

Quest® Recovery Manager for Exchange 5.8.5

Release Notes

These release notes provide information about the Quest® Recovery Manager for Exchange release.

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About Recovery Manager for Exchange

Quest Recovery Manager for Exchange rapidly and efficiently finds and recovers business-critical Exchange Server and Lotus Domino data. Organizations can reduce the cost of e-Discovery in addition to providing granular, message-level data recovery services.

By using Recovery Manager for Exchange, you can selectively retrieve items from online Exchange Servers, offline Exchange Server and Lotus Domino databases, and Personal Folders (.pst) files. The retrieved items can then be directly restored to a production Exchange Server or to .pst, .eml, .msg, or .txt files.

Recovery Manager for Exchange provides a search system to perform context-based searches in live Exchange Server mailboxes and public folders, offline Exchange Server and Lotus Domino databases, and Personal Folders (.pst) files using keywords and other search criteria. Rather than retrieving all data from a server, database, or file, you can retrieve only what is needed.

Recovery Manager for Exchange entirely eliminates the need for a recovery Exchange Server, making it easier for you to gain access to an offline Exchange Server database. You can restore an Exchange Server database from backup to any folder, and then access the database to search and selectively restore the data you need.

Recovery Manager for Exchange integrates with [Quest® Archive Manager®](#), allowing you to quickly and easily export messages from Exchange Server databases, Lotus Domino databases, and Personal Folders (.pst) files into Archive Manager.

New features

New features in Recovery Manager for Exchange version 5.8.5:

- Implemented support for accessing Microsoft Office 365 without basic authentication
- Support Added for Microsoft Exchange 2013 SP1 Cumulative Update 23
- Support Added for these Microsoft Exchange 2016 Cumulative Updates:
 - Microsoft Exchange 2016 CU13
 - Microsoft Exchange 2016 CU14
 - Microsoft Exchange 2016 CU15
 - Microsoft Exchange 2016 CU16
 - Microsoft Exchange 2016 CU17
- Support added for these Microsoft Exchange 2019 Cumulative Updates:
 - Microsoft Exchange 2019 CU2
 - Microsoft Exchange 2019 CU3
 - Microsoft Exchange 2019 CU4
 - Microsoft Exchange 2019 CU5
 - Microsoft Exchange 2019 CU6
- Support added for Quest® Rapid Recovery® 6.4
- Support added for Quest® NetVault® 12.4
- Support added for HTTPS Web Access
- Enhanced stability for accessing and exporting from Microsoft Office 365
- Enhanced stability for connecting to Microsoft Office 365 with Microsoft Outlook 2013

Resolved issues

Table 1: General resolved issues

Resolved Issue	Issue ID
A message copy error is received when the message subject is inaccessible.	RMEX-406
Filtered message restores may fail with the message "An item with the same key has already been added."	RMEX-407
Filtered mailbox restores run via the user interface cannot be canceled.	RMEX-422
Filtered mailbox restores from Microsoft Office 365 to PST under performs.	RMEX-423
Filtered mailbox restores from Microsoft Office 365 may break, not searching through all folders.	RMEX-425
Searching/restoring from Microsoft Office 365 may find/restore the same message/folder multiple times.	RMEX-426
Unable to access the Microsoft Exchange Live mailbox when using another user's credentials and Microsoft Outlook 2010 or earlier.	RMEX-428
Accessing a Microsoft Office 365 mailbox via Microsoft Outlook 2013 fails sporadically.	RMEX-429

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

- [General known issues](#)
- [Automated tasks known issues](#)
- [Management Shell known issues](#)
- [Web Interface known issues](#)
- [Third-party known issues](#)

Table 2: General known issues

Known Issue	Issue ID
When you use the Add Storage Wizard to register a .pst file, the registration operation may fail with the error "Format of the following file is not supported: '<full path to .pst file>.'" This problem occurs if the .pst file you are trying to register is password-protected. The expected behavior is that while the registration operation is in progress, the Add Storage Wizard should	3322

prompt you to type a password for the password-protected .pst file.

WORKAROUND

1. Use Outlook to open the password-protected .pst file you want to register.
2. Type the password for the .pst file when prompted by Outlook.
3. Keep the file open in Outlook.
4. Use the Add Storage Wizard to register the .pst file as a storage. For more information, see the User Guide supplied with this release of Recovery Manager for Exchange.

Renaming the Recovery Manager for Exchange computer may result in Recovery Manager for Exchange being unable to connect to its database on SQL Server. 4646

WORKAROUND

CAUTION: The next steps involve making changes to the system registry. Incorrectly editing the registry may severely damage your system. Before making changes to the registry, you should back up any valued data on the computer.

1. Locate the ConnectionString registry value in each of the following sub-keys of the HKLM\SOFTWARE\Quest\Recovery Manager for Exchange registry key: - Backup Catalog - EDB Information - Storages
2. In each of these three sub-keys, modify the ConnectionString value data to replace the old name of the Recovery Manager for Exchange computer with the current name of the computer.

Registration of Exchange Server database extracted from backup may fail with the following error: "Unable to initialize Jet engine and retrieve information about <path to .edb file>: No such database (Source: "ExchDB.ExchDB.1")." This problem occurs in a situation where the full path to the extracted Exchange Server database includes non-English characters. 7963

WORKAROUND 1

1. Take note of the path to the extracted Exchange Server database. This is the same path as the path to .edb file provided in the error message quoted in the description of this problem.
2. Create a new folder on the root of the local drive where Recovery Manager for Exchange is installed and move the extracted Exchange Server database to that folder.
3. Make sure the full path to the Exchange Server database does not include any non-English characters.
4. Start the Add Storage Wizard and register the offline .edb file from the folder to where you moved the extracted Exchange Server database. For more information, see the User Guide supplied with this release of Recovery Manager for Exchange.

WORKAROUND 2

1. Extract the Exchange Server database from the backup with the backup software that was used to create that backup.
2. Make sure the full path to the extracted Exchange Server database does not include any non-English characters.

