder.

Service File Viewer

The Service File Viewer helps you get information about the service files created by the agents. If any PRV or PUB service files are lost due to network or server problems, an administrator can use this utility to determine a PRV or PUB file's destination in order to locate the file manually.

PRV files are used for mailbox synchronization; PUB files are used for public folder synchronization. The PRV and PUB files contain the service information and the mailbox or public folder data (compressed PST files). For more information about PST files and their use, please see the Mailbox Synchronization and Public Folder Synchronization sections of the Migration Manager for Exchange User Guide.

The Service File Viewer also helps you start, stop, and restart the transmission agents; provides information on the transmission agents' services; and allows you to view the transmission agents' log files.

[Using Service File Viewer](#)

[Starting the Service File Viewer](#)

[Adding an Agent Host](#)

[Service File Viewer Interface](#)

[Additional Service File Viewer Features](#)

Using Service File Viewer

- [Starting the Service File Viewer](#)
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Starting the Service File Viewer

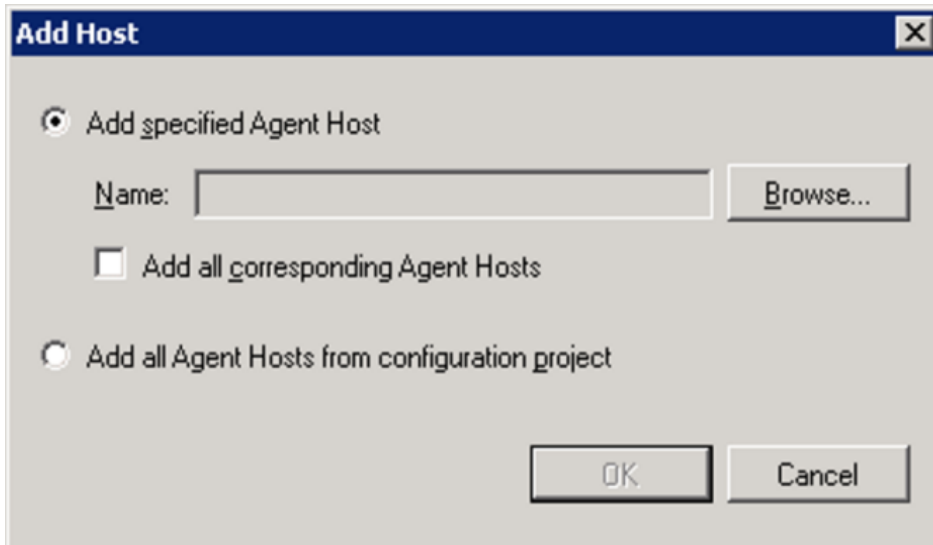
The Service File Viewer utility can be started from the **Start** menu or from the Migration Manager console. You can also start the utility by running the **ServiceFileViewer.exe** file installed in the **%ProgramFiles(x86)%\Quest Software\Migration Manager\Exchange Data\Resource Kit\Service File Viewer** folder by default.

The account used for launching the utility must be a member of the computer local Administrators group. The account used for launching the utility must be a member of the computer local **Administrators** group.

