

EMC[®] Avamar[®] 7.3 for Exchange VSS

User Guide

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PREFACE

As part of an effort to improve its product lines, EMC periodically releases revisions of its software and hardware. Some versions of the software or hardware currently in use do not support every function that this document describes. The product release notes provide the most up-to-date information on product features.

If a product does not function correctly or does not function as described in this document contact an EMC technical support professional.

Note

This document was accurate at publication time. Go to EMC Online Support (<https://support.EMC.com>) to find the latest version of this document.

Purpose

This guide describes how to install EMC Avamar in a Microsoft Exchange Server 2016, 2013, or 2010 environment, and how to back up and restore data by using Avamar with Microsoft Volume Shadow Copy Service (VSS) technology.

Audience

The information in this document is primarily intended for:

- System administrators who are responsible for installing software and maintaining servers and clients on a network.
- Microsoft Exchange Administrators who are responsible for backing up and maintaining Microsoft Exchange servers.

Persons using this document should have current practical experience with the following:

- Operating system shell commands on the Exchange platform. Root permission is required.
- The specific version of Microsoft Exchange currently deployed at the site.

Revision history

The following table presents the revision history of this document.

Revision	Date	Description
01	April, 2016	GA release of Avamar 7.3

Related documentation

The following EMC publications provide additional information:

- *EMC Avamar Administration Guide*
- *EMC Avamar for Windows Server User Guide*
- *EMC Avamar Backup Clients User Guide*
- *EMC Avamar Operational Best Practices Guide*
- *EMC Avamar Release Notes*
- *EMC Avamar Config Checker for Microsoft Windows Technical Note*

Special notice conventions used in this document

EMC uses the following conventions to alert the reader to particular information.

NOTICE

The Notice convention emphasizes important information about the current topic.

Note

The Note convention addresses specific information that is related to the current topic.

Typographical conventions

In this document, EMC uses the typographical conventions that are shown in the following table.

Table 1 Typographical conventions

Convention	Example	Description
Bold typeface	Click More Options .	Use for names of interface elements, such as names of windows, dialog boxes, buttons, fields, tab names, key names, and menu paths (what a user specifically selects or clicks).
Italic typeface	<i>EMC Avamar Administration Guide</i>	Use for full titles of publications that are referenced in text.
Monospace font	Event Type = INFORMATION Event Severity = OK Event Summary = New group created	Use for: <ul style="list-style-type: none"> • System code • System output, such as an error message or script • Pathnames, file names, prompts, and syntax • Commands and options
Monospace font with italic typeface	Type <i>Avamar_server</i> , where <i>Avamar_server</i> is the DNS name or IP address of the Avamar server.	Use for variables.
Monospace font with bold typeface	Type yes .	Use for user input.
Square brackets	<code>[--domain=<i>String</i>()] --name=<i>String</i></code>	Square brackets enclose optional values.
Vertical bar	<code>[--domain=<i>String</i>()] --name=<i>String</i></code>	Vertical bar indicates alternate selections - the bar means “or”.
Braces	<code>{[--domain=<i>String</i>()] --name=<i>String</i>}</code>	Braces enclose content that the user must specify.
Ellipses	<code>valid hfs ...</code>	Ellipses indicate nonessential information that is omitted from the example.

Where to get help

The Avamar support page provides access to licensing information, product documentation, advisories, and downloads, as well as how-to and troubleshooting information. This information may enable you to resolve a product issue before you contact EMC Customer Support.

To access the Avamar support page:

1. Go to <https://support.EMC.com/products>.
2. Type a product name in the **Find a Product** box.
3. Select the product from the list that appears.
4. Click the arrow next to the **Find a Product** box.
5. (Optional) Add the product to the **My Products** list by clicking **Add to my products** in the upper right corner of the **Support by Product** page.

Documentation

The Avamar product documentation provides a comprehensive set of feature overview, operational task, and technical reference information. Review the following documents to supplement the information in product administration and user guides:

- Release notes provide an overview of new features and known limitations for a release.
- Technical notes provide technical details about specific product features, including step-by-step tasks, where necessary.
- White papers provide an in-depth technical perspective of a product or products as applied to critical business issues or requirements.

Knowledgebase

The EMC Knowledgebase contains applicable solutions that you can search for either by solution number (for example, esgxxxxxx) or by keyword.

To search the EMC Knowledgebase:

1. Click **Search** at the top of the page.
2. Type either the solution number or keywords in the search box.
3. (Optional) Limit the search to specific products by typing a product name in the **Scope by product** box and then selecting the product from the list that appears.
4. Select **Knowledgebase** from the **Scope by resource** list.
5. (Optional) Specify advanced options by clicking **Advanced options** and specifying values in the available fields.
6. Click **Search**.

Online communities

Go to EMC Community Network at <http://community.EMC.com> for peer contacts, conversations, and content on product support and solutions. Interactively engage online with customers, partners, and certified professionals for all EMC products.

Live chat

To engage EMC Customer Support by using live interactive chat, click **Join Live Chat** on the **Service Center** panel of the Avamar support page.

Service Requests

For in-depth help from EMC Customer Support, submit a service request by clicking **Create Service Requests** on the **Service Center** panel of the Avamar support page.

Note

To open a service request, you must have a valid support agreement. Contact an EMC sales representative for details about obtaining a valid support agreement or with questions about an account.

To review an open service request, click the **Service Center** link on the **Service Center** panel, and then click **View and manage service requests**.

Enhancing support

EMC recommends that you enable ConnectEMC and Email Home on all Avamar systems:

- ConnectEMC automatically generates service requests for high priority events.
- Email Home sends configuration, capacity, and general system information to EMC Customer Support.

Comments and suggestions

Comments and suggestions help EMC to continue to improve the accuracy, organization, and overall quality of the user publications. Send comments and suggestions about this document to DPAD.Doc.Feedback@emc.com.

Please include the following information:

- Product name and version
- Document name, part number, and revision (for example, 01)
- Page numbers
- Other details to help address documentation issues

CHAPTER 1

Introduction

This chapter includes the following topics:

- [Architecture](#)..... 16
- [Backup](#).....21
- [Exchange database restore](#)..... 25
- [Granular level recovery](#)..... 26
- [Disaster recovery](#).....30

Architecture

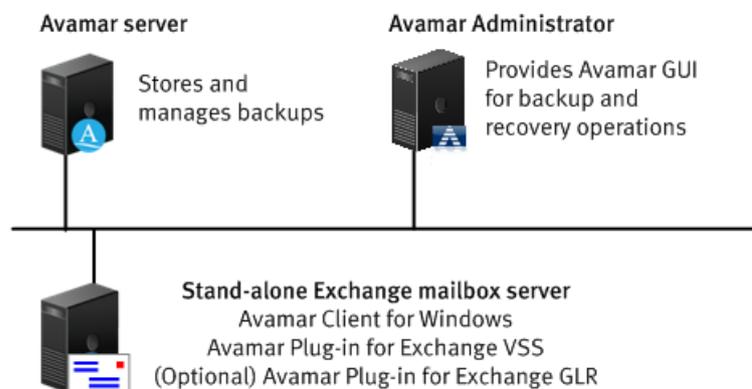
You can use Avamar to back up and restore Microsoft Exchange Server data in a variety of environments.

Stand-alone environments

In a stand-alone Exchange server environment, all mailbox databases, log files, and checkpoint files reside on one server.

The following figure illustrates a basic system architecture when you use Avamar to back up a stand-alone Exchange server.

Figure 1 Stand-alone Exchange server environment with Avamar



Avamar Client for Windows

You can use the Windows File System plug-in to back up operating system and Exchange Server binary files, which are required for disaster recovery.

When you install the Avamar Client for Windows, the installation includes the Avamar Plug-in for Windows File System and the Avamar agent, which is required for the Avamar Plug-in for Exchange VSS.

Avamar Plug-in for Exchange VSS

The Exchange VSS plug-in enables you to back up and restore Exchange Server databases.

The Exchange VSS plug-in uses Microsoft Volume Shadow Copy Service (VSS) technology to perform backups. VSS is a framework that enables performance of volume backups while applications on a system continue to write to the volumes.

Avamar Plug-in for Exchange GLR

The Exchange GLR plug-in enables you to perform GLR of individual mailboxes, mail folders, or messages from full backups of Exchange Server database.

GLR can be performed in two ways:

- From the Avamar Administrator using native Microsoft Exchange MAPI CDO support.
- By using EMC ItemPoint for Exchange.

For Exchange 2016, only the EMC ItemPoint solution is available.

Avamar Administrator

Avamar Administrator is a graphical management console software application for remote administration of an Avamar system from a supported Windows or Linux client computer. You can configure, perform, monitor, and manage backups and restores using Avamar Administrator.

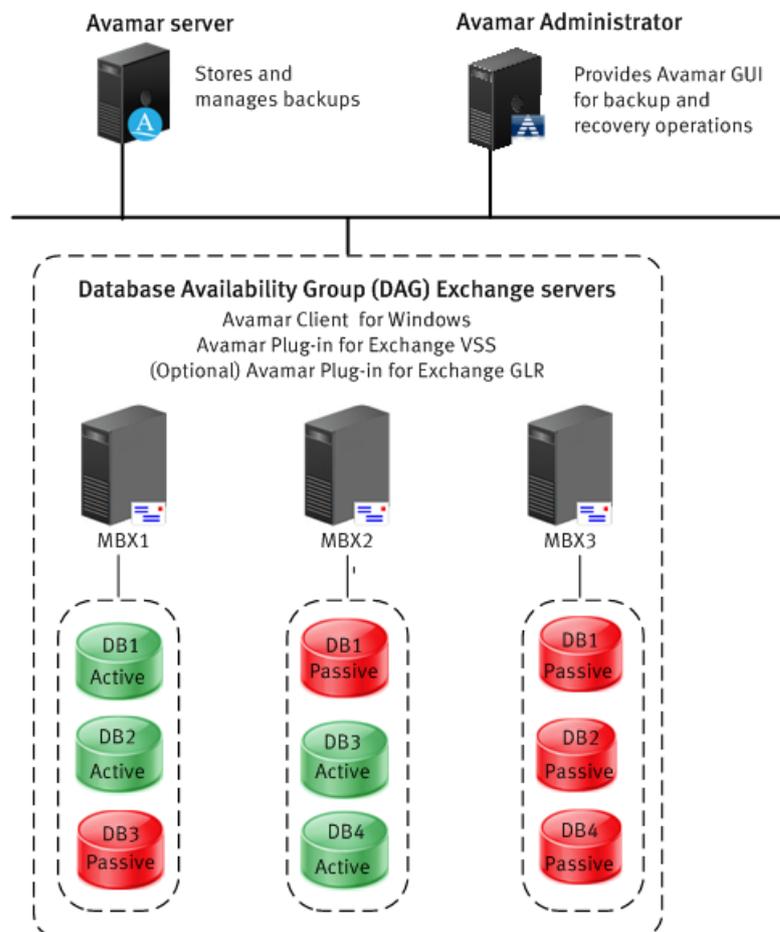
The *EMC Avamar Administration Guide* provides complete instructions for installing and using Avamar Administrator.

Exchange Server DAG environments

In an Exchange Server Database Availability Group (DAG) environment, you install the Avamar Client for Windows and the Avamar Plug-in for Exchange VSS on each Exchange server with the Mailbox server role, and then use the Avamar Cluster Configuration Tool to configure the Exchange DAG client.

The following figure illustrates an Exchange Server DAG environment with Avamar.

Figure 2 Exchange Server DAG environment with Avamar



The Avamar Cluster Configuration Tool creates the DAG backup agent on each server in the DAG when you configure the Exchange DAG client. The tool also creates a cluster group that contains the IP address, hostname, and service resources for the Exchange DAG client.

The Exchange DAG client enables you to perform federated backups of the databases in the DAG. During a federated backup, the Exchange DAG client passes backup requests to one or more servers in the DAG based on the specified backup settings. You can back up passive or active database copies, or a combination of both.

During a restore, the Exchange DAG client automatically determines the server with the active copy of the database, and restores to the active copy.

You can also back up and restore Exchange data on a specific server in a DAG.

Avamar architecture for GLR

GLR can be performed in two ways:

- From the Avamar Administrator using native Microsoft Exchange MAPI CDO support.
- By using EMC ItemPoint for Exchange.

For Exchange 2016, only the EMC ItemPoint solution is available.

GLR using EMC ItemPoint for Exchange

EMC ItemPoint is a tool that allows for granular email recovery. ItemPoint is simple to install and requires no changes or reconfiguration to your existing Exchange or Avamar environments.

To perform GLR using EMC ItemPoint for Exchange, you must have EMC ItemPoint software installed. This software is available as a part of the Avamar Plugin for Exchange installation.

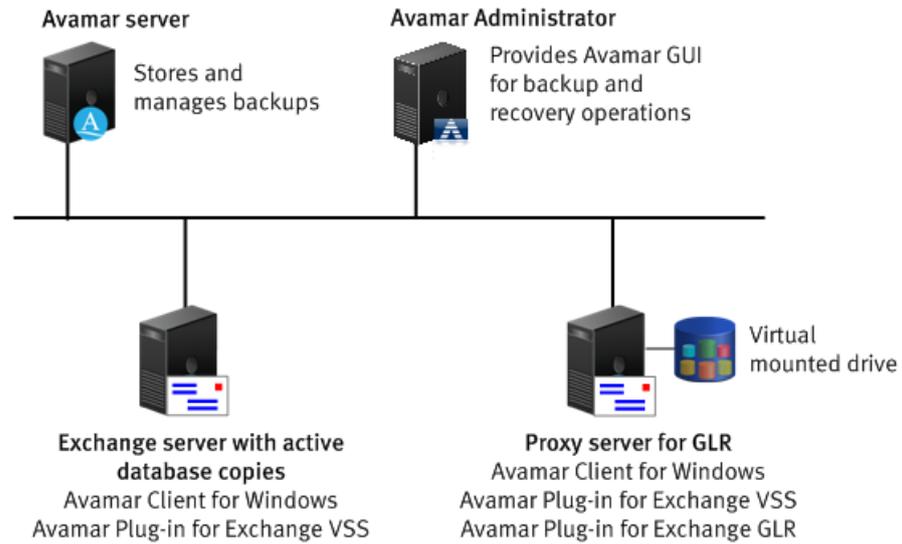
GLR on a proxy server

The recommended configuration for GLR in most environments is to use a proxy server. The proxy server is a separate Exchange mailbox server in the same Active Directory forest as the servers that you back up and restore. Before you install the Exchange GLR plug-in on the proxy server, ensure that the proxy server meets the requirements.

You install both the Exchange VSS plug-in and the Exchange GLR plug-in on the proxy server. On Exchange servers with the active database copies, you install only the Exchange VSS plug-in.

When you perform GLR, the Exchange GLR plug-in on the proxy server mounts the temporary virtual drive on the proxy server. You can browse Exchange data on the proxy server and restore the data to the Exchange server with the active database copies.

The following figure illustrates an environment with a proxy server for GLR.

Figure 3 Exchange server environment with proxy server for Avamar GLR

Using a proxy server for GLR enables you to minimize the performance impact of GLR on the server with the active database copies. You offload system intensive GLR activities, such as mounting the virtual drive and browsing data, to the proxy server.

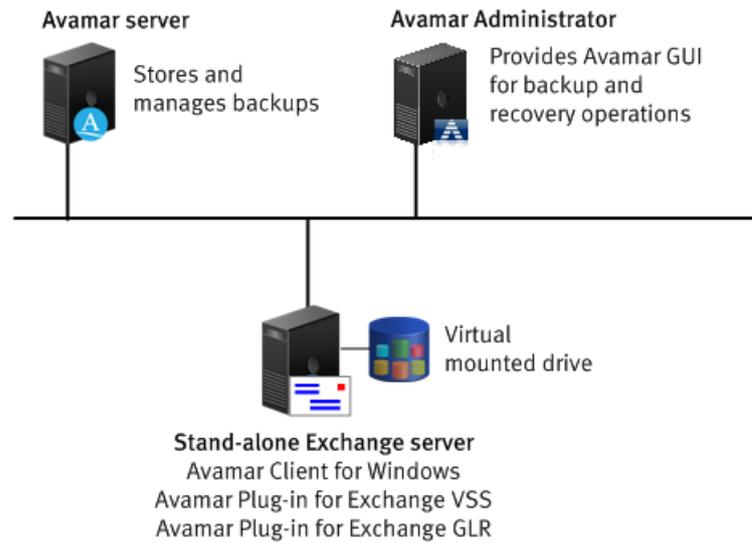
Also, since the Exchange GLR plug-in requires you to restart the server after installation, you only need to restart the proxy server, not the Exchange production server with the active database copies.

GLR on a stand-alone server

In an environment with a single stand-alone Microsoft Exchange server, you must install both the Exchange VSS plug-in and the Exchange GLR plug-in on the server to perform GLR.

When you perform GLR, the Exchange GLR plug-in mounts the temporary virtual drive on the stand-alone server. You can browse Exchange data on the virtual drive and restore the data to the Exchange server.

The following figure illustrates an environment with a stand-alone Exchange server for GLR.

Figure 4 Stand-alone Exchange server environment with GLR

The GLR process places additional demands on computer hardware and resources beyond the base requirements for backup and restore. Ensure that the server meets the requirements.

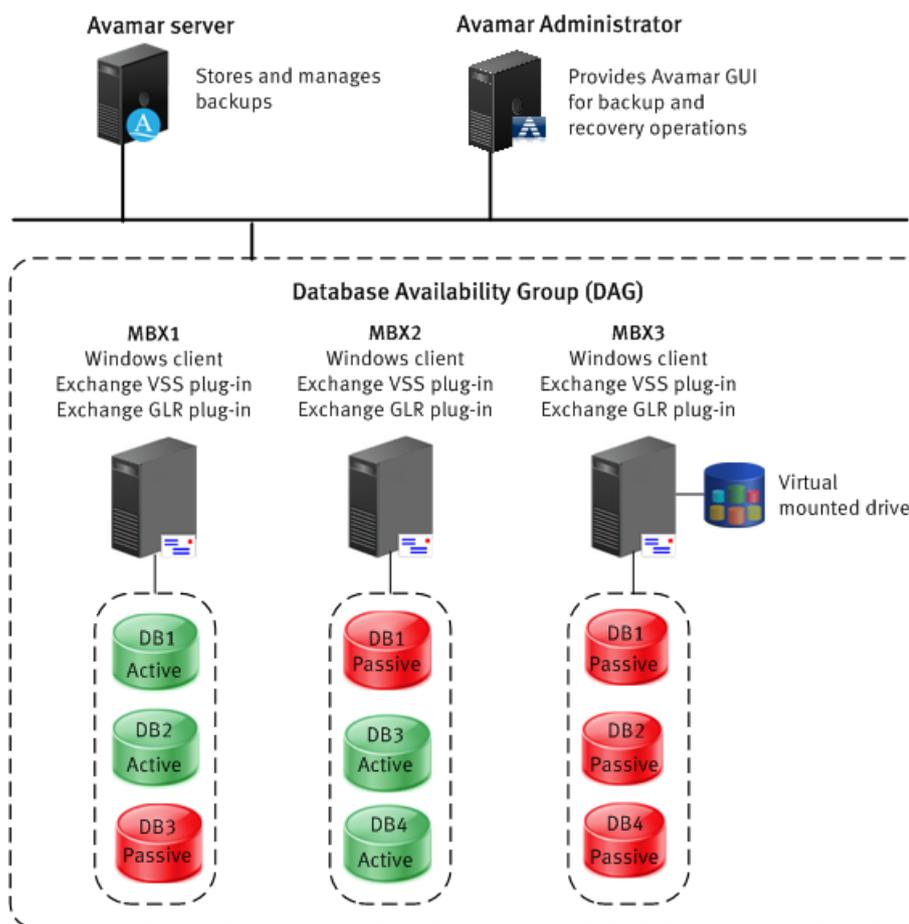
GLR in a DAG environment

You can use any server in a DAG as the target server for GLR. You may want to use a DAG server that hosts primarily passive database copies. Alternatively, you may want to install the Exchange GLR plug-in on all servers in the DAG so that you can decide which server to use at the time that you perform GLR.

When you perform GLR, the Exchange GLR plug-in on the target server mounts the temporary virtual drive on the target server. You can browse Exchange data on the target server and restore the data to the Exchange server with the active database copies.

The GLR process of mounting and browsing an RDB requires additional computer hardware and resources. Use a server that hosts passive database copies to minimize the performance impact on mail users. The servers that you use for GLR must meet the requirements to ensure sufficient performance.

The following figure illustrates a DAG environment where the Exchange GLR plug-in is installed on all servers in the DAG, but the DAG server with only passive database copies is the target server for GLR.

Figure 5 Exchange DAG environment with GLR

Data Domain system support

You can store backups on either the Avamar server or an EMC Data Domain[®] system. Backup metadata is stored on the Avamar server.

Before you can store backups on a Data Domain system, you must add the Data Domain system to the Avamar configuration by using Avamar Administrator. Then you select the Data Domain system in the plug-in options when you perform an on-demand backup or when you create a dataset for a scheduled backup. You can also use the command line interface (CLI) to perform backups to a Data Domain system.

The steps to restore backups are the same whether you restore from the Avamar server or a Data Domain system. The restore process determines the location of the backup and restores the backup.

The *EMC Avamar and EMC Data Domain System Integration Guide* provides more information about Data Domain systems in an Avamar environment, including detailed steps to add a Data Domain system to the Avamar configuration.

Backup

When you perform a backup with the Avamar Plug-in for Exchange VSS, you can back up the entire Exchange Information Store or specific databases. You cannot back up

individual mailboxes, folders, or messages with the Exchange VSS plug-in. You also cannot back up an RDB.

Exchange data included in backups

Backups of a specific database include the database file and the transaction log and checkpoint files for the database.

When you back up the Exchange Information Store with the Exchange VSS plug-in, the backup includes the following data:

- All Exchange database (.edb) files for mailbox databases and public folder databases.
- The transaction log (.log) files for each database, which store operations such as a message creation and modification. Committed operations are written to the .edb file.
- The checkpoint (.chk) files for each database, which store information about successful operations when they are committed to the database.

Backup types

Perform a full backup of all databases after you upgrade Exchange Server or install service packs.

The Exchange VSS plug-in can perform either full or incremental online backups of Exchange data:

- Full backups include the database files, transaction log files, and checkpoint files. Full backups are also called normal backups.
- Incremental backups include only the transaction log files and checkpoint files for a database.

The Exchange VSS plug-in does not support copy, differential, or offline backups.

Note

You must restore from a full backup when you perform granular level recovery with the Avamar Plug-in for Exchange GLR.

Circular logging and incremental backups

Avamar does not support incremental backups of databases with circular logging enabled. When you enable circular logging for a database, Exchange overwrites transaction log files after the data in the log files is committed to the database. Circular logging enables you to save disk space by reducing the number of log files, but you can recover data only up until the last full backup.

If there are databases with circular logging enabled in the backup set and you perform an incremental backup, you can choose how the Exchange VSS plug-in handles the databases in the backup:

- Back up all databases but promote the backup to a full backup.
- Perform a full backup of only databases with circular logging enabled, and skip databases where circular logging is not enabled.
- Perform an incremental backup of only databases where circular logging is not enabled, and skip databases where circular logging is enabled.

Backup methods

You can perform both on-demand and scheduled backups with the Exchange VSS plug-in.

Use one of the following methods to perform backups with the Exchange VSS plug-in:

- Use Avamar Administrator to perform both on-demand and scheduled backups.
- Use the `avexvss` command line interface on the Exchange server to perform on-demand backups.

Backup of a stand-alone server

When you back up a stand-alone Exchange server, you can back up the entire Exchange Information Store or specific databases.

Backups in a DAG environment

You can perform either federated backups or backups of a specific server in an Exchange Server 2016, 2013 or 2010 DAG environment.

