

Rapid Recovery 6.9

# Mailbox Restore for Exchange User Guide



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## Legend

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

# Understanding Mailbox Restore for Exchange

This section introduces Mailbox Restore for Exchange and provides an overview of the product. It explains the relationship between Rapid Recovery and Mailbox Restore for Exchange, and describes the key features of Mailbox Restore.

## About Mailbox Restore for Exchange

Mailbox Restore for Exchange is a comprehensive email recovery program that works with Rapid Recovery and the Rapid Recovery Local Mount Utility (LMU) to recover Exchange items, from a full data store to a single email message.

The recovered Exchange item comes from a Rapid Recovery recovery point. When you install Rapid Recovery Agent on an Exchange server and protect the server with Rapid Recovery Core, the Exchange items stored on that server can be recovered using Mailbox Restore.

The following diagram depicts the Mailbox Restore workflow for recovering an Exchange item.

Figure 1. Mailbox Restore workflow diagram



Mailbox Restore uses Rapid Recovery and the LMU to access the recovery point containing the data store that you want to search and use to recover items. After you open the Exchange database (.edb file) with Mailbox Restore, you can search for any combination of criteria, such as names of mailboxes or folders, across one or multiple Exchange databases. The Outlook-like user interface provides a preview pane, where you can view the message or item in full before performing a recovery.

## Mailbox Restore for Exchange key concepts

Mailbox Restore for Exchange features several key concepts that contribute to a successful Exchange-item recovery, such as e-discovery and differential restore. Because you use Rapid Recovery for backup and disaster recovery, every Microsoft Exchange data store benefits from mountability and integrity checks, ensuring that your recovered data can be mounted and recovered and is free of corruption.

### Exchange data store search

Mailbox Restore lets you search through large amounts of data to find individual items for recovery. You can search any Exchange data store by field and keyword within mailboxes, messages, calendars, tasks, notes, and folders to quickly and easily find the item that you want to recover.

### E-discovery and creating PST output

Mailbox Restore identifies email for e-discovery with the simple search of a keyword, phrase, or user name and then performs a complete scan of the Exchange data store for messages that meet your criteria. After you identify the file you want to recover, you can restore it to a folder or to a PST. You can also save items to the local machine in .eml, .txt, or .msg format.



**NOTE:** The .pst format satisfies the “native file format” requirement for legal and compliance e-discovery.

### Elimination of brick-level mailbox backups

Although Rapid Recovery backs up all volumes in an Exchange server, Mailbox Restore performs item-level recovery without using Microsoft Exchange Server Mailbox Merge (ExMerge) to extract the data or Microsoft Recovery Storage Groups to mount the Exchange Database. After you use the Local Mount Utility (LMU) to mount an Rapid Recovery recovery point, Mailbox Restore can recover email items from any unmounted .edb file without performing expensive and time-consuming brick-level backups that only back up one mailbox at a time.

### Reduced disk and server space

Because Mailbox Restore is bundled with the Rapid Recovery Core, Mailbox Restore requires little disk space for message-level recovery. Rather than copying the entire Exchange data store to perform a recovery, it accesses the .edb file from the Rapid Recovery recovery point, which eliminates the need for a dedicated Exchange server to restore messages.

### Differential restores

Mailbox Restore lets you perform a restore of only the differences between a rolled back data store and the latest recovery point when restoring to the original location of the mail data. To restore differences, Mailbox Restore synchronizes the unmounted .edb file with the online server. With a differential restore, you can synchronize the data store after a rollback or recovery from a backup.

### Outlook message and Exchange item previews

With Mailbox Restore, you can preview the contents and attributes, as well as attachments, of a message or Exchange item in their entirety before recovering, which lets you confirm that you have selected the correct item. Additionally, you have full access to calendar items, tasks, notes, and so on for viewing and recovery. The user interface leverages Outlook functionality to provide a preview pane and lets you browse mailboxes, messages, and other Exchange items.

### Data store corruption checks

Mailbox Restore works with Rapid Recovery to perform a physical integrity check on your Exchange data store to identify issues before they become more serious. This integrity check scans the data store for corruption and ensures that the data you recover is in a healthy state.

The physical integrity check is a manual process that is available from the menu bar in the Mailbox Restore user interface. To conduct a physical integrity check, Mailbox Restore and Rapid Recovery scan and validate each individual page of the .edb file.

During the integrity check, if Mailbox Restore detects corruption in the .edb file, only the healthy portion of the file is available for recovering Exchange items.