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Adding an Agent Host

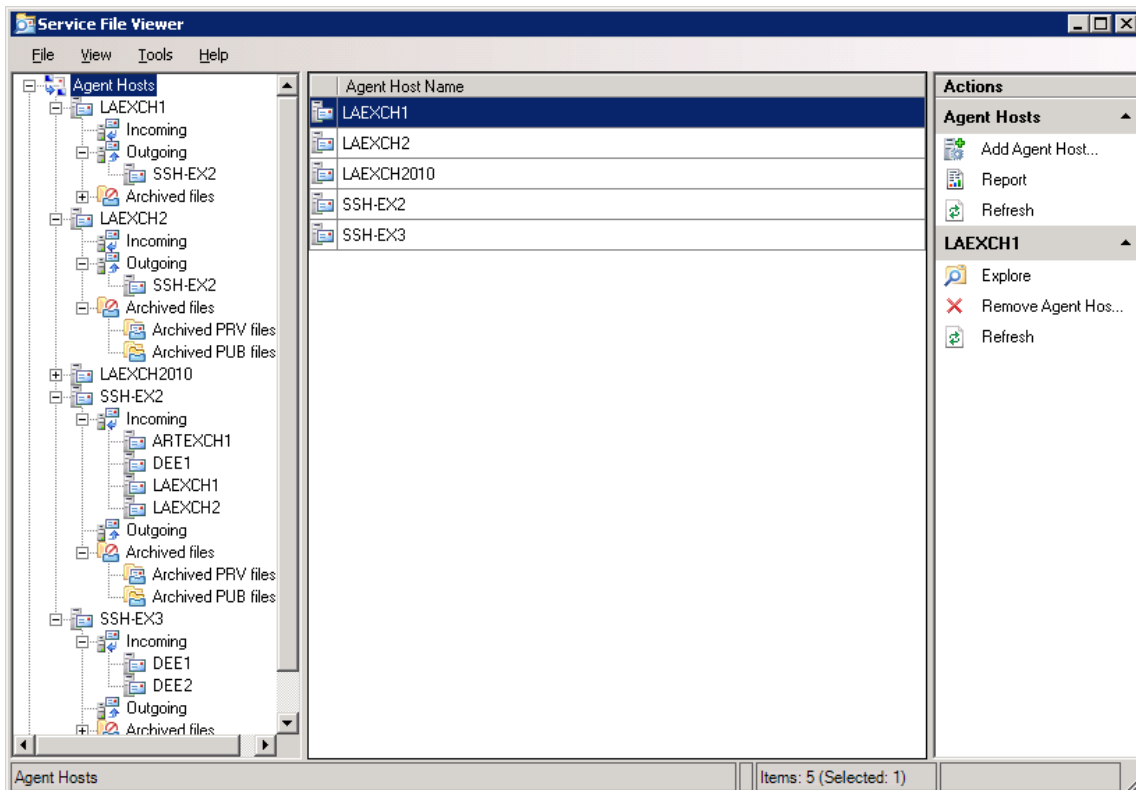
After the Service File Viewer is started, you need to add agent hosts that are involved in migration. To add an agent host, click **Add Agent Host** in the **Actions** pane.



You can add a particular agent host or all agent hosts from the configuration project. To add all agent hosts that are engaged in mailbox or public folder synchronization jobs, select the **Add all corresponding Agent Hosts** check box.

Service File Viewer Interface

Service file information is organized in an interface similar to Windows Explorer, as shown below:

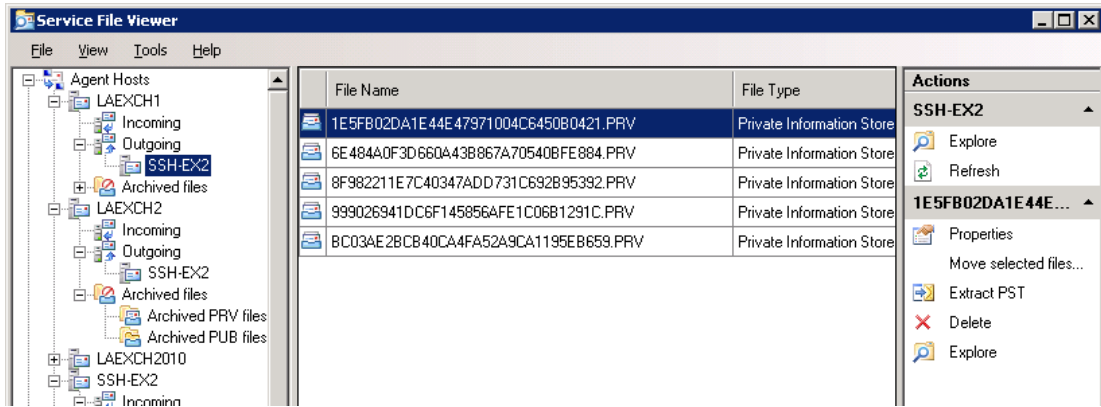


The left pane displays the **Agent Hosts** root node, a management tree for the agent hosts involved in the synchronization jobs and the **Transmission Agent Management** root node. When you click **Transmission Agent Management**, you can view information about the services of the transmission agents installed on the Agent hosts involved in migration.

Under each agent host node are **Incoming** and **Outgoing** folders. Each folder contains subfolders corresponding to agent hosts that take part in the same synchronization jobs as the node agent host. All service files that are created by the source agents on the agent host are located in the destination agent host's subfolder of the **Outgoing** folder. The incoming service files are put to the folders corresponding to their source agent hosts.

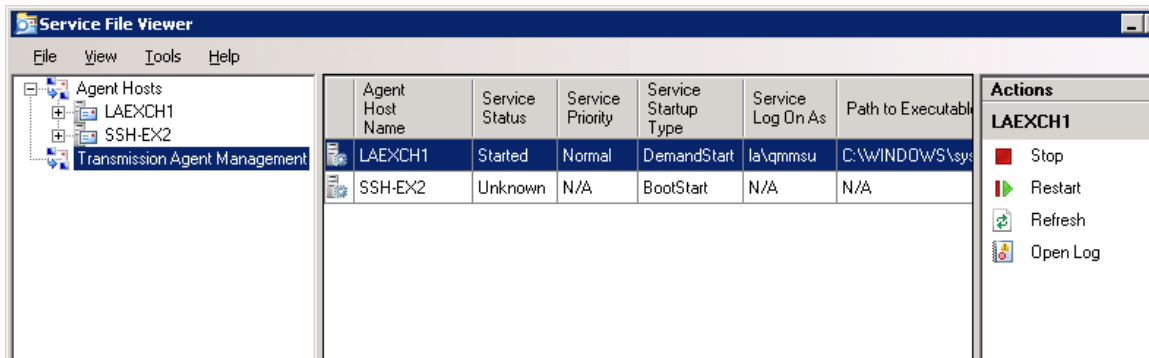
If the **Agent Hosts** root node is selected in the left pane, as illustrated above, the middle pane displays agent hosts that you have added. All actions that you can perform on agent hosts are shown in the **Actions** pane, for example, generate a report.

If an agent host is selected in the left pane, as shown below, the list of service files is represented as a table in the middle pane. The right pane displays possible actions on the service files.



Stopping or Starting Transmission Agents

To start, stop, or restart the transmission agent on the agent host, or to view the agent's log file or refresh the agent's status, select the **Transmission Agent Management** node, then select agent host in the middle pane and select the appropriate command on the **Actions** pane.