Known Issue	Issue ID
<p>3. Start the Add Storage Wizard and register the offline .edb file from the folder to where the Exchange Server database was extracted. For more information, see the User Guide supplied with this release of Recovery Manager for Exchange.</p>	
<p>When restoring a folder whose name includes a backslash, for example, One\Two, you may get the following unexpected result: In the target storage, the folder One\Two being restored appears as a folder named One with a subfolder named Two.</p> <p>WORKAROUND</p> <p>Manually change the folder structure in the target container as appropriate.</p>	37861
<p>After you have deleted a registered source storage based on an Exchange Server database from the Recovery Manager for Exchange console tree, you may get the following unexpected result: The log and patch files belonging to the database still remain in the location to where the database was extracted from backup during the registration operation.</p> <p>WORKAROUND</p> <p>To delete a source storage with all its associated Exchange Server database files:</p>	40735
<ol style="list-style-type: none"> 1. Before you proceed with the delete operation, right-click the source storage you want to delete in the console tree, and select Properties. 2. In the dialog box that opens, take note of the Path field value. This is where the database files were extracted at the time of the database registration. By default, the path is <Disk>:\Recovery Manager Sources\<DatabaseLocation> where <DatabaseLocation> is the folder holding the associated Exchange files for the source storage you want to delete. 3. Delete the source storage from the console tree. 4. Manually delete the folder represented as <DatabaseLocation> in step 2 of this procedure. 	
<p>Your attempt to register an Exchange Server database from a recovery storage group (RSG) may fail with the following error message that incorrectly describes the problem: "Cannot access the file <FileName> because it is being used by another process." In fact, this error message indicates that the database you attempt to register from RSG is currently mounted.</p> <p>WORKAROUND</p> <p>Manually dismount and then register the database.</p>	49340
<p>Your attempt to export messages to the .eml, .msg, or txt format may permanently fail with the following error message that fails to describe the problem correctly:</p> <p>"Illegal characters in path."</p> <p>In fact, this error message may display when the names of the source storage folders from which you export data are identical to reserved names in Windows, for example, AUX, PRN, NUL, CON, LPT1, or COM1. This problem only occurs if during the export operation you retain the original source storage folder structure.</p> <p>WORKAROUND</p> <p>Perform the export operation without retaining the source storage folder structure.</p>	56055
<p>You may receive the following error message when using the Access online Exchange Server option to register a storage from a recovery storage group located in an Exchange</p>	100747

cluster: "Registration of storage <Path to .edb> has failed. Details: System.IO.IOException: The network path was not found."

WORKAROUND

1. Copy the database you want to register to the Recovery Manager for Exchange computer.
2. Start the Add Storage Wizard, click **Next**, and use the **Access offline Exchange database, Domino databases, or .pst files** option to register the database in question.

When attempting to catalog removable storage media by using the **Microsoft Removable Storage** library option in the Catalog Wizard, you may receive the "Class not registered" error message that fails to describe the problem properly. In the situation in question, this error message indicates that the Removable Storage Manager (RSM) feature is disabled on the Recovery Manager for Exchange computer.

103865

WORKAROUND

Enable the Removable Storage Manager (RSM) feature on the Recovery Manager for Exchange computer.

Your attempt to export messages to individual .msg files may fail with the following error message: "An error occurred while processing the message with subject "<subject>" from "<location>". Details: The system cannot find the path specified."

104115

WORKAROUND

CAUTION: The next steps involve making changes to the system registry. Incorrectly editing the registry may severely damage your system. Before making changes to the registry, you should back up any valued data on the computer.

1. On the Recovery Manager for Exchange computer, start Registry Editor: Click **Start**, then click **Run**, type regedit, and click **OK**.
2. Do one of the following:
 - In a 32-bit edition of Windows, expand the appropriate nodes to locate and select the subkey **HKLM\SOFTWARE\Quest\Recovery Manager for Exchange\EnableExtraRecipientsProcessing**
 - In a 64-bit edition of Windows, expand the appropriate nodes to locate and select the subkey **HKLM\SOFTWARE\Wow6432Node\Quest\Recovery Manager for Exchange\EnableExtraRecipientsProcessing**
3. From the main menu, select **Edit | Modify**.
4. In the dialog box that opens, under **Value data**, change the value to false, and click **OK**.

You may receive the following uninformative error message when on the Specify Backed Up Exchange Server page in the Add Storage Wizard you specify an Exchange Server located in an Active Directory domain different from the one where Recovery Manager for Exchange is installed:

104375

"Value cannot be null. Parameter name: backedUpExchange".

WORKAROUND

Join the Recovery Manager for Exchange computer to the domain where the backed up

Known Issue**Issue ID**

Exchange Server resides or install Recovery Manager for Exchange on a computer in that domain.

Your attempt to register an Exchange Server recovery database or database from a recovery storage group may permanently fail with the following error message: "Unable register storage <StorageName>. The file cannot be accessed by the system." This problem occurs when the account under which the Recovery Manager Console is running does not have sufficient access rights on the target Exchange Server.

119836

WORKAROUND

Do one of the following:

- Start the Recovery Manager Console under an account that has Read access right to the files located on the Exchange Server database files you want to register.
- Copy the .edb file you want to register to a location on which the account under which the Recovery Manager Console is running has Read access right, and then register the file from there.

You may encounter the following problem after you click the Add button on the Add Mailboxes page in the Add Storage Wizard, and then select an Exchange Server: The Mailboxes list is empty, although there are mailboxes hosted on the Exchange Server you selected.

130601

This problem occurs when the domain that includes the Exchange Server does not have any global catalog servers.

WORKAROUND

Add a global catalog server to the domain, and then retry the mailbox registration operation.

You may experience the following issue on a Windows Server 2008-based computer where the Desktop Experience feature is installed: When started, Recovery Manager for Exchange may display an error message reading that Microsoft Outlook is not set as the default e-mail client, whereas it actually is.

152326

WORKAROUND 1

Uninstall the Desktop Experience feature, and then start Recovery Manager for Exchange.

WORKAROUND 2

CAUTION: The next steps involve making changes to the system registry. Incorrectly editing the registry may severely damage your system. Before making changes to the registry, you should back up any valued data on the computer.