## Introduction to Rapid Recovery

Rapid Recovery is a backup, replication, and recovery solution that offers near-zero recovery time objectives and recovery point objectives. Rapid Recovery offers data protection, disaster recovery, data migration and data management. You have the flexibility of performing bare-metal restore (to similar or dissimilar hardware), and you can restore backups to physical or virtual machines, regardless of origin. Rapid Recovery can also archive

to the cloud, to a DL series backup and recovery appliance, or to a supported system of your choice. With Rapid Recovery, you can replicate to one or more targets for added redundancy and security.

Rapid Recovery offers:

- **Flexibility.** You can perform universal recovery to multiple platforms, including restoring from physical to virtual, virtual to physical, virtual to virtual, and physical to physical.
- **Cloud integration.** You can archive and replicate to the cloud, using cloud storage vendors that support both proprietary and open-source platforms.
- **Intelligent deduplication.** You can reduce storage requirements by storing data once, and referencing it thereafter (once per repository or encryption domain).
- **Instant recovery.** Our Live Recovery feature allows you to access critical data first, while remaining restore operations complete in parallel.
- **File-level recovery.** You can recover data at the file level on-premise, from a remote location, or from the cloud.
- **Virtual support.** Enhanced support for virtualization includes agentless protection and autodiscovery for VMware ESXi 5 and higher, and export to Microsoft Hyper-V cluster-shared volumes.

See the following resources for more information about Rapid Recovery.

- The Rapid Recovery product support website at <https://support.quest.com/rapid-recovery/>
- The documentation website at <https://support.quest.com/rapid-recovery/release-notes-guides/>



















































## Search History options

To use the options available to items in the Search History pane, you must have previously conducted a search or have a search in progress.

After you conduct a search, the search is then saved in the Search History pane. From there, you can perform the following actions by right-clicking on a saved search:

Option	Description
Start Search	Begins the selected search.
Pause Search	Pauses the search when it is in progress.
Cancel Search	Cancels the search when it is in progress.
Edit Search Query	Opens the Advanced Search window and lets you make changes to the saved search and search within the previously found results.
Remove Search	Deletes the saved search from the Search History pane.
Clear All	Deletes all searches from the Search History pane.

See also: [Using the Advanced Search function](#)

See also: [Conducting a basic search for an Exchange item](#)

## Exporting Exchange data for recovery

This task assumes that you have opened an Exchange database using [Opening an Exchange database in Mailbox Restore using the Local Mount Utility](#) or [Opening an Exchange database using Mailbox Restore](#).

Complete the steps in the following procedure to recover a database, mailbox, or item — such as a folder or message — from an Exchange database.



**NOTE:** The machine on which Mailbox Restore is installed must also have Microsoft Outlook installed. Before you can recover a mailbox item, you must first mount the Rapid Recovery recovery point.

1. From the Rapid Recovery home page, in the navigation tree, expand the mailbox that contains the item that you want to recover.
2. Click the folder that you want to open, for example the **Inbox** folder.

The items in the folder appear in the list pane. A preview of the highlighted item appears in the preview pane.

3. Do one of the following:
  - To recover one or more items, select the item or items, and then click **Restore** in the menu bar.
  - To recover the entire folder, select the folder in the navigation tree, and then click **Restore** in the menu bar.

If more than one profile exists for the mailbox, the **Choose profile** dialog box appears. Select a profile from the list, and then click **Select**.

The Restore Wizard opens.

4. On the **Restore Mode** page of the Restore Wizard, select the type of restore you want to perform from the following options:


