

Backups4All Online Backup

MS Exchange Mailbox agent

Version 5.1

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Table of Contents

1	Introduction.....	3
2	How To - Backup Individual Emails	3
2.1	Granting Full Mailbox Access Privileges.....	3
2.1.1	For one specific mailbox	3
2.1.2	For mailboxes located within a specific mailbox store	4
2.1.3	For mailboxes located within a specific server.....	4
2.2	Creating a MS Exchange Mail Backup Set	5
2.3	Backup Emails	6
2.4	Restore Emails	7
3	Work In Progress	Error! Bookmark not defined.
4	References	8

1 Introduction

In today's business world, email is a mission critical application. Email is so crucial to every modern company that downtime or lost emails causes lost of productivity and or business. With this in mind, the "Microsoft Exchange Mailbox Agent" complements our existing "Exchange Backup Agent" to provide full exchange server protection with the unique ability to quickly recover lost information without restoring the whole exchange information store.

Our mail level (brick level) backup was not designed to fully protect an Exchange server, but to facilitate easy backup and fast restore of individual mailboxes. Our mail level restore cannot be used to fully recover the Information Store after a disaster. If used, a mail level backup must be utilized in conjunction with full Information Store Backup, in order to fully protect the exchange server.

2 How To - Backup Individual Emails

2.1 Granting Full Mailbox Access Privileges

"MS Exchange Mail Level Backup" requires "Full Mailbox Access" permission for the user running OBM on the Exchange Server machine. Please follow one of the instruction sets below to grant the required access.

2.1.1 For one specific mailbox

Use the following procedure to grant access to Exchange 2000 or an Exchange 2003 mailbox:

- a) Start Active Directory Users and Computers.
- b) On the View menu, ensure that the Advanced Features check box is selected.
- c) Right-click the user whose mailbox you want to give permissions to and choose Properties.
- d) On the Exchange Advanced tab, click Mailbox Rights.
- e) Notice that the Domain Admins and Enterprise Admins have both been given Deny access to Full Mailbox access.
- f) Click Add, click the user or group who you want to have access to this mailbox, and then click OK.

- g) Be sure that the user or group is selected in the Name box.
- h) In the Permissions list, click Allow next to Full Mailbox Access, and then click OK.
- i) Click Ok all the way out.
- j) Restart the Microsoft Exchange Information Store.

2.1.2 For mailboxes located within a specific mailbox store

Use the following procedure to grant access to Exchange 2000 or an Exchange 2003 mailbox found on a specific mailbox store:

- a) Start Exchange System Manager.
- b) Drill down to your server object within the appropriate Administrative Group. Expand the server object and find the required mailbox store within the appropriate Storage Group. Right-click it and choose Properties.
- c) In the Properties window go to the Security tab.
- d) Click Add, click the user or group who you want to have access to the mailboxes, and then click OK.
- e) Be sure that the user or group is selected in the Name box.
- f) In the Permissions list, click Allow next to Full Control, and then click OK.
- g) Click 'Apply' and 'OK'
- h) Restart the Microsoft Exchange Information Store.

2.1.3 For mailboxes located within a specific server

- a) Start Exchange System Manager.
- b) Drill down to your server object within the appropriate Administrative Group. Right-click it and choose Properties.
- c) In the Properties window go to the Security tab.
- d) Click Add, click the user or group who you want to have access to the mailboxes, and then click OK.
- e) Be sure that the user or group is selected in the Name box.
- f) In the Permissions list, click Allow next to Full Control, and then click OK.
- g) Click Ok all the way out.
- h) Restart the Microsoft Exchange Information Store.

2.2 Creating a MS Exchange Mail Backup Set

A MS Exchange Mail Backup Set can be created as follows:-

- a) Select Backup Set > New > MS Exchange Mail Backup Set. Change the name as appropriate and click [Next] button.
- b) Notice that the root node is the exchange server address (yourcompany.com.local). Below the root node is the “MBX” and “Public Folders” nodes.
- c) Expand the “MBX” node to display the list of Email Accounts for this Exchange Server.
- d) Choose a mailbox and expand to display all the folders available under this mailbox.
- e) Choose some emails to backup. For example, check the “Inbox” folder to backup each email inside the inbox. Click [next] and follow on screen instructions to finish creating a “MS Exchange Mail Backup Set”.

2.3 Backup Emails

After the backup set is created, the selected emails can be backed up by running the backup set straight away or wait for the scheduler to start.

2.4 Restore Emails

To restore emails:

1. Locate the email(s) required in the restore files list in OBM.
2. Click [Restore Files]. For security reasons, the emails will only be restored to their original locations.

3 References

- ◆ http://www.petri.co.il/grant_full_mailbox_rights_on_exchange_2000_2003.htm
- ◆ http://www.msexchange.org/tutorials/How_to_get_access_to_all_mailboxes_in_Exchange_2000_Server.html
- ◆ <http://support.microsoft.com/kb/q262054>