# Quest™

Rapid Recovery 6.2 DocRetriever for SharePoint

# User Guide

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# Introduction to DocRetriever for SharePoint

This section provides an overview of DocRetriever for SharePoint (DocRetriever). It describes the features, functionality and architecture.

# Using this documentation

Welcome to the *DocRetriever for SharePoint User Guide*. The information in this document is organized as follows:

- Introduction to DocRetriever for SharePoint provides an introduction to DocRetriever, including its relationship with Rapid Recovery.

- Installing and configuring DocRetriever provides information about how to install and configure DocRetriever.

- Recovering SharePoint data with DocRetriever provides instructions on how to recover SharePoint data using DocRetriever.

- Working with DocRetriever log files describes how to work with DocRetriever restore logs.

This document uses the following conventions:

- A procedure is a set of instructions to be performed in a defined order to get a specific result.

- A process typically consists of two or more procedures.

- A roadmap is a plan for achieving a particular complex goal, and typically consists of a set of processes. Those processes may apply to a broad range of users and different situations; not all processes in a roadmap apply to all users, and not all are required to be accomplished in a specific order.

Quest recommends that you read through this guide and familiarize yourself with the contents. If you are experiencing problems with DocRetriever, consult this guide before you contact a Quest Support representative.

**Related concepts**
See also: Introduction to DocRetriever for SharePoint
See also: Installing and configuring DocRetriever
See also: Recovering SharePoint data with DocRetriever
See also: Working with DocRetriever log files

# About DocRetriever for SharePoint

When performing data recovery for a SharePoint farm from a backup, SharePoint administrators typically can only replace information for the entire site collection, with no granularity. DocRetriever for SharePoint lets you recover and restore SharePoint objects from the site collection level down to the component level.

> **i** | **NOTE:** When used in this document, "SharePoint" refers to supported versions of Microsoft SharePoint Server, a fully licensed Microsoft product. DocRetriever is not intended for use in recovering data from the freeware SharePoint version known as Microsoft SharePoint Foundation. SharePoint Online is also not supported for use with DocRetriever.

DocRetriever enables you to browse all the documents and objects within a SharePoint farm, site, and site hierarchy directly (with intact permissions) from a recovery point captured by Rapid Recovery Core. You can also use other recovery sources, including a SharePoint content database, SharePoint farm, native Microsoft SQL Server backup, native SharePoint backup, or native SharePoint differential backup.

From the site collection in the backup you are browsing, you can then restore objects using several flexible options:

- You can restore items to their original locations in the production SharePoint server environment. This is known as restoring in place.

- You can restore objects to any other location within the live SharePoint server. This is known as restoring out of place.

- You can also restore objects to a file system.

In each case, these items can be restored without rebuilding the entire production database or using a SharePoint recovery farm.

When you recover SharePoint data, all permissions and metadata are preserved. In addition, DocRetriever audits and logs all operations to easily identify the objects that were added or modified. DocRetriever performs all restore operations through the supported SharePoint APIs for compliance.

# DocRetriever, AppAssure, and Rapid Recovery compatibility

DocRetriever for SharePoint is a useful tool to help retrieve and recover SharePoint data with granularity and flexibility. The SharePoint data you recover comes from a backup of SharePoint content known as a recovery source.

For detailed information about recovery sources DocRetriever supports, see the topic Data recovery sources and compatibility.

In SharePoint environments protected by a Rapid Recovery Core, Quest recommends first attempting recovery of SharePoint data from a recovery point. This preferred recovery method requires the SharePoint front-end web server to be protected by both the Rapid Recovery Agent software and the DocRetriever Agent software.

Because DocRetriever uses SharePoint native SQL Server databases for recovery, the DocRetriever version is backward-compatible with the version of the software used to create the recovery points. Using DocRetriever Console release 6.2, for example, you can recover SharePoint data from a recovery point from the same Rapid Recovery release. You can also recover data from an earlier supported Rapid Recovery release (for example 6.1.3 or 6.0.2).

However, the converse is not true: You cannot use an older version of DocRetriever (for example, 6.0.2) to recover data from a newer recovery point version (for example, a recovery point captured by Rapid Recovery Core release 6.2).

In the past, DocRetriever was interoperable with recovery points captured in an AppAssure Core. However, while recovery of SharePoint data in older recovery points (for example, from AppAssure 5.4.3) is likely to be successful, compatibility between DocRetriever and AppAssure is no longer tested or supported. Following Quest's product life cycle (PLC) policy, this behavior is outside of the Quest Support policy. As a result, users proceed at their own risk.

Quest describes its PLC support policy on its Support website (visit https://support.quest.com/rapid-recovery/, click **Product Life Cycle & Policies,** and then expand **Software Product Support Life Cycle Policy**). To understand full support, limited support, and discontinued support, consult the policy referenced above.

# Quest Support policy

For customers with a valid support agreement, Quest provides call-in or email support for the current major and minor release, when patched to the latest maintenance release. That release is known as N. Quest also fully supports N - 1 and N - 2. Intermediate versions receive limited support.

Quest describes its product life cycle (PLC) support policy on its Support website (visit https://support.quest.com/rapid-recovery/, click **Product Life Cycle & Policies,** and then expand **Software Product Support Life Cycle Policy**). To understand full support, limited support, and discontinued support, consult the policy referenced above.

# Supportability and interoperability with Rapid Recovery

Following the Quest PLC N - 2 policy for Rapid Recovery, DocRetriever for SharePoint is interoperable with Rapid Recovery Core and Agent as follows:

- DocRetriever Agent and DocRetriever Console versions must always match.

- The version of DocRetriever can be the same or newer than the version of Rapid Recovery Core in which the recovery points are stored.

With these requirements in mind, consider the Core version relative to the version of DocRetriever. Using the latest generally available release of DocRetriever, you can reliably restore SharePoint data from recovery points stored in the repository of a Rapid Recovery Core version as listed in the following table.

**Table 1. Interoperability between DocRetriever Console and Agent and the Core version**

| DocRetriever version | Core version | Description | For this release |
|---|---|---|---|
| N | N | The latest generally available release of Rapid Recovery Core version. | Rapid Recovery Core version 6.2 |
| N | N - 1 | The prior major and minor Core release, patched to the latest maintenance release. | Rapid Recovery Core version 6.1.3 |
| N | N - 2 | Two prior major and minor Core versions, patched to the latest maintenance release. | Rapid Recovery Core version 6.0.2 |

It may be possible to recover SharePoint data in older recovery points (for example, from AppAssure 5.4.3). However, users proceed at their own risk, as this behavior is outside of the Quest Support policy.

# Understanding DocRetriever deployment architecture

Using DocRetriever, you can recover SharePoint data from a recovery point captured by your Rapid Recovery Core, or from an offline backup in another recovery resource.

> **i** | **NOTE:** For detailed information about recovery sources, see Data recovery sources and compatibility.

This section describes the components required for using DocRetriever and the modes in which it is supported.

**Understanding the required components**

The following components are required to use DocRetriever. The configuration may differ based on your business needs.

- If using DocRetriever in the recommended configuration (to recover SharePoint data from a recovery point), then you must have a Rapid Recovery Core set up. The following configuration options apply:

  ◦ If using DocRetriever release 6.2, you can recover SharePoint data from a recovery point saved to your Rapid Recovery Core (from the same release or earlier). For this business case, a supported version of Rapid Recovery Core (for example, release 6.2, 6.1.3, or 6.0.2) must be installed on the Core server.

  ◦ For standard protection, Rapid Recovery Agent must be installed on the SharePoint front-end web server containing the SharePoint data you wish to restore. This results in recovery points for the web server to use as a recovery source.

  ◦ The Rapid Snap for Virtual feature of Rapid Recovery lets you protect one or more virtual machines (VMs) on a single VMware ESXi or Hyper-V host without installing the Rapid Recovery Agent software on each guest. For agentless protection, VMware Tools or Hyper-V Integration Services must be installed on each protected ESXi or Hyper-V VM, respectively (in this case, the SharePoint front-end web server). For agentless configurations, you must manually specify the location of the database.

    > **i** | **NOTE:** For more information, see Manually specifying the SharePoint database location.

    > **i** | **NOTE:** For agentless (or host-based) protection of any VM in your Core, certain requirements and restrictions apply. To better understand agentless protection, see the topic "Understanding Rapid Snap for Virtual" in the *Rapid Recovery User Guide*.

  ◦ While no longer tested and supported, DocRetriever is expected to be interoperable with recovery points saved to an AppAssure Core such as release 5.4.3. In such cases, AppAssure Core must be installed on the Core server, and AppAssure Agent must be installed on the SharePoint front-end web server containing the SharePoint data you wish to restore. Agentless protection is not available for AppAssure.

    > **i** | **NOTE:** For information about supported versions, see Supportability and interoperability with Rapid Recovery. For more detailed information, see the "Product Life Cycle and Policies" section of the Rapid Recovery support website at https://support.quest.com/rapid-recovery/.

**NOTE:** For information about installing and configuring a Rapid Recovery Core, see the *Rapid Recovery Installation and Upgrade Guide.* For information about setting a backup strategy or using Rapid Recovery to back up data, see the *Rapid Recovery User Guide.*

- The DocRetriever Agent software must be installed on every front-end web server for which you want to recover data using DocRetriever.

- The matching version of DocRetriever Console must be installed on the machine from which you browse, open, and restore SharePoint data. The version of DocRetriever Agent and DocRetriever Console should always be identical.

- SQL Server Management Studio is required for SQL database management associated with a SharePoint environment. The location of this software may differ based on your requirements.

- You must also create a local SQL Server database instance, used by DocRetriever, on the machine containing the DocRetriever Console.

- You must have credentials to access the SharePoint Central Administration console appropriate to the front-end Web server.

- If recovering data from a recovery point from any machine other than the Core server, you must install the Local Mount Utility (LMU) on that machine. The LMU is included with Rapid Recovery.

**NOTE:** If restoring a recovery point directly from the Core server, you can mount the recovery point from within the Rapid Recovery Core Console. In this case, the LMU is not required.

The architecture used in your environment may differ based on the mode in which you plan to use DocRetriever for SharePoint.

DocRetriever can be used in two modes:

**Standard mode**. Using standard mode, you can recover SharePoint data from a recovery point saved through the Core that backs up your front-end SharePoint web server. While Quest recommends this method as the most effective approach for recovering data, you can also recover SharePoint data from one or more offline recovery sources.

**Standalone mode**. Using standalone mode, your data is not protected in a Rapid Recovery Core and does not rely on recovery points for data recovery. In such cases, you can use DocRetriever to view and recover SharePoint information from one or more offline recovery sources.

For information about recovery sources, see Data recovery sources and compatibility.

# Understanding standard mode architecture

When DocRetriever is used in standard mode, at least two servers are required.

**Core server with SQL Server.** The Rapid Recovery Core is located on one server. The Core must have a fully licensed version of SQL Server installed locally. You must be able to perform SQL Attachability checks on this server from the Core.

**SharePoint web server with DocRetriever Agent**. The SharePoint front-end web server contains the SharePoint information you want to protect. In standard mode, this machine must have the DocRetriever Agent software installed. This machine is also typically protected by the Core. It therefore must contain the Rapid Recovery Agent software, or it is a VM protected agentlessly on the Core.

**Machine with DocRetriever Console.** The DocRetriever Console is the tool you use to browse, open, and restore SharePoint data from a recovery point or offline backup. The machine with the DocRetriever Console must

have a fully licensed version of SQL Server installed locally. The DocRetriever Console can be installed on any network-accessible machine that an administrative user wants to use to restore backed-up SharePoint data.

- You can install the DocRetriever Console on the Rapid Recovery Core server. In this configuration, recovery points are mounted from within the Core Console on the Core server.

- You can install the DocRetriever Console on the SharePoint server or another machine, provided it contains SQL Server. In this configuration, recovery points are mounted using the Local Mount Utility.

- Regardless of the installation location, the first time you open the DocRetriever Console, you are prompted to create a local service database instance on that machine.

**Figure 1. DocRetriever in standard mode, two servers**
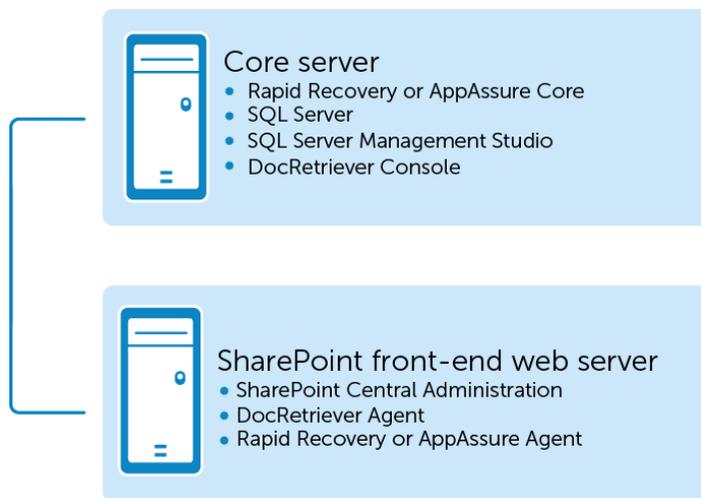


In standard mode, if the SharePoint administrator wants to browse, open, and restore SharePoint backups from a machine other than the Core server, then a third machine is required. On that third machine, you must install the DocRetriever Console, the service database associated with the DocRetriever Console, and the Local Mount Utility that is included with Rapid Recovery Core.

**Figure 2. DocRetriever in standard mode, DocRetriever Console separate**
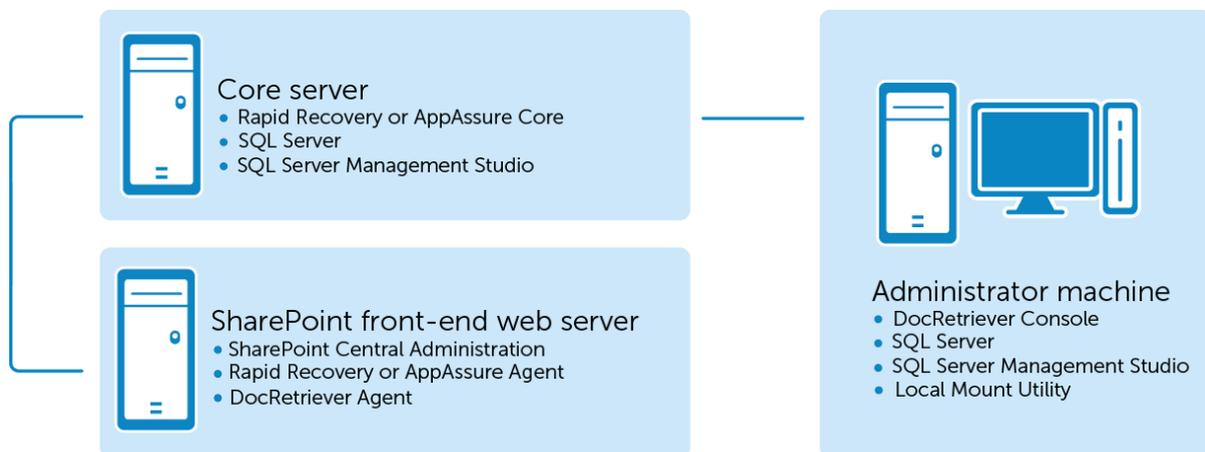


If you have a large enterprise with many web servers that you want to protect with Rapid Recovery Core and with DocRetriever, then install the DocRetriever Agent software on every front-end web server for which you want to recover data using DocRetriever. You can install the DocRetriever Console on the Core server.

**Figure 3. DocRetriever in standard mode, multiple SharePoint web servers**
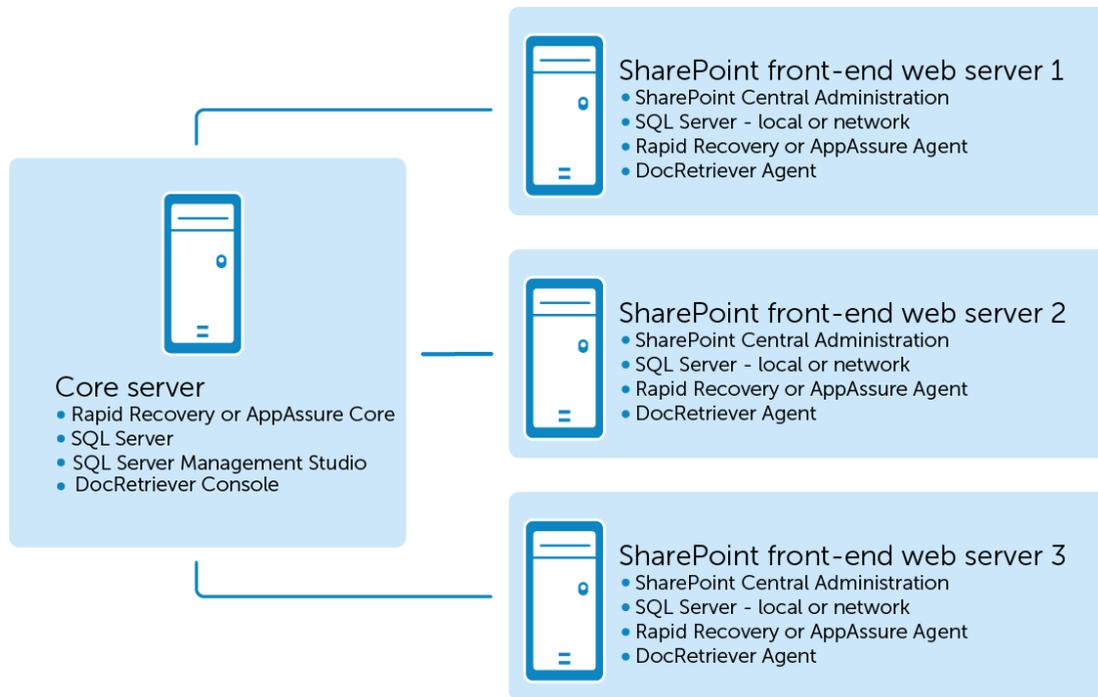


Some simple SharePoint configurations include the SQL Server on a separate machine accessible to the front-end web servers over the network.

**Figure 4. Simple DocRetriever configuration with separate SQL Server**
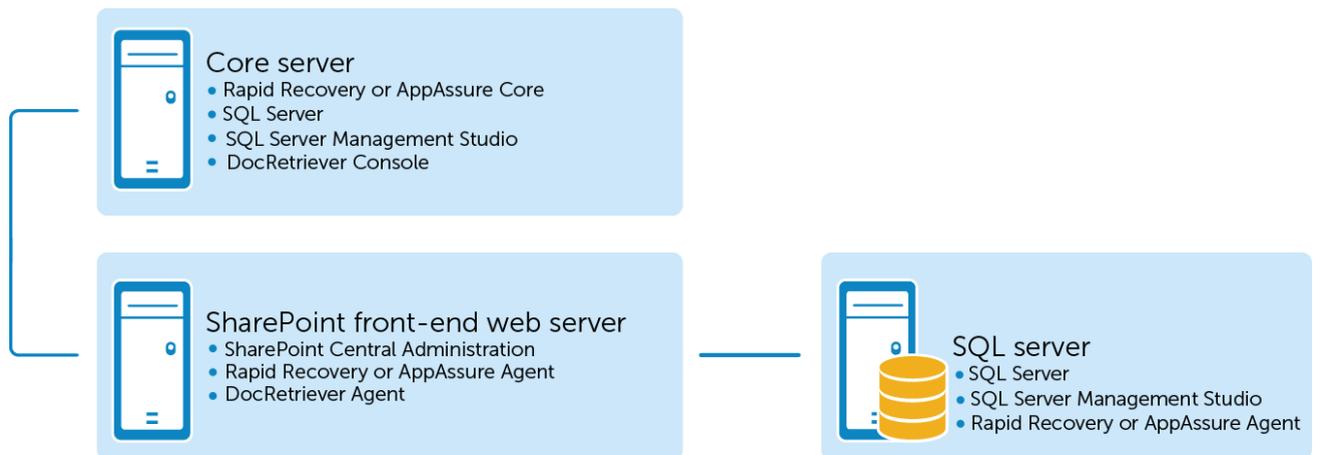


Complex SharePoint configurations with several front-end web servers may also use a SQL Server on a separate machine. Your network administrator may choose among various configurations that best serve the needs of the enterprise. DocRetriever architecture supports all of these configurations.

**Figure 5. Complex DocRetriever configuration with separate SQL Server**



**Core server**
- Rapid Recovery or AppAssure Core
- SQL Server
- SQL Server Management Studio
- DocRetriever Console

**SharePoint front-end web server 1**
- SharePoint Central Administration
- Rapid Recovery or AppAssure Agent
- DocRetriever Agent

**SharePoint front-end web server 2**
- SharePoint Central Administration
- Rapid Recovery or AppAssure Agent
- DocRetriever Agent

**SharePoint front-end web server 3**
- SharePoint Central Administration
- Rapid Recovery or AppAssure Agent
- DocRetriever Agent

**SQL server**
- SQL Server
- SQL Server Management Studio
- Rapid Recovery or AppAssure Agent

# Understanding DocRetriever standalone mode architecture

In standalone mode, DocRetriever does not rely on Rapid Recovery for recovery. Instead of using a recovery point as a data recovery source, you browse a standard or differential backup made natively from SharePoint, or a SQL database itself. A simple implementation of DocRetriever in standalone mode may include a single server. In this configuration, the front-end SharePoint web server contains the SharePoint farm, the DocRetriever Console, the local service database supporting the console, and the DocRetriever Agent.

**Figure 6. DocRetriever in standalone mode, one server**



**SharePoint Front-End Web Server**
- SharePoint Central Administration
- SQL Server
- SQL Server Management Studio
- DocRetriever Agent
- DocRetriever Console
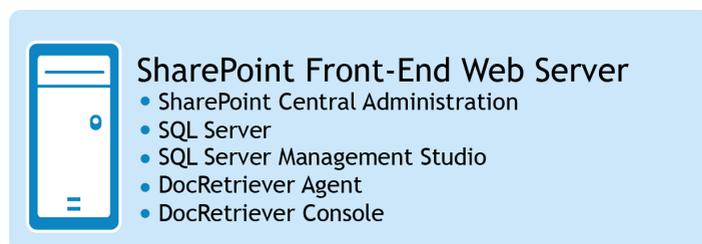
Alternatively, the SharePoint administrator may install the DocRetriever Console (and its associated service database) on a separate workstation from the web server and the DocRetriever Agent software.

**Figure 7. DocRetriever in standalone mode, two machines**

**Administrator Workstation**
- SQL Server
- SQL Server Management Studio
- DocRetriever Console

**SharePoint Front-End Web Server**
- SharePoint Central Administration
- SQL Server (required by SharePoint)
- DocRetriever Agent
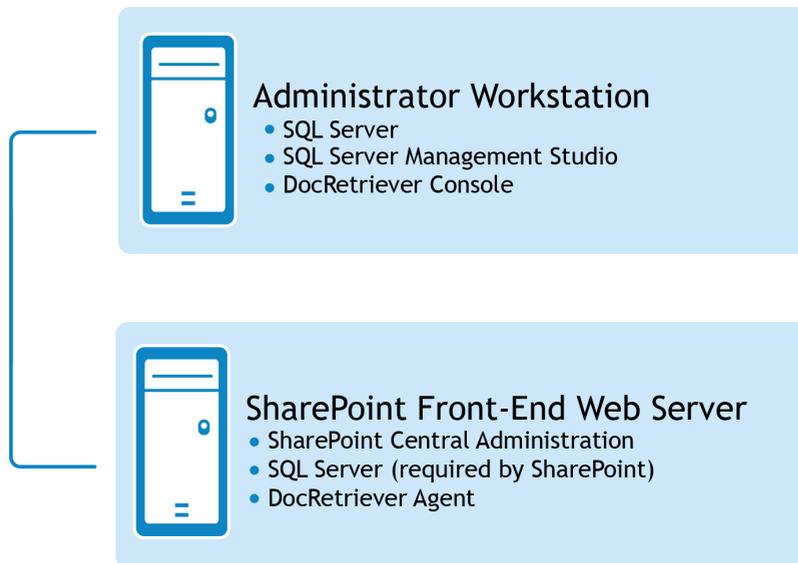
# Product features of DocRetriever

DocRetriever includes the following features and functionality.

- Flexible SharePoint data recovery

- Familiar user interface

- Multiple data sources for recovery

- Event logging and auditing

**Flexible SharePoint data recovery**

As a SharePoint administrator, when you manually restore SharePoint data without the use of DocRetriever, you can typically only restore information at the site collection level. Using DocRetriever, the scope of data recovery is greatly expanded over traditional recovery methods. You can restore SharePoint data from the highest level (a SharePoint site collection that may contain one or more SharePoint sites) down to the lowest component (a single document, an item list, a library, and so on).

DocRetriever supports SharePoint data recovery from the versions of Microsoft SharePoint listed in the topic System requirements.

When you manually restore backed-up SharePoint data, the restored backup typically replaces any changes in data that have taken place in your live SharePoint environment. Any additions, modifications, or deletions that were completed since the backup was taken are lost. But using DocRetriever, you have more options than restoring all or nothing. In the DocRetriever Console, you browse through the backed-up SharePoint site. You can select some or all of the data, and restore it in a location you specify. When you restore, SharePoint permissions are kept intact, without having to rebuild the entire production database. You can skip existing items, restore multiple versions of the same document, or combinations of each.

> **i**  **NOTE:** For more information on specifying a location in which to restore files, see About restore directions for recovered data.

You can also use DocRetriever to migrate SharePoint site collections from one location to another, copying or moving that data with ease.

DocRetriever performs all restore operations through the supported SharePoint APIs for compliance.

**Familiar user interface**

The DocRetriever Console closely follows the SharePoint user interface, letting you browse through SharePoint content with a clear understanding of context, structure, and permissions.

DocRetriever enables full content searches so you can find any object in seconds.

**Multiple data sources for recovery**

DocRetriever provides access to SharePoint information that is backed up in any of several data sources which are sorted into two categories: recovery points, or recovery sources.

**Recovery points**. Quest recommends recovering SharePoint data from a recovery point. A recovery point is a backup taken using Rapid Recovery Core. To successfully recover and restore SharePoint data, the recovery point must include backup information from a SharePoint front-end web server that is protected by a Rapid Recovery Core. To restore the data, the DocRetriever Agent software must be installed on at least one SharePoint web server.

> **i** | **NOTE:** For information about installing and configuring a Rapid Recovery Core, see the *Rapid Recovery Installation and Upgrade Guide*. For information about setting a backup strategy or using Rapid Recovery to back up data, see the *Rapid Recovery User Guide*.

To restore from a specific recovery point, you must first mount the recovery point as a writable volume. If the DocRetriever Console is installed on the machine with the Rapid Recovery Core, mount this volume from within the Rapid Recovery Core.

If the Console is installed on a different machine, then the relevant core is considered to be remote. To mount the recovery point of a remote core, use the Local Mount Utility (LMU) that is included with Rapid Recovery.

> **i** | **NOTE:** For information about installing, mounting, and dismounting recovery points, see Managing recovery points.

Once the appropriate recovery point is mounted as a writable volume, you can access the information from DocRetriever by selecting **File > Open > Recovery Point Location**. For more information, see Opening recovery points in DocRetriever.

**Recovery sources.** If restoring data from a recovery point is not an option, you can recover SharePoint data from a recovery source. Recovery sources include a SharePoint content database, SharePoint farm, SQL backup, or a standard or differential SharePoint backup.

You can open a recovery source from the DocRetriever Console by selecting **File > Open > Recovery Source Location**. There are different requirements for connecting to each recovery source type. These details are provided in the procedure for opening each recovery source. For more information, see Opening SharePoint recovery sources in DocRetriever, and then refer to the section for each specific recovery source type.

There are different strategies for selecting a recovery source. Ultimately, the suggested approach is to experiment with recovering data and use the recovery source that is most successful in your environment. The following are some recovery source guidelines:

- For recovering small components, first try using the content database as the recovery source.

- For recovering or migrating a substantial amount of SharePoint information, first open the SharePoint Farm recovery source.

- You can use a native SQL backup file as a recovery source, so you can restore directly from SharePoint SQL Server back-up files. This requirement depends on the version of SQL Server used with the DocRetriever Console and is backward-compatible. For example, installations using SQL Server 2017 can open SQL Server 2017, 2016, 2014, 2012, 2008 R2, and 2008 native backup files. Installations using SQL Server 2014 can open SQL Server 2014, 2012, 2008 R2, and 2008 native backup files, and so on.

- Finally, you can open a SharePoint backup (a native backup made from within SharePoint).

> **!** **CAUTION:** Use this recovery source last; if you use a native SharePoint backup, you should select all data to recover in a single attempt. DocRetriever is reliant upon SharePoint and SQL. Some users find that they can mount a SharePoint backup only one time, and thereafter may not be able to access the backup file due to a problem with SQL not releasing the mounted volume.

**Event logging and auditing**

DocRetriever audits and logs all operations for easy access to what objects have been added or modified.

For more information about logging, see Working with DocRetriever log files.

# Data recovery sources and compatibility

**Recommended recovery sources**

For best results, Quest recommends attempting recovery of SharePoint data from a recovery point. DocRetriever was designed first to take advantage of snapshot data saved to a repository by a Rapid Recovery Core.

If that option is not possible, you can then try recovery from an offline recovery source such as a SharePoint farm, content database, SQL backup file, or a SharePoint backup, in that order of preference.

**Supported sources for data recovery**

Using DocRetriever, you can recover SharePoint objects from the following sources:

- Recovery points from the current release of Rapid Recovery and two prior major and minor releases, as described in Supportability and interoperability with Rapid Recovery.

  > **i** **NOTE:** Recovery may also be possible from AppAssure 5.4.x recovery points, but is outside of the Quest PLC, as described in the topic Supportability and interoperability with Rapid Recovery.

- Databases from supported versions of Microsoft SQL Server, as described in System requirements, with backward compatibility. SQL Server support is dependent on which version is associated with the DocRetriever Console.

- Differential and full backups from Microsoft SharePoint (for supported versions, see System requirements).

- Database backups from Microsoft SQL Server (for supported versions, see System requirements).

# Scenarios for using DocRetriever

Using DocRetriever, you can recover and restore SharePoint data. The first issue to consider is scope.

You may want to recover a single inadvertently deleted document. You may need to recover dozens of documents used by a specific employee, in response to a legal request supporting a claim or lawsuit. Or you may have experienced a data loss and need to recover order information or transactions since the last backup. Regardless of the scope of data you need to recover, DocRetriever is a powerful tool to aid your enterprise in fast, easy data recovery. The approach to recovering and restoring your data is the same for each of these scenarios.

The next issue to consider is purpose. The most common situation is for users to retrieve information from an offline backup and to restore some or all of that information to a live SharePoint site.

DocRetriever can also be used to migrate SharePoint data, copying or moving data from one SharePoint farm to another.

The following scenarios discuss some common situations for using DocRetriever to recover, copy, or move SharePoint data, and provide simple roadmaps to accomplish each objective.

# Restoring SharePoint data

For best results, Quest recommends attempting recovery of SharePoint data from a recovery point. DocRetriever was designed first to take advantage of snapshot data saved by a Rapid Recovery Core.

If that option is not possible, you can then try recovery from an offline recovery source such as a SharePoint farm, content database, SQL backup file, or a SharePoint backup, in that order of preference.

# Restoring data backed up in a recovery point

You can restore SharePoint data from a recovery point from a protected SharePoint front-end web server. To accomplish this:

1. **Mount the required recovery point.** If mounting remotely (instead of from a Rapid Recovery Core), use the Local Mount Utility. For more information on using this utility, see Using the Local Mount Utility for DocRetriever.
2. **Open the required recovery point from the DocRetriever Console**. For more information on opening a recovery point, see Opening recovery points in DocRetriever.
3. **Perform data recovery.** For more information on performing data recovery, see Recovering SharePoint data.

**Related concepts**
   See also: Using the Local Mount Utility for DocRetriever
   See also: Opening recovery points in DocRetriever
   See also: Recovering SharePoint data

# Restoring data backed up in SharePoint or SQL

If you cannot recover from a recovery point, then you can restore data from a backed-up copy of your SharePoint farm or SharePoint content database; from a SQL backup; or from a backup made from SharePoint. To accomplish this:

1. **Identify and open your recovery source**. For more information on accessing recovery sources, see Opening SharePoint recovery sources in DocRetriever.
2. **Consider the targeted restore direction in advance**. For more information on specifying a location in which to restore files, see About restore directions for recovered data.
3. **Perform data recovery.** For more information on performing data recovery from an open recovery source using DocRetriever, see Recovering SharePoint data.

**Related concepts**
   See also: Recovering SharePoint data
**Related reference**
   See also: Opening SharePoint recovery sources in DocRetriever
   See also: About restore directions for recovered data

# Migrating SharePoint data

Quest recommends migrating data from a Rapid Recover recovery point. If that option is not possible, you can then migrate data from an offline recovery source such as a SharePoint farm, content database, SQL backup file, or a SharePoint backup, in that order of preference.

# Copying or moving SharePoint data from a recovery point

1. **Mount the required recovery point containing data you want to migrate**. If accessing from a machine other than the Rapid Recovery Core, use the Local Mount Utility. For more information on mounting a recovery point using the LMU, see Using the Local Mount Utility for DocRetriever.
2. **Open the required recovery point.** For more information on opening the required Rapid Recovery recovery point, see Opening recovery points in DocRetriever.
3. **Select the destination farm and migrate.** Select the destination SharePoint farm for the data you are copying or moving. Then migrate your data in the same manner you would use to perform data recovery. For more information on how to recover SharePoint data, see Recovering SharePoint data.

**Related concepts**
See also: Using the Local Mount Utility for DocRetriever
See also: Opening recovery points in DocRetriever
See also: Recovering SharePoint data

# Copying or moving SharePoint data from a recovery source

If you want to migrate SharePoint data, lists, and so on (whether you are copying from one web server to another or moving the data), you can accomplish this using the DocRetriever Console.

To migrate SharePoint data from an environment contained in a recovery source (SharePoint farm, SharePoint content database, SharePoint backup, or SQL backup):

1. **Identify and open your recovery source**. For more information on accessing recovery sources, see Opening SharePoint recovery sources in DocRetriever.
2. **Select the destination farm and migrate.** Select the destination SharePoint farm for the data you are copying or moving. Then migrate your data in the same manner you would use to perform data recovery. For more information on how to recover SharePoint data, see Recovering SharePoint data.

**Related concepts**
See also: Recovering SharePoint data
**Related reference**
See also: Opening SharePoint recovery sources in DocRetriever

# About using the Local Mount Utility with DocRetriever

Quest recommends recovering SharePoint backup data from a Rapid Recovery recovery point. Before accessing it in DocRetriever, you must mount the recovery point as a writable volume, which can be done from a Rapid Recovery Core or using the Local Mount Utility, which is included with Rapid Recovery.

For more information about mounting a recovery point using the LMU, see Using the Local Mount Utility. For additional information, see the *Rapid Recovery User Guide*.

# Installing and configuring DocRetriever

This section describes how to install and configure DocRetriever for SharePoint.

# System requirements

**Required software components**

For a **standard mode** configuration, DocRetriever for SharePoint requires the following components:

- Rapid Recovery Core installed on a properly sized Core server
- A SharePoint front-end web server with SharePoint Central Administration installed
- Rapid Recovery Agent installed on the SharePoint web server (unless using agentless protection to protect that web server in your Core)
- VMware Tools (on vSphere VMs, if using agentless protection on an ESXi host)
- Hyper-V Integration Services (on Hyper-V VMs, if using agentless protection on a Hyper-V host)
- SQL Server (installed on the Core server)
- SQL Server Management Studio (for SQL database management associated with a SharePoint environment)
- DocRetriever Console (installed on the machine from which you want to browse and restore backed-up SharePoint data)
- A local service database instance (installed on the machine with the DocRetriever Console when you first open the Console, or by running the Configuration Wizard)
- DocRetriever Agent (installed on each SharePoint front-end web server from which you want to be able to restore data)
- Local Mount Utility (installed on any supported Windows machine if accessing recovery points remotely instead of from the Core server)

For a **standalone mode** configuration, all components listed above are required except for a Core server and the corresponding Rapid Recovery Agent software.

For specific version numbers of SharePoint or SQL Server, see the table below.

For more information on components and modes, see Understanding DocRetriever deployment architecture.

For system requirements specific to Rapid Recovery, see the *Rapid Recovery System Requirements Guide*.

For additional guidance for sizing your hardware, software, memory, storage, and network requirements, see Rapid Recovery knowledge base article 185962, "Sizing Rapid Recovery Deployments."

# DocRetriever Console system requirements

Requirements for DocRetriever Console are described in the following table.

**Table 2. DocRetriever Console system requirements**

| Requirement | Details |
| --- | --- |
| Operating system | <ul><li>Microsoft Windows 8.1*</li><li>Microsoft Windows 10</li><li>Microsoft Windows Server 2008 R2 SP1 (except Server Core editions), provided you follow guidance in Microsoft KB 3033929</li><li>Microsoft Windows Server 2012, 2012 R2 (except Server Core editions)</li><li>Microsoft Windows Server 2016 (except Server Core editions)</li></ul> **i** **NOTE:** A fully licensed version of Microsoft SQL Server 2008, 2008 R2, 2012, 2014, 2016 or 2017 must be installed on the machine on which you install the DocRetriever Console software.<br><br>**NOTE:** Additionally, if using DocRetriever to recover SharePoint data from a Rapid Recovery Core, then a fully licensed version of Microsoft SQL Server 2008, 2008 R2, 2012, 2014, 2016 or 2017 must be installed on Core server. From the Core, you must be able to perform a SQL attachability check. |
| Architecture | 32-bit or 64-bit |
| Memory | 4GB RAM or higher; Quest recommends 8GB RAM or higher. |
| Processor | Quad-Core or higher. |
| Storage | 80GB minimum for system drive. Use direct attached storage, storage area network or network attached storage. |

# DocRetriever Agent system requirements

Requirements for DocRetriever Agent are described in the following table.

**Table 3. DocRetriever Agent system requirements**

| Requirement | Details |
| --- | --- |
| Operating system | <ul><li>Microsoft Windows 8.1</li><li>Microsoft Windows 10</li><li>Microsoft Windows Server 2008 R2 SP1 (except Server Core editions), provided you follow guidance in Microsoft KB 3033929</li><li>Microsoft Windows Server 2012, 2012 R2 (except Server Core editions)</li><li>Microsoft Windows Server 2016 (except Server Core editions)</li></ul> **i** **NOTE:** A properly configured SharePoint server must be installed on the machine on which you install DocRetriever Agent. |

| Requirement | Details |
|---|---|
|  | Although Rapid Recovery Agent supports several Linux distributions, the DocRetriever Agent software must be present on a SharePoint server, which is only possible on supported Microsoft operating system platforms. |
| Architecture | 64-bit only |
| Memory | 4GB RAM or higher; Quest recommends 8GB RAM or higher, and 10GB RAM for SharePoint 2013, or SharePoint 2016 if using a single server. |
| Processor | Quad-Core or higher. |
| Storage | 80GB minimum for system drive. Use direct attached storage, storage area network or network attached storage. |
| Network | 1 gigabit Ethernet (GbE) minimum. <br><br> **i** NOTE: Quest recommends a 10GbE network backbone for robust environments. |
| Network hardware | Use network cables with the appropriate rating to obtain the expected bandwidth. <br><br> **i** NOTE: Quest recommends testing your network performance regularly and adjusting your hardware accordingly. |
| Microsoft SQL Server support | • Microsoft SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, SQL Server 2014, SQL Server 2016, SQL Server 2017 <br><br> • Microsoft SQL Server Express with Advanced Services 2008, 2008 R2, 2012, 2014, 2016, 2017 <br><br> **i** NOTE: SQL Server Express versions are limited to one processor. <br><br> To use the content search function of DocRetriever, Express version installed must be Microsoft SQL Server Express with Advanced Services. <br><br> SQL Server Express versions prior to 2008 R2 do not support databases exceeding 4 GB. If using SQL Server Express 2008, SharePoint databases must be smaller than 4 GB. <br><br> SQL Server Express versions 2008 R2 and higher support databases smaller than 10 GB. If using SQL Server Express 2008 R2 or 2012, SharePoint databases must be smaller than 10 GB. |
| Microsoft SharePoint Server support | The following fully licensed versions of Microsoft SharePoint Server are supported by DocRetriever for SharePoint: <br><br> • Microsoft SharePoint 2010 <br><br> • Microsoft SharePoint 2013 <br><br> • Microsoft SharePoint 2013 SP1 <br><br> • Microsoft SharePoint 2016 <br><br> **i** NOTE: One of these versions of Microsoft SharePoint must be installed and configured on the front-end web server on which you install the DocRetriever Agent software. |

| Requirement | Details |
| --- | --- |
| | DocRetriever is not supported for recovering data from the freeware version of SharePoint known as Microsoft SharePoint Foundation, or from SharePoint Online. |

# Supported items

The following table describes the items that are supported by DocRetriever for SharePoint.

**Table 4. Items DocRetriever supports**

| Requirement | Description |
| --- | --- |
| SharePoint Version | • Microsoft Office SharePoint Server 2010<br>• Microsoft Office SharePoint Server 2013, 2013 SP1<br>• Microsoft Office SharePoint 2016 |
| Offline SharePoint Database Versions | • SQL Server 2008, 2008 R2, 2012, 2014, and 2016 SharePoint databases.<br>  ⓘ **NOTE:** SQL Server provides backward compatibility. If the DocRetriever Console is installed with SQL 2008, you can only restore SQL 2008 backups. Installations on SQL Server 2008 R2 are able to restore SQL backups from SQL Server 2008 and SQL Server 2008 R2; and so on. |
| Offline Recovery Sources | • Recovery points from a supported version of Rapid Recovery Core<br>• SharePoint farm backups, providing the configuration database and all content databases are available<br>• SharePoint content databases<br>• SQL Server 2008, 2008 R2, 2012, 2014, 2016, 2017 SharePoint databases<br>• SQL Server 2008, 2008 R2, 2012, 2014, 2016, 2017 SharePoint database backups<br>• SharePoint full backups, differential backups, or SQL Server |
| SQL Server | • SQL Server 2008, SQL Server 2008 R2<br>• SQL Server 2012<br>• SQL Server 2014<br>• SQL Server 2016<br>• SQL Server 2017 |

# Roadmap for installing DocRetriever for SharePoint

Before beginning, always verify that the machines in your configuration meet current System requirements.

If upgrading from a previous version of DocRetriever, before installing, see the topic Guidelines for upgrading DocRetriever for SharePoint.

- If using DocRetriever for Replay 4, you must first uninstall it before installing DocRetriever version 5.x or 6.x.

- If using DocRetriever version 5.1x or 5.2x, you must either uninstall and then upgrade to version 6.x, or you can perform a two-step upgrade (first to DocRetriever version 5.3x, and then immediately to version 6.x).

- If using DocRetriever version 5.3x or higher, no uninstallation is required. Simply install over the old version.

This procedure assumes you already have an appropriately installed SharePoint front-end web server, appropriately configured with SQL Server.

Follow this roadmap to find the appropriate steps to install DocRetriever in your environment:

1. **Install and configure Rapid Recovery**. If using DocRetriever in standard mode, you must first install and configure Rapid Recovery Core, and then protect your SharePoint web server in the Core.

   ◦ For information about installing or upgrading Rapid Recovery Core, see the *Rapid Recovery Installation and Upgrade Guide*.

   ◦ For information on setting up your Core, and adding your front-end web server as a protected machine using the Agent software, or using agentless protection for a VM, see the *Rapid Recovery User Guide*.

2. **Create and configure a DocRetriever Console user account**. The DocRetriever Console software requires a Windows user account with the appropriate permissions applied. That user account must be configured in SQL Management Studio to be granted sysadmin permissions for SQL Server. For more information, see the topic Applying the Systems Administrator database role to Windows user accounts.

3. **Create and configure a DocRetriever Agent user account**. The DocRetriever Agent software requires a Windows user account with the appropriate permissions applied. That user account must be added to each web application in SharePoint; and the account must be configured in SQL Management Studio to be granted sysadmin permissions for SQL Server. For more information about the tasks required to configure an agent user account, see Setting up Windows user accounts for use with DocRetriever .

4. **Install the DocRetriever Agent software**. The DocRetriever Agent software must be installed on at least one SharePoint front-end web server.

5. **Install the DocRetriever Console.** This is the component from which you can load, browse, and restore SharePoint data from a recovery point or other recovery source. You must install the console on a machine with compatible versions of SQL Server. Express, Standard, and Enterprise editions of Microsoft SQL Server are supported, with specific exceptions, as listed in System requirements.

   **i** | **NOTE:** Both the DocRetriever Agent and the DocRetriever Console use the DocRetriever Installation Wizard. For more information about installing DocRetriever, see Installing DocRetriever for SharePoint.

   **i** | **NOTE:** In one- or two-server configurations using the standard mode, Quest recommends that you install the DocRetriever Console on the machine containing your Rapid Recovery Core.

6. **Create the service database**. DocRetriever requires a local SQL Server database instance to maintain indexing data and stored procedures to support DocRetriever functionality. The first time you open the DocRetriever Console, you are prompted to create this database using the DocRetriever Service Database Configuration Wizard. You can also access this from the DocRetriever Console by selecting **Run**

**Configuration Wizard** from the Settings menu. For more information about installing the service database, see Creating a local service database for DocRetriever.

**Related tasks**

See also: Creating a local service database for DocRetriever

**Related reference**

See also: Guidelines for upgrading DocRetriever for SharePoint

See also: Setting up Windows user accounts for use with DocRetriever

See also: Installing, uninstalling, and repairing DocRetriever for SharePoint

See also: Configuring DocRetriever Console settings

# Guidelines for upgrading DocRetriever for SharePoint

If upgrading from a previous version of DocRetriever, you may need to take different actions in your environment, based on the version you have installed. Note the following guidelines:

- If using DocRetriever for Replay 4, you must first uninstall it before installing DocRetriever version 5.x or 6.x.

- If using DocRetriever version 5.1x or 5.2x, you must either uninstall and then upgrade to version 6.x, or you can perform a two-step upgrade (first to DocRetriever version 5.3x, and then immediately to version 6.x).

- If using DocRetriever version 5.3x or higher, no uninstallation is required. Simply install over the old version.

# Setting up Windows user accounts for use with DocRetriever

The Windows user accounts (or service accounts) used for both components of DocRetriever require specific roles and permissions. Each component must also have prerequisite software installed.

For each component, you can configure and use an existing Windows user account, or you can create an account with the appropriate roles and permissions.

**DocRetriever Console**

A supported version of SQL Server must already be installed on a machine before you can install the DocRetriever Console software on that machine.

The Windows user account that uses the DocRetriever Console must have the systems administrator (sysadmin) database role assigned to it in SQL Server. This is the only special role required by this component.

For practical purposes, especially if you want to use the DocRetriever Console from more than one machine, it is easier to use a domain user on the Windows Active Directory domain. For example, create a domain user named **DocRetriever Console** and apply the sysadmin role to this user. If you opt to configure a local user account, you must assign the same database role to the Windows user account for each machine with the DocRetriever Console installed.

**DocRetriever Agent**

A supported version of SharePoint must already be installed on a machine before you can install the DocRetriever Agent software on that machine.

DocRetriever Agent runs as a Windows service. The Windows user account that uses DocRetriever Agent must be a member of the Local Administrators group, a SharePoint farm Administrator, and a site collection

administrator for each Web application in the farm. Additionally, the Windows user account must have the systems administrator (sysadmin) database role in SQL Server.

You must configure a designated Windows user account with these attributes on each SharePoint front-end web server that you want to use to restore SharePoint data.

For practical purposes, especially if you want to restore data from more than one web server, it is easier to create or designate a domain user on the Active Directory domain with these privileges. For example, create a user account called **DRAgent**, and then apply the appropriate Windows, SharePoint, and SQL Server membership, privileges, and database roles to that user.

> **i** | **NOTE:** The Windows service account can use any allowed account name, as long as you apply the appropriate permissions. If you opt to configure a local user account, you must repeat all steps in this process for a user on each web server.

- **Designate a Windows user account to be used for the DocRetriever Agent service**. Quest recommends using a domain user in a Windows Active Directory domain. To create a domain account, see Creating a user account on a Windows Active Directory domain. To create a local user account, see Creating a local Agent user account.

- **Add the designated user account to the Windows OS local administrator's group.** For more information, see Adding a Windows user account to the local administrator group.

- **Add the designated user account to a SharePoint Farm Administrator group**. For more information about adding a user to a SharePoint Farm Administrator group using SharePoint central administration, see Adding a Windows user account to a SharePoint farm administrator group.

- **Add the designated user account as a SharePoint Site Collection Administrator**, For more information about adding a user as a SharePoint site collection administrator using SharePoint central administration, see Adding a Windows user account to the SharePoint site collection administrators.

- **Provide the appropriate database permissions for the designated user.** For more information about applying database roles to SQL server users, see Applying the Systems Administrator database role to Windows user accounts.

**Related tasks**
    See also: Creating a local Agent user account
    See also: Creating a user account on a Windows Active Directory domain
    See also: Adding a Windows user account to the local administrator group
**Related reference**
    See also: Adding a Windows user account to a SharePoint farm administrator group
    See also: Adding a Windows user account to the SharePoint site collection administrators
    See also: Applying the Systems Administrator database role to Windows user accounts

# Creating a user account on a Windows Active Directory domain

The Windows user accounts that use DocRetriever Agent and DocRetriever Console must be configured properly to restore SharePoint data. You can use a domain user or a local user.

This task is an optional step in the roadmap for setting up a Windows user account for use with DocRetriever. Use this step if you want to create a user on the Active Directory domain, and apply the appropriate privileges.

> **i** | **NOTE:** If using an existing (local or domain) user account, skip this task and proceed to the topic Adding a Windows user account to the local administrator group.

You must have administrative access to a Windows Active Directory server, with membership in Account Operators, Domain Admins, Enterprise Admins, or equivalent to perform this procedure. If you have any questions, consult with your domain administrator.

Follow this procedure to create a new user account on an Active Directory domain.

The steps described in this procedure are for a Windows Server 2012 R2 operating system. Other operating systems may have slightly different steps.

1.  On the Windows Active Directory server, from Administrative Tools in the Control Panel, open **Active Directory Users and Computers**.

    The **Active Directory Users and Computers** window appears. The left pane contains a navigation tree, and the right pane shows detail for the navigation element selected.

2.  In the navigation tree, right click on **Users**, and from the menu, select **New** and then **User**.

    The **New Object - User** dialog box appears.

3.  Enter details for the domain user account as described in the following table.

| Option | Description |
| --- | --- |
| First name | Type a first name for the user. |
| | For example, type **DocRetriever** |
| Initials | Optionally, type initials for the user. |
| Last name | Type a last name for the user. |
| | For example, if creating a user for enter DocRetriever Agent, type Agent. |
| | if creating a user for enter DocRetriever Console, type Console. |
| Full name | By default, the full name concatenates the first three text fields. You can edit the value that appears before saving. |
| User logon name | Type a logon name in the first field. |
| | For example, type DRAgent or DRConsole, as appropriate. |
| | In the second text box, select the domain (for example, **@MyDomain.local**). |

4.  Click **Next** to see the password information for the new user. Enter details for authentication as described in the following table.

| Option | Description |
| --- | --- |
| Password | Type a password that conforms to your required security protocols. |
| Confirm password | Re-enter the password that you created in the previous field. |

5.  In the password options of the **New Object - User** dialog box, select the following options:

| Option | Description |
| --- | --- |
| User must change password at next login option | Clear this option |
| User cannot change password | Clear this option |
| Password never expires | Select this option |

| Option | Description |
| --- | --- |
| Account is disabled | Clear this option |

6. Click **Next** to see a summary of the new user options, and when satisfied, click **Finish**.

   The **New Object - User** dialog box closes, and the user you created appears in the details pane in the **Active Directory Users and Computers** window.

7. Optionally, close the **Active Directory Users and Computers** window.

**Next steps**

After creating a domain user for DocRetriever Agent, your next step is to add the designated Windows user account to the local administrator group.

After creating a domain user for DocRetriever Console, your next step is to add the sysadmin database role to the designated Windows user account.

# Creating a local Agent user account

The Windows user account that uses DocRetriever Agent must be configured properly to restore SharePoint data. You can use a domain user or a local user. Use this step if you want to create a new local user on the SharePoint web server and provide that user with the appropriate access.

> **i** | **NOTE:** If using an existing (local or domain) user account, skip this task and proceed to the topic Adding a Windows user account to the local administrator group.

Quest recommends creating a user called DRAgent for this purpose. However, you can use any user account with the appropriate Windows Operating System (OS), SharePoint, and SQL Server database memberships, roles and permissions.

Follow the steps in this procedure to create a new local agent user account.

Repeat this procedure (and all remaining steps in the roadmap) for each web server.

> **i** | **NOTE:** These steps describe the user interface for Windows Server 2012 R2. Steps for other Windows operating systems may differ.

1. From the **Start** menu of your SharePoint web server, select **Administrative Tools**, and then open **Computer Management**.

2. In the Computer Management tree, expand the Local Users and Groups option and then click **Users**.

   The list of existing users appears in the details pane.

3. Right-click in the details pane and select **New User**.

   The **New User** dialog box appears.

4. Enter information as shown in the following tables, and then click **Create**:

**Table 5. New user options**

| Text Box | Description |
| --- | --- |
| User name | Type any valid new user name. For example, type DRAgent. |
| Full name | This field is optional. For example, type DRAgent. |
| Description | Optionally, type a descriptive phrase such as DocRetriever Agent user account. |
| Password | Type a password that conforms to your required security protocols. |

| Text Box | Description |
| --- | --- |
| Confirm password | Re-enter the password that you created in the previous field. |

5. In the password options of the **New User** dialog box, select the following options:

**Table 6. Password options**

| Password Option | Select or Clear |
| --- | --- |
| User must change password at next login option | Clear this option |
| User cannot change password | Clear this option |
| Password never expires | Select this option |
| Account is disabled | Clear this option |

6. In the **New User** dialog box, click **Create** and then click **Close**.
7. Verify that the new agent user account appears in the list of users.
8. Close the **Computer Management** and **Administrative Tools** windows.

**Next steps**

After creating a local user, proceed to the task Adding a Windows user account to the local administrator group.

# Adding a Windows user account to the local administrator group

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent.

On the machine with the SharePoint front-end web server, for each web application, add the Windows user account designated for the DocRetriever Agent to the local administrator's group.

**i** | **NOTE:** Perform this step for each machine containing a SharePoint front-end web server for which you want to recover data.

Complete the steps in this procedure to add a designated Windows user account to the local administrator group.

1. On the **Start** menu of your SharePoint web server, open the Control Panel and click **User Accounts**.

   The **User Accounts** control panel window appears.

2. On the User Accounts area, click **Give other users access to this computer**.

   The **User Accounts** dialog box opens, showing the users for this computer.

3. If the user account you want to add appears in the list, proceed to Step 4. Otherwise, do as follows:
   a. Under list of users, click **Add**.
   b. In the **Add a user** dialog box, in the **User name** text field, type the name of the user account.

   **For example, type DRAgent.**

   c. In the **Domain** text field, type the name of the appropriate domain.

   **For example, type MyDomain.local.**

   d. Then click **Next**.

In the **Add a user** dialog box, you can designate the level of access to grant to the selected user.

  e. In the **Add a user** dialog box, select **Administrator** and then click **Next**.

  f. Click to confirm your selection.

4. Select the appropriate user, and click **Properties**.

  For example, select **DRAgent**.

  The properties dialog box for the specified user on this computer appears.

5. Click the **Group Membership** tab, and then, for user access level, select **Administrator** to add this user to the Administrators Group. Click **Apply**, and then click **OK**.

  The properties dialog box closes.

6. In the **User Accounts** dialog box, confirm that the specified user is now a member of the Administrator group, and then click **OK**.

  The **User Accounts** dialog box closes.

7. Close the **User Accounts** control panel window.

# Adding a Windows user account to a SharePoint farm administrator group

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent.

Perform this step for each machine containing a SharePoint front-end web server for which you want to recover data.

Because the user interfaces differ between the various supported versions of SharePoint, this process is detailed for SharePoint 2013 and SharePoint 2010.

**Related tasks**
 See also: Adding a Windows user account as a SharePoint Farm administrator using SharePoint 2013
 See also: Adding a Windows user account as a SharePoint Farm administrator using SharePoint 2010

## Adding a Windows user account as a SharePoint Farm administrator using SharePoint 2013

Use the steps in this procedure to add the Windows user account designated for DocRetriever to the Farm Administrators group within the SharePoint 2013 Central Administration Console.

1. On the machine with the SharePoint front-end web server, open the SharePoint 2013 Central Administration Console.

2. If you are prompted to authenticate, enter your SharePoint credentials and then click **OK**.

3. On the Central Administration menu, click **Security**.

  The **Security** page appears.

4. In the Security pane, under Users, click **Manage the farm administrators group**.

  The **People and Groups - Farm Administrators** page appears.

5. If the appropriate Windows user is already listed on this page, you can exit this procedure. Otherwise, continue to the next step.

6. From the **New** drop-down menu, select **Add Users**.

  The **Share 'Central Administration'** dialog box appears.

7. In the Farm Administrators Group text area, type the name of the Windows user account that you want to add as a SharePoint farm administrator, and then click to validate the username.

For example, type DRAgent. This field is not case-sensitive.

The domain (if a local user) and user name for the specified Windows account populates.

8. Verify that the correct information appears for the specified user and then click **Share** or **OK** to confirm.

The **Share 'Central Administration'** dialog box closes.

9. In the **People and Groups - Farm Administrators** page, verify that the user you specified appears in the list of farm administrators.

You must now add the specified Windows user account to the SharePoint site collection administrators.

## Adding a Windows user account as a SharePoint Farm administrator using SharePoint 2010

Use the steps in this procedure to add the Windows user account designated for DocRetriever to the Farm Administrators group within the SharePoint 2010 Central Administration Console.

1. On the machine with the SharePoint front-end web server, open the SharePoint 2010 Central Administration Console.
2. If you are prompted to authenticate, enter your SharePoint credentials and then click **OK**.
3. On the Central Administration menu, click **Security**.

The **Security** window appears.

4. In the Security pane, under Users, click **Manage the farm administrators group**.

The **Site Settings > People and Groups - Farm Administrators** page appears.

5. If the appropriate Windows user is already listed on this page, you can exit this procedure. Otherwise, continue to the next step.
6. From the **New** drop-down menu, select **Add Users**.

The **Grant Permissions** dialog box appears.

7. In the Farm Administrators Group text area, type the name of the Windows user account that you want to add as a SharePoint farm administrator, and then click **Check Names**.

For example, type DRAgent. This field is not case-sensitive.

The domain (if a local user) and user name for the specified Windows account populates.

8. Verify that the correct information appears for the specified user and then click **Share** or **OK** to confirm.

The **Grant Permissions** dialog box closes.

9. In the **Site Settings > People and Groups - Farm Administrators** page, verify that the user you specified appears in the list of farm administrators.

You must now add the specified Windows user account to the SharePoint site collection administrators.

## Adding a Windows user account to the SharePoint site collection administrators

This task is a step in the roadmap for setting up a Windows user account for DocRetriever.

On the machine with the SharePoint front-end web server, for each Web application, add the Windows user account designated for the DocRetriever Agent to the SharePoint Site Collection Administrators.

**i** | **NOTE:** Perform this step for each machine containing a SharePoint front-end web server for which you want to recover data.

Because the user interfaces differ between the various supported versions of SharePoint, this process is detailed for SharePoint 2013 and SharePoint 2010.

**Related tasks**

See also: Adding a Windows user account as a site collection administrator using SharePoint 2013
See also: Adding a Windows user account as a site collection administrator using SharePoint 2010

# Adding a Windows user account as a site collection administrator using SharePoint 2013

Use the steps in this procedure to add the Windows user account designated for DocRetriever Agent to the site collection administrator group within the SharePoint 2013 Central Administration Console.

1. Open the SharePoint 2013 Central Administration Console.
2. If you are prompted to authenticate, enter your SharePoint credentials and then click **OK**.
3. On the Central Administration menu, click **Application Management**.

   The **Application Management** page appears.
4. Under Site Collections, click **Change site collection administrators**.

   The **Site Collection Administrators** page appears.
5. If the appropriate site collection is displayed, skip to Step 6. If the value in the site collection is **No selection** (or if the wrong site collection is displayed), then do the following:
   a. From the **Site Collection** drop-down menu, select **Change Site Collection**.

      The **Select Site Collection** web page dialog box appears.
   b. From the **Web Application** drop-down menu on the right side of the page, select **Change Web Application.**

      The **Select Web Application** dialog box appears.
   c. From the list displayed, click the hyperlink corresponding to the appropriate web application.

      The **Select Site Collection** dialog box appears.
   d. In the **Select Site Collection** window, confirm the details of the site application for the selected web application. Then click **OK**.

      The **Select Site Collection** dialog box closes, and the appropriate site collection is listed on the **Site Collection Administrators** page.
6. On the **Site Collection Administrators** page, text fields appear for a primary and a secondary site collection administrator. If there is a single administrator user listed, then move that user to be the secondary user, and add the specified Windows user account created for DocRetriever to be the primary user. To accomplish this, do the following:
   a. In the **Primary site collection administrator** field, select and cut the domain and user name.
   b. In the **Primary site collection administrator** field, type the specified user name and click **Check Names**.

      For example, type DRAgent and click **Check Names**.

      The domain (if a local user) and user name for the specified user populates. The information for the specified user appears as the primary site collection administrator.
   c. In the **Secondary site collection administrator** field, type (or paste) the domain and user name of the administrator that was previously listed as the primary site collection administrator, and click **Check Names**.

      The domain name and user name of the secondary site collection administrator validates.
7. To save this information, click **OK**.

   The **Site Collection Administrators** page closes, and the **Application Management** page appears.
8. Optionally, you can close the SharePoint Central Administration Console.

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**Next steps**

Using SQL Server Management Studio, you must now apply the sysadmin role to the user account designated for the DocRetriever Agent user account.

# Adding a Windows user account as a site collection administrator using SharePoint 2010

Use the steps in this procedure to add the Windows user account designated for DocRetriever Agent to the site collection administrator group within the SharePoint 2010 Central Administration Console.

1. Open the SharePoint 2010 Central Administration Console.

2. If you are prompted to authenticate, enter your SharePoint credentials and then click **OK**.

3. On the Central Administration menu, click **Application Management**.

   The **Application Management** page appears.

4. Under Site Collections, click **Change site collection administrators**.

   The **Site Collection Administrators** page appears.

5. If the appropriate site collection is displayed, skip to Step 6. If the value in the site collection is **No selection** (or if the wrong site collection is displayed), then do the following:

   a. From the **Site Collection** drop-down menu, select **Change Site Collection**.

   The **Select Site Collection** window appears.

   b. From the **Web Application** drop-down menu on the right side of the page, select **Change Web Application.**

   The **Select Web Application** dialog box appears.

   c. Click the appropriate web application from the list displayed.

   The **Select Web Application** window closes.

   d. In the **Select Site Collection** window, click **OK**.

   The **Select Site Collection** dialog box closes, and the appropriate site collection is listed on the **Site Collection Administrators** page.

6. On the **Site Collection Administrators** page, text fields appear for a primary and a secondary site collection administrator. If there is a single administrator user listed, then move that user to be the secondary user, and add the specified Windows user account created for DocRetriever to be the primary user. To accomplish this, do the following:

   a. In the **Primary site collection administrator** field, select and cut the domain and user name.

   b. In the **Primary site collection administrator** field, type the specified user name and click **Check Names**.

   For example, type DRAgent and click **Check Names**.

   The domain name and user name of the specified user appear as the primary site collection administrator.

   c. In the **Secondary site collection administrator** field, type the domain and user name of the administrator that was previously listed as the primary site collection administrator, and click **Check Names**.

   The domain name and user name of the secondary site collection administrator validates.

7. To save this information, click **OK**.

   The **Site Collection Administrators** page closes, and the **Application Management** page appears.

8. Optionally, you can close the SharePoint Central Administration Console.

**Next steps**

Using SQL Server Management Studio, you must now apply the sysadmin role to the user account designated for the DocRetriever Agent user account.

# Applying the Systems Administrator database role to Windows user accounts

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent. It is also the only step required to set up a Windows user account for DocRetriever Console.

On the machine where SQL Server Management Studio is installed (to manage the SQL Server instance used for DocRetriever), add the systems administrator (sysadmin) database role to the Windows user account designated for the DocRetriever Agent, and for the user account designated for the DocRetriever Console.

Because the user interfaces differ, these steps are detailed for SQL Server 2014 on Windows Server 2012, SQL Server 2012 on Windows Server 2012 R2, and SQL Server 2008 R2 on Windows 2008 R2.

> **i** | **NOTE:** For different versions of SQL Server or different operating systems, there may be some differences between the procedural steps documented here.

**Related tasks**

See also: Applying database roles to Windows user accounts for SQL Server 2014
See also: Applying database roles to Windows user accounts for SQL Server 2012
See also: Applying database roles to Windows user accounts for SQL Server 2008

**Related reference**

See also: Identifying SharePoint databases from SharePoint Central Administration


# Applying database roles to Windows user accounts for SQL Server 2014

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent. It is also the only step required to set up a Windows user account for DocRetriever Console. The Windows user account must exist and either be a domain account, or be available to the local machine on which you perform these steps.

Use the steps in this procedure to add the Systems Administrator database role to the Windows user accounts used for DocRetriever in SQL Server Management Studio for SQL Server 2014.

1. Open SQL Server Management Studio and connect to the SQL server supporting the SharePoint server farm.

   > **i** | **NOTE:** To identify the SharePoint databases used in your server farm, see Identifying SharePoint databases from SharePoint Central Administration.

2. In the Object Explorer, navigate to **Security** and then to **Logins**, and expand the tree showing the list of users.

3. If the Windows user account to which you want to apply a database role already exists, skip to the next step. Otherwise, do the following:

   a. Right-click on the **Logins** folder and select **New Login**.

   The **Login - New** dialog box appears.

   b. In the **Login name** text field, click **Search**.

   c. In the **Select User or Group** dialog box, click **Object Types**.

   d. In the **Object Types** dialog box, select **Users** and then click **OK**.

   The **Object Types** dialog box closes.

   e. In the **Select User or Group** dialog box, click **Locations**.

   f. In the **Locations** dialog box, click **Entire Directory** and then click **OK**.

   The **Locations** dialog box closes.

g. In the **Select User or Group** dialog box, in the **Enter the object names to select** text area, enter all or part of the Windows user account name, and then click **Check Names** to locate the name of the appropriate Windows account.

For example, type DRAgent **and then click Check Names .**

i **NOTE:** If this search is unsuccessful, click **Advanced** to access more options for a Boolean search.

After a successful search, the domain and username populate in the Check Names text area.

h. In the **Select User or Group** dialog box, click **OK**.

The **Select User or Group** dialog box closes. The domain and username populate in the Login name text field of the **Login - New** dialog box.

i. In the **Login - New** dialog box, click **OK**.

The **Login - New** dialog box closes. The user account you added now appears in Object Explorer as a child within the list of logins.

4. In the Object Explorer, under the **Logins** folder, locate the specified Windows user account, right click, and select **Properties**.

For example, select MyDomain\DRAgent, right-click, and select **Properties**.

The **Login Properties** dialog box appears.

5. In the left pane of the **Login Properties** dialog box, click **Server Roles**. In the right pane, select **sysadmin**. Then click **OK** to apply the changes.

The user account is granted sysadmin privileges, and the **Login Properties** dialog box closes.

6. Optionally, exit SQL Server Management Studio.

**Next steps**

This is the last step in the roadmap for creating and assigning privileges for a Windows user account to use for DocRetriever. You can now install DocRetriever.

## Applying database roles to Windows user accounts for SQL Server 2012

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent. It is also the only step required to set up a Windows user account for DocRetriever Console. The Windows user account must exist and either be a domain account, or be available to the local machine on which you perform these steps.

Use the steps in this procedure to add the Systems Administrator database role to the Windows user accounts used for DocRetriever in SQL Server Management Studio for SQL Server 2014.

1. Open SQL Server Management Studio and connect to the SQL server supporting the SharePoint server farm.

i **NOTE:** To identify the SharePoint databases used in your server farm, see Identifying SharePoint databases from SharePoint Central Administration.

2. In the Object Explorer, navigate to **Security** and then to **Logins**, and expand the tree showing the list of users.

3. If the Windows user account to which you want to apply a database role already exists, skip to the next step. Otherwise, do the following:

a. Right-click on the **Logins** folder and select **New Login**.

The **Login - New** dialog box appears.

b. In the **Login name** text field, click **Search**.

c. In the **Select User or Group** dialog box, click **Object Types**.

d.  In the **Object Types** dialog box, select **Users** and then click **OK**.

The **Object Types** dialog box closes.

e.  In the **Select User or Group** dialog box, click **Locations**.

f.  In the **Locations** dialog box, click **Entire Directory** and then click **OK**.

The **Locations** dialog box closes.

g.  In the **Select User or Group** dialog box, in the **Enter the object names to select** text area, enter all or part of the Windows user account name, and then click **Check Names** to locate the name of the appropriate Windows account.

**For example, type** DRAgent **and then click Check Names .**

> **ⓘ  NOTE:** If this search is unsuccessful, click **Advanced** to access more options for a Boolean search.

After a successful search, the domain and username populate in the Check Names text area.

h.  In the **Select User or Group** dialog box, click **OK**.

The **Select User or Group** dialog box closes. The domain and username populate in the Login name text field of the **Login - New** dialog box.

i.  In the **Login - New** dialog box, click **OK**.

The **Login - New** dialog box closes. The user account you added now appears in Object Explorer as a child within the list of logins.

4.  In the Object Explorer, under the **Logins** folder, locate the specified Windows user account, right click, and select **Properties**.

For example, select MyDomain\DRAgent, right-click, and select **Properties**.

The **Login Properties** dialog box appears.

5.  In the left pane of the **Login Properties** dialog box, click **Server Roles**. In the right pane, select **sysadmin**. Then click **OK** to apply the changes.

The user account is granted sysadmin privileges, and the **Login Properties** dialog box closes.

6.  Optionally, exit SQL Server Management Studio.

**Next steps**

This is the last step in the roadmap for creating and assigning privileges for a Windows user account to use for DocRetriever. You can now install DocRetriever.

## Applying database roles to Windows user accounts for SQL Server 2008

This task is a step in the roadmap for setting up a Windows user account for DocRetriever Agent. It is also the only step required to set up a Windows user account for DocRetriever Console. The Windows user account must exist and either be a domain account, or be available to the local machine on which you perform these steps.

Use the steps in this procedure to add the Systems Administrator database role to the Windows user accounts used for DocRetriever in SQL Server Management Studio for SQL Server 2008.

1.  Open SQL Server Management Studio and connect to the SQL server supporting the SharePoint server farm.

**NOTE:** To identify the SharePoint databases used in your server farm, see Identifying SharePoint databases from SharePoint Central Administration.

2. In the Object Explorer, navigate to **Security** and then to **Logins**, and expand the tree showing the list of users.

3. If the Windows user account to which you want to apply a database role already exists, skip to the next step. Otherwise, do the following:

    a. Right-click on the **Logins** folder and select **New Login**.

    The **Login - New** dialog box appears.

    b. In the **Login name** text field, click **Search**.

    c. In the **Select User or Group** dialog box, click **Object Types**.

    d. In the **Object Types** dialog box, select **Users** and then click **OK**.

    The **Object Types** dialog box closes.

    e. In the **Select User or Group** dialog box, click **Locations**.

    f. In the **Locations** dialog box, click **Entire Directory** and then click **OK**.

    The **Locations** dialog box closes.

    g. In the **Select User or Group** dialog box, in the **Enter the object names to select** text area, enter all or part of the Windows user account name, and then click **Check Names** to locate the name of the appropriate Windows account.

    **For example, type** DRAgent **and then click Check Names .**

    **NOTE:** If this search is unsuccessful, click **Advanced** to access more options for a Boolean search.

    After a successful search, the domain and username populate in the Check Names text area.

    h. In the **Select User or Group** dialog box, click **OK**.

    The **Select User or Group** dialog box closes. The domain and username populate in the Login name text field of the **Login - New** dialog box.

    i. In the **Login - New** dialog box, click **OK**.

    The **Login - New** dialog box closes. The user account you added now appears in Object Explorer as a child within the list of logins.

4. In the Object Explorer, under the **Logins** folder, locate the specified Windows user account, right click, and select **Properties**.

    For example, select MyDomain\DRAgent, right-click, and select **Properties**.

    The **Login Properties** dialog box appears.

5. In the left pane of the **Login Properties** dialog box, click **Server Roles**. In the right pane, select **sysadmin**. Then click **OK** to apply the changes.

    The user account is granted sysadmin privileges, and the **Login Properties** dialog box closes.

6. Optionally, exit SQL Server Management Studio.

**Next steps**

This is the last step in the roadmap for creating and assigning privileges for a Windows user account to use for DocRetriever. You can now install DocRetriever.

# Identifying SharePoint databases from SharePoint Central Administration

You may need to identify the SharePoint databases associated with your SharePoint farm. For example, this step is required to connect to SQL Server Management Studio before you provide the designated Windows user account with sysadmin database permissions.

**i** | **NOTE:** The steps documented here are for SharePoint 2010 Central Administration. For previous versions of SharePoint, the user interface differs slightly.

Follow the steps in the following tass to locate the SharePoint content and configuration database information from SharePoint central administration.

**Related tasks**
    See also: Identifying the SharePoint content database
    See also: Identifying the SharePoint configuration database

## Identifying the SharePoint content database

Use the steps in this procedure to identify content databases within SharePoint 2010 or SharePoint 2013.

**i** | **NOTE:** The steps documented here are for SharePoint 2010 and SharePoint 2013 Central Administration. For previous versions of SharePoint, the user interface differs slightly.

1. Open the SharePoint Central Administration Console.
2. Under Application Management, click **Manage content databases**.
3. If the appropriate content database is displayed, skip to Step 4.

   If the value in the Web Application drop-down menu is No selection (or if the wrong Web application is displayed), then do the following:

   a. From the Web Application drop-down menu, select **Change Web Application**.

   The Select Web Application window appears.

   b. Click the appropriate web application from the list displayed.

   The Select Web Application window closes. The content database appropriate for the selected Web application is now listed.

   c. Optionally, you can click the database name to view and change its properties and then click **OK** to return to this page.

4. Note the content database name appropriate for your SharePoint farm.
5. To return to the Central Administration Console, in the left menu, click **Central Administration**.

## Identifying the SharePoint configuration database

Use the steps in this procedure to identify configuration or system databases within SharePoint 2010 or SharePoint 2013.

> **i** | **NOTE:** The steps documented here are for SharePoint 2010 and SharePoint 2013 Central Administration. For previous versions of SharePoint, the user interface differs slightly.

1. Open the SharePoint Central Administration Console.
2. Under System Settings, click **Manage servers in this farm**.
3. On the Farm information page (SharePoint 2010) or Servers in Farm page (SharePoint 2013), note the information about your configuration database, including the version, server, and name of your configuration database.
4. To return to the Central Administration Console, on the left menu, click **Central Administration**.

# Installing, uninstalling, and repairing DocRetriever for SharePoint

These topics describe how to install or uninstall DocRetriever, or how to repair a DocRetriever installation.

**Related tasks**
> See also: Installing DocRetriever for SharePoint
> See also: Uninstalling DocRetriever for SharePoint
> See also: Repairing a DocRetriever for SharePoint installation

**Related reference**
> See also: Obtaining DocRetriever installation software

# Obtaining DocRetriever installation software

You can obtain installation software for DocRetriever from the Rapid Recovery License Portal. From the license portal, click **Downloads**. On the **Downloads** page, scroll down to the row labeled **DocRetriever for SharePoint** and click **Download**.

The resulting binary installation file is used to install both the DocRetriever Console and the DocRetriever Agent software.

For more information about the license portal, see the *Rapid Recovery License Portal User Guide*. You can find Quest technical product documentation at https://support.quest.com/rapid-recovery/technical-documents.

# Installing DocRetriever for SharePoint

Ensure the following prerequisites are met before installing.

- Before beginning, always verify that the machines in your configuration meet current system requirements. For more information, see System requirements.

- The machine on which you install the DocRetriever Agent software must also have SharePoint installed and correctly configured with the appropriate SQL Server databases.

- The machine on which you install the DocRetriever Console software must also have SQL Server and SQL Server Management Studio installed and configured.

- If using DocRetriever in standard mode, a Rapid Recovery Core must be installed on a properly sized Core server, and the appropriate SharePoint front-end web servers must be protected on the Core (using Rapid Recovery Agent, or agentlessly).

DocRetriever contains two components. You can install both the DocRetriever Agent and the DocRetriever Console by using a single installation wizard. Upon launching the wizard, you can select the specific components you want to install.

Optionally, if you have more than one front-end web server, you can install the DocRetriever Agent on each SharePoint server. For example, if you have a substantial amount of traffic on a primary front-end web server, you may wish to install the DocRetriever Agent on another machine to relieve pressure on the primary web server.

To restore SharePoint data, the SharePoint administrator must also install the DocRetriever Console on the machine to be used to browse SharePoint offline databases. This machine must have a supported version of SQL Server or SQL Server Express, as indicated in System requirements. If using SQL Server Express, SharePoint databases must be smaller than 4 GB. To use the content search function of DocRetriever, the SQL Server Express version installed must be Microsoft SQL Server Express with Advanced Services.

> **i** **NOTE:** The steps documented here are for SharePoint 2013 and SharePoint 2010 Central Administration. For other versions of SharePoint, the user interface differs slightly.

Complete the steps in this procedure to install DocRetriever.

1. Download the DocRetriever installer to the destination machine as indicated in Obtaining DocRetriever installation software, and then double-click the installer.

2. If the **Open File - Security Warning** dialog box appears, click **Run** to launch the wizard.

   The Setup dialog box appears.

3. In the language field, select the appropriate language and then click **OK**.

   The Rapid Recovery DocRetriever for SharePoint Installation Wizard appears.

4. On the **Welcome** page of the wizard, click **Next** to begin the installation.

5. On the **License Agreement** page, select **I accept the terms in the license agreement,** and then click **Next**.

   The **Installation Options** page appears.

6. On the **Installation Options** page, if the default destination is a suitable location, proceed to the next step. If you want to change the destination folder, perform the following substeps.

   a. Click the folder icon to change the destination folder in which the wizard installs the DocRetriever files.

   b. In the **Browse to destination folder** dialog box, specify a different location.

   c. Verify the new location, and then click **OK**.

7. On the **Installation Options** page, select the components you want to install from the following options:

| Option | Description |
| --- | --- |
| Agent | Installs the DocRetriever Agent software.<br><br>**i** **NOTE:** To install the Agent component, you must have a supported version of Microsoft SharePoint already installed. |
| Console | Installs the DocRetriever Console software.<br><br>**i** **NOTE:** To install the Console component, you must have a supported version of Microsoft SQL Server already installed. |

If you want to install both DocRetriever components on the same machine (typical for a one-machine configuration using Standalone mode), select them both at this time. Otherwise, if you attempt to install them on the same computer using separate installations, you may be forced to remove the existing component and then reinstall them both.

8. Click **Install**.

The **Progress** page appears. The system begins the installation process.

9. If installing the DocRetriever Agent software on this machine, and if the **Set Service Login** dialog box appears, enter authentication information for the service database as indicated in the following substeps. Otherwise, skip to the next step in this procedure.

    a. In the **Set Service Login** dialog box, in the **Username** text field, enter the domain name and username of the Windows user account established for DocRetriever, in the format: domain \username.

> **i**   **NOTE:** This username must be a member of the local or domain administrator group, must be a member of the SharePoint Farm administrator group, and must be a member of the SharePoint site collection administrators. It must also be granted the sysadmin database role.

    For example, type MyDomain\DRAgent.

    b. In the **Password** text field, set the appropriate password to access the service database.

    c. In the **Confirm password** text field, retype exactly the password you entered in the previous text field.

    d. Then click **OK**.

    The **Set Service Login** dialog box closes, and the progress of the installation wizard is displayed. Then the **Completed** page of the installation wizard appears.

10. After the installation process completes, click **Finish**.

The installation wizard closes.

11. Repeat this procedure for any other machines on which you want to install DocRetriever.

For example:

- If you installed the DocRetriever Agent component only on a SharePoint server, you can install the Agent again on other SharePoint servers.

- You can install the DocRetriever Console component on a Core machine, or on a machine remote from the Core. If restoring from recovery points, that remote machine must also have the Local Mount Utility installed.

The first time you open the DocRetriever Console, you are prompted to create a service database. See Creating a local service database for DocRetriever.

# Uninstalling DocRetriever for SharePoint

DocRetriever Agent or DocRetriever Console must be installed to perform this task.

Complete the steps in this procedure to uninstall DocRetriever. The same process is applicable for removing the DocRetriever Agent and the DocRetriever Console.

1. On the machine from which you want to remove DocRetriever, open the Control Panel, and under **Programs**, click **Uninstall a program**.

2. In the **Programs and Features** page, double-click **Rapid Recovery DocRetriever for SharePoint**.

> **i**   **NOTE:** Earlier versions of this software may be listed in the Control Panel as **AppAssure DocRetriever for SharePoint**, **AppAssure Document Retriever**, or **Replay Document Retriever.**

The **Setup** dialog box appears briefly, and then the Rapid Recovery DocRetriever for SharePoint Installation Wizard appears, showing the **Repair/Remove** page.

3. Click **Remove**, and then click **Next**.

The **Remove Options** page appears.

4. On the **Remove Options** page, select the components you want to remove from the following options:

| Option | Description |
| --- | --- |
| Agent | Removes the DocRetriever Agent software. |
| Console | Removes the DocRetriever Console software. |
| Uninstall configuration settings and data | Removes all configuration settings and data. |
| | If removing the Agent, this option removes log files. |
| | If removing the Console, this option removes the DocRetriever Console desktop icon, and the locally installed service database supporting DocRetriever, which contains restore logs and application settings. |

5.  Then click **Uninstall**.

    The **Progress** page appears. The system begins the removal process. After the removal process completes, the **Completed** page appears.

6.  Click **Finish**.

    The installation wizard closes.

# Repairing a DocRetriever for SharePoint installation

DocRetriever Agent or DocRetriever Console must be installed to perform this task.

If files within the DocRetriever installation directory become corrupted at any point and the DocRetriever Console application or Agent service cannot start, you can use the Repair function of the installer program. This function rolls back any changes and rewrites all files needed to use DocRetriever

Complete the steps in this procedure to repair a DocRetriever installation.

1.  On the machine from which you want to repair DocRetriever, open the Control Panel, and under **Programs**, click **Uninstall a program**.

2.  In the **Programs and Features** page, double-click **Rapid Recovery DocRetriever for SharePoint.**

    > **ⅈ** **NOTE:** Earlier versions of this software may be listed in the Control Panel as **AppAssure DocRetriever for SharePoint**, **AppAssure Document Retriever**, or **Replay Document Retriever.**

    The **Setup** dialog box appears briefly, and then the Rapid Recovery DocRetriever for SharePoint Installation Wizard appears, showing the **Repair/Remove** page.

3.  Click **Repair**, and then click **Next**.

    The **Repair Options** page appears.

4.  On the **Repair Options** page, select the components you want to repair from the following options:

| Option | Description |
| --- | --- |
| Agent | Repairs the DocRetriever Agent component |
| Console | Repairs the DocRetriever Console component |

5.  Then click **Repair**.

    The **Progress** page appears. The system begins the repair process.

6.  If, during the repair, the **Set Service Login** dialog box appears, enter authentication information for the service database as indicated in the following substeps. Otherwise, skip to the next step in this procedure.

a.   In the **Set Service Login** dialog box, in the **Username** text field, enter the domain name and username of the Windows user account established for DocRetriever, in the format: domain \username.

> **i**   **NOTE:** This username must be a member of the local or domain administrator group, must be a member of the SharePoint Farm administrator group, and must be a member of the SharePoint site collection administrators. It must also be granted the sysadmin database role.

For example, type MyDomain\DRAgent.

b.   In the **Password** text field, set the appropriate password to access the service database.

c.   In the **Confirm password** text field, retype exactly the password you entered in the previous text field.

d.   Then click **OK**.

The **Set Service Login** dialog box closes, and the progress of the installation wizard is displayed. Then the **Completed** page of the installation wizard appears.

7.   From the **Completed** page of the wizard, click **Finish**.

The repair wizard closes.

# Creating a local service database for DocRetriever

After you install the DocRetriever Console, and before the first time you use the application, you are prompted to run the Service Database Configuration Wizard. This is a one-time setup step.

This wizard installs a local SQL Server database instance containing indexing data and stored procedures that support DocRetriever functionality.

> **!**   **CAUTION: The account used to run the DocRetriever Console must have sysadmin privileges for the local SQL server instance used with the DocRetriever Console.**

1.   To open the DocRetriever Service Database Configuration Wizard, do one of the following:

   •   Immediately after installing DocRetriever, launch the DocRetriever Console for the first time.

   •   Or, if you have already used the DocRetriever Console but want to change settings such as which service database is used, then from the DocRetriever Console, from the Settings menu, select **Run Configuration Wizard**.

   The DocRetriever Service Database Configuration Wizard launches and opens the Welcome page.

2.   On the **Welcome** page of the wizard, read the introduction text and then click **Next**.

3.   On the **SQL instance** page of the wizard, from the database menu, select the appropriate SQL Server instance to use to create the local service database. Then click **Next**.

> **i**   **NOTE:** Quest recommends using the default local instance. However, you can choose any supported instance. Windows Internal Database is not supported.

4.   On the **Authentication** page of the wizard, select the authentication type to use to connect to the local SQL server, as described below. Then click **Next**.

| Option | Description |
| --- | --- |
| Windows | If you select Windows authentication, your user account must have the sysadmin role for the selected server instance. The user name and password credentials for this option are provided automatically in the next step. |

| Option | Description |
|---|---|
| SQL Server | If you select SQL Server, your user account must have the sysadmin role for the SQL Server instance selected in the previous step. This option requires you to type the user name and password in the next step. |

5.  On the **Credentials** page of the wizard, do the following:

    •   If using Windows authentication, click **Verify**.

    •   If using SQL authentication, enter your sysadmin credentials and then click **Verify**.

6.  On the **Credentials** page, when your SQL Server credentials are valid, click **Next**.

7.  On the **Location** page of the wizard, if you want to use the default location, click **Next**.

    ℹ️ **NOTE:** Quest recommends using the default installation local instance. However, you can specify a custom instance if required.

    If you want to specify a custom instance, do the following:

    a.  Select **Use a custom location**.

    The location field enables.

    b.  Click the ellipsis (…) next to the location field.

    c.  In the **Browse For Folder** dialog box, navigate to the location where you want to install the local SQL Server database, and then click **OK**.

    d.  Confirm the location in the location field, and then click **Next**.

8.  On the **Finish** page of the wizard, once the service database initializes, click **Finish**.

    The DocRetriever Service Database Configuration Wizard closes, and shortly afterward, the DocRetriever Console appears.

# Configuring DocRetriever Console settings

From the DocRetriever Console, the Settings menu contains the following configurable settings:

| Settings menu option | Description |
|---|---|
| Restore Job History | This option opens the **Restore Job History** dialog box, from which you can view all historical restore jobs completed using DocRetriever Console. You can accomplish three tasks: |

> •   **View previous restore jobs from the Jobs list.** You can sort the jobs displayed by restore operation, restore actions, and by job start and end time.
>
> •   **View job restore actions.** When a historical job is selected, using these options, you can view job detail. Here you can sort the restore actions by any of the criteria included in the view: Job ID, result, timestamp, or message. You can also filter the job restore actions displayed by result using the filter at the top of the page. If you click **Export** at the bottom of the page, the information is exported into a text file in a location you specify.
>
> •   **View job restore parameters.** When a historical job is selected, you can view the restore parameters used for that job. Parameters include restore direction, duplicate actions, container actions, object types restored, whether

| Settings menu option | Description |
|---|---|
| | the jobs were restored to the recycle bin, the root node name, the restore source used, and objects restored. Statistics for the historical restore job are also included. |
| Run Configuration Wizard | This option can be used to create the local SQL Server service database DocRetriever uses to maintain indexing data and stored procedures. This is a one-time step. For more information about installing the service database, see Creating a local service database for DocRetriever. |
| View Log File | This option opens DRLog.log (a log of all restore jobs). For more information about log files, see Working with DocRetriever log files. |
| Options | This option opens the **Settings** dialog box, where you can view the log file location, and configure view settings and language settings for DocRetriever Console. These settings include the location of files for DocRetriever configuration logs and settings. Using these settings, you can affect how content appears and behaves in the DocRetriever Console once you have opened a data source. For more information, see Configuring settings in the DocRetriever Console. |

# Configuring settings in the DocRetriever Console

Use the steps in this procedure to configure view settings and language settings in the DocRetriever Console.

1. Open the DocRetriever Console.
2. From the **Settings** menu, select **Options**.

   The **Settings** dialog box appears, displaying settings for the DocRetriever console.

3. Use or change the settings information as described in the following table.

**Table 7. Settings**

| Setting | Description |
|---|---|
| Log Location | Displays the path of log settings for DocRetriever activities. Clicking on the link for the path will open the DRLog.log file in a text document.<br><br>The default path is `C:\ProgramData\AppRecovery\Logs\DRLog.log`.<br><br>You can change the location when you install the DocRetriever Console. |
| View Settings | These settings affect how content appears and behaves in the DocRetriever Console once you have opened an offline backup of a SharePoint data from any source.<br><br>**Perform selected action when closing database**. If this option is selected, then when the database is closed, the action selected occurs by default. The choices include:<br><br>   &bull;   Leave attached<br><br>   &bull;   Detach and delete<br><br>   &bull;   Detach only<br><br>**Perform full database tree enumeration on open**. If this option is selected, then when a particular offline backup is opened, all the sites and sub-sites contained in the database are populated. This allows users to browse the Sharepoint content by expanding the database |

| Setting | Description |
|---|---|
| | tree on the left hand side. The initial load time is longer, but browsing through the hierarchy of items within sites then takes less time. |
| | If you do not select this option, then when a user expands a site or sub-site, DocRetriever performs a call to the recovery source and requests the information. Initial load time is shorter, but browsing through the hierarchy of sites takes longer for each site as the information is retrieved. |
| | **Show deleted items**. If this option is selected, then all items that have been deleted from the offline backup are shown (along with items that have not been deleted) when browsing content in the DocRetriever Console. A red X marks each item that has been deleted or placed in the recycling bin, to differentiate it from other items. |
| | **Show system items**. If selected, then system items are listed. These include web part templates, site themes, master pages, views, forms, list items, and files in the DR "Associated Files" folder that are not associated with a list. |
| Language | Selects the display language for the DocRetriever user interface. |

4.   When satisfied, click **Save**.

The settings are saved, and the **Settings** dialog box closes.

# Manually specifying the SharePoint database location

When working with DocRetriever for SharePoint, you must sometimes manually specify location of the SharePoint database. For example, you need to specify the database location when using Rapid Snap for Virtual to agentlessly protect a machine on your Rapid Recovery Core.

Steps for manually specifying the database differ based on your recovery source location. For example, one procedure is used if opening your farm from a mounted recovery point. A different procedure is used if opening the farm from a local directory. A separate procedure is used if opening content database from a local directory.

**Related tasks**
See also: Specifying database locations in a mounted recovery point
See also: Specifying database locations in a local SharePoint farm
See also: Specifying the locally stored content database

## Specifying database locations in a mounted recovery point

To use a recovery point from the SharePoint front-end web server as your recovery source, the recovery point must first be mounted. You can mount the appropriate recovery point from the Rapid Recovery Core Console, or using the Local Mount Utility from the machine with SQL Server and the DocRetriever Console.

To find the appropriate mount point from the DocRetriever Console, the file system on the machine from which you are navigating must be set to display hidden files.

If you are opening your SharePoint farm from a mounted recovery point, follow this procedure to manually specify location of the SharePoint database.

1.   From the DocRetriever Console, from the **File** menu, select **Open** and then click **Recovery Point Location**, and open the appropriate recovery point containing a snapshot of the SQL Server for your SharePoint database.

The **Open from a Mounted Recovery Point Wizard** appears.

2.  From the **Agent Login** page of the wizard, enter the appropriate port and SharePoint front-end server, and then click **Verify**.

    Your credentials are validated.

3.  From the **Agent Login** page of the wizard, click **Next**.

    The **Farm Topology** page of the wizard appears.

4.  From the **Farm Topology** page of the wizard, click **Next**.

    The **Recovery Points** page of the wizard appears.

5.  From the **Recovery Points** page of the wizard, click **Add**.

    The **Browse for Folder** dialog box appears.

6.  From the **Browse for Folder** dialog box, navigate to the directory that contains the SharePoint database. By default, this directory is the DATA folder within the appropriate instance of SQL Server.

    The default mount point location follows the format: `[volume letter]\ProgramData\AppRecovery\MountPoints\[ProtectedSqlServerMachineName]-[MountPountDateAndTimeStamp]`. For example, `C:\ProgramData\AppRecovery\MountPoints\SharePointServer-2018-05-02T191138`.

    > **ⓘ NOTE:** You can specify a shorter mount path that's easier to manage, such as `D:\MountPoints\SharePointServer-2018-05-02T191138`.

7.  Select the mount point folder, and click **OK**.

    The **Browse for Folder** dialog box closes and you have completed the task.

# Specifying database locations in a local SharePoint farm

If you are opening your SharePoint farm from a local directory, follow this procedure to manually specify the location of the SharePoint configuration database.

1.  From the DocRetriever Console, from the **File** menu, select **Open** and then click **Recovery Source**.

    The **Open Recovery Source** dialog box appears.

2.  From the **Recovery source type** drop-down menu, select **Farm**.

3.  In the Configuration database path field, click the ellipsis (…) and navigate to the location of the offline SharePoint farm containing the SharePoint configuration database.

    > **ⓘ NOTE:** By default, the SharePoint configuration database is named SharePoint_Config. It is also possible that SharePoint administrator changed the configuration database name.

    The **Select Farm Configuration Database** dialog box appears.

4.  Click the SharePoint configuration database name to select it, and then click **Open**.

    The **Select Farm Configuration Database** dialog box closes, and you have completed the task.

# Specifying the locally stored content database

If you are opening your content database from a local directory, follow this procedure to manually specify the location of the content database.

1.  From the DocRetriever Console, from the **File** menu, select **Open** and then click **Recovery Source**.

The **Open Recovery Source** dialog box appears.

2. From the **Recovery source type** drop-down menu, select **Content database**.

3. In the Content database path field, click the ellipsis (…) and navigate to the location of the content database.

> **i** NOTE: By default, the content database is named WSS_Content. It is also possible that SharePoint administrator changed the content database name.

The **Select Content Database** dialog box appears.

4. Click the SharePoint content database name to select it, and then click **Open**.

The **Select Content Database** dialog box closes, and you have completed the task.

# Recovering SharePoint data with DocRetriever

This section describes how to recover data with DocRetriever for SharePoint.

# Overview of SharePoint structure hierarchy

Microsoft SharePoint Server (known as SharePoint) is a web application platform used by enterprises for intranet, content management, and document management. The SharePoint user interface enables authorized users to access and share information using a web browser.

The information in SharePoint is organized into a hierarchy. At the top level is a SharePoint server farm, a logical collection of SharePoint servers that use common resources to provide a basic set of SharePoint services supporting a single site.

Architecturally, a SharePoint farm is comprised of a configuration database and typically at least one content database. (Larger SharePoint environments may have multiple content databases.) The configuration database is a Microsoft SQL Server database that interfaces directly with each server in the farm. Each server farm contains one or more web applications, the top-level container for SharePoint content.

Web applications contain site collections, which consist of one or more sites. Each site contains content. SharePoint content can include documents, item lists, chat spaces, libraries of objects (such as photos and images), and many other types of data.

**Figure 8. SharePoint structure hierarchy**
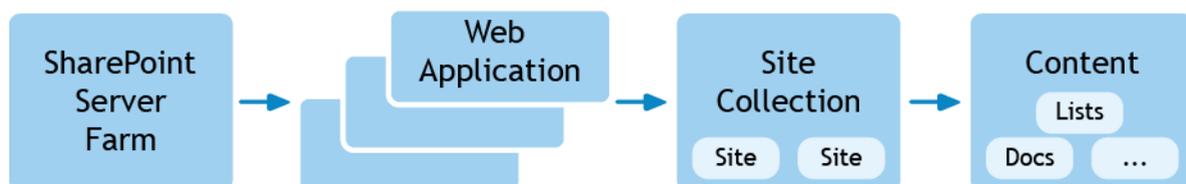


DocRetriever can restore SharePoint data from the site collection down to the lowest level (a single document, list, and so on). When you use DocRetriever to restore data, you can restore the entire site collection or site if you want to. You can also browse through the data in the offline backup file and restore one or more specific items that you select. You can choose to replace the existing items or to create a copy. For more information on selecting a destination for your restored files, see About restore directions for recovered data.

You can open a SharePoint farm from within DocRetriever, and you can browse items within the farm, but typically you would not use DocRetriever if your goal is to completely restore a SharePoint farm. Because a SharePoint farm includes multiple servers and databases, and because the SharePoint front-end web server is typically a machine protected on a Rapid Recovery Core, recovery for entire SharePoint farm would typically happen from the recovery point. In this case, you would locate the recovery point for the appropriate time period, mount it, and restore the SQL configuration and content databases, as appropriate, on the machine where SharePoint is installed.

**Related reference**

See also: About restore directions for recovered data

# About restore directions for recovered data

Information restored in DocRetriever from a backup data source can be from the same SharePoint farm, content database, or application. Alternatively, the restore process can be used for migration (to move or copy SharePoint data from one SharePoint environment to another).

After opening the backup data in the DocRetriever Console using your selected data source, you must then define the scope of data that you want to restore, determine the restore direction, and then perform the restore process. The following terms are important to this process.

**Restore direction**. You must choose whether to restore data in place or out of place.

- If you restore data in place, then you are choosing to move data from your backup environment to your live SharePoint site.

    > **CAUTION:** **Based on the choices you specify (including the duplicate options you select), the SharePoint information in your current repository could be replaced with the selected data from the backup source.**
    >
    > **CAUTION:** **Once you complete the in-place restore process, any new records that were created in your live SharePoint web application since the backup was saved do not appear, nor do any edits or deletions.**

- If you restore out of place, you create a copy of the data in a new site collection in your SharePoint farm. You can then go through this data and integrate it into your farm, or leave the restored web application as it was restored.

**Duplicate actions**. If you choose to restore in place, you must select a duplicate action, which determines at the top level the behavior of the restore process when a duplicate object is found.

- You can choose to skip the item. If you select this option, and an item of the same name exists in the destination SharePoint site, then the item from the backup will not be restored.

    - If you restore an item to a list, folder, library, or site in place and choose "Skip" as the duplicate option, then all items that were subsequently deleted from the web application since the backup was taken are present in the merged web application. All items that were added since the backup continue to be present in the web application.

    - If restoring out of place, duplicate actions are ignored. As a best practice, select the Skip duplicate action when restoring out of place.

- You can overwrite the (possibly newer) item in your SharePoint application with the item you are restoring.

- You can restore the backed up item as a duplicate of the existing item.

    > **NOTE:** You can also change some of these settings at the item level before you complete the restore.

**Choosing to merge containers.** The Merge containers option is relevant and accessible only when restoring in place. If you select this option, then when you perform the merge, data from the backup are restored into the SharePoint containers of the same name when merging with your current web application.

# Roadmap for recovering SharePoint data

DocRetriever uses Structured Query Language (SQL) to present SharePoint information, displayed within the DocRetriever Console in the familiar SharePoint hierarchical structure.

To recover data, perform the following steps:

1. In the DocRetriever Console, identify the data source and connect to the backed-up data.

   ◦ For information on the various data sources and their recommended use, see Multiple data sources for recovery.

   ◦ If using a recovery point as a data source, then you must first mount the recovery point. For more information on mounting a recovery point from the Core Console, see Managing recovery points. For more information about mounting a recovery point from a remote core, see Using the Local Mount Utility for DocRetriever.

   ◦ For information on how to open a recovery point as a data source, see Opening recovery points in DocRetriever.

   ◦ For information on how to open a recovery source, see Opening SharePoint recovery sources in DocRetriever.

2. Determine the location to which you want to store recovered files. See About restore directions for recovered data.

3. Browse through the SharePoint information in your backup, select which data elements you want to recover, specify where to restore them, and then perform the restore process.

   ◦ For information on restore directions, recovering in place, and duplicate options, see About restore directions for recovered data.

   ◦ For information on how to perform the recover process, see Recovering SharePoint data.

**Related concepts**
    See also: Managing recovery points
    See also: Using the Local Mount Utility for DocRetriever
    See also: Opening recovery points in DocRetriever
    See also: Recovering SharePoint data
**Related reference**
    See also: Product features of DocRetriever
    See also: About restore directions for recovered data

# Mounting recovery points

If recovering data from a recovery point, the specific recovery point containing the SharePoint farm or content database must be mounted prior to initiating the action in the DocRetriever Console.

If the DocRetriever Console is installed on the same server as your Rapid Recovery Core, then you can mount recovery points from within the Rapid Recovery Core Console. The local path of the mount point is displayed on the **Mount Options** page of the Mount Wizard. Before clicking **Finish** to complete the mounting process, take note of the path in the **Local folder** field. For information on how to locate and mount recovery points from within the Core Console, see Managing recovery points.

If the DocRetriever Console is installed elsewhere in your configuration, you must mount the recovery point from the remote Core using the Local Mount Utility (LMU). For information on how install the LMU, and to use it to mount and dismount recovery points, see Using the Local Mount Utility for DocRetriever.

# Managing recovery points

A snapshot is a point-in-time copy of the folders and files for the volumes on a computer protected by Rapid Recovery. A snapshot can be forced (generated on demand), or it can be captured based on scheduling requirements enforced by the Rapid Recovery Core. Each snapshot is transferred to the repository associated with the Core, and stored as a recovery point. Based on the volumes protected, a recovery point may include various disk volumes (for example, C:, D:, and E:). Two types of snapshots are possible:

- A **base image**, which is a complete snapshot of all data in the protected volumes on the protected machine. This type of snapshot generally is taken when you first add a machine to protection.

- An **incremental snapshot**, which is a snapshot of data updated since the last snapshot was captured.

When you mount a recovery point, you then have access to the data it captured from that protected machine. Even if the selected recovery point is only an incremental snapshot, the mounted recovery point gives you access to the data in all previous snapshots, all the way back in the recovery point chain to the base image.

Consider the example of a SharePoint front-end web server with the Rapid Recovery Agent software and the DocRetriever Agent software installed. In this example, the DocRetriever Console is installed on the server containing the Rapid Recovery Core. When snapshots are saved to the repository as recovery points, that data includes several databases, including the relevant SharePoint configuration and content databases for that protected SharePoint farm. Before using the DocRetriever Console to open the recovery point containing SharePoint data, you must mount the recovery point using the Rapid Recovery Core Console.

For information on managing snapshots and recovery points in the Rapid Recovery Core, see the *Rapid Recovery User Guide*.

# Using the Local Mount Utility for DocRetriever

To access a Rapid Recovery recovery point in the DocRetriever Console, the selected recovery point must first be mounted as a writable volume.

If the DocRetriever Console is installed on the server with the Rapid Recovery Core, then you can mount recovery points as described in Managing recovery points.

However, if the DocRetriever Console is installed on any other machine, before opening recovery points, you must mount them with the Local Mount Utility (LMU). The LMU software is included with Rapid Recovery.

As a best practice, when you no longer need a recovery point mounted with the LMU, use the LMU to dismount it.

For detailed information about the LMU, including downloading and installing it, and working with protected machines and recovery points , see the chapter The Local Mount Utility in the *Rapid Recovery User Guide*.

**Related concepts**
See also: Managing recovery points

# Opening recovery points in DocRetriever

In the DocRetriever Console, you can recover data from a Rapid Recovery recovery point created from a protected SharePoint farm, providing that the recovery point includes one or more SharePoint content databases. The recovery point must be in a mounted writable volume.

> **i** | **NOTE:** DocRetriever supports restoring SharePoint data from Microsoft SharePoint 2010, Microsoft SharePoint 2013, or Microsoft SharePoint 2016.

**Related tasks**
　　See also: Opening recovery points
**Related reference**
　　See also: Prerequisites for recovering SharePoint data

## Prerequisites for recovering SharePoint data

To recover SharePoint data from a recovery point captured by Rapid Recovery Core, you must first meet the following requirements:

- An appropriately sized Rapid Recovery Core must be set up on a Windows server.

- The Core must have protected machines, including at least one front-end web server on which SharePoint data resides.

  You can protect a machine by installing the appropriate version of the Rapid Recovery Agent software. You can also use agentless protection, if you understand the limitations and additional requirements.

- You must have one or more recovery points for the SharePoint web server saved in the repository.

- You must have network access to the machine on which your recovery point resides.

- The DocRetriever Agent software must be installed on the SharePoint web server.

- The DocRetriever Console must be installed on a machine for which you have administrative access, and the associated local SQL Server database instance supporting Rapid Recovery functionality must be installed.

- The recovery point from which you want to restore SharePoint data must be accessible to the machine on which the DocRetriever Console is installed, either directly (from a Core server) or through use of the LMU.

  ◦ If the DocRetriever Console is installed on the server with the Core, you must have access to the Core Console.

  ◦ If the DocRetriever Console is installed on a machine other than the server with the Core, you must have access to the Local Mount Utility (LMU).

The first step to recovering SharePoint data from a recovery point is to mount the recovery point.

For information on mounting recovery points, see Managing recovery points.

**Related concepts**
　　See also: Managing recovery points

## Opening recovery points

Use the steps in this procedure to open a mounted recovery point from which you want to recover data.

**NOTE:** To open a recovery point, the recovery point must be mounted as a writable volume. For information on how to mount a recovery point when the DocRetriever Console is installed on the Core server, see Managing recovery points. For information on how to mount a recovery point when the Core is remote, see Using the Local Mount Utility for DocRetriever.

1. Open the DocRetriever Console.

2. From the **File** menu, select **Open**, and then select **Recovery Point Location**.

    The **Open from a Mounted Recovery Point Wizard** appears on the Agent Login page.

3. In the **Port number** text box, confirm that the appropriate port is selected.

    **NOTE:** The recommended port, 2525, is the default setting.

4. If this port is not open or available in your environment, change the port by doing the following:

    a. Select the **Change port number** option.

    The Change port number text box is now accessible.

    b. In the **Port number** text box, enter the appropriate port number.

5. From the **Front-end server** drop-down menu, select the host name or IP address of the protected front-end SharePoint web server on which the DocRetriever Agent is installed, and then click **Verify**.

    **NOTE:** In single-tier implementations, if using the DocRetriever Console on the SharePoint server that also contains the DocRetriever Agent software, instead of entering the IP address, you can select localhost.

    A message appears to indicate that the credentials that were specified during the installation of the DocRetriever Agent software are valid.

    **NOTE:** If you encounter an error, check with your system administrator for appropriate credentials and to ensure that the machine on which the DocRetriever Agent is installed is functioning properly and accessible on the network.

6. From the **Agent Login** page of the wizard, click **Next**.

    The **Farm Topology** page of the wizard is displayed, showing the topology of the selected SharePoint farm.

7. Review the topology of the databases.

    In the previous wizard page, you provided credentials to the online SharePoint database. In the **Discover Farm Topology** page, the wizard automatically exposes the location of the SharePoint configuration and content databases backed up in the mounted recovery point.

8. Place your cursor over a database volume, and note the physical path of the selected database on the SQL server, since you must use that physical path in a later step.

9. To open the recovery point, click **Next**.

    The **Add Recovery Points** page of the wizard displays.

10. To add the path of the recovery point to the wizard, click **Add**.

    The **Browse For Folder** dialog box displays.

11. If you used the Local Mount Utility to mount the desired recovery point, then do the following:

    a. Navigate through the file system to locate the local mount directory for the administrator. The path may be similar to the following:

    `<Drive>:\Users\Administrator\AppData\Local\Mounts\<Recovery Point Name>.`

    **NOTE:** In this example, the LMU mount directory is

    `E:\SharePoint\MSSQL10.SHAREPOINT\MSSQL\DATA\2K8ER2-E10-KD2`

    Based on your installation or operating system, your path may differ.

    To detect the appropriate path, including the AppData directory, you may need to change settings for viewing folder options in the control panel to show hidden files and folders.

b. Within the recovery point, navigate further to the physical database path that you noted above in Step 7.

> **i** **NOTE:** The colon after the drive letter is replaced with two consecutive underscore characters.

c. When you have selected the DATA folder containing the content database for your SharePoint Farm, select **OK**.

The **Browse For Folder** dialog box closes. The recovery point root path that you selected appears in the Add Recovery Points Wizard.

12. In the **Add Recovery Points** page of the wizard, click **Finish**.

The **Open from a Mounted Recovery Point Wizard** closes. The DocRetriever Console refreshes, showing the SharePoint web applications contained in the mounted recovery point.

> **i** **NOTE:** If you are unable to see the SharePoint web applications contained in the mounted recovery point, contact your system administrator for assistance.

After you mount a recovery point, you can perform the following steps:

- Restore data from a recovery point. For information on how to restore data, see Recovering SharePoint data.

- Dismount a recovery point using the LMU. For information on how to dismount the LMU, see Working with protected machines in the Local Mount Utility in the *Rapid Recovery User Guide*.

**Related concepts**
See also: Managing recovery points
See also: Using the Local Mount Utility for DocRetriever
See also: Recovering SharePoint data

# Opening SharePoint recovery sources in DocRetriever

From the DocRetriever Console, you can access backup data stored in a SharePoint or SQL recovery source. You can start data recovery from SharePoint farms, content databases, SQL backups, or SharePoint backups. For each type of data source, you must specify the path required for that data source.

After you open a recovery source or recovery point, you can browse through the SharePoint files contained in the backup and recover data. The process for recovering data is the same for Rapid Recovery recovery points or any of the other supported recovery sources. For details on recovering data for an open recovery data source, see Recovering SharePoint data.

**Related concepts**
See also: Recovering SharePoint data
**Related tasks**
See also: Opening SharePoint farms
See also: Opening SharePoint content databases
See also: Opening SQL backup files
See also: Opening SharePoint full backup files
See also: Opening SharePoint differential backup files

## Opening SharePoint farms

You must have access to the existing SharePoint farm for which you want to recover data.

Use the steps in this procedure to open an offline SharePoint farm as your recovery source.

1. Open the DocRetriever Console.

2. From the **File** menu, select **Open**, and then select **Recovery Source**.

   The **Open Recovery Source** dialog box displays.

3. From the **Recovery source type** drop-down menu, select **Farm**.

4. In the **Configuration database path** field, select the configuration database path by doing the following:

   a. Click the ellipsis (…) to the right of the Configuration database path menu.

   The **Select Farm Configuration Database** dialog box displays.

   b. Navigate to the location of the offline SharePoint farm you want to restore.

   c. Select the SharePoint configuration file, and click **Open**.

   The browsing dialog box closes, and the path of the file you selected displays in the configuration database path.

   d. Click **OK**.

   The **Open Recovery Source** dialog box closes.

5. If you see the correct SharePoint applications displayed on the DocRetriever Console, then follow the procedure described in Recovering SharePoint data.

   For troubleshooting, see the remaining steps.

6. If the **Select Database File** dialog box appears above the DocRetriever Console, but the correct SharePoint applications are listed in the console, then click **Cancel** to close the dialog box, and follow the procedure described in Recovering SharePoint data.

7. If no SharePoint applications appear in the DocRetriever Console, and if the **Select Database File** dialog box appears above the DocRetriever Console, then perform the following steps.

   a. In the **Farm database name** text box, enter the name of the SharePoint farm database you want to restore.

   For example, type WSS_Content.

   b. Click the ellipsis (…) to the right of the **Farm database file** text box, and in the **Select Database** dialog box, navigate to the appropriate farm database (.MDF) file.

   c. Select the file and click **Open**.

   > **ℹ** **NOTE:** This is likely to occur if the SharePoint farm database and the SharePoint content databases are located in different folders.

8. To recover data from the selected SharePoint farm, follow the procedure described in Recovering SharePoint data.

**Related concepts**

   See also: Recovering SharePoint data

**Related tasks**

   See also: Locating the default location for SharePoint backups
   See also: Opening SharePoint content databases
   See also: Opening SQL backup files
   See also: Opening SharePoint full backup files
   See also: Opening SharePoint differential backup files

# Opening SharePoint content databases

You must have access to the existing offline SharePoint content database from which you want to recover data.

Use the steps in this procedure to open an offline SharePoint content database (.mdf file) as your recovery source.

1. Open the DocRetriever Console.

2. From the **File** menu, select **Open**, and then select **Recovery Source**.

The **Open Recovery Source** dialog box displays.

3. From the **Recovery source type** drop-down menu, select **Content database**.
4. Select the content database path by doing the following:
    a. Click the ellipsis (…) to the right of the **Content database path** menu.

    The **Select Content Database** dialog box displays.

    b. Navigate to the location of the offline SharePoint content database you want to restore.

    For example, navigate to `D:\SharePoint Content Database\`.

    c. Select the SharePoint content database (.MDF) file.
5. If the appropriate SQL Server transaction Log Database File (.LDF) is in the same directory as the content database, then click **Open** and skip to Step 6.

    If the appropriate SQL Server .LDF is not in the same directory as the content database, then do the following:

    a. Click **Add** under the LDF path text field.

    The **Browse For Folder** dialog box displays.

    b. Navigate to the location of the LDF for the content database you want to restore, select the folder containing the LDF file, and click **OK**.

    The browsing dialog box closes, and the path of the LDF file you selected displays in the content database path of the Open Recovery Source dialog box.
6. Verify your parameters, and then click **OK**.

    The **Open Recovery Source** dialog box closes, and the selected content database displays in the DocRetriever Console.
7. To recover data, follow the procedure described in Recovering SharePoint data.

**Related concepts**
See also: Recovering SharePoint data

**Related tasks**
See also: Opening SharePoint farms
See also: Opening SQL backup files
See also: Opening SharePoint full backup files
See also: Opening SharePoint differential backup files

# Opening SQL backup files

You must have access to the existing SharePoint SQL Server backup file from which you want to recover data.

Use the steps in this procedure to open an offline SQL Server backup file as your recovery source.

1. Open the DocRetriever Console.
2. From the **File** menu, select **Open**, and then select **Recovery Source**.

    The **Open Recovery Source** dialog box displays.

3. From the **Recovery source type** drop-down menu, select **SQL backup**.
4. Select the appropriate SQL Server backup file by doing the following:
    a. Click the ellipsis (…) to the right of the **Enter the .BAK file path** menu.

    The **Select SQL Database backup** dialog box displays.

    b. Navigate to the location of the SQL Server backup file.
    c. Click on the appropriate .BAK file and click **OK**.

    The **Select SQL Database backup** dialog box closes. The path of the selected file appears in the **Open Recovery Source** dialog box.

d. From the **Enter a directory path to which the content of the .BAK files should be restored** field, specify the location into which you want the content of the SQL Server backup file to be extracted.

For example, navigate to `C:\SqlData\MSSQL10_50.MSSQLSERVER\MSSQL\Backup\`.

> **i** **NOTE:** If this target directory does not yet exist, you can create it from within the operating system and then return to this procedure to continue.

e. Click **Retrieve**.

In the **Backup content information** field, the topology of the SharePoint farm in the SQL Server backup file displays.

5. Click **OK**.

The **Open Recovery Source** dialog box closes, and the selected SQL Server database backup file displays in the DocRetriever Console.

6. To recover data, follow the procedure described in Recovering SharePoint data

**Related concepts**

See also: Recovering SharePoint data

**Related tasks**

See also: Locating the default location for SharePoint backups
See also: Opening SharePoint farms
See also: Opening SharePoint content databases
See also: Opening SharePoint full backup files
See also: Opening SharePoint differential backup files

# Opening SharePoint full backup files

You must have access to a full backup file created from within SharePoint from which you want to recover data. For information on determining the default location for SharePoint backups, see Locating the default location for SharePoint backups.

Use the steps in this procedure open a SharePoint full backup file as your recovery source.

1. Open the DocRetriever Console.

2. From the **File** menu, select **Open**, and then select **Recovery Source**.

The **Open Recovery Source** dialog box displays.

3. From the **Recovery source type** drop-down menu, select **SharePoint backup**.

The **Open Recovery Source** dialog box refreshes, with additional options where you can specify the location of files.

4. From the **SharePoint backup directory path** field, identify the directory path of the SharePoint differential backup as follows:

a. Click the ellipsis (…) to the right of the SharePoint differential backup directory path menu.

he **Browse For Folder** dialog box displays.

b. Navigate to the directory where the SharePoint differential backup files you want to open are stored. These are .BAK or .XML files.

For example, navigate to `D:\SharePoint Backup\`.

> **i** **NOTE:** You can verify this location in SharePoint. Access to this location might differ based on the version of SharePoint you are using. For example, using SharePoint 2010, you can verify the backup location by accessing the Central Administration Console, selecting Backup and Restore, and in the Farm Backup and Restore settings, clicking Configure backup settings. The backup path is identified in the Backup location text box.

c. Click on the appropriate folder containing the SharePoint backup file.

The **Browse For Folder** dialog box closes. The path of the selected SharePoint backup file appears in the **Open Recovery Source** dialog box.

    d.    From the **Enter a directory path to which the content of the .BAK files should be restored** field, specify the location into which you want the content of the SharePoint backup file to be extracted.

For example, navigate to `D:\SharePoint Backup\restored`.

> **i**    **NOTE:** If this target directory does not yet exist, you can create it from within the operating system and then return to this procedure to continue.

    e.    Click **Refresh**.

5.    In the **SharePoint backup contents** field, the topology of the SharePoint farm in the SharePoint full backup file displays.

6.    Click **OK**.

The **Open Recovery Source** dialog box closes, and the selected SharePoint database backup file displays in the DocRetriever Console.

7.    To recover data, follow the procedure described in Recovering SharePoint data.

**Related concepts**

See also: Recovering SharePoint data

**Related tasks**

See also: Locating the default location for SharePoint backups
See also: Opening SharePoint farms
See also: Opening SharePoint content databases
See also: Opening SQL backup files
See also: Opening SharePoint differential backup files

# Opening SharePoint differential backup files

You must have access to a differential backup file created from within SharePoint from which you want to recover data. For information on determining the default location for SharePoint backups, see Locating the default location for SharePoint backups.

Use the steps in this procedure open a SharePoint differential backup file as your recovery source.

1.    Open the DocRetriever Console.

2.    From the **File** menu, select **Open**, and then select **Recovery Source**.

The **Open Recovery Source** dialog box displays.

3.    From the **Recovery source type** drop-down menu, select **SharePoint differential backup**.

The **Open Recovery Source** dialog box refreshes, with additional options where you can specify the location of files.

4.    From the **SharePoint differential backup directory path** field, identify the directory path of the SharePoint differential backup as follows:

    a.    Click the ellipsis (…) to the right of the SharePoint differential backup directory path menu.

he **Browse For Folder** dialog box displays.

    b.    Navigate to the directory where the SharePoint differential backup files you want to open are stored. These are .BAK or .XML files.

For example, navigate to `D:\SharePoint Backup\`.

> **i**    **NOTE:** You can verify this location in SharePoint. Access to this location might differ based on the version of SharePoint you are using. For example, using SharePoint 2010, you can verify the backup location by accessing the Central Administration Console, selecting Backup and Restore, and in the Farm Backup and Restore settings, clicking Configure backup settings. The backup path is identified in the Backup location text box.

c. Click on the appropriate folder containing the SharePoint backup file.

The **Browse For Folder** dialog box closes. The path of the selected SharePoint backup file appears in the **Open Recovery Source** dialog box.

d. From the **Enter a directory path to which the content of the .BAK files should be restored** field, specify the location into which you want the content of the SharePoint backup file to be extracted.

For example, navigate to `D:\SharePoint Backup\restored`.

> **i** **NOTE:** If this target directory does not yet exist, you can create it from within the operating system and then return to this procedure to continue.

e. Click **Refresh**.

5. In the **SharePoint backup contents** field, the topology of the SharePoint farm in the SharePoint differential backup file displays.

6. Click **OK**.

The **Open Recovery Source** dialog box closes, and the selected SharePoint database backup file displays in the DocRetriever Console.

7. To recover data, follow the procedure described in Recovering SharePoint data.

**Related concepts**

See also: Recovering SharePoint data

**Related tasks**

See also: Locating the default location for SharePoint backups
See also: Opening SharePoint farms
See also: Opening SharePoint content databases
See also: Opening SQL backup files
See also: Opening SharePoint full backup files

# Locating the default location for SharePoint backups

Use this procedure to determine the default location in which backups made from SharePoint are saved.

1. Open the SharePoint Central Administration Console.

2. On the Central Administration menu, click **Backup and Restore**.

The **Backup and Restore** page appears.

3. Under Farm Backup and Restore, click **Configure backup settings**.

The **Default Backup and Restore** page appears.

4. Under Backup File Location, note the default location for SharePoint backups to be stored from this SharePoint farm. You can also change settings here.

5. Click **OK** to close the default backup and restore settings.

6. Optionally, click **Central Administration** to return to the main menu for SharePoint Central Administration.

**Related tasks**

See also: Opening SharePoint full backup files
See also: Opening SharePoint differential backup files

# Searching for files within the DocRetriever Console

Once you open a data source within the DocRetriever Console, you can search through the SharePoint content to find specific data or components.

For a simple search, you can enter your criteria in the search text box on the top right of the console.

# Recovering SharePoint data

This section describes how to complete data recovery using the DocRetriever Console after you open the data source from SharePoint, SQL, or a recovery point.

After loading a data source, the left-hand side of the DocRetriever Console features a navigation tree that displays each SharePoint application that you can restore from the selected SharePoint farm in your backup source.

> **i**   **NOTE:** You must first open a recovery point or an offline recovery source. For more information, see
> Opening recovery points in DocRetriever or Opening SharePoint recovery sources in DocRetriever,
> respectively.

You can restore all data from a recovery point, SharePoint farm, SQL backup, or SharePoint backup; or you can specify and restore one or more specific SharePoint objects, such as a document, item list, or mode.

**Related concepts**
See also: Opening recovery points in DocRetriever
**Related reference**
See also: Opening SharePoint recovery sources in DocRetriever

# Performing a restore with DocRetriever

Most objects present in an offline backup of SharePoint data are included in the restored data, including libraries with content, calendars, attachments, images, discussions, and the properties of those objects. Permissions are also restored.

> **i**   **NOTE:** Some SharePoint objects, such as WebParts lists, workflow, images, and (when restoring out of
> place only) page views, may not be entirely restored.

Use the steps in this procedure to restore your data from a selected backup.

1. In the DocRetriever Console, expand the navigation tree in the offline SharePoint farm contained in your backup data source by clicking on the plus (+) sign.

2. Browse through the SharePoint data in your data source, and select the checkbox next to each object you want to restore.

   > **i**   **NOTE:** Selecting any container includes all objects within that container.

3. Right-click to view the context-sensitive DocRetriever restore options, and select one of the following options:

   • If you selected a single object to restore, select **Restore current container**.

   • If you selected multiple objects to restore, select **Restore selected container(s)**.

The Restore Wizard displays. There are three sequential pages in the wizard; each addresses one aspect of the restore process, as described in the following table.

