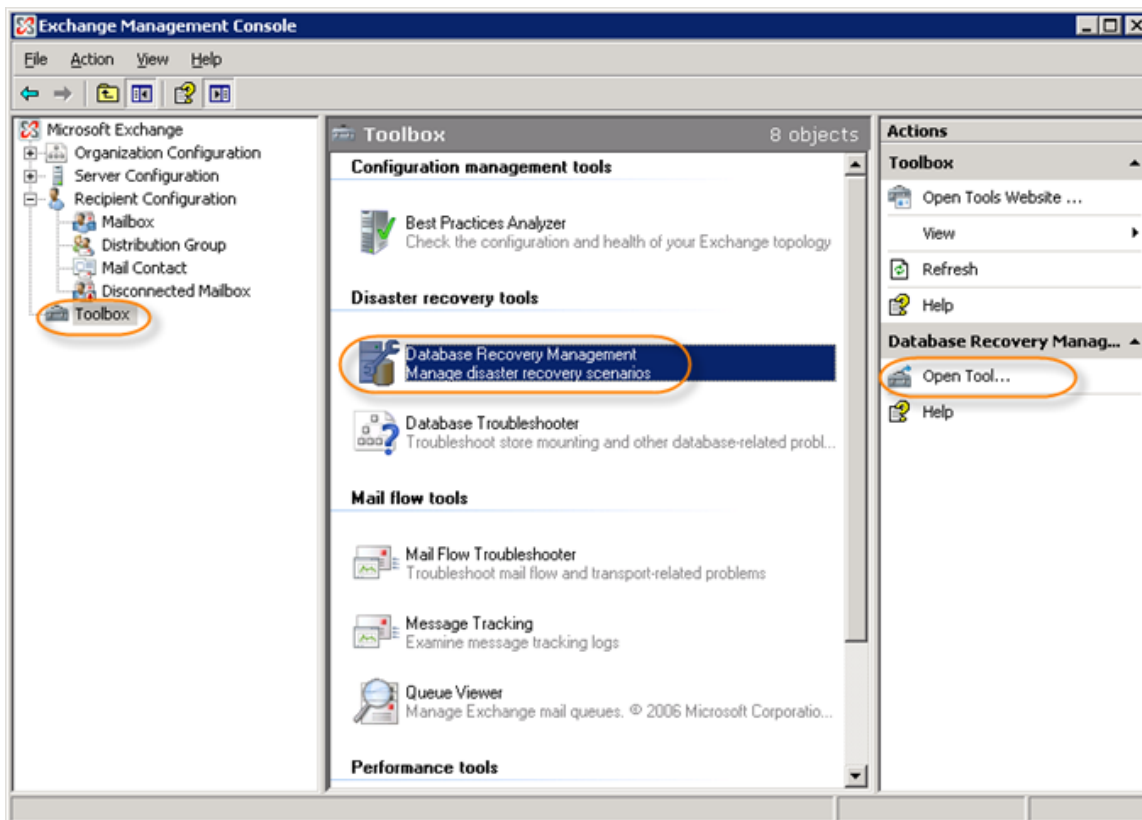


Recovering a Mailbox from MS Exchange 2007

1. Create an Exchange Recovery Group | 2. Use CDP Restore | 3. Mount Storage Group

1. Create an Exchange Recovery Group

1. From the Exchange Management console, click on Toolbox > Database Recovery Management > Open Tool.



2. The system will check for any updates.

3. After any updates are performed, go to the Welcome screen. Type in a label for your intentions and click "Next."

Enter Server and User Information

Enter an identifying label for this activity:

Perform manual analysis of raw data files (ignore server and credentials entries below)

Server name (required):

Domain controller name (required):

Show advanced logon options

Hide informational display
Selecting this option will skip the individual database analysis results and recommendations and go to the File Header Summary page.

Steps:

4. It will check the connections to the domain controller and the Exchange Server.

5. On the next screen, select "Create a Recovery Storage Group."

Select one of the following tasks

Server name: EX

Manage Databases
Select one of the tasks below to perform database management tasks.