Table 8. Restore Mode options

Option	Description	
Redirect restored items to recovery folder	Recovers the selected items (including the folder hierarchy) to a recovery folder in an online mailbox of your choice.	<p>Make the following selections:</p> <ol style="list-style-type: none"> <li>a. <b>Profile.</b> Select from the drop-down list. The default selection is Outlook. You can click the ellipses (...) to create, edit, or remove a profile.</li> <li>b. <b>Mailbox.</b> Click the ellipses (...) to locate and select the Outlook address book, and then click <b>OK</b>.</li> </ol>
	<p><b>i</b> <b>NOTE:</b> The recovery folder name includes the date and time of the restore and is placed under the root of the chosen account mailbox.</p>	
Redirect restored items to PST file	Saves the selected items (including the folder hierarchy) as a Personal Storage Table (PST) file and sends the file to the specified storage location.	<p>Make the following selections:</p> <ol style="list-style-type: none"> <li>a. <b>Profile.</b> Select from the drop-down list. The default selection is Outlook. You can click the ellipses (...) to create, edit, or remove a profile.</li> <li>b. <b>Primary PST storage.</b> Select from the drop-down list or use the ellipses (...) to locate and select the initial destination folder for the PST file, and then click <b>Save</b>.</li> <li>c. <b>Overflow PST storage (optional).</b> If the primary destination has insufficient space for the PST file, select a secondary destination for the PST file, and then click <b>Save</b>.</li> </ol>
		<p><b>i</b> <b>NOTE:</b> Do not assign the overflow location to the same disk as the primary location.</p>
Redirect restored items to PST file(s) (separate file for each mailbox)	Saves each mailbox as a Personal Storage Table (PST) file and sends the files to the specified storage location.	<p>Make the following selections:</p> <ol style="list-style-type: none"> <li>a. <b>Profile.</b> Select from the drop-down list. The default selection is Outlook. You can click the ellipses (...) to create, edit, or remove a profile.</li> <li>b. <b>Primary PST storage.</b> Use the ellipses (...) to locate and select the initial destination folder for the PST files.</li> <li>c. <b>Overflow PST storage (optional).</b> If the primary destination has insufficient space for the PST file, select a secondary destination for the PST file, and then click <b>Save</b>.</li> </ol>
		<p><b>i</b> <b>NOTE:</b> Do not assign the overflow location to the same disk as the primary location.</p>
Restore to original location	Directs the selected item (including the folder hierarchy) to the email box in the online data store in which it originally resided.	<p>Make the following selections:</p> <ol style="list-style-type: none"> <li>a. <b>Profile.</b> Select from the drop-down list. The default selection is Outlook. You can click the ellipses (...) to create, edit, or remove a profile.</li> </ol>



Option	Description
	<p>b. <b>Restore Type.</b> Choose one of the following options:</p> <ul style="list-style-type: none"> <li>◦ <b>Restore only differences.</b> Identifies whether the item being restored is already present in the destination folder and completes the restore only if there is no duplicate item. Also known as a differential restore.</li> <li>◦ <b>Create duplicate entries.</b> Restores every item selected without overwriting existing items, resulting in duplicates of the previously existing items.</li> <li>◦ <b>Overwrite if more recent.</b> Restores newer items that are not present in the online data store. It also restores items that are present in the online data store but are older than the items in the copy of the Exchange database.</li> </ul>
5.	Click <b>Next</b> .
6.	On the <b>Restore</b> page of the Restore Wizard, confirm that the items you do want to recover are selected, and then select from the following options.

Table 9. Restore options

Option	Description
Restore user permissions	<p>Restores the custom permissions set for a public folder.</p> <p> <b>NOTE:</b> This option is only available when you restore a public folder to its original location. If you do not select to restore permissions, then the default folder permissions are restored with the content.</p>
Restore email rules	Restores any rules the user had in place at the time that the data was backed up.
Restore deleted objects	<p>For an Exchange 2010, 2013, and 2016 database, restores items that were permanently deleted.</p> <p>For an Exchange 2007 database, restores strikethrough items from the current folder.</p>
Error handling	<p>Determines the way to address and manage any errors that may occur during the restore process. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Log and continue.</b> Collects error messages in a log and continues with the restore process.</li> <li>• <b>Notify user.</b> Displays a pop-up message when it encounters an error and gives you the option to continue with or abort the restore.</li> <li>• <b>Abort restore.</b> Ends the restore process when an error occurs.</li> </ul>

7. Click **Start** to recover the selected item or items.
8. On the **Restore Progress** page, when the restore is complete, click **Finish**.

In keeping with the process, after you restore the content, complete the following tasks:

- [Closing an Exchange data store in Mailbox Restore](#)
- [Dismounting individual recovery points using the Local Mount Utility or Dismounting all mounted recovery points using the Local Mount Utility](#)

Related references

See also: [Microsoft Outlook criteria](#)  
See also: [Searching for an Exchange item](#)

# Closing an Exchange data store in Mailbox Restore

After you finish recovering the Exchange item, close the data store. Maintaining a clean environment by closing databases that you are no longer using for recovery could prevent future technical issues.

Complete the steps in the following procedure to close the Exchange data store using Mailbox Restore.

1. From the Mailbox Restore home page, click the **Close** drop-down list.
2. Select one of the following options:
  - To close only one database, select the database that you want to close.
  - To close all open databases, select **Close All**.

The database or databases close and Mailbox Restore remains open.

## Related tasks

See also: [Opening an Exchange database using Mailbox Restore](#)

## Related references

See also: [Performing data recovery using Mailbox Restore](#)

# Exchange database maintenance in Mailbox Restore

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This section describes how to use Mailbox Restore to check an Exchange database for corruption and repair any damaged data and repair the database when necessary.

There are many possible causes of database corruption; for example, when there is an unplanned power outage, a hard disk error or failure, or if a user restarts a machine without properly closing an open data store.

Mailbox Restore can perform integrity checks on a database to verify that the file is not corrupted. Integrity checks reduce the chances of recovering a corrupted Exchange item and infecting a healthy database.

## Mailbox Restore log files

Logs are text-based records of the activities of an application. If you encounter an error or other issue that you cannot resolve yourself, Quest Support can use the Mailbox Restore logs to troubleshoot for a solution. If such a case occurs where you need to work with Quest Support to resolve an issue with Mailbox Restore, you may be advised to send the Support technician the log files.

The default location of these log files is:


```
C:\ProgramData\AppRecovery\Logs
```

The two log files created for Mailbox Restore are `MailboxRestore.log` and `MailboxRestore.Restore.Server.log`.

## Performing a physical integrity check on a data store

With Mailbox Restore, you can perform a physical integrity check on the data store and then run procedures to repair any damage. A physical integrity check verifies whether a database can be mounted for recovery and whether it is valid. Performing a physical integrity check reduces the risk of accidentally recovering corrupted data. Mailbox Restore lets you select which aspects of the check to include so that you can target the check on key areas. You can also select all the options for a thorough scan of the database.

1. From the toolbar on the Mailbox Restore home page, click **Physical Integrity Check**.
2. On the **Physical Integrity Check** dialog box, click **Yes** to confirm.

 **NOTE:** The database must close to perform the physical check.

The Physical Integrity Check Wizard opens.

3. On the **Physical Integrity Check and Repair** page, use the drop-down list or the browse button to select the **Exchange Database File (.edb) Path** described in the following table.

Table 10. Exchange database paths

Path	Description
Exchange Database File (.edb) Path	The location of the Exchange database file with the extension.edb. By default, it is stored in the following location: C:\Users\administrator\AppData\Local\Mounts.
Log File Path	Automatically populated. It is the location of the log files associated with the database.
System Files Path	Automatically populated. It is the location of the system files associated with the database.

- In the table, use the **Check** column to select the following options that you want the physical integrity check to include.

Table 11. Physical integrity check options

Option	Description
Database header checksum	Checks whether the database header pages are valid.
Database page checksums	Validates the entire database page by page. Calculates the checksum for each page and compares it with the checksum that is stored for the page. Reports any invalid pages.
Database page last modification time	Validates the database page by page since the last time it was modified. Calculates the checksum for each page and compares it with the checksum that is stored for the page. Reports any invalid pages.
Log file headers	Checks whether the log file header pages are valid.
Dirty shutdown state	Checks whether the database was shut down correctly and is in a clean state for recovery.
Database mountability	Checks whether the database can be mounted for recovery.

- Click **Start**.  
The **Physical Integrity Check and Repair** screen appears and displays the status of the database repair. A message notifies you when the check is complete.
- Optionally, to reopen the database, select **Open database after closing the wizard**.
- Click **Close**.

# Methods for repairing an Exchange database

Mailbox Restore offers two ways of repairing an Exchange database if a physical integrity check discovers corruption.

The Mailbox Restore Physical Integrity Check Wizard includes a repair function that uses basic repair logic for minor repairs and an aggressive repair function that uses advanced logic for heavily corrupted databases.

Also available through Mailbox Restore is the ability to run the Microsoft Eseutil.exe command line utility. In addition to the `-/k` option for database verifications, Eseutil.exe offers a `-/p` option for .edb file repairs.

Both the Physical Integrity Check Wizard and the Eseutil.exe utility are effective at addressing database corruption. The option to run Eseutil.exe is available through the Database Maintenance menu for easy access and through the Physical Integrity Check Wizard as a way to confirm integrity check or repair results. You could also run the Eseutil.exe first and then confirm the results with the Physical Integrity Check Wizard.

## Related tasks

See also: [Repairing a corrupted data store using the Physical Integrity Check Wizard](#)

See also: [Running the Eseutil.exe command line utility](#)

## Repairing a corrupted data store using the Physical Integrity Check Wizard

If Mailbox Restore indicates during a physical check that corruption exists in the database, you can use the Database Maintenance Wizard to repair the database.