Federated backups with the Exchange DAG client

With a federated backup, you select the Exchange DAG client that you configure with the Avamar Cluster Configuration Tool as the client to back up. The Exchange DAG client passes backup requests to the servers in the DAG.

You can choose whether to back up active or passive database copies, or a combination of both. The Exchange VSS plug-in provides the following options for selecting the type of database for a federated backup of a DAG:

- Back up a preferred passive copy of each database, if a healthy passive copy is available. If a healthy passive copy is not available, then back up the active copy.
- Back up only the passive copy of each database.
- Back up only the active copy of each database.

Backups of the passive database copies are recommended in most environments because the backups have less impact on Exchange server performance and mail users.

You also can specify the priority of the servers to which the Exchange DAG client passes backup requests. The prioritized list of servers is called the preferred server order list (PSOL). If you do not specify a list, then the Exchange VSS plug-in adds all servers in the DAG to the list in alphabetical order.

To optimize backup performance, specify servers with passive copies first in the PSOL if you are backing up passive database copies. Specify the server with the active copy first in the PSOL if you are backing up active database copies.

Note

Avamar does not support DAGs configured without a Cluster Administrative Access Point.

Backups of a specific server in a DAG environment

You can back up databases on a specific server in a DAG environment by selecting the server name as the client to back up. You can specify whether the Exchange VSS plug-in

backs up only active database copies, only passive database copies, or all databases on the server.

Backup performance optimization

You can optimize backup performance by storing backups on a Data Domain system, implementing an efficient backup scheduling strategy, enabling multi-streaming, and managing consistency checks.

Backup storage

Performance is typically faster when you store backups on a Data Domain system instead of the Avamar server.

Backup scheduling

Schedule backups to occur at times of minimal user activity, and avoid backups during memory intensive system maintenance activities.

Back up the passive copy of a database in a DAG or cluster environment to minimize the impact on Exchange server performance and mail users.

Multi-streaming

Multi-streaming enables parallel processing of backup jobs by using multiple processors.

You can use a maximum of 10 streams for each server for backups and four streams for each server for restores. In a DAG environment, you can use a maximum of 10 streams for each DAG server for backups and four streams for each DAG server for restores.

Each stream requires a separate processor. If you have multiple processors, multi-streaming enables you to improve backup performance when you store backups on either the Avamar server or on a Data Domain system.

Avamar consumes significantly more CPU during backups with multi-streaming. This additional CPU consumption on an active Exchange server can impact performance and affect end users. As a result, multi-streaming is recommended in DAG and cluster environments when you are backing up passive databases and nodes.

You can configure multi-streaming to create streams based on the number of volumes or on the number of databases. Balanced multi-stream backup performance occurs when all volumes are similar in overall size or when all databases are similar in size. Creating streams based on the number of volumes is recommended in most environments. If you balance databases across volumes so that each database is about the same size and each volume contains about the same number of databases, then there is little difference between creating streams by database or volume.

Consistency check management

A consistency check with the Exchange `eseutil` utility can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.

If performance issues occur, you can throttle the consistency check by pausing the consistency check after a specific number of I/Os during the backup. The duration of the pause can be between 100 and 10,000 milliseconds.

You also can completely disable the consistency check during the backup. However, disabling the consistency check is recommended only in DAG environments with more than two servers. A consistency check verifies the integrity of a database. Disabling the

consistency check increases the risk of backups of databases that are corrupt or missing files.

To throttle or disable the consistency check, specify the plug-in options when you perform an on-demand backup or create a dataset for scheduled backups.

Exchange database restore

You can restore an entire Exchange Information Store or database from a backup with the Exchange VSS plug-in.

Exchange database restore is most useful when an entire Exchange server or database has been lost or corrupted, or as part of a disaster recovery.

You can restore the Exchange Information Store or database by using either Avamar Administrator or the `avexvss` command line interface.

When performing restore operations, please note:

- Databases backed up in previous Exchange versions cannot be restored in new Exchange versions (for example, databases backed up in Exchange 2010 cannot be restored in Exchange 2013).
- Restoring databases from backups with lower Cumulative Update or Service Pack levels is supported.
- Restoring databases from backups with higher Cumulative Update or Service Pack levels is not supported.

After restoring data into the recovery database (RDB), the restored database may be in "dirty shutdown" state. In order to bring the restored database into a clean shutdown state, use the `eseutil /R` command. The "Eseutil" article on the Microsoft TechNet website describes how to use this tool.

Restoring to a stand-alone server

When you restore the Exchange Information Store or database to a stand-alone server from an Exchange VSS plug-in backup, the restore process overwrites the current databases at that location with the restored databases.

You can choose whether to replay transaction logs and automatically mount the databases after a successful restore. If you restore but do not replay the transaction logs, then you can manually copy additional logs before you manually mount the database.

Restore to a DAG

You can restore databases in a DAG from the following types of backups:

- Federated backup with the Exchange DAG client of either an active copy or a passive copy of the database.
- Backup of either an active copy or a passive copy of the database on a specific server in a DAG.

When you restore databases from a federated backup in a DAG, you select the Exchange DAG client as the target client for the restore. The Exchange DAG client automatically determines the server with the active copy of the database, and restores to the active copy.

When you restore databases from a backup of a specific server in a DAG, you select the DAG server with the active database copies as the target client for the restore.

Database restore to a file

With Exchange 2013 or 2010, you can restore databases from an Exchange VSS plug-in backup to a file either on the original server or on a different server. You specify the file system location for the restored files.

After the restore, you can configure the Exchange server to use the databases at the new location. You can also use third party tools such as Kroll OnTrack PowerControls to perform data mining and advanced data recovery.

This is not supported for Exchange 2016 recoveries.

Database restore to an RDB

You can restore a database from a backup to an RDB, and then perform GLR from the RDB.

Granular level recovery

You can restore individual mailboxes, mail folders, and messages by performing granular level recovery (GLR) from a backup of an Exchange database.

Avamar supports two methods to perform GLR:

- GLR using Native Microsoft Exchange MAPI CDO.
- GLR using EMC ItemPoint for Exchange.
- GLR from a recovery database (RDB).

GLR using Native Microsoft Exchange MAPI CDO

The Avamar Plug-in for Exchange GLR mounts a temporary virtual drive on the target server and restores an Exchange database from a backup to an RDB on the virtual drive. The drive mounts to the `C:\Program Files\avs\var\avfscache` folder, where `C:\Program Files\avs` is the Avamar installation folder. The backup must be a full backup with the Exchange VSS plug-in.

You can then browse and extract individual mailboxes, folders, or messages from the database to restore. The selected items restore from the Avamar server to a Recovered Items folder in the original mailbox or in a target mailbox that you specify. A user can browse and select the items to keep.

The virtual drive automatically dismounts and the RDB is deleted from the target server for GLR after one of the following specified time periods:

- The restore completes.
- The folder is inactive for one hour.
- The folder is inactive for two hours.

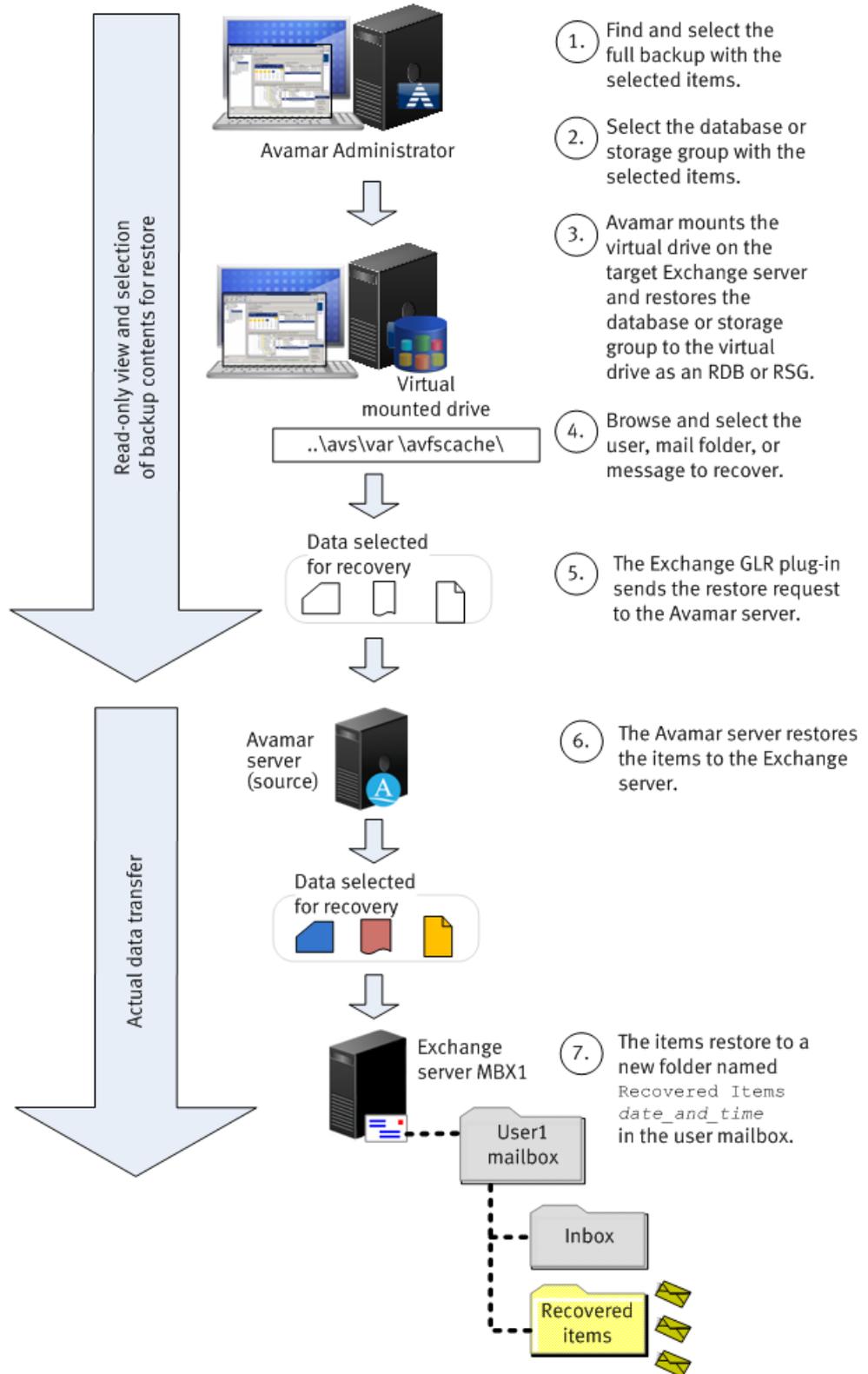
Note

You cannot perform GLR of items in public folder databases. Microsoft does not support public folder databases in RDBs. You also cannot restore individual items from archive and disconnected mailboxes. You must restore the entire mailbox to a different live mailbox.

You must delete all RDBs on the target server before the restore. You cannot browse a backup for mailboxes, folders, or messages to restore when there is an RDB on the server.

The following figure illustrates the GLR process with the Exchange GLR plug-in.

Figure 6 GLR process when you restore with the Exchange GLR plug-in



GLR from an existing RDB

You can restore a database from a backup to an RDB, and then perform GLR from the RDB. You can only restore to a single RDB at a time. The backup can be either a full or incremental backup with the Exchange VSS plug-in.

If an RDB is mounted on the target server, you must unmount or delete the RDB before the restore.

After you restore to an RDB, you can perform GLR by using one of the following methods:

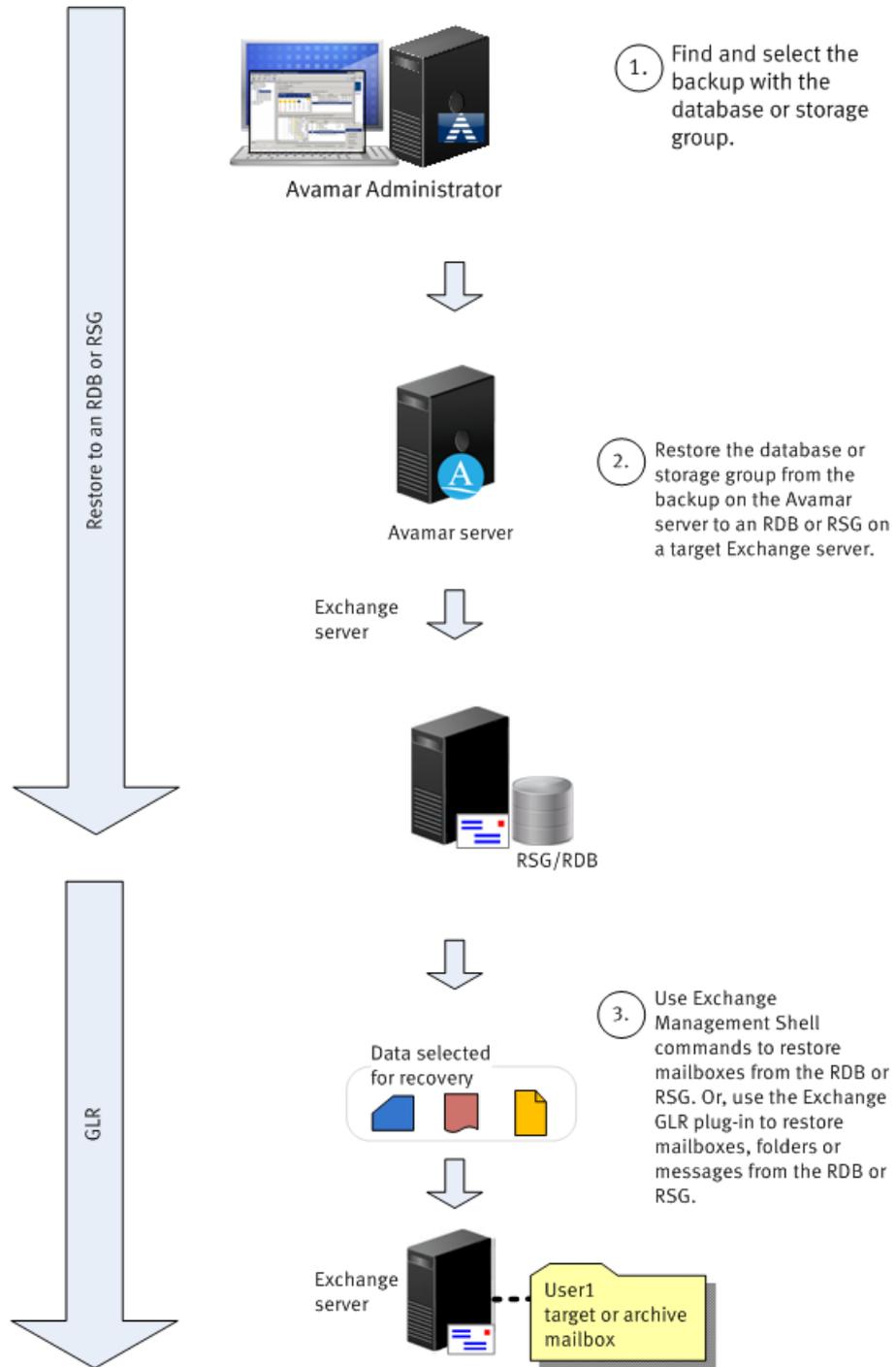
- Restore specific mailboxes by using Exchange Management Shell commands.
- Browse the RDB by using the Avamar Plug-in for Exchange GLR, and restore specific mailboxes, folders, or messages. The selected items restore from the RDB to a `Recovered Items` folder in the original mailbox or in a target mailbox that you specify. A user can browse and select the items to keep.

Note

You cannot perform GLR of items in public folder databases. Microsoft does not support public folder databases in RDBs. You also cannot restore individual items from archive and disconnected mailboxes. You must restore the entire mailbox to a different live mailbox. This method of GLR is not supported for Exchange 2016.

The following figure illustrates the GLR process when you restore to an RDB.

Figure 7 GLR process when you restore to an RDB



Disaster recovery

The redundancy and replication of a clustered environment reduces the need for full disaster recovery, or at least the urgency of an emergency. Often if one server in the cluster fails, the cluster fails over to another server and there is little or no noticeable disruption to users or service. This may give you some time to rebuild or bring replacement backup servers or cluster nodes online.

However, catastrophic events such as storms, power outages, earthquakes, fire, or intentional sabotage of physical equipment can take multiple machines or entire sites out of service. Even with remote mirror sites or other offsite backup servers, you may need to rebuild entire Exchange servers.

To ensure that you can perform a complete disaster recovery of a Microsoft Exchange environment when necessary, you must develop a comprehensive backup strategy to protect each component in the environment. Disaster recovery requires good planning, expertise in Exchange server installation, and regular scheduled full backups of the databases and servers.

CHAPTER 2

Installation

This chapter includes the following topics:

- [Preparing to install the Avamar Plug-in for Exchange VSS](#) 34
- [Installing the Avamar client software](#) 39
- [Upgrading the Avamar client software](#) 51
- [Uninstalling the Avamar client software](#) 53

Preparing to install the Avamar Plug-in for Exchange VSS

Review the system requirements for the Avamar client software, and ensure that the environment meets the requirements before you perform the installation.

The Avamar Config Checker for Microsoft Windows provides an additional automated verification of the environment. You also must download the Windows client and plug-in installation package from the Avamar server.

System requirements

Ensure that the environment meets the client compatibility requirements in the *EMC Avamar Compatibility and Interoperability Matrix* on EMC Online Support at <https://support.EMC.com>. The requirements in the matrix include supported operating systems and application versions, and supported high availability configurations.

The Avamar Client for Windows and the Exchange VSS plug-in that you install on the host must be the same version number.

Configuration recommendations

Perform a full backup of all databases after you upgrade Exchange server or install service packs.

When performing restore operations, please note:

- Databases backed up in previous Exchange versions cannot be restored in new Exchange versions (for example, databases backed up in Exchange 2010 cannot be restored in Exchange 2013).
- Restoring databases from backups with lower Cumulative Update or Service Pack levels is supported.
- Restoring databases from backups with higher Cumulative Update or Service Pack levels is not supported.

The Exchange VSS plug-in does not support the following configurations:

- Microsoft Exchange Server on Windows Small Business Server.
- Installation of Microsoft Exchange Server and Microsoft SharePoint Server on the same server.
- Microsoft Exchange Server 2003. For backup and recovery for Exchange Server 2003, use the Avamar 6.0 Exchange Database plug-in and the Exchange Message plug-ins.
- Microsoft Exchange Server 2007. For backup and recovery for Exchange Server 2007, use the Avamar 7.2 Service Pack 1 Exchange Database plug-in and the Exchange Message plug-ins.

Microsoft .NET Framework 4 requirement

The Exchange VSS plug-in requires installation of Microsoft .NET Framework 4 on each server in the Exchange forest. Search the Microsoft Download Center for “Microsoft .NET Framework 4” to find downloads and additional information.

High availability configuration recommendations

The Microsoft documentation for Exchange Server 2016, 2013 and 2010 recommends separate networks for public traffic and replication traffic. Using only one network

connection can lead to unstable operations, such as databases that fail over to other systems when they experience network connection timeouts.

Hardware requirements

The following table lists the hardware requirements for the Avamar Plug-in for Exchange VSS.

Table 2 Hardware requirements

Requirement	Minimum
Memory (RAM)	64 MB
Hard drive space	Software installation requires at least 100 MB of permanent hard drive space, with 1 GB recommended. Local cache files require an additional 12 MB of permanent hard drive space for each 64 MB of physical RAM.
Network interface	10BaseT or higher, configured with the latest drivers for the operating system.

Exchange transaction log and database file storage location requirements

Microsoft best practices recommend that you store transaction log files and database files on separate volumes. Backup failures can occur when the database and system path are in a subfolder of the transaction logs folder.

The Microsoft TechNet articles in the following table describe Microsoft best practices for transaction log and database file storage locations.

Table 3 Best practices for transaction log and database file locations

Exchange Server version	Microsoft TechNet article title
2016	"Exchange Server 2016 Planning and Deployment"
2013	"Exchange 2013 Storage Configuration Options"
2010	"Understanding Storage Configuration"

Backups with the Exchange VSS plug-in fail if the path to database, transaction log, or checkpoint files includes symbolic links (symlinks) or directory junctions. Exclude databases with files available through symlinks or directory junctions from backups with the Exchange VSS plug-in.

Granular level recovery requirements

The requirements for granular level recovery (GLR) depend on whether you use a proxy server for GLR or a production Exchange server.

GLR proxy server requirements

The proxy server must be an Exchange server with the Mailbox server role in the same Active Directory forest as the Exchange servers to which you restore.

If possible, use an Exchange proxy server for Exchange GLR operations. Using a proxy server enables you to install the Exchange GLR plug-in on only the proxy server instead of on all Exchange servers in the forest. You also do not need to restart the production

Exchange Server during the Exchange GLR plug-in installation when Avamar upgrades the drivers for GLR operations.

EMC ItemPoint for Exchange

Support for GLR using EMC ItemPoint for Exchange requires that EMC ItemPoint for Exchange is installed on the same host as the Exchange GLR plug-in. EMC ItemPoint requires a minimum of Microsoft Outlook 2007 and cannot have MAPI installed. This is required for Exchange 2016 GLR, and is supported for Exchange 2010 and 2013.

Granular level recovery system requirements

The GLR process with the Avamar Plug-in for Exchange GLR places additional demands on computer hardware and resources beyond the base requirements for backup and restore.

The following table describes the system requirements for the Avamar Plug-in for Exchange GLR.

Table 4 Exchange GLR plug-in system requirements

Requirement	Description
Memory (RAM)	<p>The Avamar Plug-in for Exchange GLR requires additional memory (RAM). Start with 1 GB of RAM. The required amount of additional or total memory depends on current system performance with existing memory:</p> <ul style="list-style-type: none"> • If resources are already strained and performance is slow with regular operations of the Avamar Plug-in for Exchange VSS, then add significantly more memory to support Avamar Plug-in for Exchange GLR operations. • If performance is currently adequate with regular operations of the Avamar Plug-in for Exchange VSS, then additional memory may not be required to support Avamar Plug-in for Exchange GLR operations.
Disk staging area	<p>Additional disk space is required to provide a disk staging area to hold writes to the Exchange database and log files.</p>

For versions of Exchange prior to 2016, you must also download the MAPI client libraries and CDO 1.2.1 from the Microsoft website, and install the libraries and CDO on each Exchange server with the Exchange GLR plug-in. If Exchange 2016 is being used with EMC ItemPoint, you cannot have the MAPI libraries and CDO installed.

Backup requirements for GLR

The Exchange database backup that you use to perform GLR must meet the following requirements:

- Must be a full backup.
- Must not contain public folders.

Multi-streaming requirements

Multi-streaming places additional demands on computer hardware and resources beyond the base requirements for the Avamar Plug-in for Exchange VSS. In addition, there are several configuration recommendations for multi-streaming.

Multi-streaming hardware and software recommendations

The following table lists hardware and software recommendations for multi-streaming.

Table 5 Multi-streaming hardware and software recommendations

Hardware and Software	Recommendations
CPU	At least one processor core per stream
Memory (RAM)	48 GB or more
Hard disk	<ul style="list-style-type: none"> • 1 disk drive for operating system/Exchange installation • 1 to 2 disk drives or RAID drive group for each Exchange database • 7200 RPM or faster disk drives
Network adapter	1 GB
Operating system	Windows Server 2008 SP2 or later

Multi-streaming Exchange configuration requirements

Avamar consumes significantly more CPU during backups with multi-streaming. This additional CPU consumption on an active Exchange server can impact performance and affect end users. As a result, multi-streaming is recommended in DAG and cluster environments when you are backing up passive databases and nodes.

Ensure that the Exchange environment meets the following requirements for multi-streaming:

- Locate each database on a separate physical disk. If possible, locate the database file on one disk and the transaction logs on a separate disk for each database.
- Best results occur when each database is approximately the same size.

When you specify multi-streaming options for a backup, specify a maximum of one backup stream for each disk in the backup set. For example:

- If you are backing up two databases, with each database on its own disk, specify a maximum of two streams.
- If you are backing up two databases, with each database and its logs on two disks (for a total of four disks), then specify a maximum of four streams.