-
-
-
-

Manage Recovery Storage Group
Select one of the tasks below to manage the recovery storage group.

-

View Results
View the final results for all the tasks you performed.

-

Steps:

6. Select the Storage Group (files previously restored) that will be linked to the Recovery Storage Group. Click "Next."

Select the Storage Group to Link with the Recovery Storage Group

Server name: EX

First Storage Group

The recovery storage group is linked to an existing storage group. Only databases from the linked storage group can be mounted in the recovery storage group.

Previous Next

7. The next screen can be left with the default settings. The Recovery Storage Group paths are the locations where the restored files will need to be copied later. Click "Create the Recovery Storage Group."

Create the Recovery Storage Group

Server name: EX
Linked storage group: First Storage Group

Recovery storage group name: Recovery Storage Group

Transaction log file folder
Original storage group (Erx.log) log path: C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group Browse...

System folder and checkpoint file folder
Original storage group (Erx.chk) path: C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group Browse...

Database folders and file names
Database name: Mailbox Database Browse...

Previous Create the recovery storage group

8. Next, the result will be displayed. Click on "Go back to task center."

Create the Recovery Storage Group Result

Server name: EX
Linked storage group name: First Storage Group
Recovery storage group name: Recovery Storage Group

Display Result

Results (2 items)

Print report Export report Find Arrange by: Severity

Database (Mailbox Database) has been added into the recovery storage group

Successfully created the recovery storage group

You can now move, copy or restore database and transaction log files to the recovery storage group paths. When you are ready to mount databases in the recovery storage group, go to the task center or start this analyzer again. If the domain controller you specified is different from the domain controller that the Exchange server is using, you may need to wait for the change to be replicated.

Go back to task center

2. Use CDP Restore

Use CDP to restore a Microsoft Exchange 2007 Storage Group to an alternate location. Read detailed instructions in

[Restoring a Microsoft Exchange 2007 Storage Group to an Alternate Location.](#)



Notice

Use the Storage Group created above to map against the Recovery Point Exchange Instance. You will also be required to map the database associated with this Storage Group.

3. Mount Storage Group

Once the files have been copied to the Exchange Recovery Storage Group directory, they can be mounted.

1. In the Welcome screen under the "Microsoft Exchange Troubleshooting Assistant," click "Mount Databases in the Recovery Storage Group."

Welcome
 Select a task
 Restart current task
 Select a result file to view
 View a report
See also
 The Exchange Troubleshooting Assistant Help
 About the Exchange Troubleshooting Assistant
 Send feedback and suggestions about this tool to Microsoft
 Updates and Customer Feedback
Steps:
 Getting Run Information
 Select Task
 Checking if running on Edge Tra...
 Read Registry Information
 Enter Server and User Information

Select one of the following tasks

Server name: EX

Manage Databases
 Select one of the tasks below to perform database management tasks.

- Verify database and transaction log files
- Analyze log drive space
- Repair database
- Show database related event logs

Manage Recovery Storage Group
 Select one of the tasks below to manage the recovery storage group.

- Mount or dismount databases in the recovery storage group
- Remove the recovery storage group
- Merge or copy mailbox contents
- Set up 'Database can be overwritten by restore' flag

2. Check which database to mount and click "Mount selected database."

Mount or Dismount Database

Server name: EX
Selected storage group: Recovery Storage Group

These databases are dismounted:

Dismounted Database
<input checked="" type="checkbox"/> Mailbox Database

3. Once the database has mounted successfully, click on "Go back to task center."

Mount or Dismount Databases Report

Server name: EX
Selected storage group: Recovery Storage Group

Information (1 items)

Arrange by:

Database (Mailbox Database) successfully mounted.

4. From the task center Welcome screen, click "Merge or copy mailbox contents."

Welcome

Select a task

Restart current task

Select a result file to view

View a report

See also

The Exchange Troubleshooting Assistant Help

About the Exchange Troubleshooting Assistant

Send feedback and suggestions about this tool to Microsoft

Updates and Customer Feedback

Steps:

Getting Run Information

Select Task

Checking if running on Edge Transport

Read Registry Information

Enter Server and User Information

Select one of the following tasks

Server name: EX

Manage Databases
Select one of the tasks below to perform database management tasks.