1. From the toolbar on the Mailbox Restore home page, click **Physical Integrity Check**.
2. On the **Physical Integrity Check** dialog box, click **Yes** to confirm.



**NOTE:** The database must close to perform the physical check.

The Physical Integrity Check Wizard opens.

3. On the **Physical Integrity Check and Repair** page, use the drop-down list or the browse button to select the **Exchange Database File (.edb) Path** described in the following table.

Table 12. Exchange database file paths

Path	Description
Exchange Database File (.edb) Path	The location of the Exchange database file with the extension.edb. By default, it is stored in the following location: C:\Users\administrator\AppData\Local\Mounts.
Log File Path	Automatically populated. It is the location of the log files associated with the database.
System Files Path	Automatically populated. It is the location of the system files associated with the database.

4. In the table, use the **Repair** column to select the following options that you want to repair.

Table 13. Database repair options

Option	Description
Database header checksum	Attempts to repair the database header pages by re-computing the checksum.
Database page checksums	Attempts to repair the database pages by re-computing their checksums.
Database page last modification time	Sets the last modified time of the database pages to the last modified time of the database header so that they are the same.
Log file headers	Attempts to repair invalid log file header pages.
Dirty shutdown state	Resets the dirty shutdown state in the database header. Dirty shutdowns occur when the database was not closed properly.

- Optionally, select **Perform aggressive repair**.

This option uses a special algorithm to salvage as much data as possible from a corrupted database and does not change any corrupted data that it finds. When the repair is complete, all healthy and corrupted data is accessible.

■ **WARNING: An aggressive repair is intended for heavily corrupted databases only. This type of repair could result in data loss and should not be used for legal discovery. Be sure to have a reliable backup of the database before you select this option.**

If you understand the risks associated with this type of repair, in the confirmation box, click **I understand, proceed**.

- Click **Start**.

The **Physical Integrity Check and Repair** screen appears and displays the status of the database repair. A message notifies you when the check is complete.

- Optionally, to reopen the database, select **Open database after closing the wizard**.
- Optionally, if the repair was unsuccessful, you can click **Run Eseutil.exe**.
- Click **Close**.

#### Related tasks

See also: [Performing a physical integrity check on a data store](#)

See also: [Running the Eseutil.exe command line utility](#)

## Running the Eseutil.exe command line utility

Eseutil.exe is a command line utility from Microsoft. It provides a second option for conducting integrity checks and repairs of Exchange .edb files, in addition to the Mailbox Restore Physical Integrity Check Wizard.

- On the Mailbox Restore home page, click the **Database Maintenance** drop-down menu, and then click **Run Eseutil.exe**.

A message appears informing you that the database must close to perform the check.

- In the Run Eseutil.exe dialog box, click **Yes** to proceed.

The **Run Eseutil.exe** window opens.

3. In the **Run Eseutil.exe** window, use the drop-down list or the browse button to select the **Exchange Database File (.edb) Path** described in the following table.

Table 14. Exchange database file paths

<b>Path</b>	<b>Description</b>
Exchange Database File (.edb) Path	The location of the Exchange database file with the extension .edb. By default, it is stored in the following location: C:\Users\administrator\AppData\Local\Mounts.
Log File Path	Automatically populated. It is the location of the log files associated with the database.
System Files Path	Automatically populated. It is the location of the system files associated with the database.

4. Select one of the following options:

<b>Option</b>	<b>Description</b>
Repair a corrupted or damaged database	Repairs minor corruption found on an Exchange database.
Verify the checksum of a database	Calculates the checksum of a page and compares it with the checksum value stored in the header to ensure that there is no corruption.

5. Click **Start**.

The command line opens to show the progress and results of running Eseutil.exe.

6. When finished, close the command line window.

# About us

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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™.

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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:

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

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## Agent

The Rapid Recovery Agent is software installed on a physical or virtual machine that lets it be added to protection in the Rapid Recovery Core.

## checksum

A checksum is a function that creates blocks of data that are used for the purpose of detecting accidental errors that are created during transmission or storage.

## 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. In the context of replication, the Core is also called a source core. The source core is the originating core, while the target core is the destination (another Rapid Recovery Core on its own dedicated server, where protected machines or clusters are replicated).

## Database

[Data store](#)

## Related information

[Data store](#)

## Data store

Data store is the Microsoft term for an Exchange database. The data store is a storage file with the extension '.edb' on the Exchange server that comprises the Outlook data. It contains the Exchange items that can be recovered by Mailbox Restore.