VSS requirements

The Avamar Plug-in for Exchange VSS uses Microsoft Volume Shadow Copy Service (VSS) technology to perform backups. VSS is a framework that enables performance of volume backups while applications on a system continue to write to the volumes.

Supported VSS providers and writers

The Exchange VSS plug-in uses the Microsoft Software Shadow Copy Provider and the following VSS writers:

- Microsoft Exchange Store VSS Writer
- Microsoft Exchange Replication VSS Writer

The Exchange VSS plug-in does not support hardware providers.

VSS snapshot volume requirements

The Microsoft VSS framework supports as many as 64 volumes in a VSS snapshot. When you create a dataset or perform an on-demand backup, do not include more than 64 volumes. If you include more than 64 volumes in a snapshot, then backup fails and the Avamar event log lists the following error:

```
VSS_E_MAXIMUM_NUMBER_OF_VOLUMES_REACHED.
```

The VSS framework also limits the number of shadow copies to 64 per volume. If the number of shadow copies in a volume exceeds 64, then backup fails and the Avamar event log lists the following error:

```
VSS_E_MAXIMUM_NUMBER_OF_SNAPSHOTS_REACHED.
```

Downloading the software

Download the installation packages for the the Avamar for Windows Client, the Avamar Plug-in for Exchange VSS, and the Avamar Config Checker from the Avamar server. Then save the installation packages to a temporary folder

Procedure

1. Log in to the Exchange server as an administrator.
2. Open a web browser and type the following URL:

```
http://Avamar_server/dtlt/home
```

where *Avamar_server* is the DNS name or IP address of the Avamar server.

The **EMC Avamar Web Restore** page appears.

3. Click **Downloads**.

The **Downloads** list appears.

4. Click **+** next to the operating system headings until the applicable software installation packages appear.
5. Click the Avamar Client for Windows installation package, *AvamarClient-windows-x86_64-version.msi* (64-bit), where *version* is the Avamar plug-in version.
6. Save the Windows client installation package to a temporary folder.
7. Click the Avamar Plug-in for Exchange VSS installation package, *AvamarExchangeVss-windows-x86_64-version.exe*, where *version* is the Avamar plug-in version.
8. Save the Exchange VSS plug-in installation package to a temporary folder.
9. Click the Avamar Config Checker installation package, *Avamar_ConfigChecker_win_x64.zip* (64-bit).
10. Save the Config Checker installation package to a temporary folder.

Verifying the environment

Use the Avamar Config Checker for Microsoft Windows to verify that you correctly configured the Windows environment for Avamar backup and recovery. The Config Checker checks the configuration for problems that can lead to installation, backup, or recovery failures. These failures can affect the operating system for the application host or the application itself.

You can run the Avamar Config Checker either before or after you install Avamar software on the client computer.

The Config Checker supports only English language operating systems.

Procedure

1. Unzip the Avamar Config Checker installation package, and run the setup program to install the software.
2. Start the Config Checker:
 - a. Open the **Start** screen.
 - b. Select **Avamar Config Checker**.
3. Click **Next** on the welcome page.

The **Avamar Application and User Settings** page appears.

4. Select the version number from the **Avamar version** list.
5. In the application list, select the checkbox next to the applications on the client computer, and specify credentials, if required.
6. Click **Next**.
7. Review the summary information.
8. Click **Run Tests**.

When the verification completes, the **Config Check Results** window appears.

9. Save or open the results in HTML format.

NOTICE

The Config Checker does not automatically save the results. If you do not save the results, then you must rerun the Config Checker to view them.

10. Click **Finish** to exit the Config Checker.
11. Review the HTML result file, and correct all failed checks.
12. Rerun the Config Checker to ensure that all the checks are successful.

The *EMC Avamar Config Checker for Microsoft Windows Technical Note*, available on EMC Online Support at <https://support.EMC.com>, provides troubleshooting information and details about the results that appear for each application.

Installing the Avamar client software

To install the Avamar client software, install the Avamar Client for Windows and the Exchange VSS plug-in on the client computer. Then register the client with the Avamar server. In a cluster environment, perform these steps on each node, and then configure the cluster client.

Installation road map

The steps to install the Avamar software for Microsoft Exchange depend on whether the Exchange server is on a stand-alone server or in a DAG or cluster environment.

Installing Avamar client software on a stand-alone server

Procedure

1. Install the Avamar Client for Windows on the Microsoft Exchange server with the Mailbox server role.

2. Install the Avamar Plug-in for Exchange VSS on the Microsoft Exchange server with the Mailbox server role.

If you intend to use a server for granular level recovery, two installation options are available:

- GLR using EMC ItemPoint for Exchange
- GLR using Native Microsoft Exchange MAPI CDO

With either of these options, also install the Exchange VSS plug-in. For Exchange 2016 with GLR, EMC ItemPoint software is required.

Note

You must restart the Exchange server after you install the Exchange GLR plug-in.

3. Register the Exchange server as a client with the Avamar server.
4. Create and configure the AvamarBackupUser account.

Installing the Avamar software in a DAG or cluster environment

Procedure

1. Install the Avamar Client for Windows on each Microsoft Exchange server with the Mailbox server role.
2. Install the Avamar Plug-in for Exchange VSS on each Microsoft Exchange server with the Mailbox server role.

If you intend to use a server for granular level recovery, two installation options are available:

- GLR using EMC ItemPoint for Exchange
- GLR using Native Microsoft Exchange MAPI CDO

With either of these options, also install the Exchange VSS plug-in. For Exchange 2016 with GLR, EMC ItemPoint software is required. In a DAG environment, you should configure at least one server for GLR.

Note

You must restart the Exchange server after you install the Exchange GLR plug-in.

3. Register each Exchange server as a client with the Avamar server.
4. Create and configure the AvamarBackupUser account.
5. Use the Cluster Configuration Tool to configure the Exchange DAG client or the Avamar cluster client.

Installing the Avamar Client for Windows

The Avamar Client for Windows includes the Avamar agent, the Windows File System plug-in, Windows VSS plug-in, and Windows Cluster File Server plug-in.

The Avamar agent is required for backups and restores with application plug-ins. The Windows File System plug-in enables you to back up and restore the file system, application binary files, and non-critical volumes. The Windows VSS plug-in enables you to back up and restore the system state and critical disks for bare metal recovery (BMR) of a Windows computer. Backups with the Windows File System, Windows VSS, and the Exchange VSS plug-ins are required for disaster recovery. The Windows Cluster File Server

plug-in enables you to back up and restore file system data on shared storage in a Windows Server 2012 cluster.

A setup wizard leads you through the steps to install the Windows client. If the User Account Control (UAC) feature is enabled on the client computer, then you must start the setup wizard by using administrator privileges. Otherwise, the software does not install correctly. This procedure provides one method to bypass UAC. The Microsoft documentation provides other methods and additional information.

Note

If the client installer does not detect the cluster on Windows Server 2012 R2, the Avamar Cluster Configuration Tool will not be installed. You can force installation of the Avamar Cluster Configuration Tool by adding `WIN_CLUSTER_DETECTED=1` for `msiexec` command installation of the Avamar Client.

Procedure

1. Log in to the Exchange server with the Mailbox server role as an administrator.
2. Go to the temporary folder that contains the Avamar installation files that you downloaded.
3. Start the installer by using the appropriate method:
 - If UAC is disabled, double-click the installation file to open it.
 - If UAC is enabled, open a command prompt as an administrator, change directory to the location of the installation package, and then type the following command:

```
msiexec /i AvamarClient-windows-x86_64-version.msi
```

where *version* is the Avamar client version.

The installation wizard opens at the welcome page.

4. Click **Next**.

The **End-User License Agreement** page appears.

5. Review the license agreement.
6. Select the checkbox to accept the terms in the license agreement, and click **Next**.

The **Custom Setup** page appears.

7. Ensure that **Avamar Client User Interface** is selected for installation.
8. (Optional) Specify a folder for the Avamar client installation by clicking **Browse** and selecting a location.
9. Click **Next** on the **Custom Setup** page.

The **Ready to Install EMC for Windows** page appears.

10. Click **Install**.
11. When the installation completes, click **Finish**.

Installing the Exchange VSS plug-in

Procedure

1. Log in to the Exchange server with the Mailbox server role as an administrator.
2. Go to the temporary folder that contains the Avamar installation files that you downloaded.
3. Start the installer by double-clicking the installation file to open it.

The installation wizard opens at the welcome page with the **Avamar Exchange VSS Plugin** selected by default. This option cannot be unselected.

NOTICE

If a **Windows Security** dialog box appears during installation and indicates a possible security risk because of an unsigned driver or device, then click **Install** or **Install this driver software anyway**. The exact message varies, depending on the operating system, and may identify the software publisher EldoS Corporation.

4. (Optional) For GLR support, select one of the following:

- GLR using EMC ItemPoint for Exchange
- GLR using Native Microsoft Exchange MAPI CDO

For Exchange 2016 GLR, EMC ItemPoint for Exchange must be selected.

5. Click **Install**.

The **EMC Avamar Backup Plug-in for Exchange VSS Setup** page appears.

Note

The Exchange VSS plug-in automatically installs to the same folder as the Avamar Client for Windows.

6. Click **Next**.

If you selected the option to install the Exchange GLR plug-in, then the **Exchange GLR WriteCache Folder** page appears. Go to the next step.

Otherwise, the **Ready to Install EMC Avamar Backup Plug-in for Exchange VSS** page appears.

7. Specify the location for the `WriteCache` folder, which contains a log of changes that the Exchange server makes to a dataset when it mounts the dataset for granular level recovery.

The `WriteCache` acts as a filter to store and interpret those changes and apply them in the viewing and use of the mounted dataset, without changing the original recovery dataset on the Avamar server. Generally, these log files are not very large, and they are temporary for the current granular level recovery session.

Note

Do not specify a location on a Resilient File System (ReFS) volume on Windows Server 2012. Avamar does not support writing to the `WriteCache` folder on ReFS volumes.

8. Select the **Launch Avamar Exchange Backup User Configuration Tool** checkbox to set up the AvamarBackupUser account after the plug-in installation.

The account must have sufficient privileges on the Exchange server and domain to perform backup and recovery tasks.

9. Click **Install**.

A message appears to confirm the installation of EldoS.

10. Click **Install**.

The EldoS components are required for granular and message level recovery.

11. When the installation completes, click **Finish**.
12. If you selected the option to install the Exchange GLR plug-in, then restart the server.

Registering the client

Before you can back up or restore data on a server, you must register the server as a client with the Avamar server. You specify the name of the Avamar server, the Avamar domain for the client, and the port on the Avamar server for client/server communication. Avamar domains enable you to group clients and limit backup, restore, and monitoring privileges for the group to certain accounts.

Before you begin

In a DAG or cluster environment, register each Microsoft Exchange server with the Mailbox server role as Avamar clients.

Procedure

1. Log in to the Microsoft Exchange server.
2. Right-click the Avamar client system tray icon.
A menu appears.
3. Select **Manage > Activate Client**.
The **Activate Client Setup** dialog box appears.
4. In the **Administrator Address** box, type the DNS name or IP address for the Avamar server.
5. In the **Administrator Server Port** box, specify the port on the Avamar server for client/server communication.
6. In the **Client Domain** box, type the name of the Avamar domain for the client.
The default name is **clients**.
7. Click **Activate**.
A confirmation message appears.
8. Click **OK**.

AvamarBackupUser account

The AvamarBackupUser account provides Avamar services access to and privileges on Active Directory and Exchange servers with the Avamar Plug-in for Exchange VSS. In earlier versions, the AvamarBackupUser account was necessary only for GLR. However, all Exchange VSS plug-in installations now require this account.

After you install the Avamar Client for Windows and the Avamar Plug-in for Exchange VSS, you must create the AvamarBackupUser account once on the Exchange domain. Then you configure the Avamar services on each Exchange server to log in as the AvamarBackupUser account.

In most environments, you can use the Avamar Exchange Backup User Configuration Tool to automatically create the account with the required permissions and configure Avamar services. You can also manually create the account and configure services in the following situations:

- You want to use an existing mailbox for the AvamarBackupUser account.
- Automatic creation of the account with the Avamar Exchange Backup User Configuration Tool failed.

Creating and configuring the account with the Avamar Exchange Backup User Configuration Tool

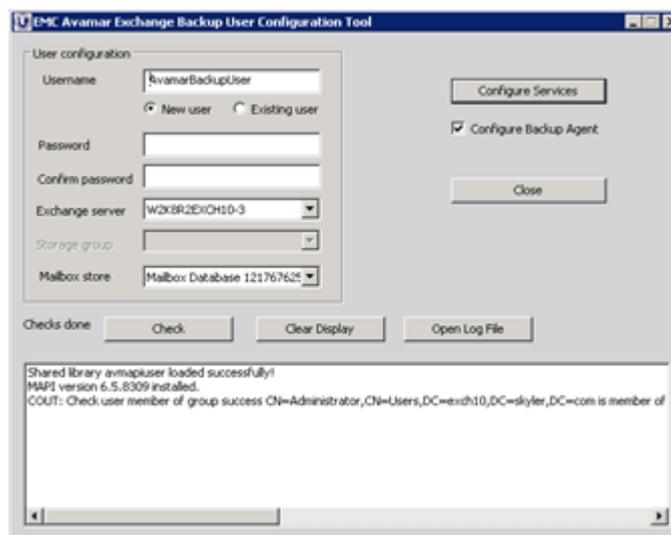
Run the Avamar Exchange Backup User Configuration Tool on one Exchange server to create the AvamarBackupUser account and configure the Avamar Backup Agent and Exchange GLR services on the Exchange server to log in as the account.

In an environment with multiple Exchange servers, a DAG environment, or a cluster environment, run the tool on the remaining Exchange servers and select the **Existing user** option to configure the services on each server.

Procedure

1. If you plan to use an existing account for the AvamarBackupUser account, then ensure that the account is a member of the following Active Directory groups:
 - Avamar Roles
Avamar Roles is a customized role group created by the EMC Avamar Backup User Configuration Tool. The following roles are assigned to the Avamar Roles group: Database Copies, Databases, Disaster Recovery, Mail Recipient Creation, Mail Recipients, View-Only Configuration, and View-Only Recipients.
 - Domain Users
 - Exchange Servers
 - Exchange Trusted Subsystem
2. Log in to the Exchange server as a domain administrator. In an Exchange Server 2016, 2013 or 2010 DAG, log in to any server.
3. Start the Avamar Exchange Backup User Configuration Tool:
 - On Windows Server 2012, open the **Start** screen and select **Backup User Configuration Tool**.
 - On Windows Server 2008, open the **Start** menu and select **Program Files > EMC Avamar > Backup User Configuration Tool**.

The **EMC Avamar Exchange Backup User Configuration Tool** appears.



4. Specify whether to create a new account or use an existing account:
 - Select **New user** to create a new account.
 - Select **Existing user** to configure an existing account.

5. Specify the name for the account in the **Username** box.
6. In the **Password** box, type a password for the account.
7. Retype the password in the **Confirm Password** box.

The password must comply with domain password policy settings. Otherwise, activation of the mailbox fails. Typically the domain administrator sets the password policy by using Group Policy at the domain level.

8. Select the Exchange server for the account from the **Exchange Server** list.
9. Select the mailbox store for the account from the **Mailbox store** lists.
10. Leave the **Configure Backup Agent** checkbox selected.

This option automatically configures the Avamar Backup Agent service to log in as the AvamarBackupUser account.

Note

Leave the checkbox selected unless you are configuring the account on a server where you perform backups with multiple Avamar plug-ins and one of the plug-ins requires that the Backup Agent service run as the local system account. When you perform backups of the server, you must specify the username and password for the AvamarBackupUser account in the plug-in options.

11. Click **Configure Services**.

The tool performs the following tasks:

- Creates, enables, and adds the AvamarBackupUser to the necessary domain groups.
- Creates a mailbox for the user.
- Configures the Backup Agent service to run as the AvamarBackupUser account (when you select the **Configure Backup Agent** checkbox).
- On servers with the Exchange GLR plug-in, configures the GLR service to run as the AvamarBackupUser account.
- Verifies that the user can successfully log in.

12. Click **Check** to test the user settings.

The message log lists the test results.

13. If all of the tests are successful, click **Close**.

If any of the tests fail, then you may need to manually configure the AvamarBackupUser account.

14. In an environment with multiple Exchange servers, a DAG environment, or a cluster environment, run the tool on each of the remaining servers to configure the Avamar Backup Agent and Exchange GLR services:
 - a. Log in to one of the other Exchange servers as a domain administrator.
 - b. Start the Avamar Exchange Backup User Configuration Tool.
 - c. Select **Existing user** to configure an existing account.
 - d. Specify the name of the AvamarBackupUser account in the **Username** box.
 - e. In the **Password** box, type the password for the account.
 - f. Retype the password in the **Confirm Password** box.

- g. Leave the **Configure Backup Agent** checkbox selected.
- h. Click **Configure Services**.
The tool configures the Backup Agent and Exchange GLR services to log in as the AvamarBackupUser account.
- i. Click **Check** to test the user settings.
The message log lists the test results.
- j. If all of the tests are successful, click **Close**.
If any of the tests fail, then you may need to manually configure the services to log in as the AvamarBackupUser account.
- k. Repeat these steps on each of the remaining Exchange servers in the environment.

Manually creating and configuring the AvamarBackupUser account

Procedure

1. Log in to the domain controller as an administrator, and create a user account with the following settings:
 - The recommended name for the account is AvamarBackupUser.
 - The password for the account must comply with domain password policy settings. Otherwise, activation of the mailbox fails. Typically the domain administrator sets the password policy by using Group Policy at the domain level.
 - The password for the account should never expire.
2. Add the account as a member of the following groups:
 - Avamar Roles
Avamar Roles is a customized role group created by the EMC Avamar Backup User Configuration Tool. The following roles are assigned to the Avamar Roles group: Database Copies, Databases, Disaster Recovery, Mail Recipient Creation, Mail Recipients, View-Only Configuration, and View-Only Recipients.
 - Domain Users
 - Exchange Servers
 - Exchange Trusted Subsystem
3. Log in to the Exchange server as an administrator. In an Exchange Server 2016, 2013 or 2010 DAG, log in to any server.
4. From the Exchange Management Console, create an AvamarBackupUser mailbox that uses the default settings.
The mailbox must not be hidden from Exchange address lists.
5. Add FullAccess permission to the AvamarBackupUser account in the Exchange Management Shell by typing the following command on a single command line:


```
get-exchangeserver -identity 'Exchange-server'|add-adpermission-user avamarbackupuser -ExtendedRights Receive-As,Send-As
```

 where *Exchange-server* is the name of the Exchange server.
6. Activate the AvamarBackupUser Exchange server mailbox by using one of the following methods:
 - Access the AvamarBackupUser mailbox with an Outlook email client.

- Send a test email message to the AvamarBackupUser email account.
7. On all servers in the environment with the Exchange VSS plug-in, configure the Backup Agent service to run as AvamarBackupUser:
 - a. Log in to the Exchange server as AvamarBackupUser.
 - b. Open the Windows **Services** console.
 - c. Right-click the **Backup Agent** service and select **Properties**.
The **Backup Agent Properties** dialog box appears.
 - d. Click the **Logon** tab.
 - e. Select **This account**.
 - f. Type the AvamarBackupUser account name in the **This account** box.
If there is more than one Active Directory domain, then type the username with the syntax *domain\account*, where *domain* is the Active Directory domain for the AvamarBackupUser user account, and *account* is the name of the AvamarBackupUser account.
 - g. Type the password for the AvamarBackupUser account in the **Password** and **Confirm Password** text boxes.
 - h. Click **OK**.
 - i. Restart the Backup Agent service by right-clicking the service and selecting **Restart**.
 8. On all servers in the environment with the Exchange GLR plug-in, configure the EMC Avamar Exchange GLR service to run as AvamarBackupUser:
 - a. Log in to the Exchange server as AvamarBackupUser.
 - b. Open the Windows **Services** console.
 - c. Right-click the **EMC Avamar Exchange GLR** service and select **Properties**.
The **EMC Avamar Exchange GLR Properties** dialog box appears.
 - d. Click the **Logon** tab.
 - e. Select **This account**.
 - f. Type the AvamarBackupUser account name in the **This account** box.
If there is more than one Active Directory domain, then type the username with the syntax *domain\account*, where *domain* is the Active Directory domain for the AvamarBackupUser account, and *account* is the name of the AvamarBackupUser account.
 - g. Type the password for the AvamarBackupUser account in the **Password** and **Confirm Password** text boxes.
 - h. Click **OK**.
 - i. If the EMC Avamar Exchange GLR service is started, then right-click the service and select **Stop**.
If the service is already stopped, then do not start the service.

Specifying an Exchange Legacy Distinguished Name

You can specify an Exchange Legacy Distinguished Name for the AvamarBackupUser account.

Procedure

1. Find the Exchange Legacy Distinguished Name by typing the following command in the Exchange Management Shell:

```
Get-Mailbox "AvamarBackupUser" | fl LegacyExchangeDN
```

2. Use a text editor to create a command file named `avmapi.cmd` in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
3. Add the following line to the `avmapi.cmd` file:

```
--legacy_exch_dn=name
```

where *name* is the Exchange Legacy Distinguished Name for the AvamarBackupUser account.

For example:

```
--legacy_exch_dn='/o=First Organization /ou=Exchange  
Administrative Group (FYDIBOHF23SPDLT) /cn=Recipients /  
cn=Administrator"
```

4. Save and close the file.

Configuring an Exchange DAG client

Configuring an Exchange DAG client allows you to perform federated backups of databases in an Exchange Server 2016, 2013 or 2010 DAG.

Procedure

1. Log in to an Exchange server that is a member of the DAG with the AvamarBackupUser account.
2. Start the Cluster Configuration Tool:
 - On Windows Server 2012, open the **Start** screen and select **Cluster Configuration Tool**.
 - On Windows Server 2008, open the Start menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The welcome page appears.

3. Click **Next**.

The **Plug-Ins** page appears.

4. Select **Exchange DAG** and click **Next**.

The **DAG Nodes** page appears with a list of DAG servers and their status.

5. Ensure that the environment meets the following requirements:

- The status for each Exchange server is Up.
- The installation status of the Windows client software for each server is installed.
- The installation status of the Exchange VSS plug-in on each server is installed.

6. Click **Next**.

The **Operations** page appears.

7. Select **Configure a new DAG client for all nodes** and click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

8. Ensure that the environment meets all prerequisites on the **Prerequisites** page.

If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.

9. Select the Internet Protocol version that the environment uses, and then click **Next**.

The **DAG Client Settings** page appears.

10. Specify the IP address and network mask for the cluster group for the DAG client:

- a. Select the network in the network list.
- b. Type the IP address for the DAG client cluster group in the **Exchange DAG client IPv4/IPv6 address** box. The IP address must be a unique, unused IP address. Do not use the IP address for the DAG.
- c. Type the network mask for the DAG client cluster group in the **Exchange DAG client IP subnet mask** box.

11. Click **Next**.

The **User Settings** page appears.

12. Select one of the following to specify which account to use for log on:

- **Local System account**
You will be required to enter the AvamarBackupUser credentials each time you perform backup or restore. Select this option if you plan to also use other Avamar solutions on the system which require the Backup Agent service to run under the Local System account.
- **This account**, and specify the **Account Name** and **Password** for the AvamarBackupUser account.
The service will run under the AvamarBackupUser account, so you will not be required to enter credentials each time you perform backup or restore.

13. Click **Next**.

The **Server Settings** page appears.

14. Specify the settings for the Avamar server:

- a. Type either the DNS name of the Avamar server in the **Name** box or the IP address in the **IPv4/IPv6** address box.
- b. Type the name of the Avamar domain for the Exchange DAG client in the **Avamar client domain for the DAG client** box.
- c. Type the data port for the Avamar client/server communication in the **Port number** box.
- d. Type the path to the `var` folder for the cluster client in the **Cluster client's var directory** box, or click **Browse** to select a location.

The `var` folder stores the Exchange DAG client configuration and log files. The AvamarBackupUser account and all nodes in the cluster must have write access to this location.

NOTICE

Select a volume that each server in the DAG can access.

15. Click **Next**.

The **Summary** page appears.

16. Review the settings that you specified in the wizard, and click **Configure**.

The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

17. Click **Close**.

Adding servers to a DAG configuration

You can add servers to the Exchange DAG client configuration after you configure the client with the Cluster Configuration Tool. The servers that you add might be new servers in the DAG, or they might have been offline when you configured the Exchange DAG client.

Procedure

1. Log in to the new server with the AvamarBackupUser account.
2. Install the Avamar Client for Windows on the new server.
3. Install the Avamar Plug-In for Exchange VSS on the new server.
4. Set the Backup Agent service to run as the AvamarBackupUser account.
5. If you install the Exchange GLR plug-in on the server, then set the Exchange GLR service to run as the AvamarBackupUser account.
6. Open the Cluster Configuration Tool:
 - On Windows Server 2012, open the **Start** screen and select **Cluster Configuration Tool**.
 - On Windows Server 2008, open the **Start** menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.

7. Click **Next**.

The **Plug-Ins** page appears.

8. Select **Exchange DAG** and click **Next**.

The **DAG Nodes** page appears with a list of servers and their status.

9. Ensure that the environment meets the following requirements:

- The status for each Exchange server is Up.
- The installation status of the Windows client software for each server is Installed.
- The installation status of the Exchange VSS plug-in on each server is Installed.

10. Click **Next**.

The **Operations** page appears.

11. Select **Configure new nodes with the existing DAG client configuration** and click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

12. Ensure that the environment meets all prerequisites on the **Prerequisites** page.
If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.
13. Click **Next**.
The **Summary** page appears.
14. Review the settings that you specified in the wizard, and click **Configure**.
The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.
15. Click **Close**.

Upgrading the Avamar client software

You can upgrade the Avamar client and Exchange VSS plug-in software on a client from version 5.x to version 7.1. The upgrade steps depend on whether the installation is on a stand-alone server, in a DAG, or in a cluster.

To upgrade from version 4.x or earlier, upgrade to version 5.x by using the steps in the version 5.x documentation. Then upgrade from version 5.x to version 7.1.

Note

If you upgrade the Avamar server to version 7.1 but the Exchange VSS and Exchange GLR plug-ins on the Exchange server are version 6.1, then configure command files with encryption flags. Otherwise, you cannot browse a database backup for mailboxes, folders, and messages for GLR.

Upgrading on a stand-alone server

When you upgrade Avamar client and plug-in software on a stand-alone server, you do not need to uninstall earlier versions of the Avamar software before you install a new version. The installation determines that an earlier version is installed, and then prompts you to upgrade to the new version or remove the current version.

Procedure

1. Ensure that the environment meets all system requirements for the new version.
2. Uninstall the current version of the Avamar client and plug-in:
 - a. Uninstall the earlier version of the Exchange VSS plug-in.
The Exchange GLR plug-in uninstalls automatically when you uninstall the Exchange VSS plug-in. You must restart the computer after you uninstall the Exchange GLR plug-in.
 - b. Uninstall the earlier version of the Avamar Client for Windows.
The plug-in guide for the earlier version provides instructions for each of these steps.
3. Install and configure the new version of the Avamar client and plug-in:
 - a. Install the new version of the Avamar Client for Windows.
 - b. Install the new version of the Exchange VSS plug-in, and optionally the Exchange GLR plug-in. If you install the Exchange GLR plug-in, you must restart the server after installation.

- c. Register the Exchange server as a client with the Avamar server.
- d. Create the AvamarBackupUser account, if the account does not already exist.

If the account already exists, ensure that the Backup Agent service on each server with the Exchange VSS plug-in and the Exchange GLR service on each server with the Exchange GLR plug-in use the AvamarBackupUser account.

Using push upgrade on a stand-alone server

You can also "push" upgrades to stand-alone exchange servers using the Avamar push installation feature.

Push upgrades are supported for stand-alone computers only and are not supported for the GLR plug-in. *EMC Avamar Administration Guide* contains information about using push installation.

Upgrading in a DAG or cluster

When you upgrade Avamar client and plug-in software in a cluster, you must uninstall the current Avamar clients and plug-ins from each node, and then install the new versions.

Procedure

1. Ensure that the environment meets all system requirements for the new version.
2. Uninstall the current version of the Avamar client and plug-in:
 - a. Use the Cluster Configuration Tool to uninstall the Exchange DAG client or the Avamar cluster client.
 - b. Uninstall the earlier version of the Avamar Plug-in for Exchange VSS.

The Exchange GLR plug-in uninstalls automatically when you uninstall the Exchange VSS plug-in. You must restart the computer after you uninstall the Exchange GLR plug-in.
 - c. Uninstall the earlier version of the Avamar Client for Windows.

The user guide for the earlier version provides instructions for each of these steps.
3. Install and configure the new version of the Avamar client and plug-in:
 - a. Install the new version of the Avamar Client for Windows on each Exchange server with the Mailbox server role.
 - b. Install the new version of the Exchange VSS plug-in, and optionally the Exchange GLR plug-in, on each Exchange server with the Mailbox server role. If you install the Exchange GLR plug-in, you must restart the server after installation.
 - c. Register each Exchange server as a client with the Avamar server.
 - d. Create the AvamarBackupUser account, if the account does not already exist.

If the account already exists, ensure that the Backup Agent service on each server with the Exchange VSS plug-in and the Exchange GLR service on each server with the Exchange GLR plug-in use the AvamarBackupUser account.
 - e. Use the Cluster Configuration Tool to configure the Exchange DAG client or Avamar cluster client.

Uninstalling the Avamar client software

You can uninstall Avamar client and plug-in software on a stand-alone server, a DAG environment, or a cluster environment.

Uninstall road map

To uninstall Avamar client and plug-in software from a stand-alone server, uninstall the plug-in and Windows client by using standard Windows uninstall features. In a DAG or cluster, first uninstall the Avamar cluster client. Then uninstall the plug-in and Windows client on each node

Procedure

1. (DAG or cluster only) Uninstall the Exchange DAG client or the Avamar cluster client.
2. Uninstall the Exchange VSS plug-in.

The Exchange GLR plug-in uninstalls automatically when you install the Exchange VSS plug-in. You must restart the computer after you uninstall the Exchange GLR plug-in.

3. Uninstall the Avamar Client for Windows.
4. (DAG and cluster only) Repeat the steps on each server or node.

Uninstalling the Exchange DAG client or Avamar cluster client

Procedure

1. Log in to a DAG server or an active cluster node with the AvamarBackupUser account.
2. Start the Cluster Configuration Tool:
 - On Windows Server 2012, open the **Start** screen and select **Cluster Configuration Tool**.
 - On Windows Server 2008, open the **Start** menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The welcome page appears.

3. Click **Next**.

The **Plug-Ins** page appears.

4. Select **Exchange DAG** and click **Next**.

The **DAG Nodes** page appears with a list of servers and their status.

5. Ensure that the status of each server or node is Up. Otherwise, the Cluster Configuration Tool cannot uninstall the Exchange DAG client from the server.

6. Click **Next**.

The **Operations** page appears.

7. Select **Remove the DAG client from all nodes** or **Remove the cluster client from all nodes**, and then click **Next**.

The **Prerequisites** page appears.

8. Ensure that the environment meets all prerequisites on the page, and click **Next**.

The **Select Service** page appears.

9. Select the service you want to remove the DAG or cluster client from, and then click **Next**.

The **Summary** page appears.

10. Review the settings that you specified in the wizard, and click **Uninstall**.

The **Progress** page provides the status of the uninstall. When the uninstall is complete, the **Results** page appears.

11. Click **Close**.

Manually uninstalling the DAG client by Failover Cluster Manager

If the Cluster Configuration Tool to uninstall is not an option, you can manually remove the DAG client using the Failover Cluster Manager.

Procedure

1. Log in to an Exchange server in the DAG with the Domain Administrator account and open Windows Failover Cluster Manager.
 - On Windows Server 2012, open the **Start** screen and select **Failover Cluster Manager**.
 - On Windows Server 2008, open the **Start** menu and select **All Programs > Administrative Tools > Failover Cluster Manager**.
2. In Failover Cluster Manager list all cluster groups.
 - On Windows Server 2012, in Failover Cluster Manager select **Roles**.
 - On Windows Server 2008, in Failover Cluster Manager select **Services and applications**.
3. Stop the EMC Avamar cluster group for DAG client.
 - On Windows Server 2012, right-click the EMC Avamar cluster group for the DAG client and select **Stop Role**.
 - On Windows Server 2008, right-click the EMC Avamar cluster group for the DAG client and select **Take this service or application offline**.
4. Delete the EMC Avamar cluster group for DAG client.
 - On Windows Server 2012, right-click the EMC Avamar cluster group for the DAG client and select **Remove**.
 - On Windows Server 2008, right-click the EMC Avamar cluster group for the DAG client and select **Delete**.

This will delete the service's resource and the EMC Avamar DAG client network resource.

5. Delete the EMC Avamar DAG client's computer name from the Active Directory.
 - a. Log in to a domain controller with Domain Administrator credentials and open **Active Directory Users and Groups**.
 - b. Select **Computers** to list all computers in the domain.
 - c. Right-click the EMC Avamar DAG client's computer name and select **Delete**.
6. On each member of the DAG group, perform the following steps:
 - a. Open the **Windows Command Prompt** as **Administrator**.
 - b. Delete the EMC Avamar Backup Agent for DAG client services with the following command:

```
sc delete SERVICENAME
```

Where *SERVICENAME* is the name of the backup service for Avamar DAG client.

7. If you don't intend to configure the DAG client again, remove the `cid.bin` file from the DAG client's `var` folder. After removing the `cid.bin` file the DAG client will not be able to re-register on the Avamar server with another DAG client configuration.

In Windows File Explorer, open the DAG client's `var` folder and remove the `cid.bin` file.

The DAG client's `var` folder was specified in the Cluster Configuration Tool during previous configuration.

Uninstalling the Exchange VSS plug-in

To uninstall the Exchange VSS plug-in, use **Programs and Features**.

The Exchange GLR plug-in uninstalls automatically when you uninstall the Exchange VSS plug-in. You must restart the computer after you uninstall the Exchange GLR plug-in. EMC ItemPoint for Exchange software does not uninstall automatically and must be uninstalled separately.

Uninstalling the Avamar Client for Windows

To uninstall the Avamar Client for Windows, use **Programs and Features**.

CHAPTER 3

Backup

This chapter includes the following topics:

- [Performing on-demand backups](#).....58
- [Scheduling backups](#).....65
- [Monitoring backups](#)..... 71
- [Canceling backups](#)..... 71

Performing on-demand backups

An on-demand backup is a user-initiated backup of Exchange data on a client. You can perform an on-demand backup for the first backup of the client immediately after you install the Avamar client software. You should also perform an on-demand backup before system maintenance, software installations, or software upgrades.

Backing up a stand-alone environment

You can back up the entire Exchange server, or a specific database.

The following steps explain how to perform an on-demand backup in a stand-alone Exchange environment.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. In the domain tree, select the domain for the client.
3. From the list of clients, select the Exchange server.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.

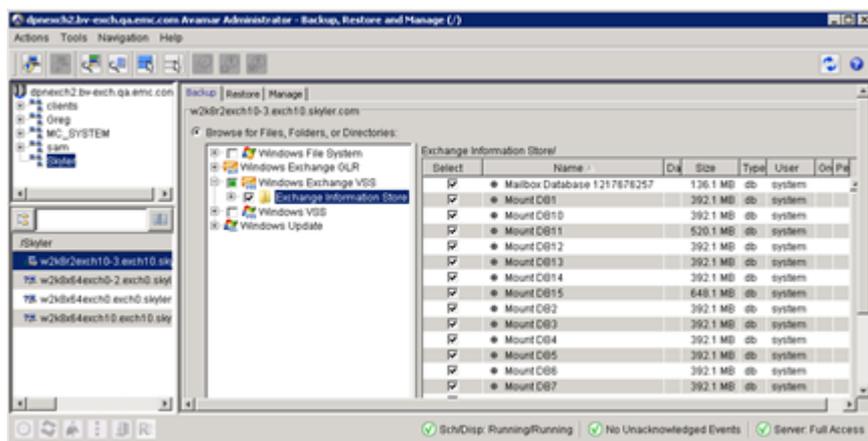
4. Click the **Backup** tab.

A list of plug-ins on the client appears in the left pane of the **Backup** tab.

NOTICE

When you install the Avamar Plug-in for Exchange GLR, Windows Exchange GLR appears in the list of plug-ins when you browse for backups. However, the Exchange GLR plug-in is for recovery only. When you perform granular level recovery, it uses backups created with the Exchange VSS plug-in.

5. Select the **Windows Exchange VSS** plug-in.
6. Select the data to back up:
 - To back up the entire Exchange server, select the checkbox next to **Exchange Information Store**.



- To back up specific databases, select **Exchange Information Store** in the left pane and then select the checkbox next to the databases in the right pane.

7. Select **Actions** > **Back Up Now**.

The **On Demand Backup Options** dialog box appears.

8. Select the backup retention setting:

- To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period** and then specify the number of days, weeks, months, or years for the retention period.
- To automatically delete this backup from the Avamar server on a specific calendar date, select **End date** and browse to that date on the calendar.
- To keep this backup for as long as this client remains active in the Avamar server, select **No end date**.

9. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup.

The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

10. Click **More Options**.

The **Backup Command Line Options** dialog box appears.

11. Select the **Show Advanced Options** checkbox.

Additional options appear in red.

12. From the **Select type of backup to perform** list, select whether to perform a full or incremental backup.

Note

You can use only full backups for granular level recovery.

13. Disregard the following options, which do not apply to backups of a stand-alone server:

- **Set when backup occurs on clustered or DAG systems**
- **Preferred server order list**
- **Set the preference for what types of databases to back up**

14. If you are performing an incremental backup and you enabled circular logging on any of the selected databases, select the backup behavior:

- To perform a full backup of all databases if any of the databases use circular logging, select **Promote - Back up all, promote all to full**.
- To perform a full backup of databases with circular logging and skip other databases, select **Circular - Only back up circular logging-enabled databases, promote all to full**.
- To skip databases with circular logging and perform an incremental backup of other databases, select **Skip - Skip circular logging-enabled databases, allow incremental**.

15. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** and select the Data Domain system from the list.

16. From the **Encryption method to Data Domain system** list, select the encryption method for data transfer from the client to the Data Domain system during the backup.
17. To enable multi-streaming, which enables you to simultaneously back up multiple databases or volumes to reduce backup time, select the **Enable multi-streaming** checkbox and then set the following options:
 - Select the maximum number of streams to use for the backup.
 - From the **Group by** list, select how to group the streams. Select **Database** to create one stream for each database, or **Volume** to create one stream for each volume.
18. If you did not configure an AvamarBackupUser account, then specify the **Username** and **Password** for an account that has sufficient permissions to perform the backup.
19. To write maximum information to log files for debugging, select **Enable debugging messages**. Selecting this option creates large log files.
20. Disregard the consistency check options unless EMC Customer Support instructs otherwise.
21. Click **OK** on the **Backup Command Line Options** dialog box.
22. Click **OK** on the **On Demand Backup Options** dialog box.

The **On Demand Backup Request** dialog box indicates that the backup started.
23. Click **Close**.

Performing a federated backup in a DAG environment

You can perform an on-demand federated backup of databases in an Exchange Server 2016, 2013 or 2010 DAG environment.

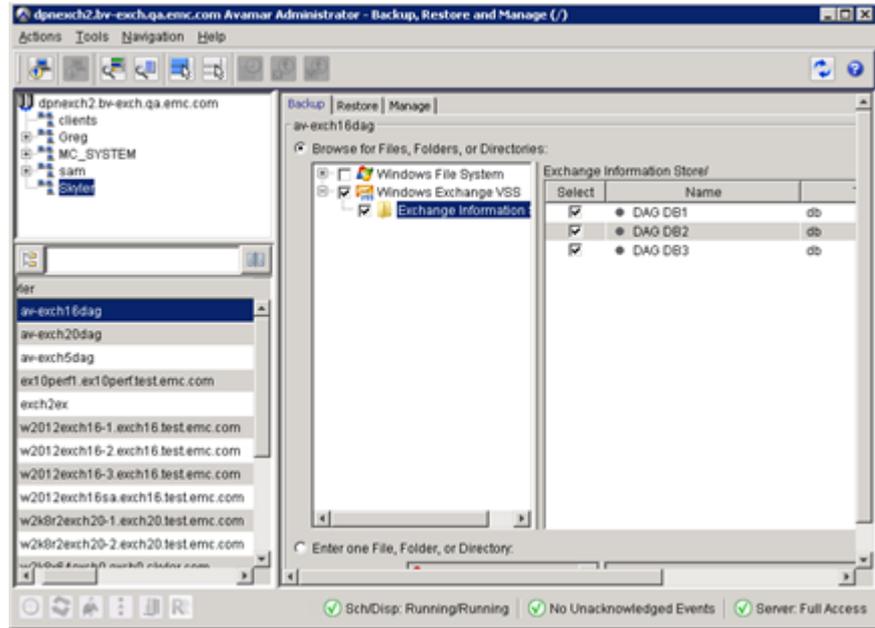
Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.
2. In the domain tree, select the domain for the client.
3. From the list of clients, select the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.
4. Click the **Backup** tab.

A list of plug-ins on the client appears in the left pane of the **Backup** tab.
5. Select the **Windows Exchange VSS** plug-in.
6. Select the data to back up:
 - To back up all databases in the DAG, select the checkbox next to **Exchange Information Store**. You can select whether to back up only active or passive copies of the databases later in this procedure.
 - To back up specific databases, select **Exchange Information Store** in the left pane, and then select the checkbox next to the databases in the right pane.



7. Select **Actions** > **Back Up Now**.

The **On Demand Backup Options** dialog box appears.

8. Select the backup retention setting:

- To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period** and then specify the number of days, weeks, months, or years for the retention period.
- To automatically delete this backup from the Avamar server on a specific calendar date, select **End date** and browse to that date on the calendar.
- To keep this backup for as long as this client remains active in the Avamar server, select **No end date**.

9. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup.

The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

10. Click **More Options**.

The **Backup Command Line Options** dialog box appears.

11. Select the **Show Advanced Options** checkbox.

Additional options appear in red.

12. From the **Select type of backup to perform** list, select whether to perform a full or incremental backup.

Note

You can use only full backups for granular level recovery.

13. Disregard the **Set when backup occurs on clustered or DAG systems** list. This option does not apply to federated backups.

14. In the **Preferred server order list** box, specify the priority of servers to use to back up the Exchange databases. Specify the server name, not the FQDN. Separate multiple entries with commas.

If you do not specify a list, then the Exchange VSS plug-in adds all servers in the DAG to the list in alphabetical order.
15. From the **Set the preference for what types of database to back up** list, select the type of database to back up:
 - Select **Prefer passive** to back up a passive copy of each database, if a healthy passive copy is available. If a healthy passive copy is not available, then Avamar backs up the active copy.
 - Select **Active only** to back up only the active copy of each database.
 - Select **Passive only** to back up only the passive copy of each database. If a healthy passive copy is not available, then the backup does not include the database.
16. If you are performing an incremental backup and you enabled circular logging on any of the selected databases, select the backup behavior:
 - To perform a full backup of all databases if any of the databases use circular logging, select **Promote - Back up all, promote all to full**.
 - To perform a full backup of databases with circular logging and skip other databases, select **Circular - Only back up circular logging-enabled databases, promote all to full**.
 - To skip databases with circular logging and perform an incremental backup of other databases, select **Skip - Skip circular logging-enabled databases, allow incremental**.
17. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** and select the Data Domain system from the list.
18. From the **Encryption method to Data Domain system** list, select the encryption method for data transfer from the client to the Data Domain system during the backup.
19. To enable multi-streaming, which enables you to simultaneously back up multiple databases or volumes to reduce backup time, select the **Enable multi-streaming** checkbox and then set the following options:
 - Select the maximum number of streams to use for the backup.
 - From the **Group by** list, select how to group the streams. Select **Database** to create one stream for each database, or **Volume** to create one stream for each volume.
20. Specify the **Username** and **Password** for the AvamarBackupUser account.
21. To write maximum information to log files for debugging, select **Enable debugging messages**. Selecting this option creates large log files.
22. Select whether to disable the consistency check by selecting or clearing the **Disable consistency check (recommended only if 2+ members in DAG)** checkbox.

A consistency check can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.
23. (Optional) If you leave consistency check enabled, throttle the utility by pausing the consistency check after a specified number of I/Os:
 - Select the **Enable consistency check throttling** checkbox.

- Specify the number of I/Os between pauses when throttling in the **#I/Os between pauses** box. The value must be between 100 and 10000.
 - Specify the duration of the pause in milliseconds in the **Duration of pauses (ms)** box. The value must be between 1000 and 60000.
24. Click **OK** on the **Backup Command Line Options** dialog box.
 25. Click **OK** on the **On Demand Backup Options** dialog box.
The **On Demand Backup Options** dialog box closes and the following status message appears: Backup initiated.
 26. Click **OK**.

Backing up a specific server in a DAG environment

You can perform an on-demand backup of a specific server in an Exchange Server 2016, 2013 or 2010 DAG environment.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. In the domain tree, select the domain for the client.
3. From the list of clients, select the Exchange server.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.

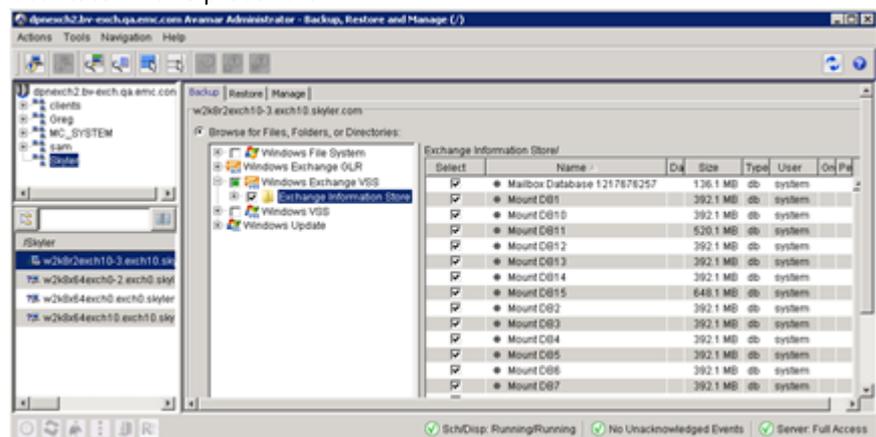
4. Click the **Backup** tab.

A list of plug-ins on the client appears in the left pane of the **Backup** tab.

NOTICE

When you install the Avamar Plug-in for Exchange GLR, Windows Exchange GLR appears in the list of plug-ins when you browse for backups. However, the Exchange GLR plug-in is for recovery only. When you perform granular level recovery, it uses backups created with the Exchange VSS plug-in.

5. Select the **Windows Exchange VSS** plug-in.
6. Select the data to back up:
 - To back up all databases, select the checkbox next to **Exchange Information Store**. You can select whether to back up only active databases, passive databases, or both later in this procedure.



- To back up specific databases, select **Exchange Information Store** in the left pane and then select the checkbox next to the databases in the right pane.
7. Select **Actions > Back Up Now**.
The **On Demand Backup Options** dialog box appears.
 8. Select the backup retention setting:
 - To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period** and then specify the number of days, weeks, months, or years for the retention period.
 - To automatically delete this backup from the Avamar server on a specific calendar date, select **End date** and browse to that date on the calendar.
 - To keep this backup for as long as this client remains active in the Avamar server, select **No end date**.
 9. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup.
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
 10. Click **More Options**.
The **Backup Command Line Options** dialog box appears.
 11. Select the **Show Advanced Options** checkbox.
Additional options appear in red.
 12. From the **Select type of backup to perform** list, select whether to perform a full or incremental backup.

Note

You can use only full backups for granular level recovery.

13. From the **Set when backup occurs on clustered or DAG systems** list, select whether to back up passive databases, active databases, or both:
 - Select **Replica (passive) writer only** to back up only passive databases.
 - Select **Store (active) writer only** to back up only active databases.
 - Select **Always** to back up both passive and active databases.
14. Disregard the **Preferred server order list** and **Set the preference for what types of databases to back up** options. These options do not apply when you back up a single server in a DAG environment.
15. If you are performing an incremental backup and you enabled circular logging on any of the selected databases, select the backup behavior:
 - To perform a full backup of all databases if any of the databases use circular logging, select **Promote - Back up all, promote all to full**.
 - To perform a full backup of databases with circular logging and skip other databases, select **Circular - Only back up circular logging-enabled databases, promote all to full**.
 - To skip databases with circular logging and perform an incremental backup of other databases, select **Skip - Skip circular logging-enabled databases, allow incremental**.

16. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** and select the Data Domain system from the list.
17. From the **Encryption method to Data Domain system** list, select the encryption method for data transfer from the client to the Data Domain system during the backup.
18. To enable multi-streaming, which enables you to simultaneously back up multiple databases or volumes to reduce backup time, select the **Enable multi-streaming** checkbox and then set the following options:
 - Select the maximum number of streams to use for the backup.
 - From the **Group by** list, select how to group the streams. Select **Database** to create one stream for each database, or **Volume** to create one stream for each volume.
19. If you did not configure an AvamarBackupUser account, then specify the **Username** and **Password** for an account that has sufficient permissions to perform the backup.
20. To write maximum information to log files for debugging, select **Enable debugging messages**. Selecting this option creates large log files.
21. Select whether to disable the consistency check by selecting or clearing the **Disable consistency check (recommended only if 2+ members in DAG)** checkbox.
A consistency check can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.
22. (Optional) If you leave consistency check enabled, throttle the utility by pausing the consistency check after a specified number of I/Os:
 - Select the **Enable consistency check throttling** checkbox.
 - Specify the number of I/Os between pauses when throttling in the **#I/Os between pauses** box. The value must be between 100 and 10000.
 - Specify the duration of the pause in milliseconds in the **Duration of pauses (ms)** box. The value must be between 1000 and 60000.
23. Click **OK** on the **Backup Command Line Options** dialog box.
24. Click **OK** on the **On Demand Backup Options** dialog box.
The On Demand Backup Options dialog box closes and the following status message appears: `Backup initiated.`
25. Click **OK**.

Scheduling backups

Scheduled backups run automatically to ensure that backups occur on an ongoing basis. You can schedule backups to run daily, weekly, or monthly.

Procedure

1. Create a dataset for the backups.
2. Create a group for the backups.

During the group creation process, you:

- a. Assign the new dataset to the new group.
- b. Assign a schedule to the new group.

- c. Assign a retention policy to the new group.
- d. Add one or more clients to the new group.

The *EMC Avamar Administration Guide* provides more information about groups, group policy, datasets, schedules, and retention policies.

3. Enable scheduling for the group.

Creating datasets

A dataset defines the data to include in a scheduled backup and the options to use for the backup.

You should define a dataset for scheduled backups of specific Exchange data on a client or group of clients. You may want to create multiple datasets to back up different types of data for different groups of clients.

Strategies for creating datasets

The strategy that you use to create datasets for scheduled backups depends on the environment.

- On a stand-alone server, you can create a dataset to back up all data or a dataset to back up specific databases.
- In an Exchange Server 2016, 2013 or 2010 DAG environment, you can create a dataset for federated backups of databases in the DAG or a dataset to back up databases on a specific server.

Creating a dataset

A dataset specifies the data to include in a scheduled backup and the options to use for the backup. Create at least one dataset for scheduled backups on a client or group of clients. Create multiple datasets to segregate client data.

Procedure

1. In Avamar Administrator, select **Tools > Manage Datasets**.

The **Manage All Datasets** window appears.

2. Click **New**.

The **New Dataset** dialog box appears.

3. In the **Name** box, type a name for the dataset.

The name can include alphanumeric characters (A-Z, a-z, 0-9) and the following special characters: period (.), hyphen (-), and underscore (_). Do not use Unicode characters or the following special characters: ~ ! @ # \$ % ^ & * () = + [] { } | \ / ; : ' " < > , ?

4. On the **Source Data** tab, select **Enter Explicitly**.
5. Select **Windows Exchange VSS** from the **Select Plug-In Type** list.
6. Select the data to back up:
 - Select **Exchange VSS** to back up all databases.
 - To back up specific databases, select **Select Files and/or Folders**, and then click ... to browse for the databases.
7. Disregard the **Exclusions** and **Inclusions** tabs. The Exchange VSS plug-in does not support include or exclude lists in datasets.

8. Click the **Options** tab.
9. Select the **Windows Exchange VSS plug-in** from the **Select Plug-In Type** list.
10. Set the plug-in options.
11. Click **OK** on the **New Dataset** dialog box.
12. Click **OK** on the **Manage All Datasets** dialog box.

Selecting specific databases for a dataset

Procedure

1. Select **Select Files and/or Folders** on the **Source Data** tab of the **New Dataset** dialog box.
2. Click ... (**Browse for files and/or folders**).
3. In the **Select Files And/Or Folders** dialog box, expand the domain and then select the client for the Exchange server in the left pane.
 - To select databases on a stand-alone Exchange server, select the server.
 - To select databases in a DAG environment for a federated backup, select the DAG client that you configured with the Avamar Cluster Configuration Tool.
 - To select databases on a single server in a DAG environment, select the name of the Exchange server.
4. Select the **Windows Exchange VSS** plug-in in the middle pane.
5. Select the checkbox next to the database in the right pane.
6. Click **OK**.

Setting Exchange VSS plug-in options for a dataset

Procedure

1. Select the **Windows Exchange VSS** plug-in from the **Select Plug-In Type** list on the **Options** tab in the **New Dataset** dialog box.
2. From the **Select type of backup to perform** list, select whether to perform a full or incremental backup.

Note

You can use only full backups for granular level recovery.

3. Select an option from the **Set when backup occurs on clustered or DAG systems** list:
 - Disregard this option for scheduled backups of a stand-alone server or federated backups in a DAG environment.
 - For scheduled backups of a specific server in a DAG environment, select **Replica (passive) writer only** to back up only passive databases, **Store (active) writer only** to back up only active databases, or **Always** to back up both passive and active databases.
4. If you are performing a federated backup in a DAG environment, specify the priority of servers to use to back up the Exchange databases in the **Preferred server order** list box. Specify the server name, not the FQDN. Separate multiple entries with commas.
If you do not specify a list, then the Exchange VSS plug-in adds all servers in the DAG to the list in alphabetical order.

For all other backup types, disregard this option.

5. If you are performing a federated backup in a DAG environment, select the type of database to back up from the **Set the preference for what types of databases to back up** list:
 - Select **Prefer passive** to back up a passive copy of each database, if a healthy passive copy is available. If a healthy passive copy is not available, then Avamar backs up the active copy.
 - Select **Active only** to back up only the active copy of each database.
 - Select **Passive only** to back up only the passive copy of each database. If a healthy passive copy is not available, then the backup does not include the database.

For all other backup types, disregard this option.
6. If you are performing an incremental backup and you enabled circular logging on any of the selected databases, select the backup behavior:
 - To perform a full backup of all databases if any of the databases use circular logging, select **Promote - Back up all, promote all to full**.
 - To perform a full backup of databases with circular logging and skip other databases, select **Circular - Only back up circular logging-enabled databases, promote all to full**.
 - To skip databases with circular logging and perform an incremental backup of other databases, select **Skip - Skip circular logging-enabled databases, allow incremental**.
7. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** and select the Data Domain system from the list.
8. From the **Encryption method to Data Domain system** list, select the encryption method for data transfer from the client to the Data Domain system during the backup.
9. To enable multi-streaming, which enables you to simultaneously back up multiple databases or volumes to reduce backup time, select the **Enable multi-streaming** checkbox and then set the following options:
 - Select the maximum number of streams to use for the backup from the **Maximum number of streams** list.
 - From the **Group by** list, select how to group the streams. Select **Database** to create one stream for each database, or **Volume** to create one stream for each volume.
10. Specify the **Username** and **Password** for the AvamarBackupUser account if you are performing a federated backup in a DAG environment.

For other backup types, specify the username and password for an account that has sufficient permissions to perform the backup only if you did not configure an AvamarBackupUser account.
11. To write maximum information to log files for debugging, select **Enable debugging messages**. Selecting this option creates large log files.
12. Select whether to disable the consistency check by selecting or clearing the **Disable consistency check (recommended only if 2+ members in DAG)** checkbox.

A consistency check can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.
13. (Optional) If you leave consistency check enabled, throttle the utility by pausing the consistency check after a specified number of I/Os:

- Select the **Enable consistency check throttling** checkbox.
- Specify the number of I/Os between pauses when throttling in the **#I/Os between pauses** box. The value must be between 100 and 10000.
- Specify the duration of the pause in milliseconds in the **Duration of pauses (ms)** box. The value must be between 1000 and 60000.

Creating a group

When you create a group, you define the dataset, schedule, and retention policy, which together comprise the group policy for scheduled backups of all members of the group. A group must contain at least one Avamar client. If the group contains two or more clients, then the clients must belong to the same Avamar domain. You can override group policy settings at the client level.

Before you begin

You cannot edit schedules or retention policies when you use the **New Group** wizard to create a group. Review existing schedules and retention policies. If required, create new ones before you create the group. The *EMC Avamar Administration Guide* provides information about schedules and retention policies.

Procedure

1. In Avamar Administrator, click the **Policy** launcher button.
The **Policy** window appears.
2. Click the **Policy Management** tab.
3. Click the **Groups** tab.
4. In the left pane, select the Avamar domain for the group.
5. Select **Actions > Group > New > Backup Group**.
The **New Group** wizard appears.
6. Type a name for the new group in the **Name** box.
The name can include alphanumeric characters (A-Z, a-z, 0-9) and the following special characters: period (.), hyphen (-), and underscore (_). Do not use Unicode characters or the following special characters: ` ~ ! @ # \$ % ^ & * () = + [] { } | \ / ; : ' " < > , ?
7. Clear the **Disabled** checkbox to use this group for scheduled client backups.
Selecting the checkbox disables backups for the group.
8. From the **Avamar encryption method** list, select an encryption method to use for data transfer between the Avamar server and the client during the backup.
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
9. Select whether to use the assigned schedule for the group or override the assigned schedule:
 - To use the assigned schedule, leave the **Override Schedule** checkbox clear.
 - To override the schedule, select **Override Schedule**, and then specify whether to skip the next scheduled backup entirely or to perform the next scheduled backup one time only by selecting **Skip Next Backup** or **Run Next Backup Once**.
10. Click **Next**.

The next **New Group** wizard page appears with dataset information.

11. From the **Select An Existing Dataset** list, select the dataset that you created, and then click **Next**.

The next **New Group** wizard page appears with schedule information.

12. Click **Next**.

The next **New Group** wizard page appears with dataset information.

13. Select a schedule from the **Select An Existing Schedule** list, and click **Next**.

The next **New Group** wizard page appears with retention policy information.

14. Select a retention policy from the **Select an Existing Retention Policy** list, and click **Next**.

The final **New Group** wizard page appears. A list of domains appears in the **Choose Domain** pane.

15. In the **Choose Domain** list, select the domain for the client.

A list of clients in the domain appears in the lower-left list.

16. Select the clients to include in the scheduled backup:

- In a stand-alone environment, select the Exchange server.
- For DAG federated backups, select the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.
- For backups of a single server in a DAG environment, select the server.

17. Click **Finish**.

Enabling scheduled backups

Scheduled backups occur only for enabled groups. Groups are disabled by default unless you select the **Enabled** checkbox on the first page of the **New Group** wizard. If you did not enable the group when you created it, use the menu options in the **Policy** window to enable backups.

Procedure

1. In Avamar Administrator, click the **Policy** launcher button.

The **Policy** window appears.

2. Click the **Policy Management** tab.
3. Click the **Groups** tab.
4. Select the group that you created.
5. Enable the group by selecting **Actions** > **Group** > **Disable Group**.

Perform this step only if a check mark appears next to the **Disable Group** menu option.

6. Click **Yes** to enable this group.

Monitoring backups

You can monitor backups to ensure that the backups complete successfully and to troubleshoot issues. The Activity Monitor in Avamar Administrator enables you to view status information for both on-demand and scheduled backups.

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.
The **Activity** window appears.
2. Click the **Activity Monitor** tab.
A list of all activities appears.
3. To filter the results to display only backup activity, select **Actions** › **Filter**.
The **Filter Activity** dialog box appears.
4. Select **All Backups** from the **Type** list.
5. Click **OK**.

Canceling backups

You can cancel a backup any time before it completes. The cancellation might take five minutes or longer. The backup may complete before the cancellation finishes.

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.
The **Activity** window appears.
2. Click the **Activity Monitor** tab.
A list of all activities appears.
3. Select the backup from the list.
4. Select **Actions** › **Cancel Activity**.
A confirmation message appears.
5. Click **Yes**.

CHAPTER 4

Exchange Database Restore

This chapter includes the following topics:

- [Restore requirements](#)..... 74
- [Finding a backup](#)..... 74
- [Restoring to a stand-alone server](#)..... 77
- [Restore to a DAG](#)..... 79
- [Restoring databases in a DAG](#)..... 79
- [Restoring to a file](#)..... 81
- [Monitoring restores](#)..... 83
- [Canceling restores](#)..... 83

Restore requirements

To ensure a successful database restore, the environment must meet the necessary requirements.

Exchange server version requirements

When performing restore operations, please note:

- Databases backed up in previous Exchange versions cannot be restored in new Exchange versions (for example, databases backed up in Exchange 2010 cannot be restored in Exchange 2013).
- Restoring databases from backups with lower Cumulative Update or Service Pack levels is supported.
- Restoring databases from backups with higher Cumulative Update or Service Pack levels is not supported.

Suspending replication in a DAG or cluster

Avamar automatically suspends replication from active databases to passive databases during a restore when you select the **Automate replication suspension** checkbox during a restore.

You also can manually suspend replication to the passive databases by using the Exchange Management Shell before you perform the restore.

Type the following command in the Exchange Management Shell on any server in the DAG:

```
suspend-MailboxDatabaseCopy -Identity  
                             database\server
```

where *database* is the name of the database and *server* is the name of the DAG server with the passive copy.

Finding a backup

You can find Avamar client backups for a restore by searching either for a certain date or for a specific database.

When to find a backup by date

Locate backups by date when:

- All databases that you want to restore are included in a single backup set.
- The exact path or name of the databases that you want to restore are unknown.
- The content from a backup you want to restore precedes a specific date or event. For example, you know approximately when a database was lost or corrupted, and you need to find the last backup before that date.

Finding a backup by date

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

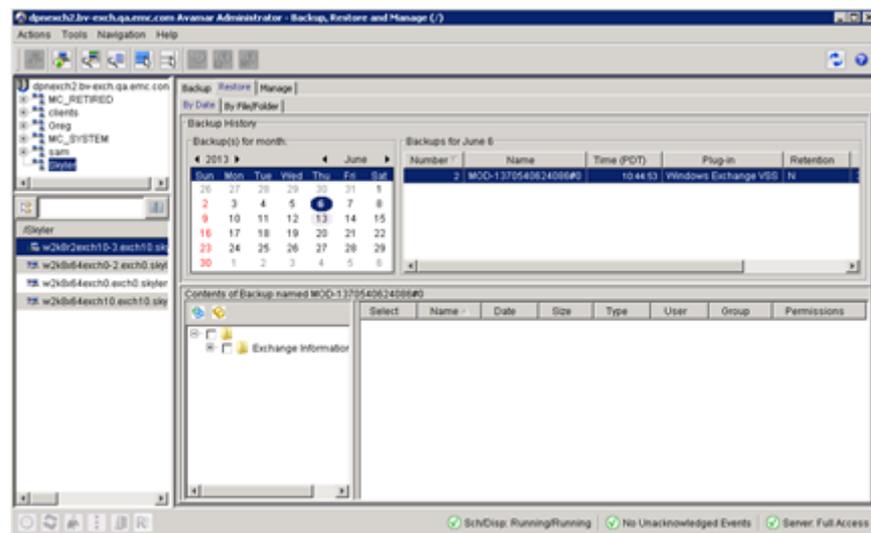
2. In the domain tree, select the domain for the client.
3. From the list of clients, select the client on which the backup was performed:
 - In a stand-alone environment, select the Exchange server.
 - To restore from a federated backup in a DAG environment, select the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.
 - To restore from a backup of a specific server in a DAG environment, select the server.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.

4. Click the **Restore** tab.
5. Click the **By Date** tab.
6. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight.

A list of backups on that date appears in the **Backups** table next to the calendar.

7. Select the backup to restore from the **Backups** table.



8. Select the data to restore, and perform the restore.

When to find a backup for a specific database

Locate backups for a specific database when:

- You back up each database in a separate backup set.
- You want to see multiple versions of the same database.

Finding a backup for a specific database

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
2. In the domain tree, select the domain for the client.
3. From the list of clients, select the client on which the backup was performed:
 - In a stand-alone environment, select the Exchange server.
 - To restore from a federated backup in a DAG environment, select the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.
 - To restore from a backup of a specific server in a DAG environment, select the server.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.

4. Click the **Restore** tab.
5. Click the **By File/Folder** tab.
6. Specify the data to restore by using one of the methods in the following table.

Method	Description
Type the value in the Enter path to retrieve history for box.	<ul style="list-style-type: none"> • To restore all databases on the client, type Exchange Information Store. • To restore a specific database, type Exchange Information Store/ <i>name</i>, where <i>name</i> is the name of the database.
Browse to the data.	<ol style="list-style-type: none"> a. Click Browse. The Select File or Folder dialog box appears. b. Select the client in the left pane. c. Expand the Windows Exchange VSS plug-in in the middle pane. d. Select Exchange Information Store in the middle pane. e. To find backups of the Exchange Information Store, select the checkbox next to Exchange Information Store. To find backups of a specific database, select the checkbox next to the database. f. Click OK.

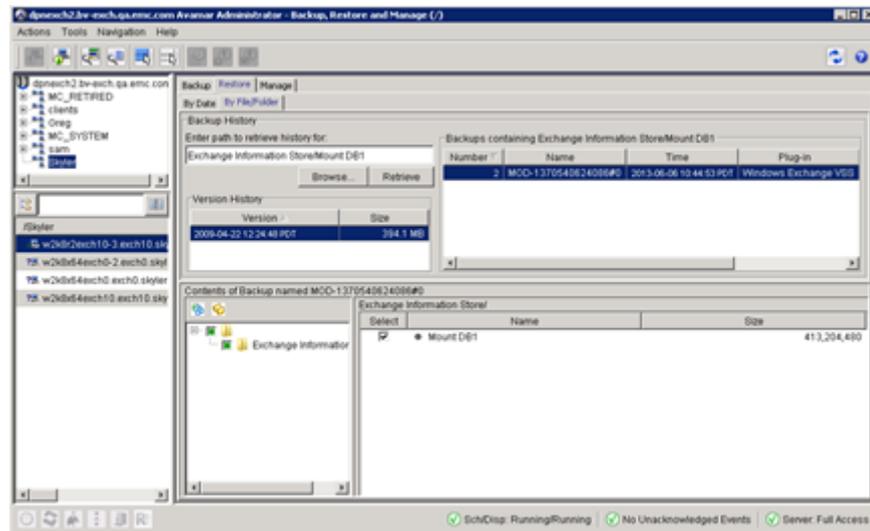
7. Click **Retrieve**.
8. Select a version in the **Version History** table.

Note

The **Version History** table does not provide the correct date and time for Microsoft Exchange data. However, you can select any version in the list to view all backups for the selected data.

All backups for the specified Exchange Information Store or database appear in the **Backups** table next to the **Version History** table.

9. Select the backup to restore from the **Backups** table.



10. Select the data to restore, and then perform the restore.

Restoring to a stand-alone server

You can restore databases or the entire Exchange Information Store to a stand-alone server.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
2. Find the backup to restore:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)
 The backup to restore from is selected in the **Backups** table.
3. Select the data to restore:
 - To restore the entire Exchange Information Store, select the **Exchange Information Store** checkbox in the lower-left pane.
 - To restore a specific database, select **Exchange Information Store** in the lower-left pane, and then select the checkbox next to the database in the lower-right pane.
4. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
5. Leave the default selection of the original client in the **Restore Destination Client** box.
6. Ensure that **Windows Exchange VSS** appears in the **Restore Plug-in** list.
7. From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

8. Leave the default selection of **Restore everything to its original location**.
9. Click **More Options**.

The **Restore Command Line Options** dialog box appears.

10. Specify whether to overwrite all databases or only specific databases during the restore:
 - To enable the overwrite of all databases when you perform a restore, in the **Restore Command Line Options** dialog box, select the **Allow database overwrite** checkbox.
 - To enable the overwrite of only specific databases, leave the **Allow database overwrite** checkbox clear. Then select the **This database can be overwritten by a restore** option in the recovery options for the databases in the **Exchange Management Console**.

Note

The restore fails if you do not enable overwrite by using one of these methods, even if the database you are restoring was deleted on the target server.

11. Select whether to automatically mount the databases after a successful restore by selecting or clearing the **Mount the database(s) after successful restore** checkbox.
12. From the **Encryption method from Data Domain system** list, select the encryption method for data transfer between the Data Domain system and the client during the restore.
13. Select whether to restore but not replay transaction logs by selecting or clearing the **Do not replay the transaction logs** checkbox.

If you select this option, then you can manually copy additional transaction logs before you mount the database.
14. If log file conflicts occur during the restore, then use the **Move logs path** box to specify a location to which to move the existing log files before the restore.

If you do not specify a path for the log files and there is a gap in the transaction log, then the restore process automatically moves the current transaction logs to a subfolder named `logs_time_date`. The *time* and *date* values are the time and date of the restore. The subfolder is in the transaction log folder for the database. You can use these logs to analyze the restore operation, if necessary, or apply those logs up to where the failure occurred.
15. Select whether to retain or delete metadata files that are used during the restore:
 - Select the **Retain recovery metadata** checkbox to retain the files.
 - Clear the checkbox to automatically delete the files after the restore completes.

You can use these metadata files to investigate any restore issues that occur. The files are located in the `C:\Program Files\avs\var\avexvss_restore` folder, where `C:\Program Files\avs` is the Avamar installation folder.
16. Enable and specify the multi-streaming options if applicable. These options are described in [Exchange VSS plug-in restore options on page 115](#).
17. (Optional) Select **Show Advanced Options**, and set the advanced options as described in [Exchange VSS plug-in restore options on page 115](#).
18. Disregard the **Automate replication suspension** checkbox. This option does not apply when you restore to a stand-alone server.

19. If you did not configure the AvamarBackupUser account, then specify the **Username** and **Password** for an Exchange administrator account that has permissions to perform the restore.
20. Disregard the options in the **RSG/RDB Restore Options** sections. These options do not apply unless you are restoring to an RDB.
21. Click **OK** on the **Restore Command Line Options** dialog box.
22. Click **OK** on the **Restore Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
23. Click **Close**.

Restore to a DAG

You can restore databases in a DAG from the following types of backups:

- Federated backup with the Exchange DAG client of either an active copy or a passive copy of the database.
- Backup of either an active copy or a passive copy of the database on a specific server in a DAG.

When you restore databases from a federated backup in a DAG, you select the Exchange DAG client as the target client for the restore. The Exchange DAG client automatically determines the server with the active copy of the database, and restores to the active copy.

When you restore databases from a backup of a specific server in a DAG, you select the DAG server with the active database copies as the target client for the restore.

Restoring databases in a DAG

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
2. Find the backup to restore:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)
 The backup to restore from is selected in the **Backups** table.
3. Select the data to restore:
 - To restore the entire Exchange Information Store, select the **Exchange Information Store** checkbox in the lower-left pane.
 - To restore a specific database, select **Exchange Information Store** in the lower-left pane, and then select the checkbox next to the database in the lower-right pane.
4. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
5. Specify the target client for the restore:
 - If you are restoring from a federated backup, then leave the default selection of the Exchange DAG client in the **Restore Destination Client** box.

- If you are restoring from a backup of a specific server in a DAG, then either type the name of the DAG server with the active database copies, or click **Browse** to browse to the server.
6. Ensure that **Windows Exchange VSS** appears in the **Restore Plug-in** list.
 7. From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
 8. Leave the default selection of **Restore everything to its original location**.
 9. Click **More Options**.

The **Restore Command Line Options** dialog box appears.
 10. Specify whether to overwrite all databases or only specific databases during the restore:
 - To enable the overwrite of all databases when you perform a restore, in the **Restore Command Line Options** dialog box, select the **Allow database overwrite** checkbox.
 - To enable the overwrite of only specific databases, leave the **Allow database overwrite** checkbox clear. Then select the **This database can be overwritten by a restore** option in the recovery options for the databases in the **Exchange Management Console**.

Note

The restore fails if you do not enable overwrite by using one of these methods, even if the database you are restoring was deleted on the target server.

11. Select whether to automatically mount the databases after a successful restore by selecting or clearing the **Mount the database(s) after successful restore** checkbox.
12. From the **Encryption method from Data Domain system** list, select the encryption method for data transfer between the Data Domain system and the client during the restore.
13. Select whether to restore but not replay transaction logs by selecting or clearing the **Do not replay the transaction logs** checkbox.

If you select this option, then you can manually copy additional transaction logs before you mount the database.
14. If log file conflicts occur during the restore, then use the **Move logs path** box to specify a location to which to move the existing log files before the restore.

If you do not specify a path for the log files and there is a gap in the transaction log, then the restore process automatically moves the current transaction logs to a subfolder named `logs_time_date`. The *time* and *date* values are the time and date of the restore. The subfolder is in the transaction log folder for the database. You can use these logs to analyze the restore operation, if necessary, or apply those logs up to where the failure occurred.
15. Choose whether to retain or delete metadata files that are used during the restore:
 - Select the **Retain recovery metadata** checkbox to retain the files.
 - Clear the checkbox to automatically delete the files after the restore completes.

You can use these metadata files to investigate any restore issues that occur. The files are in the `C:\Program Files\avs\var\avexvss_restore` folder, where `C:\Program Files\avs` is the Avamar installation folder.

16. Select the **Automate replication suspension** checkbox to suspend replication to the passive nodes during the restore.
If you do not select this option, you must manually suspend replication before you perform the restore.
17. If you are restoring from a federated backup, specify the **Username** and **Password** for the AvamarBackupUser account.
If you are restoring from a backup of a specific server in the DAG, then you only need to specify the username and password for an Exchange administrator account with permissions to perform the restore if you did not configure the AvamarBackupUser account.
18. Disregard the options in the **RSG/RDB Restore Options** section. These options do not apply unless you are restoring to an RDB.
19. Click **OK** on the **Restore Command Line Options** dialog box.
20. Click **OK** on the **Restore Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
21. Click **Close**.
22. After the restore completes, manually resume replication:
 - a. Review the steps to resume and update a database copy in the "Suspend or Resume a Mailbox Database Copy" and "Update a Mailbox Database Copy" articles on the Microsoft TechNet website.
 - b. Use the `Resume-MailboxDatabaseCopy` command to resume replication for all passive copies of the restored database.
Replication sometimes fails because you must reseed the database on the current passive node.
 - c. If replication fails, run the `Update-MailboxDatabaseCopy` command for all passive copies of the restored database.

Restoring to a file

You can restore databases to a file either on the original server or on a different server. After the restore, you can configure the Exchange server to use the databases at the new location. You can also use third party tools such as Kroll OnTrack PowerControls to perform data mining and advanced data recovery.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
2. Find the backup to restore:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)

The backup to restore from is selected in the **Backups** table.

3. Select the data to restore:
 - To restore the entire Exchange Information Store, select the **Exchange Information Store** checkbox in the lower-left pane.
 - To restore a specific database, select **Exchange Information Store** in the lower-left pane, and then select the checkbox next to the database in the lower-right pane.

4. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.

5. Specify the target client for the restore:
 - To restore to a file system location on the original server, leave the default selection of the original server in the **Restore Destination Client** box.
 - To restore to a file system location on a different server, either type the name of the server or click **Browse** to browse to the server.
6. Ensure that **Windows Exchange VSS** appears in the **Restore Plug-in** list.
7. From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

8. Select **Restore everything to a different location**.

9. Click **Set Destination**.

The **Set Destination** dialog box appears.

10. Specify the file system location for the restored files:
 - a. Click **Browse**.

The **Browse for File, Folder, or Directory** dialog box appears.
 - b. Expand the **Windows File System** item in the left pane, and browse the file system.
 - c. In the right pane, select the checkbox next to the target folder for the restored files.
 - d. Click **OK**.

11. Click **OK** on the **Set Destination** dialog box.

12. Click **More Options**.

The **Restore Command Line Options** dialog box appears.

13. Select whether to restore but not replay transaction logs by selecting or clearing the **Do not replay the transaction logs** checkbox.

If you select this option, then you can manually copy additional transaction logs before you mount the database.

14. Select whether to retain or delete metadata files that are used during the restore:

- Select the **Retain recovery metadata** checkbox to retain the files.
- Clear the checkbox to automatically delete the files after the restore completes.

You can use these metadata files to investigate any restore issues that occur. The files are located in the `C:\Program Files\avs\var\avexvss_restore` folder, where `C:\Program Files\avs` is the Avamar installation folder.

15. Enable and specify multi-streaming options if applicable. These options are described in [Exchange VSS plug-in restore options on page 115](#).

16. (Optional) Select **Show Advanced Options**, and set the advanced options as described in [Exchange VSS plug-in restore options on page 115](#).
17. If you did not configure the AvamarBackupUser account, then specify the **Username** and **Password** for an Exchange administrator account that has permissions to perform the restore.
18. Disregard the remaining options in the **Restore Command Line Options** dialog box. These options do not apply when you restore to a file.
19. Click **OK** on the **Restore Command Line Options** dialog box.
20. Click **OK** on the **Restore Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
21. Click **Close**.

Monitoring restores

You can monitor restores to ensure that the restores complete successfully and to troubleshoot issues. The Activity Monitor in Avamar Administrator enables you to view status information for restores.

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.
The **Activity** window appears.
2. Click the **Activity Monitor** tab.
A list of all activities appears.
3. To filter the results to display only restore activity, select **Actions** › **Filter**.
The **Filter Activity** dialog box appears.
4. Select **Restore** from the **Type** list.
5. Click **OK**.

Canceling restores

You can cancel a restore any time before the restore completes. The cancellation might take five minutes or longer. The restore may complete before the cancellation finishes.

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.
The **Activity** window appears.
2. Click the **Activity Monitor** tab.
A list of all activities appears.
3. Select the restore from the list.
4. Select **Actions** › **Cancel Activity**.
A confirmation message appears.
5. Click **Yes**.

CHAPTER 5

Granular Level Recovery

This chapter includes the following topics:

- [Requirements to perform GLR](#)..... 86
- [Searching a large backup with browse filtering](#)..... 86
- [Searching with Restore Browse Options](#)..... 88
- [Performing GLR with the Exchange GLR plug-in for Exchange 2013 and 2010 using Microsoft Exchange MAPI CDO](#).....89
- [Performing GLR with EMC ItemPoint for Exchange](#)..... 91
- [Performing GLR from an existing RDB](#)92
- [Monitoring GLR](#).....96
- [Canceling GLR](#)..... 97

Requirements to perform GLR

You can use Microsoft Exchange MAPI CDO or EMC ItemPoint for Exchange to perform GLR. Your environment must meet the following requirements:

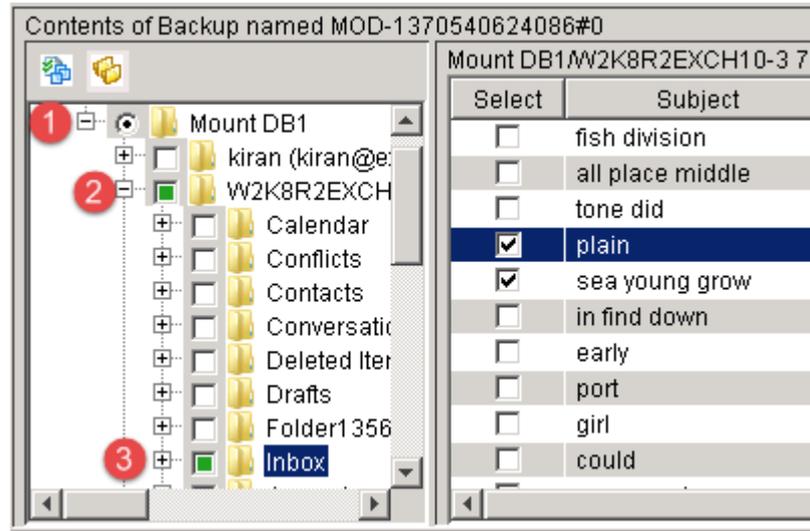
- To perform GLR using EMC ItemPoint for Exchange, you must have EMC ItemPoint for Exchange software installed. This software is available as a part of the Avamar Plugin for Exchange installation. The server must have a minimum of Microsoft Outlook 2007 installed, and cannot have MAPI installed. To perform GLR on Exchange 2016 systems, EMC ItemPoint for Exchange is required. It is also available for Exchange 2010 and 2013.
- To perform GLR with the Exchange GLR plug-in, the plug-in must be installed on the target server for the restored items.
If you are planning to restore to an RDB and then perform GLR with Exchange Management Shell commands, then only the Exchange VSS plug-in is required on the target server for the restored items.
- You must restore from a full backup when you perform GLR with the Exchange GLR plug-in. You can restore a database to an RDB from either a full or incremental backup.
- You cannot restore public folder database backups to RDBs, and you cannot perform GLR of items in public folder databases. Microsoft does not support public folder databases in RDBs.
- You cannot restore individual items from archive and disconnected mailboxes. You must restore the entire mailbox to a different live mailbox.

Searching a large backup with browse filtering

You can use the **Restore Browse Options** to filter a backup for browsing, by searching for specific mailboxes, contents of messages, date, or size criteria.

By default, the Exchange VSS GLR plug-in will display a **Restore Browse Options** dialog box when you browse a database, mailbox, or mailbox folder in a backup that contains 10,000 or more items. You can also create the command file `avexchglr.cmd` to specify a smaller threshold number to display this dialog box. When the threshold is set to a low number, browsing the backup will trigger the **Restore Browse Options** dialog box where you can search by general message (text), date, or size criteria. For example, if you specify a threshold of 10, then the **Restore Browse Options** will be displayed when there are 10 or more items in the selected container.

The search criteria displayed in **Restore Browse Options** depends on the level you select in the mailbox database. The following image and table describe the criteria available.

Figure 8 Database, user mailbox, and user mailbox folder levels

Mailbox database level	Selection criteria	Results
1. Mailbox database	<ul style="list-style-type: none"> Mailbox name Item count 	User mailboxes that match the criteria
2. User mailbox	<ul style="list-style-type: none"> Subject Date range Size range 	Messages or folders at the root level of the user mailbox that match the criteria
3. User mailbox folder	<ul style="list-style-type: none"> From To Type Date range Size range 	Items within the selected folder in the user mailbox that match the criteria

Any of the fields in the **General Message Criteria** that allow text entries (**Mailbox name, Subject, From, To**) use regular expressions, including wildcards. You can enable or disable case-sensitive matching for text entries.

- Type **EMC** in the **Subject** field to display items that contain EMC anywhere in the subject.
- Use **.** as the equivalent of a single-character wildcard (?). For example, **EM.**
- Use **.*** as the equivalent of a wildcard (*). For example, **EMC.***

Searching with Restore Browse Options

Create a command file and add a command to specify a lower threshold than the default 10,000 items to display the **Restore Browse Options** dialog box, and then search by specific mailboxes, contents of messages, date, or size criteria.

Before you begin

You must create this command file before you open Avamar Administrator to browse backups for GLR.

Procedure

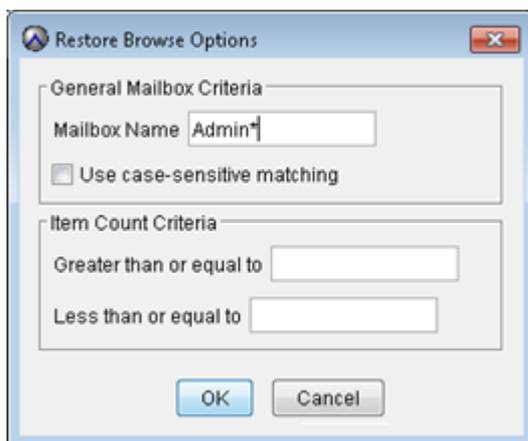
1. Use a text editor to create a command file named `avexchglr.cmd` in the C:\Program Files\avs\var folder, where C:\Program Files\avs is the Avamar installation folder.
2. Add the following line to the file:


```
--browse_filter_threshold_value=n
```

 where *n* is a low number such as 10. Any number that is less than or equal to the number of entries in the selected container will automatically display the **Restore Browse Options** dialog box when you expand or select a database, mailbox, or folder in the backup.
3. Save and close the file.
4. Follow the steps in [Performing GLR with the Exchange GLR plug-in for Exchange 2013 and 2010 using Microsoft Exchange MAPI CDO on page 89](#) until the contents of the selected database appear in the lower right pane.
5. Select or expand a mailbox database, mailbox, or mailbox folder.

The **Restore Browse Options** dialog box appears. The fields available for searching depend on the type of container.

The following figure displays the options available when you select a user mailbox folder.



Note

All string values are regular expressions, and special characters must be preceded by a backslash (\) escape character. [Filtering with regex characters fails on page 105](#) provides more details.

The most common regular expression uses:

- Wildcard for single character . (period)
 - Wildcard for any number of characters .*
6. Specify your browse criteria, and click **OK**.
A filtered list of mailboxes, folders, or messages that match the criteria appears.
 7. Browse to and select the checkbox next to the mailbox, folder, or message to recover.
 8. Continue with the remaining steps in [Performing GLR with the Exchange GLR plug-in for Exchange 2013 and 2010 using Microsoft Exchange MAPI CDO on page 89](#).

Performing GLR with the Exchange GLR plug-in for Exchange 2013 and 2010 using Microsoft Exchange MAPI CDO

You can use the Exchange GLR plug-in to restore mailboxes, folders, and messages from a database backup to the original location. You can also restore to a different mailbox.

Procedure

1. Delete all RDBs on the target Exchange server with the Exchange GLR plug-in.
2. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore, and Manage** window appears.
3. Find a full backup that contains the items to restore:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)

Note

When you move a user mailbox from one database to another, you may be able to find backups for the mailbox in both the original and current databases. Backups of the original database contain the contents of the mailbox from before you moved the mailbox to the new database. To restore recent data for the mailbox, restore from backups of the current database. To restore items from before you moved the mailbox to the new database, restore from backups of the original database.

The backup to restore from is selected in the **Backups** table.

4. Select the **Browse for Granular Restore** icon in the lower-left pane of the **Restore** tab.
The **Select Destination Client** dialog box appears.
5. Select the target server for GLR. The Exchange GLR plug-in must be installed on the target server.
 - If you configured a GLR proxy server, select **Restore everything to a different location**, and then browse to the GLR proxy server.
 - On a stand-alone server with the Exchange GLR plug-in, select **Restore everything to its original location**.
 - In a DAG environment, select **Restore everything to a different location**, and then browse to a DAG server with the GLR plug-in.
6. Click **OK**.

If a dialog box prompts you for Exchange credentials, type the AvamarBackupUser name and password, and then click **OK**.

The **Browse Progress** message box displays the progress of the operation as the Exchange GLR plug-in retrieves the contents of the backup and mounts the backup to

a virtual drive. The virtual drive provides only a view of the contents of the backup. The GLR plug-in does not restore data at this point.

- In the lower-left pane of the **Restore** tab, select the database that contains the mailbox, folder, or messages to recover.

A message box informs you that the database mount may take a long time and that any existing RDB will be deleted.

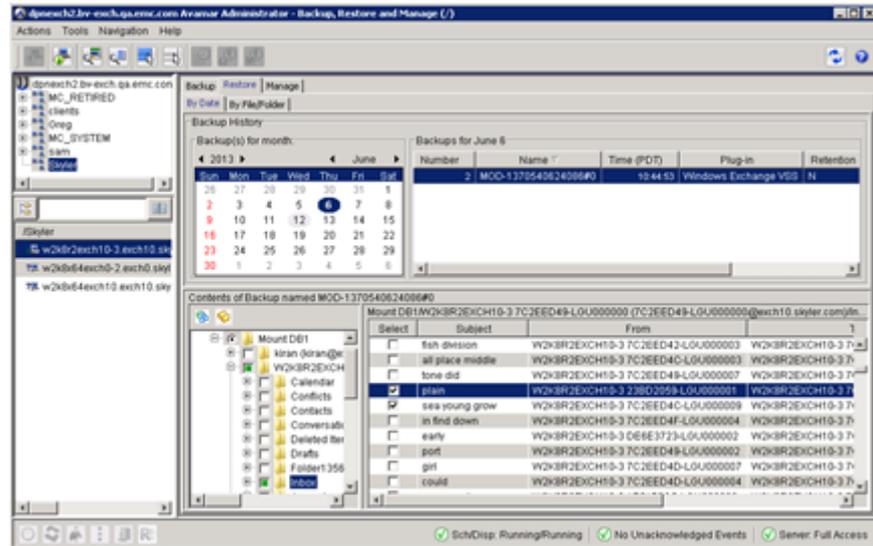
- Click **OK**.

The contents of the selected database appear in the lower right pane.

Note

If the number of items is greater or equal to 10,000 items, a dialog box will appear that allows you to filter the results to a smaller number of items. [Browsing fails when a mailbox folder contains a large number of items on page 107](#) describes strategies for browsing mailboxes with a large number of items.

- Browse to and select the checkbox next to the mailbox, folder, or message to recover.



Note

You cannot perform GLR of items in public folder databases, and you cannot restore individual items from archive and disconnected mailboxes. You must restore the entire archive or disconnected mailbox to a different live mailbox.

- Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.

Note

When you restore from a federated backup and you click **Cancel** in the **Restore Options** dialog box, Avamar resets the destination client for GLR to the Exchange DAG client instead of the Exchange client that you selected in the **Select Destination Client** dialog box. If you try to perform the restore again, reset the destination client to the client with the Exchange GLR plug-in. Otherwise, the restore fails.

- Leave the default selections in the **Restore Destination Client** box and the **Restore Plug-in** list.

12. From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

13. Click **More Options**.

The **Restore Command Line Options** dialog box appears.

14. From the **Amount of time to leave AvFS mounted** list, select when to automatically dismount the temporary file system from the Exchange server that you are using for GLR:

- **Dismount after restore completes.**
- **Dismount after 1 hour of inactivity.**
- **Dismount after 2 hours of inactivity.**

The drive dismounts even if the drive is in use.

15. (Optional) Redirect the restore to a different mailbox than the original mailbox by specifying the target mailbox address in the **Target mailbox address** box with the format `name@domain.subdomain.suffix`.
 16. If you did not configure the AvamarBackupUser account, then specify the **Username** and **Password** for an Exchange administrator account that has permissions to perform the restore.
 17. Click **OK** on the **Restore Command Line Options** dialog box.
 18. Click **OK** on the **Restore Options** dialog box.
- The **Restore Request** dialog box indicates that the restore started.
19. Click **Close**.

Performing GLR with EMC ItemPoint for Exchange

You can use the Exchange GLR plug-in in conjunction with EMC ItemPoint for Exchange to restore mailboxes, folders, and messages. This is the only GLR method supported for Exchange 2016.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore, and Manage** window appears.
2. Find a full backup that contains the items to restore:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)
3. Select the **Browse for Granular Restore** icon in the lower-left pane of the **Restore** tab.
The **Select Destination Client** dialog box appears.
4. Select the target server for GLR. The Exchange GLR plug-in and EMC ItemPoint must be installed on the target server.
 - If you configured a GLR proxy server, select **Restore everything to a different location**, and then browse to the GLR proxy server.
 - On a stand-alone server with the Exchange GLR plug-in, select **Restore everything to its original location**.

- In a DAG environment, select **Restore everything to a different location**, and then browse to a DAG server with the GLR plug-in.

Note

The target server must have a minimum of Microsoft Outlook 2007 installed, and cannot have MAPI installed.

5. Click **OK**.

A message is displayed indicating that the database is mounted on the target machine. The location of this mount point will be displayed in the Management Console **Restore** window after the restore has successfully completed.

6. On the target server, open EMC ItemPoint from the Microsoft Windows **Start** menu.:

- a. Select **Programs**
- b. Select the **EMC ItemPoint for Microsoft Exchange** folder.
- c. Select the **EMC ItemPoint for Microsoft Exchange** program.

The **Data Wizard** opens at the **Source Selection** window.

7. In the **Source Selection** window, browse to the mount location of the database's .edb and .log files.

This will be the mount point displayed in [5 on page 92](#).

Note

Arbitration mailboxes, starting with the **HealthMailbox** mailbox, will be displayed once the restored database has been mounted in ItemPoint. These mailboxes are non-restorable and can be ignored.

8. Click **Next**.

The **Target Selection** window opens.

9. Click **Skip**.

Processing of source files will begin. When completed, mail items available for recovery will be displayed in EMC ItemPoint.

10. Right-click a mail item and select **Export**.

The **Export Folder** window appears. Mail items can be restored and access through Microsoft Outlook by exporting them into the following three data types:

- .PST
- .TXT
- .MSG

Performing GLR from an existing RDB

You can restore a database backup to an RDB, and then perform GLR from the RDB. You can only restore to a single RDB at a time.

After you restore to an RDB, you can use either Exchange Management Shell commands or the Avamar Plug-in for Exchange GLR to perform GLR of mailboxes, folders, or messages from the RDB.

Note

GLR to an RDB is not supported with the Avamar plugin for Exchange 2016.

Restoring a database backup to an RDB

Procedure

1. If an RDB is mounted on the target server, then unmount or delete the RDB.
2. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore, and Manage** window appears.

3. Find the backup to restore:

- [Finding a backup by date on page 75](#)
- [Finding a backup for a specific database on page 76](#)

You can restore a database to an RDB from either a full backup or an incremental backup.

Note

When you move a user mailbox from one database to another, you may be able to find backups for the mailbox in both the original and current databases. Backups of the original database contain the contents of the mailbox from before you moved the mailbox to the new database. To restore recent data for the mailbox, restore from backups of the current database. To restore items from before you moved the mailbox to the new database, restore from backups of the original database.

The backup to restore from is selected in the **Backups** table.

4. Select **Exchange Information Store** in the lower-left pane of the **Restore** tab.
5. In the lower-right pane of the **Restore** tab, select the checkbox next to the database to restore to an RDB.
6. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.

7. In the **Restore Destination Client** box, type the name of the target client for the RDB, or click **Browse** to browse to the target client.

The Exchange GLR plug-in must be installed on the target client if you plan to perform GLR from the RDB with the Exchange GLR plug-in.

8. Ensure that **Windows Exchange VSS** appears in the **Restore Plug-in** list.
9. From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

10. Leave the default selection of **Restore everything to its original location**.
11. Click **More Options**.

The **Restore Command Line Options** dialog box appears.

12. Disregard the **Allow database overwrite** checkbox. This option does not apply when you restore to an RDB.

13. Select whether to automatically mount the RDB after a successful restore by selecting or clearing the **Mount the database(s) after successful restore** checkbox.
14. From the **Encryption method from Data Domain system** list, select the encryption method for data transfer between the Data Domain system and the client during the restore.
15. Select whether to restore but not replay transaction logs by selecting or clearing the **Do not replay the transaction logs** checkbox.
If you select this option, then you can manually copy additional transaction logs before you mount the database.
16. Disregard the **Move logs path** box. This option does not apply when you restore to an RDB.
17. Choose whether to retain or delete metadata files that are used during the restore:
 - Select the **Retain recovery metadata** checkbox to retain the files.
 - Clear the checkbox to automatically delete the files after the restore completes.

You can use these metadata files to investigate any restore issues that occur. The files are in the `C:\Program Files\avs\var\avexvss_restore` folder, where `C:\Program Files\avs` is the Avamar installation folder.
18. Disregard the **Automate replication suspension** checkbox. This option does not apply when you restore to an RDB.
19. If you did not configure the AvamarBackupUser account, then specify the **Username** and **Password** for an Exchange administrator account that has permissions to perform the restore.
20. Select the **Restore into RSG/RDB** checkbox.
21. In the **RSG/RDB name** box, type the name for the restored RDB.
The restore process creates the RDB if the RDB does not already exist.
If you do not specify a name, then the restore uses the following naming convention: `database_rdb`, where `database` is the original name of the database.
22. If an RDB with the same name already exists on the target server, select the **Overwrite existing RSG/RDB** checkbox to overwrite the RDB.
If you select the checkbox, do not specify a new location for the RDB database and log files. The restore process ignores the values that you specify in the **RSG/RDB database path** and **RSG/RDB Log path** boxes and restores the files to the Exchange server DataPath, which is the default location for new databases.
23. Specify the location for the RDB database files in the **RSG/RDB database path** box.
If you do not specify a location, then the files restore to the Exchange server DataPath, which is the default location for new databases.
24. Specify the location for the RDB log files in the **RSG/RDB Log path** box.
If you do not specify a location, then the files restore to the Exchange server DataPath, which is the default location for new databases.
25. Click **OK** on the **Restore Command Line Options** dialog box.
26. Click **OK** on the **Restore Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
27. Click **Close**.

Performing GLR from an RDB with Exchange Management Shell commands

After you restore a database from a backup to an RDB, you can use Exchange Management Shell commands to perform GLR of specific mailboxes.

Procedure

1. Ensure that the RDB is mounted on the Exchange server.
2. Perform the steps in the "Restore Data Using a Recovery Database" Microsoft TechNet article at <http://technet.microsoft.com/en-us/library/ee332351.aspx> to restore specific mailboxes from the RDB by using Exchange Management Shell commands:

Performing GLR from an existing RDB with the Exchange GLR plug-in

You can browse a restored RDB on an Exchange server with the Exchange GLR plug-in and perform GLR of specific mailboxes, folders, and messages.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore, and Manage** window appears.
2. Find the original backup with the database that you restored to an RDB:
 - [Finding a backup by date on page 75](#)
 - [Finding a backup for a specific database on page 76](#)
 The backup to restore from is selected in the **Backups** table.
3. Select the **Browse for Granular Restore** icon in the lower-left pane of the **Restore** tab.
The **Select Destination Client** dialog box appears.
4. Select the target server for GLR. The Exchange GLR plug-in must be installed on the target server.

If you know that the target server for GLR is the same server that you used for the backup, then select **Restore everything to its original location**.

Otherwise, select **Restore everything to a different location**, and then browse to the server with the restored RDB. The Exchange GLR plug-in must be installed on the target server.
5. Click **OK**.

If a dialog prompts you for Exchange credentials, type the AvamarBackupUser name and password, and then click **OK**.

The **Browse Progress** message box displays the progress of the operation.
6. In the lower-left pane of the **Restore** tab, select the restored RDB. The RDB appears with (existing) appended to the name.
7. Browse to and select the checkbox next to the mailbox, folder, or message to recover.

You cannot restore individual items from archive and disconnected mailboxes. You must restore the entire archive or disconnected mailbox to a different live mailbox.
8. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.
9. Leave the default selections in the **Restore Destination Client** box and the **Restore Plug-in** list.

- From the **Avamar encryption method** list, select the encryption method for data transfer from the Avamar server to the client during the restore.

The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

- Click **More Options**.

The **Restore Command Line Options** dialog box appears.

- Disregard the **Amount of time to leave AvFS mounted** list. This option does not apply when you restore from an existing RDB.
- (Optional) Redirect the restore to a different mailbox than the original mailbox by specifying the target mailbox in the **Target mailbox address** box using the format `name@domain.subdomain.suffix`.
- If you did not configure the AvamarBackupUser account, then specify the **Username** and **Password** for an Exchange administrator account that has permissions to perform the restore.
- Click **OK** on the **Restore Command Line Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
- Click **Close**.

Monitoring GLR

You can monitor GLR activity to ensure that the restores complete successfully and to troubleshoot if a failure occurs. Information about GLR activity is available in the Activity Monitor in Avamar Administrator, Avamar log files, and the Windows Application Event log.

Monitoring GLR in Avamar Administrator

The Activity Monitor in Avamar Administrator enables you to monitor GLR and restores to an RDB.

Procedure

- In Avamar Administrator, click the **Activity** launcher button.
The **Activity** window appears.
- Select the **Activity Monitor** tab.
A list of all activities appears.
- To filter the results to display only restore activity, select **Actions** > **Filter**.
The **Filter Activity** dialog box appears.
- In the **Filter Activity** dialog box, select **Restore** from the **Type** list.
GLR appears as a restore activity.
- Click **OK**.

The **Progress Bytes** and **New Bytes** columns in the Activity Monitor contain a value of 0 (zero) for GLR activity with the Exchange GLR plug-in. The Exchange GLR plug-in does not report restore size to Avamar Administrator.

GLR log files

Avamar log files enable you to trace and debug GLR, and the flags and command files that you use to enable the logging.

Table 6 Avamar log files for troubleshooting GLR

Log file	Contents	Flag to enable debugging	Command file for flags
axionfs.log	Trace and debugging information for AvFS file system calls	--debug --x19=327680	axionfs.cmd
avmapi.log	Trace and debugging information for MAPI calls	--debug	avmapi.cmd
avexglr_plugin.log	Trace and debugging information for RDB creation, mount, browse, and restore	--debug	avexchglr.cmd
Avexchlrsvc.log	Trace and debugging information for RDB creation, mount, browse, and restore	--debug	avexchglrsvc.cmd
ps_exec.log	Trace and debugging information for execution of PowerShell commands on the Exchange client	--debug	ps_exec.cmd

Enabling GLR log files

Before you perform GLR, you can enable GLR log files to trace and debug GLR.

Procedure

1. Use a text editor to create the command file in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
2. Open the command file in the text editor, and add the flags to enable debugging.
3. Save and close the command file.

Monitoring Exchange events in the Windows Application Event log

The Windows Application Event log contains Exchange events for I/O activity, restores to an RDB, and GLR from an RDB. The Microsoft Windows documentation provides more information on viewing the Windows Application Event log.

Canceling GLR

You can cancel GLR or a restore to an RDB any time before the restore completes. The cancellation may take five minutes or more. The GLR may complete before the

cancellation finishes. You can cancel a browse operation with the Exchange GLR plug-in by clicking **Cancel** on the **Browse Progress** dialog box.

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.

The **Activity** window appears.

2. Select the **Activity Monitor** tab.

A list of all activities appears.

3. From the list of activities, click the restore to highlight it.

4. Select **Actions** › **Cancel Activity**.

A confirmation message appears.

5. Click **Yes**.

CHAPTER 6

Disaster Recovery

This chapter includes the following topics:

- [Preparing for disaster recovery](#) 100
- [Performing disaster recovery](#) 100

Preparing for disaster recovery

You can prepare for disaster recovery of a Microsoft Exchange Server environment.

Procedure

1. Ensure that you have onsite and offsite copies of the installation disks for the operating system, Exchange Server, and any software updates.
2. Perform full Windows server backups by using the Avamar Client for Windows. Include System State and all critical and noncritical disks in the backups. The *EMC Avamar for Windows Server User Guide* provides full backup instructions.
3. Back up all Exchange databases by using the Avamar Plug-in for Exchange VSS.

NOTICE

If you perform the full Windows server backup and the database backups at different times, then perform the full Windows server backup first.

Performing disaster recovery

You can recover a Microsoft Exchange Server environment after a disaster.

Procedure

1. Restore the server from the Windows client backup as described in the *EMC Avamar for Windows Server User Guide*.
2. Complete the recommended Microsoft Exchange Server disaster recovery procedure by using the steps in one of the "Recover an Exchange Server" Microsoft TechNet at <http://technet.microsoft.com/en-us/library/dd876880.aspx>.
3. Use the Exchange VSS plug-in to restore the Exchange databases.
4. Restore the Exchange databases by using one of the following methods, depending on the environment:
 - Restore the databases from the Exchange VSS plug-in backups.
 - Bring the Exchange server back online in the DAG or cluster, and allow the mailbox databases to synchronize from the current versions on the other servers in the DAG or cluster.
 - Use a combination of both methods. Reseed the mailbox databases with the Exchange VSS plug-in backups, and then synchronize the newly-restored Exchange server with the current version on the other servers in the DAG or cluster.
5. When you are sure that the restore of the environment is correct and complete, perform a full backup of the newly restored environment.

APPENDIX A

Troubleshooting

This appendix includes the following topics:

- [Troubleshooting backups](#)..... 102
- [Troubleshooting database restores](#)..... 104
- [Troubleshooting GLR browse issues](#)..... 105
- [Troubleshooting GLR restore issues](#)..... 107

Troubleshooting backups

Troubleshooting backup topics explain issues that can occur during the backup process for an Exchange environment, and steps to resolve or work around the issues.

Microsoft Exchange Writer fails when backup is canceled

Cancelling a backup before it has completed may temporarily leave the Microsoft Exchange Writer in a failed state. You can restart the writer, or wait for the Exchange server to automatically correct this.

When you cancel a backup in progress, it may produce an error in the event that the Microsoft Exchange Writer has failed. If this occurs, there are two solutions:

- If you need to perform an immediate backup, stop and then restart the Microsoft Exchange Writer.
- If you wait about 15 minutes, the Exchange server automatically corrects this condition.

Unmounted or offline databases are skipped

If a database is unmounted or offline when a backup is performed, the backup skips that database. Generally, this is not an issue because databases that are not mounted are not in production.

System Writer failure event in the Application log

A successful backup using the Exchange VSS plug-in might log an event in the Application log indicating a System Writer failure. The Exchange VSS plug-in does not use the System Writer, so you can safely ignore the error.

Backups may fail when drive letters and volumes are mixed

If you configure Exchange to point to the same database files through different paths, such as volume `G:\` and `C:\mountpoint`, then the backup may fail.

To avoid this backup failure, configure Exchange databases to point to the database files using the same path. For example, if you have three databases, DB1, DB2, and DB3, that are at the same location as either a drive location `G:\` or on a mountpoint `C:\mountpoint`, then use one of the following example paths:

- `G:\DB1`, `G:\DB2`, `G:\DB3`
- `C:\mountpoint\DB1`, `C:\mountpoint\DB2`, `C:\mountpoint\DB3`

Microsoft Exchange Replication service VSS Writer failed

A failed or canceled backup of a passive copy might produce an error in the event log that the Microsoft Exchange Replication service VSS Writer failed. However, this condition may be temporary.

If this backup failure and error occur, there are two solutions:

- If you need to perform an immediate backup, stop and then restart the Microsoft Exchange Replication Service writer.

- If you wait about 15 minutes, the Exchange server automatically corrects this condition.

Backups fail when paths include symlinks or directory junctions

Backups with the Exchange VSS plug-in fail if the path to the database, transaction log, or checkpoint files include symbolic links (symlinks) or directory junctions.

Exclude databases with files available through symlinks or directory junctions from backups with the Exchange VSS plug-in.

Backups time out for large Exchange databases

Backups fail if the VSS writer cannot create the snapshot for the backup after five minutes.

To increase the amount of time for snapshot creation, use the following flag:

```
--vss-snapshot-timeout
```

Specifying the flag during an on-demand backup

Procedure

1. Type `--vss-snapshot-timeout` in the **Enter Attribute** box.
2. Enter the number of minutes in the **Enter Attribute Value** box on the **Backup Command Line Options** dialog box.
3. Click **+**.

Specifying the flag for scheduled backups

Procedure

1. To specify the flag for scheduled backups, type `--vss-snapshot-timeout` in the **Enter Attribute** box.
2. Enter the new number of minutes in the **Enter Attribute Value** box on the **Options** tab of the **New Dataset** dialog box.
3. Click **+**.

Specifying the flag for all backups of an Exchange server

Procedure

1. Create a file called `avexvss.cmd` in the `C:\Program Files\avs\var` folder of the Exchange server, where `C:\Program Files\avs` is the Avamar installation folder.
2. Add the following line to the file:


```
--vss-snapshot-timeout=n
```

 where *n* is the number of minutes to wait for snapshot creation to complete.
3. Save and close the file.
4. In a cluster or DAG environment, copy the file to the cluster client's shared folder that was specified in the Windows Cluster Configuration Tool.

Troubleshooting database restores

Database restore topics explain issues that may occur during the restore process for an Exchange environment, and steps to resolve or work around the issues.

Restore moves the current log files if gaps are detected

If you do not specify a path for the log files in the **Move logs path** box on the **Restore Command Line Options** dialog box and there is a gap in the transaction log, then the restore process automatically moves the current transaction logs to a subfolder named `logs_time_date`. The *time* and *date* values are the time and date of the restore. The subfolder is in the transaction log folder for the database. You can use these logs to analyze the restore operation, if necessary, or apply those logs up to where the failure occurred.

"Range of log files is missing" error in the Event Log

An error message that there is a gap in the transaction log files might appear in the Exchange VSS plug-in log file and the Event Log when you restore a database in a DAG. This error may appear when the backup of the active copy occurred simultaneously with the backup of the passive copy. The backups succeed but the log files may not match.

If this error occurs, you may still be able to recover that backup by using the Exchange Server Database Utilities tool, `eseutil`. The “Eseutil” article on the Microsoft TechNet website describes how to use this tool.

Missing or inaccessible log files

The Exchange VSS plug-in restore process writes status and messages to the `MOD-XXX-3018-Exchange_VSS_Writer_nnnn.log` file. You can view this log file in the `C:\Program Files\avs\var` folder on the Exchange server.

You must use the AvamarBackupUser account to perform the restore. The AvamarBackupUser account has the required restore privileges and write permissions to the `C:\Program Files\avs\var` folder on the Exchange server. Otherwise, the restore process cannot create or write to the log file, and restore fails.

If you perform the restore with a user that does not have the required restore privileges, but has write permissions to the `C:\Program Files\avs\var` folder on the Exchange server, then the restore process writes messages and failure information to the `avexvss.log` file in the `var` folder.

Selective restore of databases from an older backup may fail.

If you attempt to restore selected databases from an older backup when newer backups exist, then the restore may fail. To work around this issue, move the transaction log files during the restore by specifying a path in the **Move logs path** box on the **Restore Command Line Options** dialog box.

Check the event logs in the Event Viewer if one or more databases fail to mount.

Restore to RDB fails or results in an unusable RDB

Avamar uses wait times that Microsoft recommends for RDB stabilization in Exchange Server 2013 before the restore starts. The restore either fails or results in an unusable

RDB if the stabilization exceeds the wait time. You can increase the wait time to allow more time for the RDB to stabilize.

Procedure

1. To increase the RDB stabilization wait time, use a text editor to create an `avexchglr.cmd` file in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
2. Type the following text in the command file:


```
--rdb_stabilize_wait=n
```

 where *n* is the wait time in seconds. The default value is 60 seconds.
3. Save and close the file.

Troubleshooting GLR browse issues

This section explains issues that might occur when you browse database backups for GLR, and steps to resolve or work around the issues.

Filtering with regex characters fails

The message "There are no items that match filter criteria" will appear when you filter GLR browsing using special regular expression (regex) characters like the following list, without a preceding backslash escape character:

- \
- ^
- \$
- .
- |
- ?
- *
- +
- (
-)
- [
-]
- {
- }

In the following example, the parentheses (and) are special regex characters:

```
"MyMailBox24 (MyMailBox24@exchange.example.com)"
```

When using special regex characters, precede those characters with the backslash `\` escape character. In the following example the special regex characters, the parentheses, are preceded with the backslash `\`:

```
"MyMailBox24 \ (MyMailBox24@exchange.example.com)"
```

Exchange GLR may crash on Windows Server 2008

The Exchange GLR plug-in (avexchglr.exe) may crash on Windows Server 2008 and Windows Server 2008 R2. This problem is caused by ole32.dll version 6.0.6002.18277. A Windows update hotfix is available from Microsoft. The problem is described and the hotfix download link is provided in the Microsoft Support article "Applications may crash in Windows Vista, in Windows 7, in Windows Server 2008 or in Windows Server 2008 R2," available at <http://support.microsoft.com/kb/2541119>.

Mailboxes do not appear when browsing

If mailboxes do not appear when you browse for items to restore during granular level recovery, then check the `avmapi.log` file, which is available in the `C:\Program Files\avs\var` folder.

If an `Unable to create MAPI profile due to a network issue error` appears in the log file and the network is a pure IPv4 network, then disable IPv6 support on all Exchange servers with Mailbox or Client Access Server roles installed.

The Microsoft Support article "How to disable certain Internet Protocol version 6 (IPv6) components in Windows Vista, Windows 7, and Windows Server 2008" at <http://support.microsoft.com/kb/929852> provides more information.

Browsing fails for an Avamar 6.1 client with an Avamar 7.0 server

If you upgrade the Avamar server to version 7.0 but the Exchange VSS and Exchange GLR plug-ins on the Exchange server are version 6.1, then configure command files with encryption flags. Otherwise, you cannot browse a database backup for mailboxes, folders, and messages for GLR.

Procedure

1. Use a text editor to create the following command files in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder:

- `aveexchglr.cmd`
- `avtar.cmd`
- `axionfs.cmd`

2. Add the following lines to each file:

```
--encrypt=tls
--encrypt-strength=high
```

3. Save and close the files.

Browsing fails when you specify or change the Exchange Client Access service

You may not be able to browse a database backup for GLR if you recently specified or changed the Exchange Client Access Server. Changes that can cause this issue include moving the Client Access Server role to a different server, or changing the server name or IP address of the server.

To resolve this issue, stop and restart the Exchange Client Access service on the Exchange Mailbox server to resolve the issue.

Browsing fails when a mailbox folder contains a large number of items

You may not be able to browse a mail folder with a large number of items for GLR. The number of items that causes the failure is typically in the tens of thousands, although the exact number varies. If the number of messages in the folder exceeds the maximum that Avamar Administrator can display, then a `Backup Mailbox Browse result is empty` error message appears.

To work around this issue, use one of the following methods:

- Restore the entire folder, and then copy individual messages from the `Recovered Items` folder to the target mailbox folders.
- Specify a maximum number of mailbox items to display in Avamar Administrator in the `aveexchglr.cmd` file.

Procedure

1. Use a text editor to create a command file named `aveexchglr.cmd` in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
2. Add the following line to the file:


```
--max_browse_entries=n
```

where *n* is the maximum number of entries. The value should be less than 40000 (40,000).
3. Save and close the file.
4. Close the **Backup, Restore and Manage** window in Avamar Administrator, and then reopen the window and retry the GLR operation.

Browsing fails for user mailbox names with mismatched parentheses

You may not be able to browse mailboxes that have mismatched parentheses in the mailbox name. `Test mailbox (accounting)` is an example of a mailbox name that can cause this problem.

Troubleshooting GLR restore issues

This section explains issues that might occur when you restore individual mailboxes, folders, or messages with the Exchange GLR plug-in, and steps to resolve or work around the issues.

Restore fails with sector size mismatch error code 546

The error `JET_errLogSectorSizeMismatch (-546)` may appear in event logs during Exchange GLR recovery.

This issue occurs when there is a mismatch between the logical disk sector size used when the backup was created and the sector size used when creating the Avamar Virtual Disk drive. Because of the mismatch in sector size, Avamar cannot read the content from database log files, and restore fails.

The solution is to create the `axionfs.cmd` file, and add new flags to change the default properties of the Avamar Virtual Disk drive.

Procedure

1. Use a text editor to create the `axionfs.cmd` command file in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
2. Add the flags in the following table to the `axionfs.cmd` file.

Table 7 Restore fails with sector size mismatch error code 546

Flag	Description
<code>--sector-size=<i>n</i></code>	Sets the sector size of the Avamar Virtual Disk drive, where <i>n</i> is the sector size of the disk from which the backup was taken. The value should be at least 512, or a multiple of 512. The default value is 512.
<code>--cluster-size=<i>n</i></code>	Sets the cluster size of the Avamar Virtual Disk drive, where <i>n</i> is the sector size of the disk from which the backup was taken. The value should be at least 512 and a multiple of the <code>--sector-size</code> flag. The default value is 4096.
<code>--storage-type=<i>stDisk</i></code>	Sets the storage type of the Avamar Virtual Disk drive. Possible values include: <ul style="list-style-type: none"> • <code>stDisk</code> • <code>stCDROM</code> • <code>stVirtualDisk</code> • <code>stDiskPnP</code> The default value is <code>stDiskPnP</code> .

3. Save and close the file.

GLR fails with the error "The semaphore timeout period has expired"

Exchange GLR may fail with the error `The semaphore timeout period has expired`. This error occurs most often when you store backups on a Data Domain system. To work around this issue, you can add flags to the `axionfs.cmd` file to either extend or disable the timeout period.

Procedure

1. Use a text editor to create a command file named `axionfs.cmd` in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.
2. Add the following line to the file, which extends the timeout period to 130 seconds:

```
--largecallbacktimeout
```
3. Save and close the file.
4. If GLR still fails with the extended timeout period, then remove the `--largecallbacktimeout` value from the `axionfs.cmd` file and add the following value to disable the timeout period:

```
--disablecallbacktimeout
```
5. Save and close the file.

GLR fails with the error "Failed to mount database. Please check exchange GLR logs for more details"

Exchange GLR may fail with the error Failed to mount database. Please check exchange GLR logs for more details.

The `exchglr_plugin.log` file includes the following entries:

```
avexchlr Warning <9072>: PowerShell: Error Couldn't mount the
database that you specified... Error: Couldn't find the
specified mailbox database with GUID...
```

To resolve this issue, specify a mount retry time in the `avexchlr.cmd` file

Procedure

1. Use a text editor to create a command file named `avexchglr.cmd` in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar installation folder.

2. Add the following line to the file:

```
--mount_retry_time=seconds
```

where *seconds* is the number of seconds to wait before retrying the database mount. A recommended value is 120.

3. Save and close the file.
4. If the error message continues to appear, then increase the value for the `--mount_retry_time` option.

GLR fails with the error "Failed to configure MAPI profile due to a network error"

Exchange GLR may fail with the error:

```
Failed to configure MAPI profile due to a network error.
```

When the following error appears in the `avmapi.log`, you may need to specify an Exchange Legacy Distinguished Name for the `AvamarBackupUser` account:

```
Failed to configure MAPI profile due to a network error. If the
network is not correctly configured to use IPv6, be sure to
completely disable all IPv6 services as described in http://
support.microsoft.com/kb/929852
```

The following error also appears a few lines later:

```
Error MAPI_E_LOGON_FAILED. (code: 0X80040111), ...
```


APPENDIX B

Plug-in Options

This appendix includes the following topics:

- [How to set plug-in options](#) 112
- [Exchange VSS plug-in backup options](#) 112
- [Exchange VSS plug-in restore options](#) 115
- [Exchange GLR plug-in restore options](#) 118

How to set plug-in options

Plug-in options enable you to control specific actions for on-demand backups, restores, and scheduled backups. The plug-in options that are available depend on the operation type and plug-in type.