**Table 8. Restore wizard workflow**

| Wizard Page | Function | Description |
| --- | --- | --- |
| Connect to 'DocRetriever for SharePoint' service | DocRetriever log in | From this page, you can connect to the appropriate SharePoint front-end web server protected by the DocRetriever Agent software. |
| Destination | Destination | From this page, you can define the specific SharePoint web application and location into which to restore the selected objects. |
| Review Restore Parameters | Parameters | From this page, you can define the context-sensitive parameters for the data you want to restore in SharePoint. |

4.   In the Restore Wizard, in the **Connect to 'DocRetriever for SharePoint' service** page, do the following:

    a.   From the **Restore direction** drop-down menu, select one of the following:

       ▪   If you want to restore selected SharePoint data in place, select **In place (restore to the original location)**.

       ▪   If you want to restore selected SharePoint data to a location other than the original SharePoint site collection, select **Out of place (migrate items to another location)**.

    **i**   **NOTE:** For information about restore directions, see About restore directions for recovered data.

    b.   In the **Port number** text box, confirm that the appropriate port is selected.

    **i**   **NOTE:** The recommended port, 2525, is the default setting.

If this port is not open or available in your environment, change the port by doing the following:

    a.   Select the **Change port number** option.

    The Change port number text box is now accessible.

    b.   In the **Change port number** text box, enter the appropriate port number.

    a.   On the **Front-end server** menu, select the appropriate front-end web server host name or IP address of the protected SharePoint server from which to mount your recovery point, and then click **Verify**.

    The system verifies the credentials that were specified during the agent installation.

    b.   When you see a message indicating that the credentials are valid, click **Next**.

    **i**   **NOTE:** If you encounter an error, check with your system administrator for appropriate credentials and to ensure the machine on which the DocRetriever Agent is installed is functioning properly and accessible on the network.

    The **Destination page** of the Restore Wizard appears.

5.   In the destination window, confirm the destination of the SharePoint web application to which you want to restore.

    •   If performing an in-place restore, the destination is already selected, and you can click **Next**.

    •   If performing an out-of-place restore, browse through the navigation tree to select the destination to which you want to restore data, and then click **Next**.

    The **Review Restore Parameters** page of the Restore Wizard appears.

6.   On the **Review Restore Parameters** page, enter the restore parameters that indicate how to handle the data you are restoring from the backup into your destination SharePoint site, as described in the following table.

**Table 9. Restore parameters**

| Text Box | UI Control Type | Description |
|---|---|---|
| Duplicate actions | Drop-down menu | Determines at the top level what the application should do when it encounters in your backup a duplicate of an item already in your SharePoint data. Options include: |
| | | • **Skip**. If an object of the same name already exists in your SharePoint application, it is not imported. |
| | | • **Overwrite**. If an object of the same name already exists in your SharePoint application, it is overwritten with the (possibly older) item in the selected backup. |
| | | • **Create Duplicate**. If an object of the same name already exists in your SharePoint application, the (possibly older) item from the selected backup is also restored to your repository. The duplicate uses the same name and is appended with a sequential number. For example, if the object being restored is a site called OurCompany, then the restored item (the first time it is restored) appears as OurCompany1. This is because the name in SharePoint serves as an ID and must be unique. |
| Container actions: Merge containers | Check box | The Merge containers setting applies only if the duplicate action value selected is **Overwrite**. |
| | | When this option is selected, then instead of restoring objects in separate site collections, the restored items are merged into the existing containers in the SharePoint web application. |
| Object types | Check box | From this window, you can select to recover properties of the backup data, or you can restore the data without those properties. Options include: |
| | | • **Deleted**. If DocRetriever Console restore settings are configured to show deleted items, then when this option is selected, those deleted items will be restored. If this option is cleared. deleted items are not restored. To determine where the restored items are placed, use the Restore location (deleted) setting. |
| | | • **System**. If this option is selected, system items are restored. |
| | | • **Permissions**. If this option is selected (which is the default setting), any users restored during the backup retain the permissions they were granted at the time of backup. If this option is cleared, a restore job may take substantially less time; however, this then requires a SharePoint administrator to review and possibly modify appropriate SharePoint permissions after the data is restored. |
| Restore location (deleted) | Check box | Applies only when you select the **Deleted** object type. When this option is selected, then upon restoring data, items that were deleted in the backup are restored, but are placed in the recycle bin. When this option is cleared, then upon restoring data, items that were deleted in the backup are restored in their original locations. |
| Root node name / Rename root node | Text field / Check box | When you select **Rename root node**, the root node name text field enables, letting you rename the web application after the restore is complete. This option is not available when restoring in place. |

| Text Box | UI Control Type | Description |
| --- | --- | --- |
| Restore objects | List with check boxes | This list shows the items selected to be restored, and lets you de-select specific items before submitting the restore job. |

7.  When satisfied, click **Finish**.

    The Restore Wizard closes.

8.  To view the status of the restore job you just initiated, consult the Jobs list area in the Rapid Recovery Console.

    The Restore operation column indicates status (in progress, finished). You can also see the scope of the job, start time and end time, and an Action menu where you can cancel a job in progress.

    For more information on a restore job, including viewing any warnings, check details in the log file. For information on how to browse through restore logs for restore jobs, see Working with restore logs for your current DocRetriever session. To view restore job history for restores performed in earlier sessions of DocRetriever, see Working with restore job history.

# Working with DocRetriever log files

DocRetriever maintains installation logs, restore job logs, and service logs. Each log is saved in a log file. You can open these with any text editor. Additionally, from the **Restore Log** window at the bottom of the DocRetriever Console, you can browse, view, sort, filter, and export details for restore jobs performed in your current DocRetriever session. Although those jobs do not persist in that view once you close the DocRetriever Console, all historical restore jobs are saved in the restore job history. From the **Restore Job History** window, you can browse, view, sort, filter, and export details for all historical restore jobs performed from the DocRetriever Console.

This section describes where to locate log files, how to view current restore job details, and how to view historical restore job details.

# Location of log files

By default, log files for the installation of DocRetriever are stored in text files in a path on the local C drive of the machine on which the application is installed. Respectively, default paths for these log files are described in the following table.

To detect the appropriate path, including the AppRecovery directory and its children, you may need to change settings for viewing folder options in the control panel to show hidden files and folders.

**Table 10. Log file locations**

| Default Log File Location | Description |
|---|---|
| `c:\ProgramData\AppRecovery\Logs\AppRecoveryInstallation.log` | Installation log for DocRetriever. |
| `c:\ProgramData\AppRecovery\Logs\DRLog.log` | Log of all restore jobs, including specific database queries. Includes information about populated object data from the source. |
| `c:\ProgramData\AppRecovery\Logs\DRService.log` | Contains detailed information about the restore process from the SharePoint API. This log file is located on each SharePoint front-end web server with the DocRetriever Agent installed. |

You can view service logs from within the Jobs list area of the DocRetriever console. By double-clicking on any specific job in the list, you can also export all information about any specific job. If needed, you can also open the full DRLog file in a text editor to review.

You can also see the default location of the DRLog.log file from the DocRetriever console. From the **Settings** menu, select **Options**. In the **Settings** dialog box, under the **Log Location** heading, note the path.

# Working with restore logs for your current DocRetriever session

For each session of DocRetriever, restore logs are created that pertain to that session. Each restore job you perform in that session appears in the **Restore Jobs** window. Until you log out of the DocRetriever Console, you can open, sort and filter, browse and export, and view details for restore jobs for the current session.

Topics include:

- Opening the DocRetriever Restore Log for the current session
- Sorting and filtering restore job details for the current session
- Viewing and exporting restore job details for the current session

## Opening the DocRetriever Restore Log for the current session

You must start a restore job before viewing details about the job.

Use the steps in this procedure to open the Restore Log for any job in your current DocRetriever session.

1. On the DocRetriever Console, in the **Restore Jobs** area, double-click any job listed.

    The **Restore Log** window opens, containing a **Restore Actions** tab and a **Restore Details** tab.

2. Review the following procedures to browse job details for restore jobs performed in your current DocRetriever session:

    ◦ Sorting and filtering restore job details for the current session
    ◦ Viewing and exporting restore job details for the current session

## Sorting and filtering restore job details for the current session

You must restore at least one job in the DocRetriever Console before performing this task. Then, select a job and open the **Restore Log** window.

Use the steps in this procedure to sort or filter the displayed restore job details from your current DocRetriever session.

**i** | **NOTE:** To sort or filter details for a restore job performed in a previous DocRetriever session, see Sorting and filtering historic restore job details.

1. To sort jobs appearing in the **Restore Actions** tab, click any of the column headings.

    The list of records is sorted by the selected criteria.

2. Click the same heading again to toggle the display between ascending or descending order for the selected criteria.

3. To filter the list of restore actions by type, do the following:

    a. Select the **Filter restore action type** menu.
    b. Select the appropriate filter option, as described in the following table.

**Table 11. Restore action type options**

| Filter Option | Description |
|---|---|
| All | Displays a list of all available restore job options. |
| Successful | Displays a list of all successful restore jobs. |
| Errors | Shows restore jobs that encountered errors. |

The list of jobs displays based on the filter you selected.

    c.    To clear the filter, from the **Filter restore action type** menu, select **All**.

4.    Optionally, to close the **Restore Log** window, click **Close**.

# Viewing and exporting restore job details for the current session

You must restore at least one job in the DocRetriever Console before performing this task. Then, select a job and open the **Restore Log** window.

Use the steps in this procedure to view and export details for any restore job performed in your current DocRetriever session.

> **i**  **NOTE:** To view and export details for a restore job performed in a previous DocRetriever session, see Viewing and exporting restore job details for the current session.

1.    In the **Restore Log** window, in the **Restore Actions** tab, click on any restore action for the selected job to select it.

2.    To export job details, do the following:

    a.    Click **Export**.

    b.    In the **Exporting DocRetriever for SharePoint log file** dialog box, navigate to the local or network location to which you want to store your log file.

    c.    In the **File name** field, enter a filename for your log file using a meaningful name, and then click **Save**.

    For example, type **SuccessfulListItemCreation_2018_April_5.txt.**

3.    To view the restore parameters for the selected restore action, with the job still selected, click the **Restore Details** tab, and view the restore parameters.

4.    Optionally, to close the **Restore Log** window, click **Close**.

# Working with restore job history

For each restore job you perform in the DocRetriever Console, the application logs complete restore job history. From the **Restore Job History** window in the DocRetriever Console, you can open, sort and filter, browse and export, and view details for historical restore jobs performed in DocRetriever.

Topics include:

- Opening the Restore Job History window
- Sorting and filtering historic restore job details
- Sorting and filtering historic restore job details
- Removing restore jobs from the historical log

# Opening the Restore Job History window

You must start a restore job before viewing details about the job.

Use the steps in this procedure to open the **Restore Job History** window in the DocRetriever Console.

1. On the DocRetriever Console, from the **Settings** menu, select **Restore Job History**.

   The **Restore Job History** window opens, containing a **Jobs List** tab, a **Job Restore Actions** tab, and a **Job Restore Parameters** tab.

2. Review the following procedures to browse historical information on previous restore jobs performed in the DocRetriever Console:

   - Sorting and filtering historic restore job details
   - Viewing and exporting historic restore job details

# Sorting and filtering historic restore job details

You must restore at least one job in the DocRetriever Console before performing this task. Then, open the **Restore Job History** window and select a job from the Jobs list.

Use the steps in this procedure to sort the displayed historic restore job details.

1. To sort jobs appearing in the **Jobs List** tab, click any of the column headings.

   The list of records is sorted by the selected criteria.

2. Click the same heading again to toggle the display between ascending or descending order for the selected criteria.

3. To sort jobs by restore action, do the following:

   a. First, click any job displayed in the Jobs List tab to select the job.

   b. Then click the **Job Restore Actions** tab.

   c. To sort jobs by restore actions, click any of the column headings.

   d. Click the same heading again to toggle the display between ascending or descending order for the selected criteria.

4. Optionally, to close the **Restore Job History** window, click **Close**.

# Viewing and exporting historic restore job details

You must restore at least one job in the DocRetriever Console before performing this task. Then, open the **Restore Job History** window.

Use the steps in this procedure to view and export historic restore job details.

1. In the **Restore Job History** window, in the **Jobs list** tab, click on any job listed to select it.
2. Click the **Job restore actions** tab to view restore details for the job.

   The Restore log shows restore details for the selected job.

3. To export job details, do the following:
   a. Click **Export**.
   b. In the **Exporting DocRetriever log file** dialog box, navigate to the local or network location to which you want to store your log file.
   c. In the **File name** field, enter a filename for your log file using a meaningful name, and then click **Save**.

   **For example, type SuccessfulRestoreForOurCompany_2018_April_5.txt.**

4. To view the restore parameters used for any historic restore job, with the job still selected, click the **Job Restore Parameters** tab, and view the restore parameters.
5. Optionally, to close the **Restore Job History** window, click **Close**.

# Removing restore jobs from the historical log

One or more restore jobs must exist in the restore job history before you can remove them.

Use the steps in this procedure to remove all existing restore jobs from the **Restore Job History** log.

> **!** **CAUTION: This procedure does not simply clear the records for the current session; it permanently removes all records from the restore job history. Those logs will no longer be visible in the Restore Job History window, and are removed from the local DocRetriever service database.**

1. On the DocRetriever Console, from the **Settings** menu, select **Restore Job History**.

   The **Restore Job History** window opens, containing a **Jobs List** tab, a **Job Restore Actions** tab, and a **Job Restore Parameters** tab.

2. At the bottom of the **Jobs List** page, click **Clear**.

   All restore jobs are permanently removed from your DocRetiever restore job history.

# About us

**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/contact.

**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 our product

# Glossary

**agent**

An agent is a software program that performs the task of gathering information as a background task.

**AppAssure**

AppAssure is the old name for Rapid Recovery, which is software that combines backup, replication, and recovery in a single solution that is engineered to be the fastest and most reliable backup for protecting virtual machines and physical and cloud environments.

**Configuration Wizard**

The Configuration Wizard is another name for the DocRetriever for SharePoint Service Database Creation Wizard. This wizard installs a local instance of a SQL Server database which contains indexing data and stored procedures used by DocRetriever. After the DocRetriever console is installed, this wizard automatically launches when you open the DocRetriever console. You can also run this wizard from the DocRetriever console by selecting Run Configuration Wizard from the Settings menu.

**Core**

The Rapid Recovery Core is the central component of the Rapid Recovery architecture. The Core provides the essential services for backup, recovery, retention, replication, archiving, and management.

**DocRetriever Agent**

DocRetriever Agent is the software component of DocRetriever for SharePoint that assists in the collection of data from the front-end web server.The presence of DocRetriever Agent lets you restore data using the DocRetriever Console.

**DocRetriever Console**

The DocRetriever Console is a Web-based interface that lets you open SharePoint data, browse through the data (in a user interface similar to SharePoint), and restore data in the restore direction you specify. If restoring in place, you must specify duplicate actions.

**DocRetriever for SharePoint Service Database Creation Wizard**

See Configuration Wizard.

**Duplicate actions**

Duplicate actions are restore parameters that the DocRetriever administrator selects when restoring data to determine whether the data being restored should overwrite existing data, whether they should be added as duplicate objects, or whether the data objects in the backup should be skipped or ignored during the restore process. Duplicate actions apply to data restored in place.

**ISO image**

An ISO image is an archive file (or disk image) of an optical disc. It is composed of the data contents of every written sector of an optical disc, including the optical disc file system, and is stored in a non-compressed format.

**License Portal**

The Rapid Recovery License Portal is a web-based interface where users and partners can download software, register DL series backup appliances, and manage license subscriptions. License Portal users can register accounts, download and add Cores and Agents, manage groups, track group activity, register machines, register appliances, invite users, and generate reports. For more information, see the *Rapid Recovery License Portal User Guide*, found on the Rapid Recovery documentation website at https://support.quest.com/rapid-recovery/technical-documents.

**Local Mount Utility**

The Local Mount Utility (LMU) is a downloadable application that lets you mount a recovery point on a remote Rapid Recovery Core from any machine.

**MDF file extension**

The .MDF file extension is a Media Disc image File, a format similar to an .ISO file. The MDF file may hold the contents of an optical disc (such as a CD or a DVD) or a SQL Server database.

A protected machine, sometimes referred to as an agent, is a physical computer or virtual machine that is protected in the DocRetriever Core. The machine must first have the DocRetriever agent software installed.

**Rapid Recovery**

Rapid Recovery (formerly AppAssure) is software that combines backup, replication, and recovery in a single solution that is engineered to be the fastest and most reliable backup for protecting virtual machines and physical and cloud environments.

**Recovery point**

A recovery point is a collection of snapshots of various disk volumes (for example, C:, D:, and E:) saved by Rapid Recovery to the repository specifed in the Core.

**Remote Core**

A remote core is a Rapid Recovery Core that is located offsite, to which the enterprise replicates recovery points or backup data. It is accessed using the web-based Rapid Recovery Core Console.

**Restore direction**

DocRetriever includes two restore directions: in place and out of place. Restoring an object in place from a backup ensures the data is restored in the same location within the web application, and overwrites any existing data in the current SharePoint repository with the backup data, Restoring an object out of place creates a duplicate of the backed up data in the existing SharePoint web application, migrating it to a new site collection.

**SharePoint Farm**

A SharePoint farm (or SharePoint server farm) is a collection of SharePoint servers or SQL servers that work in concert to provide a set of basic SharePoint services that support a single site. Each farm has its own central configuration database managed through either a PowerShell interface or a Central Administration web-based console.

**Snapshot**

A snapshot is a point-in-time copy of the folders and files for the volumes on a computer protected by Rapid Recovery. The snapshot data is transferred to and stored in the repository as a recovery point. When you first add a machine to the Rapid Recovery Core as a protected machine, Rapid Recovery saves a snapshot called a base image, which includes all data in the protected volume. Subsequent images are incremental snapshots, which includes all data updated since the last snapshot.