1. Use Registry Editor to open one of the following registry keys: - If the Recovery Manager for Exchange computer is running a 32-bit edition of Windows Server 2008, open the **HKLM\SOFTWARE\Clients\Mail** registry key. - If the Recovery Manager for Exchange computer is running a 64-bit edition of Windows Server 2008, open the **HKLM\SOFTWARE\Wow6432Node\Clients\Mail** registry key.
2. Set the **(Default)** entry value to **Microsoft Outlook**.
3. Start Recovery Manager for Exchange.

Unexpected behavior when you uninstall Recovery Manager for Exchange: the Recovery Manager for Exchange Setup program may unexpectedly delete all .log files from the folder where Recovery Manager for Exchange stores its .log files. Thus, if the folder includes .log

154521

files of other applications, they also get deleted.

WORKAROUND

Make sure that the folder where Recovery Manager for Exchange stores its .log files does not include any .log files of other applications.

You may encounter the following issue when using the Import .Pst Files Wizard: If you select the **Delete source file after successful import** check box, Recovery Manager for Exchange fails to delete the Personal Folders (.pst) file and returns an error message reading that the file is locked.

156484

WORKAROUND 1

Locate the Personal Folders (.pst) file and delete it manually.

WORKAROUND 2

Disable the Windows Search service on the Recovery Manager for Exchange computer:

Open the Services tool.

In the list of services, right-click **Windows Search**, and then click **Properties**.

On the **General** tab, from the Startup type list, select **Disabled**, and then click **OK**.

Unexpected behavior in the Import .Pst Files Wizard when you attempt to match Personal Folders (.pst) files to online mailboxes by owner: The wizard may fail to match the source Personal Folders (.pst) files to the mailboxes that satisfy the matching criteria. This issue affects only those Personal Folder (.pst) files that were created by a user account that is a member of the local Administrators or Domain Administrators group.

185536

WORKAROUND

Match the files to mailboxes manually or by file name.

Your attempt to compare an item to an entire online Exchange store may fail with the error "The client operation failed." This issue only occurs when the user account under which you are running the Recovery Manager for Exchange console does not have access to some or all mailboxes in the Exchange store.

194295

WORKAROUND

Make sure the account you are using has access to all mailboxes in the Exchange store.

You may encounter the following issue when registering an offline Exchange Server database (.edb file) as a storage: The storage registration fails with the error "Non-database file or corrupted DB." This issue only occurs when the Recovery Manager for Exchange computer runs a Windows version different from that installed on the Exchange Server whose offline database you attempt to register as a storage.

218192

WORKAROUND 1

1. Install Recovery Manager for Exchange on a computer that runs the same Windows version as the Exchange Server whose database you want to register.
2. Retry the storage registration operation.

WORKAROUND 2

1. Perform a hard repair operation on the Exchange Server database you want to register, and then try to register the database.

Known Issue	Issue ID
<p>2. If the registration operation still fails, use the Add Storage Wizard to defragment the Exchange Server database, and then register the database as a storage.</p>	
<p>Your attempt to open a registered storage based on an online Exchange Server mailbox may fail with the error “Could not connect to mailbox <MailboxName> on server <ServerName>. Details: Undefined MAPI error. Detailed description is not available.”</p> <p>This issue only occurs when the Exchange Server mailbox is located on an Exchange Server 2007 and IPv6 is enabled both on the Exchange Server and on the computer running Recovery Manager for Exchange.</p> <p>WORKAROUND</p> <p>Disable IPv6 on the Recovery Manager for Exchange computer.</p>	244592
<p>Your attempt to preview a meeting or task request in the Recovery Manager Console may fail with the error “The operation failed. An object cannot be found.” This issue only occurs if Outlook 2013 is installed on the Recovery Manager for Exchange computer.</p> <p>WORKAROUND</p> <p>To preview the meeting or task request:</p> <ol style="list-style-type: none"> 1. Export the request to an .msg file. 2. Open the .msg file in Outlook. 	268299
<p>Unexpected behavior when the Find View is in the Advanced Mode: When you use the Sent To field to search by SMTP e-mail address, your search may return no results, although the source storages do contain messages that meet your criteria.</p> <p>WORKAROUND</p> <p>Use the Find View in the Standard Mode.</p>	285067
<p>You may not be able to close a note item that is open in the Recovery Manager Console: Clicking the cross (x) button in the upper-right corner of the note item window has no effect. If you right-click the item window to select Close from the context menu, you may encounter the error “Could not complete the operation because the service provider does not support it.”</p> <p>WORKAROUND</p> <p>To close the note item window, press the ESC key.</p>	298448

Table 3: Automated tasks known issues

Known Issue	Issue ID
<p>When simultaneously running several automated tasks that restore data, you may experience the following problem: The tasks fail or complete with errors, returning any of the following error messages on the Output tab in the Task Manager View:</p> <p>“Operation <OperationName> failed. Details: Violation of PRIMARY KEY constraint 'PK_Stores'. Cannot insert duplicate key in object 'dbo.Stores'. The statement has been terminated.”</p> <p>“Operation <OperationName> failed. Details: Someone else deleted this index while you were updating it.”</p> <p>“An error occurred while processing the message with subject “<Subject>” from “<Path>”.</p>	58869

Known Issue	Issue ID
<p>Details: Attempted to read or write protected memory. This is often an indication that other memory is corrupt.”</p> <p>“Operation <OperationName> failed. Details: Could not process one or more databases.”</p> <p>WORKAROUND</p> <p>Run one data restoration task at a time.</p>	
<p>An automated task that is configured to restore messages to .pst files may permanently fail. This problem occurs when all of the following conditions are true:</p> <ul style="list-style-type: none"> You set a custom maximum size limit for the target .pst files. The messages being restored are grouped by their source folder or mailbox. <p>WORKAROUND</p> <p>Restore the data using one of the Recovery Manager for Exchange restore wizards.</p>	99218
<p>An automated task that restores data to an online Exchange mailbox may fail to run on a schedule, returning the error “Cannot connect to mailbox.” This problem occurs when the target mailbox is in a domain that is different from the one where RRecovery Manager for Exchange is installed.</p> <p>WORKAROUND</p> <p>Run the task manually:</p> <ol style="list-style-type: none"> In the Recovery Manager for Exchange console tree, select the Task Manager node. In the task list in the right pane, click the task you want to run. Click the Run Now button. 	165223
<p>Unexpected behavior when you run an automated task to restore messages from an offline Exchange Server database: The task completes without any errors but does not restore some messages.</p> <p>WORKAROUND</p> <p>Use the Recovery Manager Console or cmdlets provided by the Recovery Manager for Exchange Management Shell to restore the messages in question.</p>	215355

Table 4: Management Shell known issues

Known Issue	Issue ID
<p>The Attach-RMEEExchangeMailbox cmdlet may return the following error message:</p> <p>“Could not connect to mailbox <Mailbox> on server <Server>. Details: Microsoft Exchange is not available. Either there are network problems or the Exchange computer is down for maintenance.” You encounter this issue when all of the following is true:</p> <ul style="list-style-type: none"> The user name and password with which you attempt to connect are not stored in the Windows operating system (for example, by using the Store User Names and Passwords feature or the Credential Manager feature). 	136923

Known Issue	Issue ID
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- You are using the Attach-RMExchangeMailbox cmdlet to connect to a mailbox located in a domain different from the one to which the Recovery Manager for Exchange computer is joined.

WORKAROUND

Store the user name and password with which you want to access the mailbox by using the functionality provided by the Windows operating system. To store the user name and password in 2007 or later version of Windows, use the Credential Manager feature of Windows.

Table 5: Web Interface known issues

Known Issue	Issue ID
<p>Message export to a .txt, .eml, or .msg file performed in the Web Interface may fail with the following error:</p> <p>“The Compressed Folder is invalid or corrupted.” This problem occurs when the subject of the message being exported exceeds 260 characters.</p> <p>WORKAROUND</p> <p>To export the message, use the Recovery Manager Console.</p>	125957
<p>Your attempt to open a storage based on a .pst file in the Web Interface may fail with the following error message: “The file <file name> could not be created or opened.”</p> <p>This problem occurs when the .pst file is in use by another application or the storage based on the file is open in the Recovery Manager Console.</p> <p>WORKAROUND</p> <p>Make sure that</p> <ul style="list-style-type: none"> The .pst file is not in use by any application. The storage based on the .pst file is closed in the Recovery Manager Console. 	125964
<p>You may encounter the following non-informative error message when using the Recovery Manager for Exchange Web Interface to register an online Exchange server mailbox as a storage: “[SFxServerDidNotReply]”</p> <p>This problem only occurs if the online mailbox is located in an Active Directory domain different from the one where Recovery Manager for Exchange is installed.</p> <p>WORKAROUND</p> <p>To register the mailbox as a storage, use the Recovery Manager Console. For more information, see the “Registering a Storage” section in the Recovery Manager for Exchange User Guide.</p>	136165
<p>You may encounter the following error message when using the Recovery Manager for Exchange Web Interface to open a registered storage: “Retrieving the COM class factory for component with CLSID {<ID>} failed due to the following error: <ErrorID>.”</p> <p>This problem occurs if you change the display language on the computer where Recovery Manager for Exchange is installed without restarting the computer.</p> <p>WORKAROUND</p>	137672

Known Issue	Issue ID
Restart the Recovery Manager for Exchange computer, and then use the Recovery Manager for Exchange Web Interface.	
<p>Unexpected behavior when you specify a nonexistent new folder in the Web interface output folder option on the Web Interface tab in the Settings dialog box, and then click OK: Recovery Manager for Exchange does not create the folder.</p> <p>WORKAROUND</p> <p>Create the folder manually.</p>	154377
<p>Unexpected behavior in the Recovery Manager for Exchange Web Interface: Keyboard input fails to work in the text boxes when you attempt to type in the Japanese, Korean, or Chinese language.</p> <p>WORKAROUND 1</p> <ol style="list-style-type: none"> 1. Create a .txt file (for example, in Notepad). 2. In the .txt file, type the text you want to insert into the Web Interface, and then copy and paste the text into the appropriate Web Interface text box. <p>WORKAROUND 2</p> <p>NOTE: This workaround disables the shortcut menus in the Recovery Manager for Exchange Web Interface.</p> <ol style="list-style-type: none"> 1. Open the Recovery Manager for Exchange installation folder (by default, this is %ProgramFiles%\Quest\Recovery Manager for Exchange). 2. Locate the Default.htm file, and then open the file in a text editor (such as Notepad). 3. In the file, change the Windowless parameter value for the Silverlight object from TRUE to FALSE. 4. Save changes and close the file. 	266162
<p>An issue in the Web Interface: Your attempt to browse a storage based on a Lotus Domino database (.nsf) file may fail with the error "This database is currently in use by another person or process, and cannot be accessed at this time." This occurs if the same storage is concurrently open in the Recovery Manager Console.</p> <p>WORKAROUND</p> <ol style="list-style-type: none"> 1. Close the storage in the Recovery Manager Console: Right-click the storage, and then click Close on the shortcut menu. 2. Browse the storage in the Web Interface. 	344384

Table 6: Third-party known issues

Known Issue	Issue ID
<p>Your attempt to register Exchange Server databases from a compressed backup created with Veritas NetBackup 6.5 may fail with the following error message: "Failed to process backup media: The next file media was not found in the folder '<FolderName>'."</p> <p>WORKAROUND</p>	100185

Known Issue	Issue ID
<ol style="list-style-type: none"> 1. Use Veritas NetBackup 6.5 to extract the Exchange Server databases from the compressed backup to a recovery storage group on a live Exchange Server. 2. Use the Add Storage Wizard to register the Exchange Server databases (.edb files) from the recovery storage group to which you extracted data in step 1. 	
<p>Your attempt to directly access Exchange Server backups created with EMC Legato NetWorker 7.4.4 may permanently fail with the error “Column ID is constrained to be unique.”</p> <p>WORKAROUND</p> <p>To register storages from such backups, use the instructions provided in the “Working with EMC Legato NetWorker” section in the Recovery Manager for Exchange User Guide.</p>	108087
<p>Your attempt to use the Exchange Server Emulation feature to extract and register Exchange Server databases from backups created with CA BrightStor ARCserve Backup 12.5 may permanently fail. This problem occurs when Recovery Manager for Exchange and ARCserve Backup 12.5 are installed on the same computer and the ARCserve Backup Manager window is open while you are performing the storage registration operation.</p> <p>WORKAROUND</p> <p>Follow these steps to register storages:</p> <ol style="list-style-type: none"> 1. Start Exchange Server emulation. 2. Restart the ARCserve Backup Manager. 3. Proceed with the storage registration operation. 	110152
<p>Exchange Server emulation may fail when the 8.3 naming convention (short file and directory names) is disabled on the Recovery Manager for Exchange computer.</p> <p>WORKAROUND</p> <p>Ensure the 8.3 naming convention is enabled. For details, see the documentation for your version of Windows.</p>	135788
<p>When using Exchange emulation to extract and register two or more Exchange databases from a backup created with NetBackup 7.0.1, you may encounter the following issue: The extract operation fails after the first database has been successfully extracted.</p> <p>WORKAROUND</p> <p>Extract and register the Exchange databases one at a time.</p>	138642
<p>Your attempt to register Exchange Server databases from a backup created with Windows Server Backup may fail with the error “The backup destination is not readable.”</p> <p>WORKAROUND</p> <ol style="list-style-type: none"> 1. Use Windows Server Backup to extract the Exchange Server databases from the backup into a custom location. For more information, see the documentation for your version of Windows Server Backup. 2. In the Recovery Manager Console, start the Add Storage Wizard (select the Recovery Manager for Exchange console tree root, and then click Register Storages in the right pane). 3. Step through the wizard until you are on the Select How to Add Storages page. 	159111

Known Issue	Issue ID
<p>4. Click the Access offline Exchange database, Domino databases, .pst files, or Archive Manager instance option, and then step through the wizard to register the Exchange Server databases you extracted in step 1.</p>	
<p>Your attempt to register storages from backups created with EMC NetWorker by using the Access Exchange and/or Domino backups directly option in the Add Storage Wizard may fail with the error “Catastrophic failure.” This issue only occurs if the backup media contains both Exchange and non-Exchange backups.</p> <p>WORKAROUND</p> <p>To register storages, either connect to NetWorker backup server or use Exchange emulation. For more information on each of these methods, see the “Working with EMC Legato NetWorker” section in the Recovery Manager for Exchange User Guide.</p>	163389
<p>Unexpected result when you export messages from an Archive Manager instance to Text (.txt) files: Message bodies may be missing from the target Text (.txt) files. This problem only affects messages whose bodies have HTML format or Rich Text Format (RTF).</p> <p>WORKAROUND</p> <ol style="list-style-type: none"> 1. Restore messages from the Archive Manager instance to a Personal Folders (.pst) file. 2. Export the messages from the Personal Folders (.pst) file to Text (.txt) files. 	164810
<p>Your attempt to use Exchange emulation to extract and register Exchange Server databases from a backup created with NetBackup 7.5 may cause Recovery Manager for Exchange to stop responding.</p> <p>This issue only occurs when you attempt to start Exchange emulation two or more times in a row.</p> <p>WORKAROUND</p> <p>Restart the Recovery Manager Console, and then start Exchange emulation.</p>	218188
<p>You may encounter the following issue when using Exchange emulation to restore an Exchange Server database from a backup created with NetVault Backup: The restore operation fails with the following error being displayed in the NetVault Backup console: “Fatal error: Restore failed”.</p> <p>This issue only occurs when Windows Management Framework 3.0 which includes Windows PowerShell 3.0 is installed on the computer running Recovery Manager for Exchange.</p> <p>WORKAROUND</p> <p>Uninstall Windows Management Framework 3.0, and then retry the restore operation.</p>	251988
<p>When you use Exchange emulation to register multiple Exchange Server databases from backups created with ARCserve, the registration may fail. This issue occurs if the ARCserve agent installed on the Recovery Manager for Exchange computer is incompatible with the versions of Exchange Server from which the databases originate. In this situation, Recovery Manager for Exchange does not perform any checks to confirm the compatibility of the agent.</p> <p>WORKAROUND</p> <p>Check to make sure that the ARCserve agent is compatible with the Exchange Server versions whose databases you plan to register as storages.</p>	261531

Known Issue	Issue ID
<p>Your attempt to register a new storage may fail when you use the Exchange Emulation feature to register an Exchange Server database held on a backup server running Symantec NetBackup version 7.5.0.5. This issue only occurs when the Recovery Manager for Exchange computer does not have a disk volume whose letter is identical to the one on which the database being registered resided on Exchange Server. This issue is caused by a problem known to exist in Symantec NetBackup 7.5.0.5 and described in Article TECH196858 available on the www.symantec.com Web site. For a complete description of the problem, follow this link: www.symantec.com/docs/TECH196858.</p> <p>WORKAROUND 1</p> <ol style="list-style-type: none"> 1. Make sure the Recovery Manager for Exchange computer has a disk volume whose letter is identical to the one on which the database you want to register resided on Exchange Server. 2. Retry the storage registration operation. <p>WORKAROUND 2</p> <ol style="list-style-type: none"> 1. Downgrade Symantec NetBackup from version 7.5.0.5 to 7.5.0.4. 2. Retry the storage registration operation. 	281761
<p>Unexpected behavior: The Rme.exe process may keep running when you close the Recovery Manager Console after working with vRanger.</p> <p>WORKAROUND</p> <p>Use the Task Manager to stop the Rme.exe process manually.</p>	283983
<p>Unexpected result when you use Exchange emulation to simultaneously extract and register two Exchange Server databases from a backup created with Symantec NetBackup: Only one database is extracted.</p> <p>WORKAROUND</p> <p>Extract and register only one Exchange Server database at a time.</p>	289758
<p>Cannot restore a message from Archive Manager if the message encoding is not specified in a standard way, e.g. UTF8 instead of UTF-8.</p>	RMEX-276
<p>While exporting items from Archive Manager, only "sent" or "received" date criteria can be used for filtering operation. If any other type of dates is used for filtering (e.g. "created", "modified" or "deleted"), items are not filtered at all.</p>	RMEX-420

System requirements

Before installing Recovery Manager for Exchange 5.8.5, ensure that your system meets the following minimum hardware and software requirements.