- [Verify database and transaction log files](#)
- [Analyze log drive space](#)
- [Repair database](#)
- [Show database related event logs](#)

Manage Recovery Storage Group
Select one of the tasks below to manage the recovery storage group.

- [Mount or dismount databases in the recovery storage group](#)
- [Remove the recovery storage group](#)
- [Merge or copy mailbox contents](#)
- [Set up 'Database can be overwritten by restore' flag](#)

5. Specify which database to use for the merge. Click "Gather merge information."

Welcome

Select a task

Restart current task

Select a result file to view

View a report

See also

The Exchange Troubleshooting Assistant Help

About the Exchange Troubleshooting Assistant

Send feedback and suggestions about this tool to Microsoft

Select a Mounted Database in the Recovery Storage Group

Server name: EX
Recovery storage group name: Recovery Storage Group

IMPORTANT NOTE:
If you are merging mailbox data as part of a 'dial tone' recovery strategy, there are additional administrative tasks that you must perform after the data merge completes. Refer to Microsoft Knowledge Base article <http://go.microsoft.com/fwlink/?linkid=3052&kbid=282496>.

Mounted databases in the recovery storage group

Mailbox Database

Select a source database for merging or copying mailbox contents. You will select other options and the merge or copy destinations later.

[Previous](#) [Gather merge information](#)

Click "Perform pre-merge tasks."

Welcome

Select a task

Restart current task

Select a result file to view

View a report

See also

The Exchange Troubleshooting Assistant Help

About the Exchange Troubleshooting Assistant

Send feedback and suggestions about this tool to Microsoft

Select Merge Options

Server name: EX

Recovery storage group name: Recovery Storage Group
Selected database in recovery storage group: Mailbox Database
Recovery storage group database path: C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group\RS20110211212357\Mailbox Database.edb

Linked storage group name: First Storage Group
Linked original database name: Mailbox Database
Linked original database path: C:\Program Files\Microsoft\Exchange Server\Mailbox\First Storage Group\Mailbox Database.edb

[Show Advanced Options](#)

[Previous](#) [Perform pre-merge tasks](#)

6. Locate and check the mailbox needed to be recovered and click "Perform merge actions."

- Welcome
- Select a task
- Restart current task
- Select a result file to view
- View a report

See also

- The Exchange Troubleshooting Assistant Help
- About the Exchange Troubleshooting Assistant
- Send feedback and suggestions about this tool to Microsoft
- Updates and Customer Feedback

Steps:

Select Mailboxes to Copy or Merge

Server name: EX
Recovery storage group name: Recovery Storage Group
Linked storage group name: First Storage Group
Selected database name: Mailbox Database
Linked database name: Mailbox Database

Matched mailboxes

Display Name	Mailbox GUID	Exchange Legacy Distinguished Name
<input checked="" type="checkbox"/> Homer J. Simpson	4024537-b38d-4989-be67-6cfb4590705	/O=SPRINGFIELD/OU=EXCHANGE AD...
<input checked="" type="checkbox"/> Marge Simpson	47379d26-7eda-4b19-a9bf-4567ec1b9ab0	/O=SPRINGFIELD/OU=EXCHANGE AD...

Save
Select All
Unselect All

Previous
Perform merge actions

7. The mailbox is now restored.

- Welcome
- Select a task
- Restart current task
- Select a result file to view
- View a report

See also

- The Exchange Troubleshooting Assistant Help
- About the Exchange Troubleshooting Assistant
- Send feedback and suggestions about this tool to Microsoft
- Updates and Customer Feedback

Display Mailbox Merge or Copy Result

Server name: EX
Recovery storage group name: Recovery Storage Group
Selected database name in the recovery storage group: Mailbox Database
Linked storage group name: First Storage Group
Target database name: Mailbox Database

Merge Results [2 items]

Print report Export report Find Arrange by: Severity

Mailbox [/O=SPRINGFIELD/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPD...
Mailbox [/O=SPRINGFIELD/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPD...