Paragon Drive Backup™ Exchange Add-On

User Manual

Contents

Introduction

Paragon Drive Backup™ Exchange Add-On is a plug-in to Microsoft Outlook 2003/2007 that enables to get transparent access to backup mail databases of MS Exchange Server 2007 through the standard facilities of MS Outlook for easy and fast data recovery at a granular level. Thus with its help together with an enterprise level disaster recovery solution from Paragon you can redefine traditional protection of MS Exchange by doing away with slow and unreliable "brick-level" mailbox backups while still providing the option to recover not only the whole mail server, but also a single mailbox, folder, message, contacts item, note, etc.

In this manual you will find the answers to many of the technical questions, which might arise while using the program.

Features Overview

This chapter dwells upon key benefits and technical highlights of the product.

Key Features

Let us list some of the key features:

- **Access to MS Exchange Server 2007 backup mail databases** (EDB files);
- **Granular data export from MS Exchange Server 2007 backup mail databases**;
- **Support for the MS Exchange log files replay**;
- **Mail search/preview**.

Supported Platforms

Please note, the current version of the program can only work with MS Exchange Server 2007 and MS Outlook 2003/2007 under 64-bit versions of the following operating systems:

- Windows 2003/R2 Server x64 Standard or Enterprise;
- Windows 2008/R2 Server x64 Standard or Enterprise;
- Windows XP SP2/SP3 x64 Professional;
- Windows Vista x64 Ultimate or Business;
- Windows 7 x64 Ultimate or Business.

Getting Started

In this chapter you will find all the information necessary to get the product ready to use.

Installation

Before installing Paragon Drive Backup™ Exchange Add-On, please make sure the listed below conditions are met:

- Supported operating system;
- Installed MS Outlook 2003/2007;
- Presence of the MS Exchange 2007 ESE libraries (ESE.dll, ExchMem.dll, and JCB.dll). You can find them either in a binary folder of the currently installed MS Exchange Server

(by default, **C:\Program Files\Microsoft\Exchange Server\Bin**) or from its backup image made with an enterprise level disaster recovery solution from Paragon.
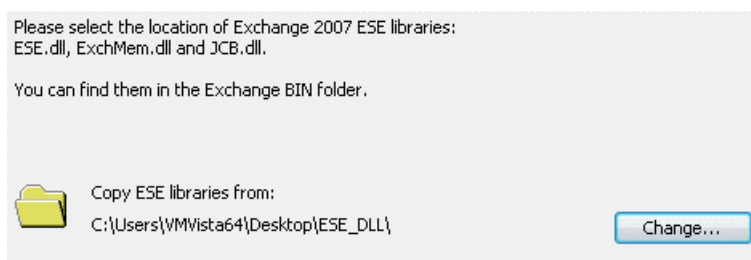
> ⚠ **If any of these conditions cannot be met, you won't be able to complete the installation of the program.**

If everything is OK, please do the following to install the program:

1. Close MS Outlook. If you don't do that before installing the program, you will anyway need to restart it after the installation process is over for the changes to take effect.
2. Click on the supplied setup file to initiate the installation (**ParagonDriveBackupAddon-XX.EXE**, where XX indicates localization of the installation package, for instance EN for English, DE for German, ES for Spanish, RU for Russian, etc.).
3. The Welcome page will inform that the application is being installed. Click **Next** to continue.
4. Please Read Paragon License Agreement carefully and then select the appropriate option to accept. Otherwise you won't be able to proceed with the installation. By clicking the **Print** button, the license agreement may also be printed out.

5. On the next page, click **Change** to browse for the [MS Exchange 2007 ESE libraries](#) (ESE.dll, ExchMem.dll, and JCB.dll).

6. On the Ready to Install the Program page click **Install** to start the installation or **Back** to return to any of the previous pages and modify the installation settings.
7. The Final page reports the end of the setup process. Click **Finish** to complete the wizard.

First Start

To start using Paragon Drive Backup™ Exchange Add-On, please do the following:

1. Configure MS Outlook (if not done yet):

- Click on the MS Outlook icon to launch the e-mail client;
- Complete the initial configuration wizard.

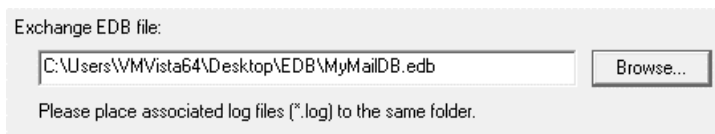**To know more on the subject, please consult documentation that comes with MS Outlook.**

If you haven't closed MS Outlook before installing the program, please restart it after the installation process is over for the changes to take effect.

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2. When done, connect a backup mail database of MS Exchange 2007 by clicking on the **Add an Exchange Database Archive** icon found in the MS Outlook toolbar.

Connecting MS Exchange Mail Database

1. Launch MS Outlook.
2. Click on the **Add an Exchange Database Archive** icon found in the MS Outlook toolbar.
3. Browse for an Exchange 2007 mail database (EDB file) or set a full path to it manually.

Exchange EDB file:

C:\Users\VMVista64\Desktop\EDB\MyMailDB.edb   Browse...

Please place associated log files (*.log) to the same folder.

Actually, you've got several options here:

- If you're dealing with a backup of a working MS Exchange Server, you should extract from it not only the required EDB file but its logs as well, to let the program play them and open the mail database correctly, i.e. with all the latest changes reflected. The same goes for a EDB file copied from an incorrectly stopped or a crashed server;
- If you're dealing with a backup of a correctly stopped MS Exchange Server, you're free to use EDB files without logs.
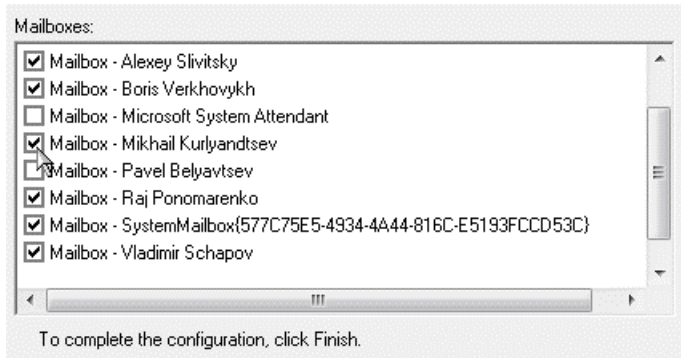

We strongly recommend you to make a copy of the required EDB file and its logs and use it instead of the originals, as opening in MS Outlook makes these files modified.
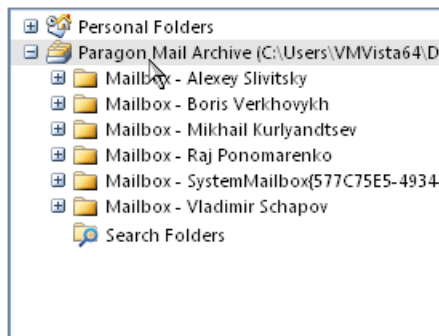
If you're going to open several EDB files of the same storage group, you need to copy every EDB file together with logs of that group to a separate folder, this is the only way you can guarantee them open correctly, i.e. with the latest changes reflected.

If you don't have logs, you can still open the required EDB file, but only after fixing it up with MS Eseutil (http://technet.microsoft.com/en-us/library/aa998249.aspx).

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4. If you've got to do with a private store, you can select a mailbox you want to work with by marking a checkbox next to it. You're also free to select several mailboxes. If working with a public store (a "Public Folders" database) – this option will be unavailable.

5. Click **Finish** to complete the wizard.
6. As a result you'll get a new mail folder called **Paragon Mail Archive**.

7. Thus you can view contents of the selected mailbox(es), search for and export a single folder, message, contacts item, note, etc. through the standard facilities of MS Outlook.

> ⚠ **To know more on the subject, please consult documentation that comes with MS Outlook.**

Contacting Paragon Technology GmbH

If you have any questions about the company products, please do not hesitate to contact Paragon Technology GmbH.

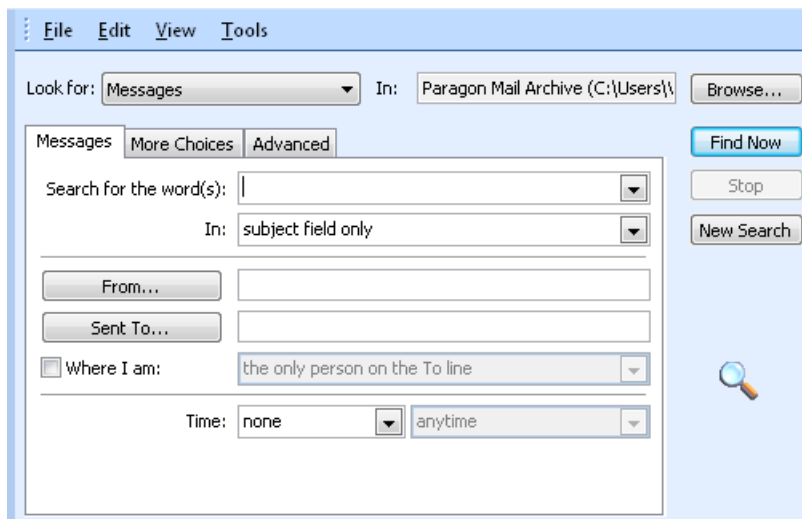| Service	Contact
Visit Paragon GmbH web site	www.paragon-software.com
Registration & updates web-service	kb.paragon-software.com
Knowledge Base & Technical Support	kb.paragon-software.com
Support	support@paragon-software.com
Pre-sale information	sales@paragon-

Typical Scenarios

This chapter lists a number of the most frequently used scenarios that may be accomplished with the program. You can find here useful recommendations and descriptions of operations.
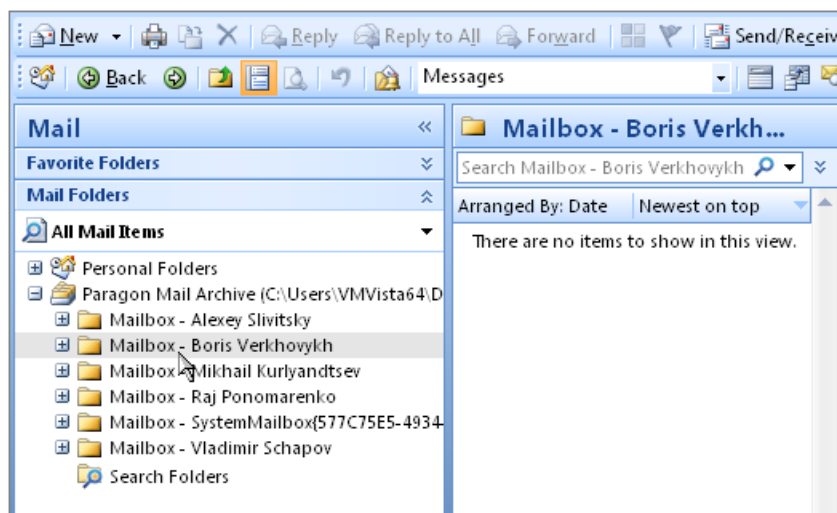
Mail Search and Preview

Paragon Drive Backup™ Exchange Add-On enables to use all search and preview capabilities of MS Outlook. Thus you can easily find the required mail, preview its contents, and finally export it to the active MS Exchange Server, or a standard PST, or even a file of the desired extension (HTM, MSG, TXT, etc.):

- Advanced Find (Ctrl+Shift+F);

- Instant Search (Ctrl+E).

⚠️ **To know more on the subject, please consult documentation that comes with MS Outlook.**

Mail Export and Recovery

You've got several options to export data from an MS Exchange 2007 backup mail database:

For a single message

- Export the selected message to a standard PST or Exchange mailbox with the drag-and-drop technique;
- Save the selected message as a file (HTM, MSG, TXT, etc.) through the **Save As…** dialog (**File > Save As…**);

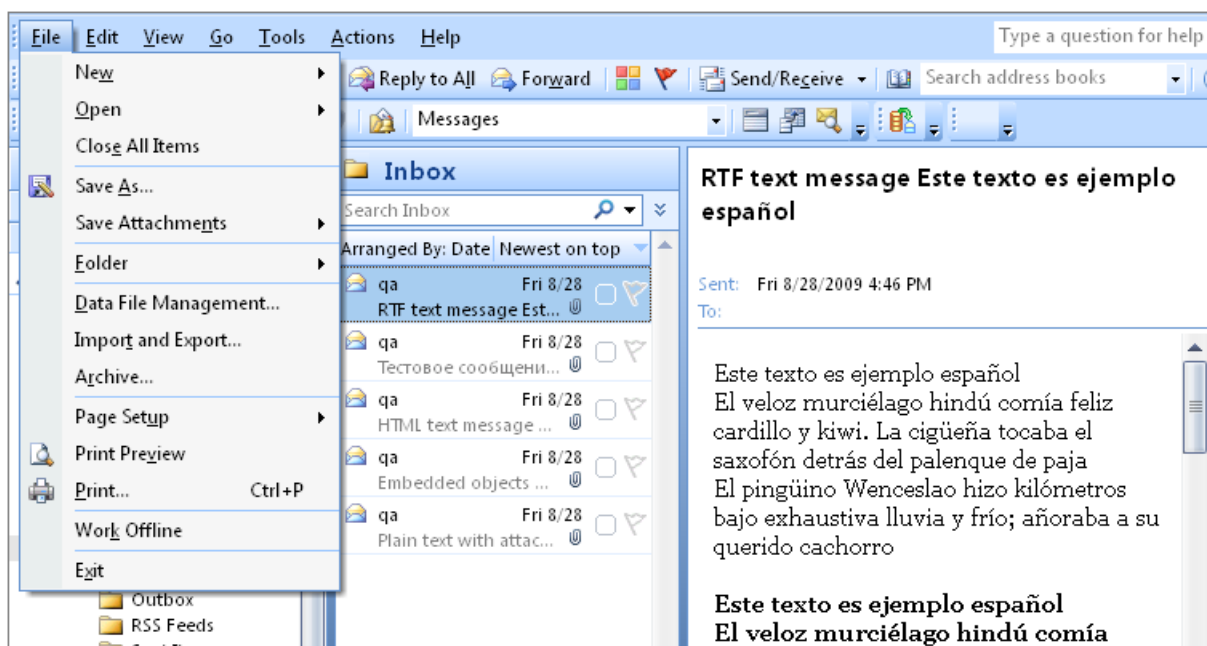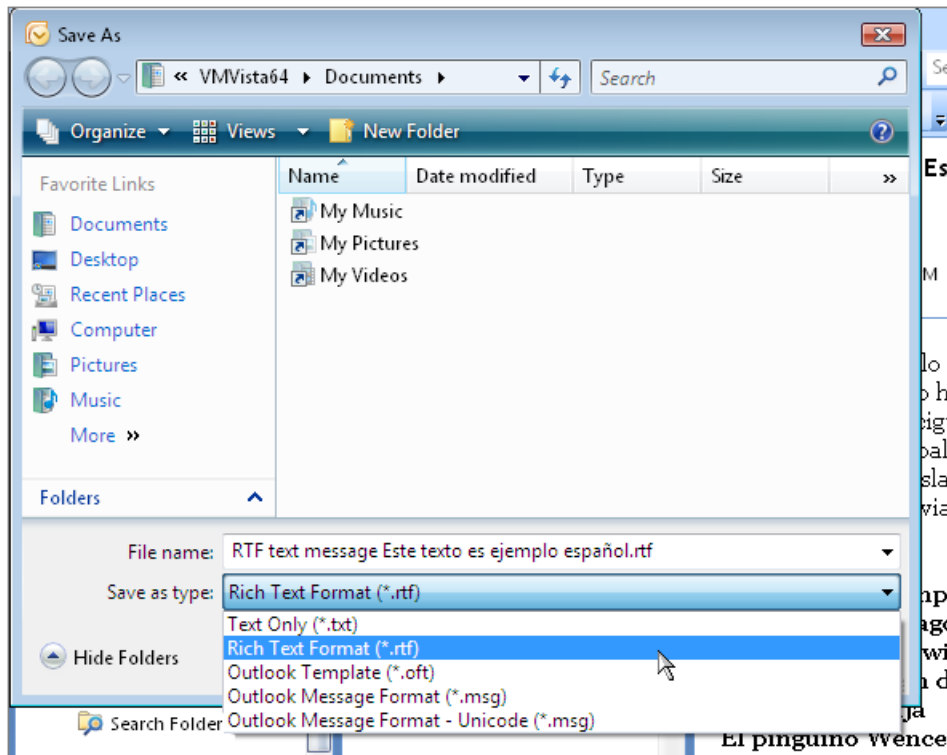### For multiple messages/folders

- Export multiple messages/folders to a standard PST or Exchange mailbox with the drag-and-drop technique;
- Export multiple messages/folders to a new PST file through the **Import and Export…** wizard (File > Import and Export… > Export to a file > Personal Folder File).

Exporting a single message

To export a single message from an MS Exchange 2007 EDB file, please do the following:

1. Launch MS Outlook.

2. Connect the required EDB file.

3. Search for a message you need to export.

4. Either save the selected message as a file (**File > Save As…**),

or drag-and-drop it to a standard PST folder, Exchange mailbox, or any other folder of the file system (in this case the message will be saved as an **.msg** file).
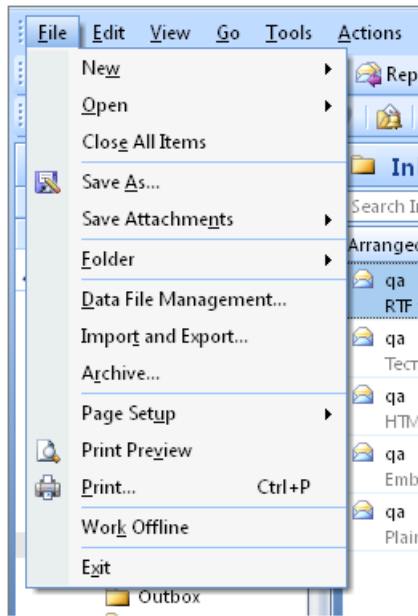

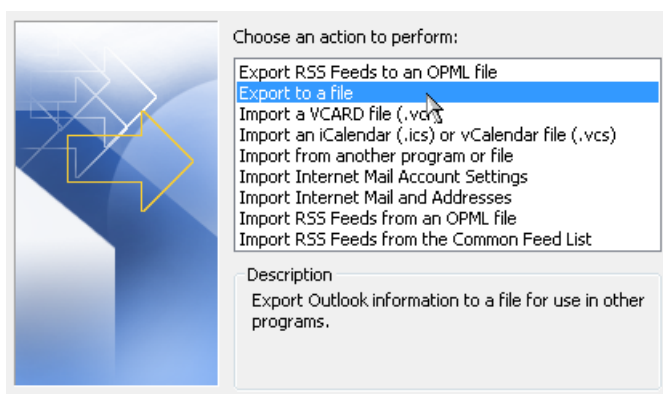⚠️ **To know more on the subject, please consult documentation that comes with MS Outlook.**

Exporting multiple messages/folders

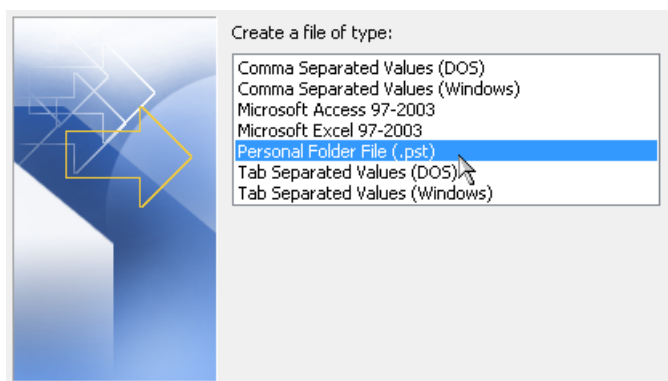To export multiple messages from an MS Exchange 2007 EDB file, please do the following:

1. Launch MS Outlook.

2. Connect the required EDB file.

3. Launch **Import and Export** wizard (**File > Import and Export…**).
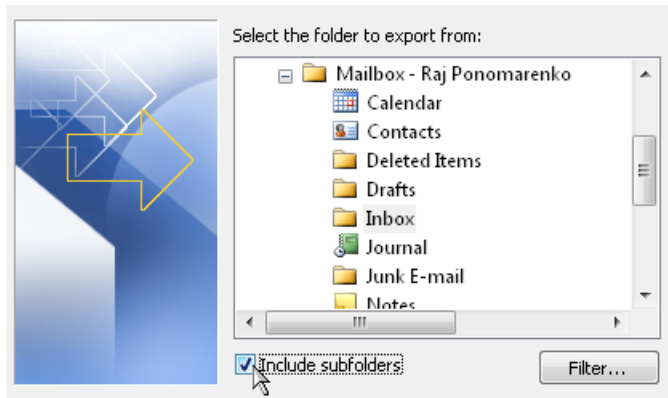
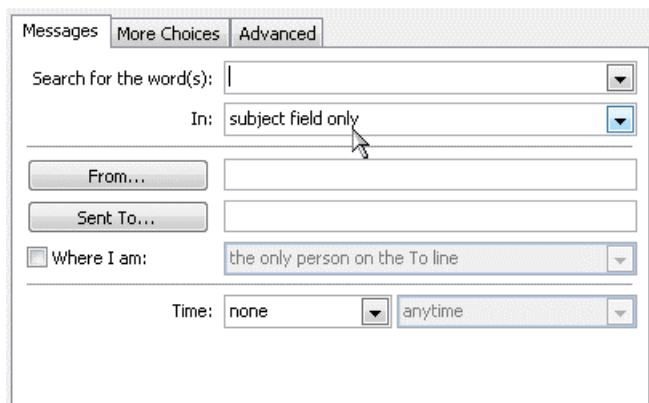4. Select **Export to a file**.

5. Then select **Personal Folder File (.pst)**.
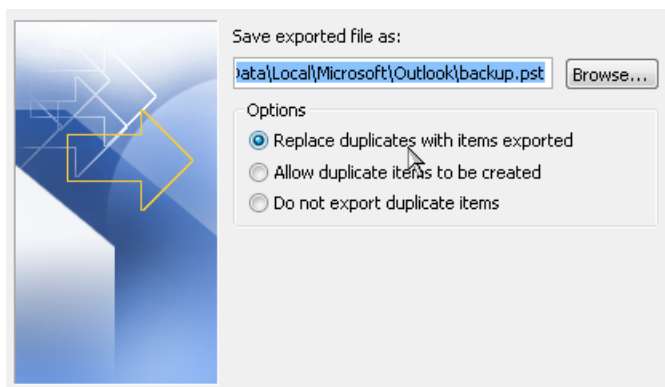

6. Select a mailbox or a folder to export from.

7. Set a filter if necessary by clicking the **Filter** button.

8. Choose how to treat duplicates.

9. On the last page you've got the option to set a password to the newly created PST file.

or drag-and-drop the selected messages to a standard PST folder, Exchange mailbox, or any other folder of the file system (in this case the message will be saved as an **.msg** file).
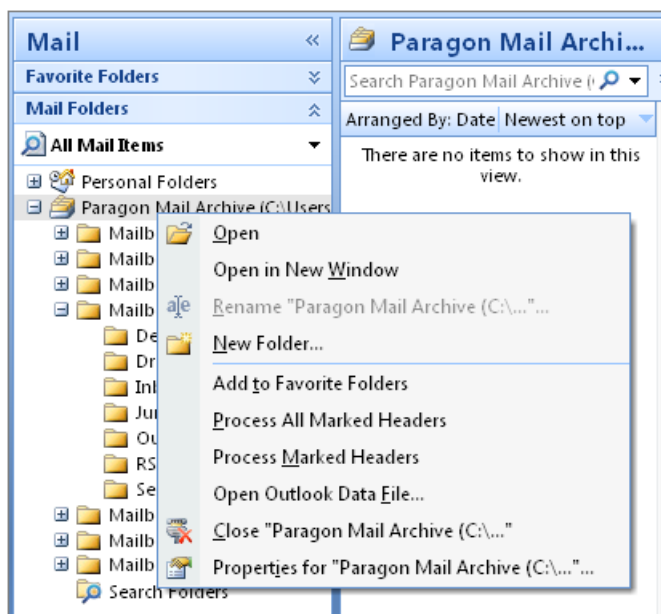

⚠️ **To know more on the subject, please consult documentation that comes with MS Outlook.**
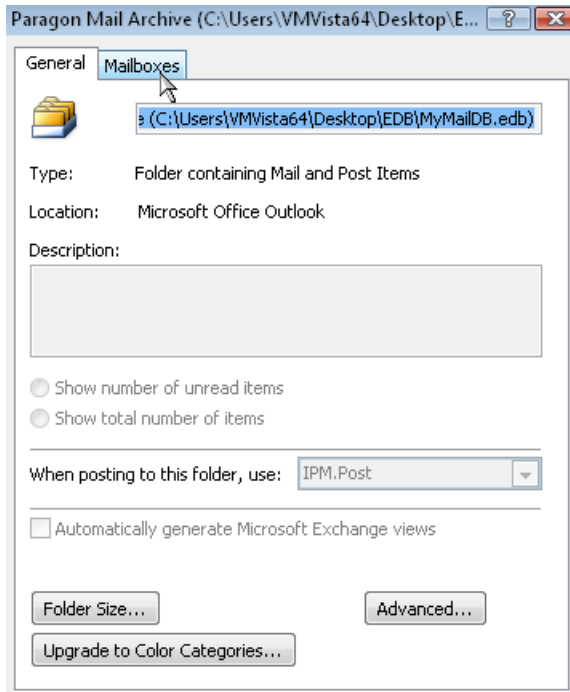

Mailboxes Reconfiguration

When connecting an EDB file containing a private store (a "Private Folders" database), you've got the option to select which mailboxes you'd like to be shown in MS Outlook. Anyway, you can re-configure it later any time you like:

1. Call the popup menu (right click of the mouse) for the required MS Exchange backup mail database and open its properties (**Properties for…**).
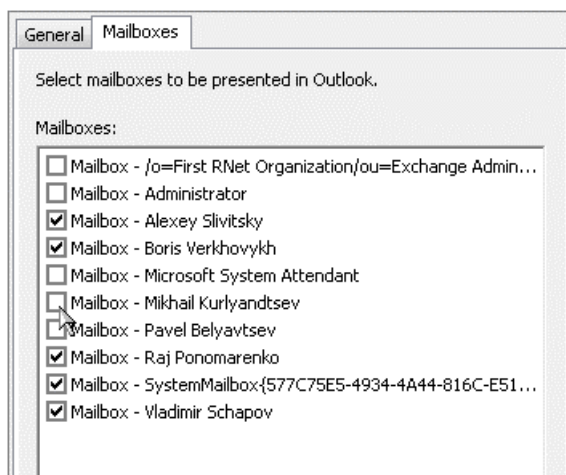

2. You will see two tabs, **General** and **Mailboxes**. Click **Mailboxes** to re-configure mailboxes to show.

> ⚠️ **The first tab is a standard properties dialog for mail folders. To know more on the subject, please consult documentation that comes with MS Outlook.**

3. Choose which mailboxes you want to work with by marking a checkbox next to each one.

Troubleshooter

If you've faced a problem while using our product, please send an operation log file (you can find it in "C:\ProgramData\Paragon Software\Outlook Addon\mxtrpr32.log") to support@paragon-software.com, describing your actions just before the glitch in every single detail. If possible, please make a screenshot of a program error (if any). We'll do our best to help you out as soon as possible.