## Differential Restore

Differential Restore is a type of data recovery in Mailbox Restore that lets you recover only the differences between one or more offline and online Exchange databases.

## Exchange

[Microsoft Exchange](#)

## Related information

[Microsoft Exchange](#)

## global deduplication

The Storage Networking Industry Association (SNIA) defines data deduplication as the replacement of multiple copies of data—at variable levels of granularity—with references to a shared copy to save storage space or bandwidth. The Rapid Recovery Volume Manager performs global data deduplication within a logical volume. The granularity level of deduplication is 8 KB. The scope of deduplication in Rapid Recovery is limited to protected machines using the same repository and encryption key.

## Live Recovery

Rapid Recovery Live Recovery is an instant recovery technology for VMs and servers. It provides near-continuous access to data volumes in a virtual or physical server, letting you recover an entire volume with near-zero RTO and a RPO of minutes.

## 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.

## Log Truncation

Log truncation is a function that removes log records from the transaction log. For a SQL Server machine, when you force truncation of the SQL Server logs, this process identifies free space on the SQL server. For an Exchange Server machine, when you force truncation of the Exchange Server logs, this action frees up space on the Exchange server.

#### Mailbox Restore for Exchange

Mailbox Restore for Exchange (Mailbox Restore) is a program that works with Rapid Recovery and Microsoft Exchange to recover Microsoft Outlook mail items, such as email messages, Calendar appointments, and Address Book contacts.

#### Mailbox Restore Profile Wizard

[Profile Wizard](#)

#### Related information

[Profile Wizard](#)

#### Microsoft Exchange

Microsoft Exchange (Exchange) is a server program that manages and stores Microsoft Outlook content, such as email messages, Calendar appointments, and Address Book contacts.

#### mountability

Exchange mountability is a corruption detection feature that alerts administrators of potential failures and ensures that all data on the Exchange servers is recovered successfully in the event of a failure.

#### PST file

An abbreviation for Personal Storage Table file, a PST file is an open-source format of storing email messages, Calendar appointments, and other Exchange items. The file uses the extension '.pst'.

#### Profile Wizard

The Profile Wizard in Mailbox Restore is a tool that lets you create, edit, and remove Outlook profiles directly from within Mailbox Restore. It is only available when the machine on which Mailbox Restore is installed also includes a compatible version of Microsoft Outlook.

#### protected machine

A protected machine—sometimes called an "agent"—is a physical computer or virtual machine that is protected in the Rapid Recovery Core. Backup data is transmitted from the protected machine to the repository specified in the Core using a predefined protection interval. The base image transmits all data to a recovery point (including the operating system, applications, and settings). Each subsequent incremental snapshot commits only the changed blocks on the specified disk volumes of the protected machine. Software-based protected machines have the Rapid Recovery Agent software installed. Some virtual machines can also be protected agentlessly, with some limitations.

#### Rapid Recovery

Rapid Recovery sets a new standard for unified data protection by combining backup, replication, and recovery in a single solution that is engineered to be the fastest and most reliable backup for protecting virtual machines (VM), as well as physical and cloud environments.

#### recovery points

Recovery points are a collection of snapshots of various disk volumes. For example, C:, D:, and E:.

#### remote Core

A remote Core represents an Rapid Recovery Core that is accessed by a non-Core machine using the Local Mount Utility or the Central Management Console.

#### restore

The process of restoring one or more storage volumes on a machine from recovery points saved on the Rapid Recovery Core is known as performing a restore. This was formerly known as rollback.

#### snapshot

A snapshot is a common industry term that defines the ability to capture and store the state of a disk volume at a given point, while applications are running. The snapshot is critical if system recovery is needed due to an outage or system failure. Rapid Recovery snapshots are application aware, which means that all open transactions and rolling transaction logs are completed and caches are flushed prior to creating the snapshot. Rapid Recovery uses Microsoft Volume Shadow Services (VSS) to facilitate application crash consistent snapshots.

#### True Scale

True Scale is the scalable architecture of Rapid Recovery.

#### Universal Recovery

Rapid Recovery Universal Recovery technology provides unlimited machine restoration flexibility. It enables you to perform monolithic recovery to- and from- any physical or virtual platform of your choice as well as incremental recovery updates to virtual machines from any physical or virtual source. It also lets you perform application-level, item-level, and object-level recovery of individual files, folders, email, calendar items, databases, and applications.

#### Verified Recovery

Verified Recovery technology is used to perform automated recovery testing and verification of backups. It supports various file systems and servers.