- [Core Components \(required\)](#)
- [Management Shell \(optional\)](#)
- [Web Interface \(optional\)](#)

Core Components (required)

Table 7: Core Components system requirements

Requirement	Details
Processor	1.4 GHz or faster Pentium or equivalent, x86 or x64 architecture.
Overall memory	(RAM) 512 MB or more.
Hard disk space	<p>x86 system</p> <p>Full product installation, including the prerequisite software: 1.5 GB of free disk space</p> <p>Product installation when all the prerequisite software is already installed: 75 MB of free disk space</p>
	<p>x64 system</p> <p>Full product installation, including the prerequisite software: 1.5 GB of free disk space</p> <p>Product installation when all the prerequisite software is already installed: 110 MB of free disk space</p>
Operating system	<p>Your computer must run one of the following operating systems (32-bit or 64-bit edition):</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2019 • Microsoft Windows Server 2016 • Microsoft Windows 10 without Service Pack • Microsoft Windows 8.1 without Service Pack • Microsoft Windows 8 without Service Pack • Microsoft Windows Server 2012 R2 without Service Pack • Microsoft Windows Server 2012 without Service Pack • Microsoft Windows 7 without Service Pack or with Service Pack 1 • Microsoft Windows Server 2008 R2 without Service Pack or with Service Pack 1 • Microsoft Windows Server 2008 with Service Pack 1 or Service Pack 2 • Microsoft Windows Vista with Service Pack 2
	<p>NOTE: Recovery Manager for Exchange does not support Terminal Services Application mode.</p>
Screen resolution	1024 x 768 or higher
Microsoft .NET Framework	<ul style="list-style-type: none"> • Microsoft .NET Framework 4.0 • Microsoft .NET Framework 2.0 <p>One of the following versions is required:</p>
Microsoft SQL Server	<ul style="list-style-type: none"> • Microsoft SQL Server 2019 (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2017 (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition)

Requirement	Details
Microsoft Windows PowerShell Microsoft Windows Installer	<ul style="list-style-type: none"> • Microsoft SQL Server 2016 (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2014 (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2012, with or without any Service Pack (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2008 R2, with or without any Service Pack (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2008, with or without any Service Pack (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) • Microsoft SQL Server 2005, with or without any Service Pack (Enterprise, Standard, Workgroup, Express, Web, or Developer Edition) <p>Microsoft Windows PowerShell 2.0 Microsoft Windows Installer 4.5</p> <p>Your computer must have one of the following versions installed:</p>
Microsoft Outlook	<ul style="list-style-type: none"> • Microsoft Outlook 2016 (standalone installation) • Microsoft Outlook 2013 • Microsoft Outlook 2010 • Microsoft Outlook 2007 SP2 or later
Microsoft Exchange Server	<p>Supported versions of Microsoft Exchange Server:</p> <ul style="list-style-type: none"> • Microsoft Exchange Server 2019 CU 2, CU3, CU4, CU5, CU6 • Microsoft Exchange Server 2016 CU5, CU12, CU13, CU14, CU15, CU16, CU17 • Microsoft Exchange Server 2016 without service pack • Microsoft Exchange Server 2013 CU22, CU23 • Microsoft Exchange Server 2013 without Service Pack or with Service Pack 1 (offline Exchange Server 2013 databases are only supported when Recovery Manager for Exchange is installed on a computer running Windows Vista with Service Pack 2 or a later version of Windows) • Microsoft Exchange Server 2010 Update Rollup 27 • Microsoft Exchange Server 2010 without Service Pack or with SP1, SP2, or SP3 • Microsoft Exchange Server 2007 without SP or with SP1, SP2, or SP3

NOTE:

Requirement	Details
IBM Lotus Notes	<ul style="list-style-type: none"> Recovery Manager for Exchange does not support Exchange Cached Mode. Before you start working with an online Exchange Server (for example, before registering Exchange mailboxes as storages), make sure that Exchange Server allows connections in non-Cached Exchange Mode. To work with Exchange Server databases, Recovery Manager for Exchange requires several .dll files supplied with Microsoft Exchange Server. For detailed information about these files, see the Recovery Manager for Exchange User Guide. To link Recovery Manager for Exchange to the required .dll files originating from Exchange Server 2013, 2010, 2007 or 2016 you must install Recovery Manager for Exchange on a computer running a 64-bit edition of Windows. <p>In order to view, search, and restore Lotus Domino data with Recovery Manager for Exchange, your computer must have one of the following IBM Lotus Notes versions installed: 9.0, 8.5, 8.0, or 7.0</p>
IBM Lotus Domino	<p>Recovery Manager for Exchange supports the following versions of IBM Lotus Domino: 9.0, 8.5, 8.0, 7.0, 6.5, 6.0, 5.0, and 4.6</p>
Quest® Archive Manager®	<p>Recovery Manager for Exchange supports the following versions of Archive Manager as source and target storages: 5.4, 5.5, 5.6, 5.3, 5.2 and 5.0.</p>
Quest® Recovery Manager for Active Directory®	<p>Recovery Manager for Exchange can integrate with the following versions of Recovery Manager for Active Directory to restore mailbox user accounts from Active Directory backups: 8.8.1, 8.8, 8.7.1, 8.7, 8.6.4, 8.6.3, 8.6.1, 8.6</p> <p>Recovery Manager for Exchange and Recovery Manager for Active Directory must be installed on the same computer.</p>

Management Shell (optional)

Table 8: Management Shell system requirements

Requirement	Details
Recovery Manager for Exchange components	Core Components

Web Interface (optional)

Table 9: Web Interface system requirements

Requirement	Details
Microsoft Internet Information Server (IIS)	Microsoft Internet Information Services (IIS) 6.0, 7.0, 7.5, 8.0, or 8.5 must be installed on the Recovery Manager for Exchange computer.
Microsoft Silverlight	Microsoft Silverlight 5 must be installed on the computer from which you want to access the Web Interface. If Silverlight is not installed, you will be prompted to install it when accessing the Web Interface for the first time.
Web Browser	You can access the Web Interface by using Microsoft Internet Explorer 7.0 or later. Support HTTPS web access
Recovery Manager for Exchange components	Core Components

Upgrade and compatibility

Recovery Manager for Exchange 5.8.5 is upgradeable from version 5.6 or later.

Recovery Manager for Exchange can integrate with the below-listed backup software to extract and register Exchange Server databases from streaming (normal, incremental, and differential) backups created with these products. The next table also describes the conditions where Recovery Manager for Exchange can extract and register Exchange Server databases from VSS (Volume Shadow Copy Snapshot) backups created with particular backup software.

Table 10: Supported backup software

Backup software	Version	VSS backups
Quest® Rapid Recovery® (legacy name: AppAssure®)	5.3, 5.4, 6.0, 6.1.3, 6.2, 6.2.1, 6.3, 6.4	Not applicable
Quest® NetVault®	8.6, 9.0, 9.1, 9.2, 10, 11, 11.1, 11.4, 11.4.5, 12, 12.0.1, 12.1, 12.2, 12.3, 12.4	<p>VSS backups are supported via Exchange emulation if these conditions are true:</p> <ul style="list-style-type: none"> • Backed Exchange is Exchange Server 2007, Exchange Server 2010 or Exchange Server 2013. • Recovery Manager for Exchange computer is running the same or a later version of Windows as the backed up Exchange Server.
Quest® vRanger® (Standard and Pro)	5.3, 5.4, 5.5, 6.0, 6.1, 7.0, 7.1, 7.2, 7.3, 7.5, 7.5.1, 7.6.3, 7.6.5, 7.6.6, 7.7	Not applicable

Backup software	Version	VSS backups
CA BrightStor ARCserve (also known as CA ARCServeIT for Windows NT and CA BrightStor Enterprise Backup)	2000 (7.0), 9.0, 10.5, 11.0, 11.1, 11.1 SP1, 11.5, 11.5 SP1, 11.5 SP3, 11.5 SP4, 12.0, 12.0 SP1, 12.0 SP2, 12.5, 12.5 SP1, 15.0, 16.0, 16.0 SP1, 16.5	<p>VSS backups are supported via Exchange emulation if these conditions are true:</p> <ul style="list-style-type: none"> Created with ARCserve Backup 11.5 SP4, 12.0, 12.0 SP1, 12.0 SP2, 12.5, 12.5 SP1, 15.0, 16.0, 16.0 SP1, or 16.5. Recovery Manager for Exchange computer is running the same or a later version of Windows as the backed up Exchange Server. <p>VSS backups are supported via Exchange emulation if these conditions are true:</p> <ul style="list-style-type: none"> Created with HP Data Protector 7.0, 8.0, 8.1 or 9.0. Recovery Manager for Exchange computer is running the same version of Windows as the backed up Exchange Server <p>VSS backups are supported via Exchange Emulation if these conditions are true:</p> <ul style="list-style-type: none"> Created with Tivoli Storage Manager 6.2, 6.3, 6.4, 7.1 or 7.1.4 Backed up Exchange Server version is Exchange Server 2007, Exchange Server 2010, or Exchange Server 2013. Recovery Manager for Exchange computer is running the same or a later version of Windows as the backed up Exchange Server. <p>VSS backups are supported via Exchange emulation if these conditions are true:</p> <ul style="list-style-type: none"> Backed up Exchange Server version is Exchange Server 2007, Exchange Server 2010, or Exchange Server 2013. Recovery Manager for Exchange computer is running the same or a later version of Windows as the backed up Exchange Server.
HP Data Protector	5.1, 5.5, 6.0, 6.1, 6.2, 7.0, 8.0, 8.1, 9.0	
IBM Tivoli Storage Manager	5.1.1, 5.1.5, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 7.1, 7.1.4	
EMC NetWorker	6.0, 6.1, 6.2, 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, 8.2, 9.0, 9.1.1, 9.2.1	
Microsoft Windows Server Backup	Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016	VSS backups are supported via access to backup server.
Microsoft System Center Data Protection Manager	2007, 2007 with Feature Pack, 2007 SP1, 2010, 2012, 2012 SP1, 2012 R2	VSS backups are supported via access to backup server.
Symantec Backup Exec for Windows Servers	8.6, 8.6 SBS, 8.6 for WSA, 9.0, 9.1, 10.0, 10d (10.1), 11d, 12.0, 12.5, 2010 (13), 2010 SP1, 2010 R2,	VSS backups are supported via direct access if created with Backup Exec 11d, 12.0, 12.5, 2010 (13), 2010 SP1, 2010 R2, 2010 R2 SP1, 2010 R3,