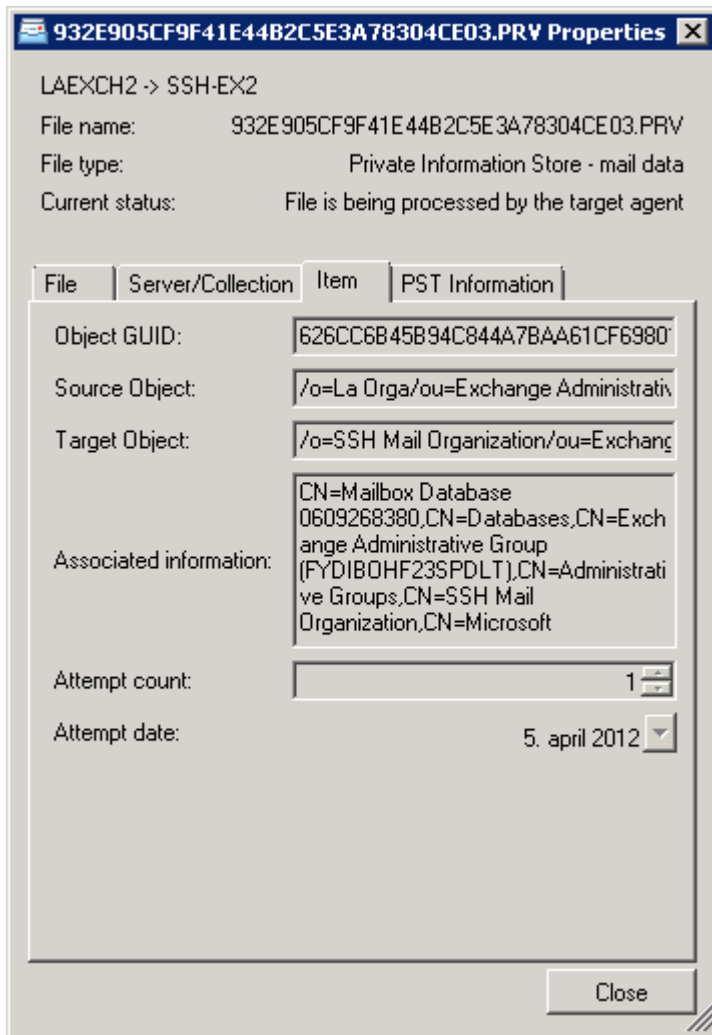


Restoring Files from the Archive

To restore the service files archived by the Mail Target Agent or the Public Folder Target Agent, select the files to be restored and select the **Restore** command from the **Actions** pane. You should restore service files from the archive only after you have determined and rectified the reason why the agent could not process them.

Viewing Service File Properties

To view the service file properties, select the file in the table and click **Properties** on the **Actions** pane. The following screen is displayed:



The window shows the service file information and the information that will be used by the target agents, as explained below.

Service File Information

Each service file contains the following information:

- **File type** — Displays the PRV or PUB file type, which is one of the following:
 - Private Information Store — mail data — a PRV service file that contains a PST file
 - **Private Information Store — service information only** — a PRV service file that does not contain a PST file
 - **Public Information Store — mail data** — a PUB service file that contains a PST file
 - **Public Information Store — service information only** — a PUB service file that does not contain a PST file
- **Current status** — Displays the current status of the service file, which will be one of the following:

- Waiting in the Transmission Agent's queue
- Waiting in the target agent's queue
- File is being copied
- File is being processed by the target agent

Information Used by the Target Agents

The following information is used by the Mail Target Agents and Public Folder Target Agents when they extract data from the PST container:

- **Source Object** — For PRV files, the box displays the distinguished name of the source mailbox. For PUB files, it displays the path to the source public folder.
- **Target Object** — For PRV files, the box displays the distinguished name of the target mailbox. For PUB files, it displays the path to the target public folder.
- **Associated information** — For PRV files, the box displays the full path to the target server mailbox store. For PUB files, the box displays the pair of public folders engaged in synchronization.

Additional Service File Viewer Features

With Service File Viewer utility, you can also do the following:

- **Extract a PST files from a service file (PRV or PUB).** A PST file can be extracted from its container (PRV or PUB file) and viewed using Microsoft Outlook.

To extract a PST file, right-click the appropriate service file in the table, click **Extract PST**, and save the file. The PST file can be opened in Microsoft Outlook.

Note that the folder names in the PST files are stored in a hexadecimal format in order to support non-English characters. Therefore, when you open a PST file in Microsoft Outlook, folder names will be represented with hexadecimal values. However, after the synchronization is over, localized folder names will be displayed in their original language.

- **Delete service files.** Select service files that you want to delete and click **Delete** in **Actions** pane.
- **Display the folders that contain service files.** To open the folder containing service files in Windows Explorer, right-click the file, and click **Explore**. You can also browse through the files and folders on the agent hosts, by selecting **Explore** in the **Actions** pane.
- **Explore.** This option let you browse through the files and folders.
- **Move files to incoming agent host.** If you select some files under the **Outgoing** node and click **Move to incoming agent host** in the **Actions** pane, the utility moves these files to the corresponding target agent hosts.

i | **NOTE:** The Service File Viewer utility does not support Exchange Cluster Continuous Replication servers, if the Exchange CCR server is used as an agent host.

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product