Backup software	Version	VSS backups
	2010 R2 SP1, 2010 R3, 2010 R3 SP1, 2010 R3 SP3, 2012, 2012 SP1, 2012 SP2, 2012 SP3, 2012 SP4, 2014	2010 R3 SP1, 2010 R3 <ul style="list-style-type: none"> VSS backups are supported via Exchange emulation if these conditions are true: <ul style="list-style-type: none"> Created with Backup Exec 11d, 12.0, 12.5, 2010 (13), 2010 SP1, 2010 R2, 2010 R2 SP1, 2010 R3, 2010 R3 SP1, 2010 R3 SP3, 2012, 2012 SP1, or 2012 SP2 Backed up Exchange Server version is Exchange Server 2007, Exchange Server 2010 or Exchange Server 2013. Recovery Manager for Exchange computer is running the same version of Windows as the backed up Exchange Server.
	NOTE: Granular Restore Technology (GRT) backups are not supported.	NOTE: Recovery Manager for Exchange can register offline Exchange Server databases extracted from a snapshot backup with Backup Exec. For instructions, see the Recovery Manager for Exchange User Guide.
	NetBackup DataCenter 4.0 V, 4.5, 4.5 FP3, 4.5 FP4, 4.5 FP5, 4.5 FP6, 4.5 FP7, 4.5 FP8, 4.5 FP9, 4.5 MP1, 4.5 MP2, 4.5 MP3, 4.5 MP4, 4.5 MP5, 4.5 MP6, 4.5 MP7, 4.5 MP8, 4.5 MP9	VSS backups are not supported.
	NetBackup BusinessServer 4.5, 4.5 FP3, 4.5 FP4, 4.5 FP5, 4.5 FP6, 4.5 FP7, 4.5 FP8, 4.5 FP9, 4.5 MP1, 4.5 MP2, 4.5 MP3, 4.5 MP4, 4.5 MP5, 4.5 MP6, 4.5 MP7, 4.5 MP8, 4.5 MP9	VSS backups are not supported.
		VSS backups are supported via direct access if created with NetBackup 6.0 (with or without MP), 6.5.x, 7.0.0, 7.0.1, 7.1.0, 7.5.0, 7.6.0 or 7.7.0.
Symantec NetBackup	NetBackup Server or NetBackup Enterprise Server 5.0, 5.0 MP1, 5.0 MP2, 5.0 MP3, 5.0 MP4, 5.0 MP5, 5.0 MP6, 5.0 MP7, 5.1, 5.1 MP1, 5.1 MP2, 5.1 MP3, 5.1 MP4, 5.1 MP5, 5.1 MP6, 6.0, 6.0 MP1, 6.0 MP2, 6.0 MP3, 6.0 MP4, 6.0 MP5, 6.0 MP6, 6.0 MP7, 6.5.0, 6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.6, 7.0.0, 7.0.1, 7.1.0, 7.5.0, 7.6.0, 7.7.0, 8.0	VSS backups are supported via Exchange emulation if these conditions are true: <ul style="list-style-type: none"> Created with NetBackup 6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.6, 7.0.0, 7.0.1, 7.1.0, 7.5.0, 7.6.0 or 7.7.0 or 8.0 Backed up Exchange Server version is Exchange Server 2007, Exchange Server 2010, or Exchange Server 2013 Symantec NetBackup 8.0 supports Exchange Server 2016 Recovery Manager for Exchange computer is running the same version of Windows as the backed up Exchange Server.

Product licensing

When installing Recovery Manager for Exchange, you must specify a valid license file.

To specify a license file

1. In the Setup Wizard, on the User Information page, click **Browse**.
2. In the dialog box that opens, locate the Quest license file (*.dlv) and click **Open**.

For information about managing licenses, see the User Guide supplied with this release.

The Recovery Manager for Exchange license file contains a certain number of licenses for Exchange and Domino mailboxes and Personal Folders (.pst) files. Recovery Manager for Exchange allocates licenses from the installed license file to mailboxes or .pst files when you perform any of these actions:

- Register an offline Exchange Server store or Lotus Domino database as a source storage, and then open that source storage in the Recovery Manager for Exchange user interface.

Recovery Manager for Exchange allocates licenses to all mailboxes the store or database includes. When you register the same store or database again (from another backup, for example), the mailboxes are recounted and their total number is updated with the new number of mailboxes held in the store or database being registered.

A primary mailbox and its associated archive mailbox are regarded as one mailbox.

- Register an online Exchange mailbox as a source storage, and then open that source storage in the Recovery Manager for Exchange user interface.

Recovery Manager for Exchange allocates licenses to all online mailboxes in the on-premises or cloudbased Exchange organization to which the registered mailbox belongs.

A primary Exchange mailbox and its associated archive mailbox are regarded as one mailbox.

- Register a Personal Folders (.pst) file as a source storage, and then open that source storage in the Recovery Manager for Exchange user interface.

When you have expended all licenses in the installed license file (that is, all licenses have been allocated to mailboxes or .pst files), to register new source storages you need to obtain and install a new license file holding a greater number of licenses. Note that you cannot revoke licenses allocated to mailboxes or .pst files.

Getting Started with Recovery Manager for Exchange

Upgrade and installation instructions

To upgrade, install Recovery Manager for Exchange 5.8.5 on the computer where an earlier version of Recovery Manager for Exchange is installed. During the upgrade process, setup transfers the product configuration and backup registration information to the new installation. As a result, all source and target storages registered with the earlier version of Recovery Manager for Exchange are available in the product after upgrading.

For installation instructions, see the Recovery Manager for Exchange User Guide.

Additional resources

The Recovery Manager Community offers easy access to information and is a collaborative site where IT pros can ask questions and get answers. Interact with industry experts and your peers. Engage in discussions, browse through content, and more. So, make yourself at home:

<https://www.quest.com/community/products/recovery-manager/ff/forum>

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

About Us

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

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

Third-Party Contributions

This product contains some third-party components (listed below). Copies of their licenses may be found at referencing <https://www.quest.com/legal/license-agreements.aspx> Source code for components marked with an asterisk (*) is available at <http://opensource.quest.com>.

Table 11: List of third-party contributions

Component	License or acknowledgement
Active Directory Authentication Library 4.4.1	MIT Copyright Notice - Active Directory Authentication Library 4.4.1 (C) Microsoft Corporation. All rights reserved.
ElasticSearch 1.6.1	Apache License Version 2.0, January 2004 This product includes software developed by the Apache Software Foundation (http://www.apache.org .)
Microsoft .NET Framework (x86, x64) 2.0	Microsoft Software Supplemental License
ZLib 1.1.4	zlib 1.2.3 Copyright ©1995-2005 Jean-loup Gailly and Mark Adler
ZLib.NET 1.0.3	ZLib.NET 1.0.3

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Legend

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 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Recovery Manager for Exchange Release Notes

Updated - October 2020

Version - 5.8.5