You specify plug-in options in Avamar Administrator for on-demand backup or restore operations, or when you create a dataset for a scheduled backup. You set plug-in options with the graphical user interface (GUI) controls (text boxes, checkboxes, radio buttons, and so forth). In addition to using the GUI controls for the options, you can type an option and its value in the **Enter Attribute** and **Enter Attribute Value** fields.

NOTICE

The Avamar software does not check or validate the information that you type in the **Enter Attribute** and **Enter Attribute Value** fields. In addition, the values in the **Enter Attribute** and **Enter Attribute Value** fields override settings that you specify with the GUI controls for the options.

Exchange VSS plug-in backup options

Plug-in options are available for the Avamar Plug-in for Exchange VSS when you perform an on-demand backup or when you configure a dataset for scheduled backups.

Table 8 Backup options for the Exchange VSS plug-in

Option	Description
Select type of backup to perform	Specifies whether to perform a full or incremental backup. Incremental backups automatically promote to full backups when no previous full backup can be found. You can use only full backups for granular level recovery.
Set when backup occurs on clustered or DAG systems.	Specifies whether to back up passive databases, active databases, or both when you back up a specific server in an Exchange Server DAG environment. Select one of the following values: <ul style="list-style-type: none"> Select Replica (passive) writer only to back up only passive databases. Select Store (active) writer only to back up only active databases. Select Always to back up both passive and active databases.
Federated Backup	
Preferred server order list	Sets the priority of the Exchange servers to use for a federated backup of an Exchange Server 2016, 2013 or 2010 DAG environment. Type the server name, not the FQDN. Separate multiple entries with commas.

Table 8 Backup options for the Exchange VSS plug-in (continued)

Option	Description
	If you do not specify a list, then the Exchange VSS plug-in adds all servers in the DAG to the list in alphabetical order.
Set the preference for what types of databases to back up.	<p>Specifies the type of database to back up in a federated backup of an Exchange Server 2016, 2013 or 2010 DAG environment. Select one of the following values:</p> <ul style="list-style-type: none"> • Prefer passive — Avamar backs up a passive copy of each database, if a healthy passive copy is available. If a healthy passive copy is not available, then Avamar backs up the active copy. • Active only — Avamar backs up only the active copy of each database. • Passive only — Avamar backs up only the passive copy of each database. If a healthy passive copy is not available, then the backup does not include the database.
Backup policy when saveset includes circular logging-enabled databases	
Promote - Back up all, promote all to full	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option backs up all databases but promotes the backup to a full backup.</p> <p>When you enable circular logging for a database, Exchange overwrites transaction log files after the data in the log files is committed to the database. Circular logging enables you to save disk space by reducing the number of log files, but you can recover data only up until the last full backup. As a result, Avamar does not support incremental backups of databases with circular logging.</p>
Circular - Only back up circular logging-enabled databases, promote all to full	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option performs a full backup of only databases with circular logging enabled.</p> <p>The backup skips databases where circular logging is not enabled.</p>
Skip - Skip circular logging-enabled databases, allow incremental	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option performs an incremental backup of only databases where circular logging is not enabled.</p> <p>The backup skips databases where circular logging is enabled.</p>
Data Domain system	
Store backup on Data Domain system	To store the backup on a Data Domain system instead of the Avamar server, select the checkbox and then select the Data Domain system from the list.
Encryption method to Data Domain system	Specifies the encryption method for data transfer from the client to the Data Domain system during the backup.

Table 8 Backup options for the Exchange VSS plug-in (continued)

Option	Description
Multi-Streaming	
Enable multi-streaming	Select the checkbox to enable multi-streaming, which enables you to simultaneously back up multiple databases or volumes to reduce backup time.
Maximum number of streams	When you enable multi-streaming, this option specifies the maximum number of streams to use for the backup. Each stream requires one processor and one spindle.
Group by	When you enable multi-streaming, select the method that Avamar uses to group data for multi-streaming: <ul style="list-style-type: none"> • Select Database to create one stream for each database. • Select Volume to create one stream for each volume.
Exchange Administrator Credentials	
Username	Specifies the username of an Exchange administrator account, such as the AvamarBackupUser account, that has permissions to perform the backup. You only need to specify an account if you did not configure the AvamarBackupUser account or if you are performing a federated backup in an Exchange Server DAG environment. The Exchange VSS plug-in uses a different Avamar agent for the DAG or cluster when you perform backups with the Exchange DAG client or the Avamar cluster client. The Avamar agent for the DAG or cluster requires Exchange administrator credentials to perform backups. Therefore, you must manually specify the username and password for the AvamarBackupUser account when you perform a backup with the Exchange DAG client or Avamar cluster client.
Password	Specifies the password for the Exchange administrator account.
Advanced options	
Enable debugging messages	Select the checkbox to write maximum information to the log files for debugging. Use caution when you select this option. The backup process creates large log files.
Disable consistency check (recommended only if 2+ members in DAG)	Select the checkbox to disable consistency checks with the Exchange <code>eseutil</code> utility during the backup. A consistency check can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.
Enable consistency check throttling	Select the checkbox to throttle consistency checks with the Exchange <code>eseutil</code> utility during the backup by pausing the consistency check after a specified number of I/Os. Then specify the number of I/Os by using the #IOs between pauses option and the length of the pauses by using the Duration of pauses (ms) option.

Table 8 Backup options for the Exchange VSS plug-in (continued)

Option	Description
#IOs between pauses	Specifies the number of I/Os between pauses when you enable throttling of the consistency check. The value must be between 100 and 10000 (10,000). The default value is 1000 (1,000).
Duration of pauses (ms)	Specifies the duration of the pause in milliseconds when you enable throttling of the consistency check. The value must be between 1000 (1,000) and 60000 (60,000). The default value is 1000 (1,000).

Exchange VSS plug-in restore options

Plug-in options are available when you perform a restore with the Avamar Plug-in for Exchange VSS.

Table 9 Restore options for the Exchange VSS plug-in

Option	Description
Database Options	
Encryption method from Data Domain system	Specifies the encryption method for data transfer between the client and the Data Domain system during the backup.
Allow database overwrite	<p>Select the checkbox to enable the overwrite of all target databases during the restore.</p> <p>To enable the overwrite of a specific database instead of all target databases:</p> <ol style="list-style-type: none"> 1. Leave the Allow database overwrite checkbox clear. 2. In the Exchange Management Console, select This database can be overwritten by a restore in the recovery options for the database.
Mount the database(s) after successful restore	Select the checkbox to automatically mount databases after a successful restore.
Logs Options	
Do not replay the transaction logs	Select the checkbox to restore but not replay transaction logs. This option enables you to manually copy additional transaction logs before you mount the database.
Move logs path	<p>Specifies the location that the restore process moves existing log files to before restoring log files from the backup. Moving existing log files prevents log file conflicts during the restore.</p> <p>If you do not specify a path for the log files and there is a gap in the transaction log, then the restore process automatically moves the current transaction logs to a</p>

Table 9 Restore options for the Exchange VSS plug-in (continued)

Option	Description
	<p>subfolder named <code>logs_time_date</code>. The <i>time</i> and <i>date</i> values are the time and date of the restore. The subfolder is in the transaction log folder for the database. You can use these logs to analyze the restore operation, if necessary, or apply those logs up to where the failure occurred.</p>
Additional Restore Options	
<p>Retain recovery metadata</p>	<p>Select the checkbox to retain the restore metadata files after the restore completes. Otherwise, the restore process automatically deletes the metadata files.</p> <p>You can use these metadata files to investigate any restore issues that occur. The files are in the <code>C:\Program Files\avs\var\avexvss_restore</code> folder, where <code>C:\Program Files\avs</code> is the Avamar installation folder.</p>
<p>Automate replicate suspension</p>	<p>Select the checkbox to automatically suspend replication to the passive nodes before the restore.</p> <p>If you leave the checkbox clear, then you must manually suspend replication before the restore.</p> <hr/> <p>Note</p> <p>You must manually resume replication after the restore whether you automatically or manually suspend replication before the restore.</p>
Exchange Administrator Credentials	
<p>Username</p>	<p>Specifies the username of an Exchange administrator account, such as the AvamarBackupUser account, that has permissions to perform the restore.</p> <p>You only need to specify an account if you did not configure the AvamarBackupUser account or if you are performing a restore with either the Exchange DAG client or the Avamar cluster client.</p> <p>The Exchange VSS plug-in uses a different Avamar agent for the DAG or cluster when you perform restores with the Exchange DAG client or the Avamar cluster client. The Avamar agent for the DAG or cluster requires Exchange administrator credentials to perform restores. Therefore, you must manually specify the username and password for the AvamarBackupUser account when you perform a restore with the Exchange DAG client or Avamar cluster client.</p>
<p>Password</p>	<p>Specifies the password for the Exchange administrator account.</p>
RDB Restore Options	

Table 9 Restore options for the Exchange VSS plug-in (continued)

Option	Description
Restore into RSG/RDB	<p>Select the checkbox to restore the selected database to a recovery database (RDB).</p> <p>When you restore to an RDB, you can browse the RDB to select individual mailboxes, folders, or messages to restore by using either the Exchange management tools or the Avamar Plug-in for Exchange GLR.</p>
Overwrite existing RSG/RDB	<p>Select the checkbox to overwrite an RDB with the same name as the restored RDB.</p> <p>If you select the checkbox, do not specify a new location for the RDB database and log files. The restore process ignores the values that you specify in the RSG/RDB database path and RSG/RDB Log path boxes and restores the files to the Exchange server DataPath, which is the default location for new databases.</p>
RSG/RDB name	<p>Specifies the name for the RDB.</p> <p>If you do not specify a name, then the restore uses the following naming convention: <i>database_rdb</i>, where <i>database</i> is the original name of the database.</p>
RSG/RDB database path	<p>Specifies the location for the RDB database files. If you do not specify a location, then the files restore to the Exchange server DataPath, which is the default location for new databases.</p>
RSG/RDB log path	<p>Specifies the location for the RDB log files. If you do not specify a location, then the files restore to the Exchange server DataPath, which is the default location for new databases.</p>
Multi-Streaming	
Enable multi-streaming	<p>Specifies to simultaneously restore multiple databases or volumes to reduce restore time.</p>
Maximum number of streams	<p>Specifies the maximum number of streams to use for the restore. The default is 2, and the maximum value is 4. Each stream requires a separate processor.</p>
Advanced options	
Enable debugging messages	<p>Select the checkbox to write maximum information to the log files for debugging. Use caution when you select this option. The restore process creates large log files.</p>
Group by	<p>Specifies the method to group data for multi-streaming:</p> <ul style="list-style-type: none"> • Select Database to create one stream for each database. • Select Volume to create one stream for each volume.

Exchange GLR plug-in restore options

Plug-in options are available when you perform granular level recovery with the Avamar Plug-in for Exchange GLR.

Table 10 Restore options for the Exchange GLR plug-in

Option	Description
Amount of time to leave AvFS mounted	<p>Select when to automatically dismount the temporary file system from the Exchange server that you are using for GLR:</p> <ul style="list-style-type: none"> • Dismount after restore completes • Dismount after 1 hour of inactivity • Dismount after 2 hours of inactivity <p>The drive dismounts even if the drive is in use.</p>
Target mailbox address	<p>Specifies the name of a different target mailbox for the restore. The target mailbox address must use the form <code>name@domain.subdomain.suffix</code>.</p>
Exchange Administrator Credentials	
Username	<p>Specifies the username of an Exchange administrator account, such as the AvamarBackupUser account, that has permissions to perform GLR.</p> <p>You only need to specify the account if you did not configure the AvamarBackupUser account.</p>
Password	<p>Specifies the password for the Exchange administrator account.</p>
Advanced Options	
Enable debugging messages	<p>Select the checkbox to write maximum information to the log files for debugging. Use caution when you select this option. The restore process creates large log files.</p>

APPENDIX C

Command Line Interface

This appendix includes the following topics:

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- [Command reference](#) 120
- [Specifying command line options](#) 131
- [CLI examples](#) 132
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Overview of the Exchange VSS plug-in

The Exchange VSS plug-in enables you to use a command line interface (CLI) with the `avexvss` command instead of Avamar Administrator to back up and restore Exchange data. You can use the CLI from all operating systems that the Exchange VSS plug-in supports.

When you use the CLI to perform a backup or restore, you specify the command options for the Exchange VSS plug-in binary at the command prompt. The plug-in interacts with the `avtar` process to write backup data to or read backup data from the Avamar server or a Data Domain system.

The `avexvss` binary is available in the `C:\Program Files\avs\bin` folder, where `C:\Program Files\avs` is the Avamar client installation folder.

To use the CLI, open a command prompt and change directory to the `bin` folder. Then type the command at the command prompt.

Command reference

The `avexvss` command enables you to browse for Exchange data to back up or restore, perform the backup, or perform the restore.

Synopsis

```
avexvss [--operation={browse | backup | restore}] [options]
```

Operations

The operation that you specify with the `avexvss` command controls the task that `avexvss` performs. Available operations include `browse`, `backup`, and `restore`.

Supply one of the operations in the following table for `avexvss` by using the `--operation` option.

Table 11 Operations for the `avexvss` command

Operation	Description
<code>browse</code>	<p>Returns a list of Exchange objects available to back up. The command results appear as standard output in the command window.</p> <p>The following information appears for each entry:</p> <ul style="list-style-type: none"> • Database name • Size • FStype (for example, db) • User <p>The data sorts alphabetically by name.</p>
<code>backup</code>	Performs an on-demand backup of the specified data.

Table 11 Operations for the `avexvss` command (continued)

Operation	Description
	<p>Include options with the <code>backup</code> operation to specify the data to back up, the Avamar server for the backup, Avamar login credentials, a label for the backup, and other options to control backup behavior.</p> <p>Many of these plug-in options are the same options that you specify when you perform an on-demand backup or configure a scheduled backup in Avamar Administrator.</p>
<code>restore</code>	<p>Restores the specified data.</p> <p>Include options with the <code>restore</code> operation to specify the data to restore, the Avamar server for the restore, Avamar login credentials, the target location for the restore, and other options to control restore behavior. Many of these plug-in options are the same options that you specify when you perform a restore in Avamar Administrator.</p>

Options

The options that you specify with the `avexvss` command control browse, backup, and restore behavior. Some options are available for multiple operations, such as the account options for connecting to the Avamar server. Other options apply only to backups or restores.

Common options

Common options for the `avexvss` command are general options that are available for multiple operations.

The following common options are available for the `avexvss` command.

Table 12 Common `avexvss` options

Option	Description
<code>--federated</code>	Performs a federated browse, backup, or restore in an Exchange Server 2016, 2013 or 2010 DAG environment.
<code>--version</code>	Displays the build version of the Avamar Plug-in for Exchange VSS.

Account options

Account options for the `avexvss` command enable you to specify credentials to connect to the Avamar server for backups and restores.

The following account options are available for the `avexvss` command.

Table 13 Account options for the `avexvss` command

Option	Description
<code>--account=domain/client</code> <code>--path=domain/client</code> <code>--acct=domain/client</code>	Required for all backup and restore operations. Specifies the client to back up or restore from using the format, <i>domain/client</i> , where <i>domain</i> is the Avamar domain to which the client belongs and <i>client</i> is the name of the client computer.
<code>--id=user@domain/client</code>	Required for all backup and restore operations. Specifies the Avamar username for authentication. You can specify the values for the <code>--id</code> and <code>--account</code> options simultaneously by specifying <code>--id=user@domain/client</code> .
<code>--password=password</code> <code>--ap=password</code> <code>--pswd=password</code>	Required for all backup and restore operations. Specifies the password for the Avamar account.
<code>--server=Avamar_server</code> <code>--hfsaddr=Avamar_server</code>	Required for all backup and restore operations. Specifies the hostname or IP address of the Avamar server.

Logging options

Logging options for the `avexvss` command enable you to specify the path and file name for the `avexvss` log file, and to control how much information the plug-in writes to the log file.

Table 14 Logging options for the `avexvss` command

Option	Description
<code>--informationals=n</code>	Sets the information level for status messages, where <i>n</i> is a number such as 0, 1, 2, and so on.
<code>--log=file</code> <code>--logfile=file</code>	Specifies the full path and file name of the <code>avexvss</code> plug-in log file. The Activity Monitor in Avamar Administrator displays only <code>avtar</code> logs for backups with the command line interface. To create a plug-in log for CLI activities, you must specify the <code>--log</code> or <code>--logfile</code> option on the command line.
<code>--noinformationals</code>	Disables all status messages.
<code>--nostdout</code>	Disables output to STDOUT. However, if you supply <code>--log</code> and <code>--logfile=file</code> , then output still goes to the log file.
<code>--nowarnings</code>	Disables warning messages.
<code>--quiet</code>	Suppresses all debugging messages.
<code>--verbose</code> <code>--v</code>	Enables all messages, including status and warning messages.

Browse options

Browse options for the `avexvss` command allow you to specify a DAG node's network addresses.

The following browse option is available for the `avexvss` command.

Table 15 Browse option for the `avexvss` command

Option	Description
<code>-- clusternode=HOSTNAME ME(IP)</code>	Statically defines the DAG node's network addresses, where <i>HOSTNAME</i> is the node's hostname and <i>IP</i> is the node's network address.

Backup options

Backup options for the `avexvss` command enable you to control backup behavior. Many of these options are the same as the plug-in options that you specify in Avamar Administrator when you perform an on-demand backup or create a dataset for scheduled backups.

The following `avexvss` options are available for the backup operation.

Table 16 Backup options for the `avexvss` command

Option	Description
<code>--[avtar]ddr-encrypt- strength={high medium none}</code>	Specifies the encryption method for data transfer between the client and the Data Domain system when you store the backup on a Data Domain system. The default value is <code>high</code> .
<code>--backup_exchangepassword=password</code>	Specifies the password for the Exchange administrator account.
<code>--backup_exchangeuser=domain\username</code>	Specifies the username of an Exchange administrator account, such as the <code>AvamarBackupUser</code> account, that has permissions to perform the backup. You only need to specify an account if you did not configure the <code>AvamarBackupUser</code> account or if you are performing federated backups in an Exchange Server 2016, 2013 or 2010 DAG environment.
<code>--backup-type=type</code>	Specifies whether to back up passive databases, active databases, or both when you back up a specific server in a DAG environment. Specify one of the following values for <i>type</i> : <ul style="list-style-type: none"> <code>active</code> — Backs up only active databases

Table 16 Backup options for the `avexvss` command (continued)

Option	Description
	<ul style="list-style-type: none"> • <code>passive</code> — Backs up only passive databases • <code>always</code> — Backs up both active and passive databases
<code>--brtype=<i>level</i></code>	<p>Specifies whether to perform a full or incremental backup. Specify one of the following values for <i>level</i>:</p> <ul style="list-style-type: none"> • <code>full</code> — Performs a full backup • <code>incremental</code> — Performs an incremental backup. <p>Incremental backups automatically promote to full backups when no previous full backup can be found. You can use only full backups for granular level recovery.</p>
<code>--circular_only</code>	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option performs a full backup of only databases with circular logging enabled. The backup skips databases where circular logging is not enabled.</p> <p>If you specify <code>--circular_only</code>, do not specify <code>--circular_promote</code> or <code>--circular_skip</code>.</p>
<code>--circular_promote</code>	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option backs up all databases but promotes the backup to a full backup.</p> <p>If you specify <code>--circular_promote</code>, do not specify <code>--circular_only</code> or <code>--circular_skip</code>.</p>
<code>--circular_skip</code>	<p>If there are databases with circular logging enabled in the backup set and you select the option to perform an incremental backup, then this option performs an incremental backup of only databases where circular logging is not enabled. The backup skips databases where circular logging is enabled.</p> <p>If you specify <code>--circular_skip</code>, do not specify <code>--circular_only</code> or <code>--circular_promote</code>.</p>

Table 16 Backup options for the `avexvss` command (continued)

Option	Description
<code>--clusternode=HOSTNAME(IP)</code>	<p>Statically defines the DAG node's network addresses, where <code>HOSTNAME</code> is the node's hostname and <code>IP</code> is the node's network address.</p> <hr/> <p>Note</p> <p>Include the parentheses around the IP address.</p> <hr/> <p>It should be defined on the Virtual DAG node, once for each node in the DAG cluster. This flag can be used in multi-homed environments (where there are separate production/backup networks) where DNS resolution is not possible for a certain network.</p>
<code>--ddr={true false}</code>	Specifies whether to store the backup on a Data Domain system instead of the Avamar server. To store the backup on a Data Domain system, specify <code>true</code> , and then specify the Data Domain system by using <code>--ddr-index</code> .
<code>--ddr-index=<i>n</i></code>	Specifies the index number (1, 2, 3, and so forth) of the Data Domain system on which to store the backup. The index number is assigned to the Data Domain system when you add it to the Avamar server configuration.
<code>--disable_cc</code>	<p>Disables consistency checks with the Exchange <code>eseutil</code> utility during the backup.</p> <p>A consistency check can cause severe performance issues or fail during a backup, especially in environments with many transaction logs.</p>
<code>--disable-membership-check=true</code>	Specifies to disable AD group membership check of AvamarBackupUser account when running a backup or restore.
<code>--excludelist=string</code>	<p>Specifies a <i>string</i> of database names to exclude from the backup. Separate multiple entries with a comma</p> <p>Example:</p> <pre>--excludelist=Exchange Information Store/My2010Db</pre>
<code>--expires={days timestamp}</code>	Specifies backup expiration as a number of days from today (<i>days</i>) or an absolute <i>timestamp</i> .

Table 16 Backup options for the `avexvss` command (continued)

Option	Description
	<p>Specify the timestamp by using 24-hour local time zone values conforming to the syntax <code>yyyy-mm-dd hh:mm:ss</code>.</p> <p>You can specify partial date strings. For example, <code>2014-02</code> is equivalent to <code>2014-02-01 00:00:00</code>.</p>
<code>--federated_backup_policy=type</code>	<p>Specifies the type of database to back up in a federated backup of an Exchange 2016, 2013 or 2010 DAG environment. Specify one of the following values for <i>type</i>:</p> <ul style="list-style-type: none"> • <code>prefer-passive</code> — Avamar backs up a passive copy of each database, if a healthy passive copy is available. If a healthy passive copy is not available, then Avamar backs up the active copy. This is the default value. • <code>active-only</code> — Avamar backs up only the active copy of each database. • <code>passive-only</code> — Avamar backs up only the passive copy of each database. If a healthy passive copy is not available, then the backup does not include the database.
<code>--includelist=string</code>	<p>Specifies a string of database names to include in the backup that would otherwise be excluded based on the values you type in the <code>--excludelist</code> option. Separate multiple entries with a comma.</p> <p>Example:</p> <pre>--includelist=Exchange Information Store/My2010Db</pre>
<code>--max-integrity-check-threads=n</code>	<p>Specifies the maximum number of threads that can be started during databases integrity check (default is 4). Higher values may increase backup performance when backing up multiple databases but will also use more system resources.</p>
<code>--num_ios=n</code>	<p>Specifies the number of I/Os between pauses when throttling the consistency check, where <i>n</i> is a value between 100 and 10000. The default value is 1000.</p>
<code>--parallel={true false}</code>	<p>Specifies whether to use multi-streaming, which enables you to simultaneously back up</p>

Table 16 Backup options for the `avexvss` command (continued)

Option	Description
	<p>multiple databases or volumes to reduce backup time.</p> <p>To use multi-streaming, specify <code>true</code>, and then specify values for the <code>--parallel-pool</code> and <code>--parallel-type</code> options.</p>
<code>--parallel-pool=<i>n</i></code>	Specifies the maximum number of streams, where <i>n</i> is a value between 2 and 10. Each stream requires one processor and one spindle.
<code>--parallel-type={by-target by-volume}</code>	<p>Specifies how to group streams:</p> <ul style="list-style-type: none"> Specify <code>by-target</code> to create one stream for each database. Specify <code>by-volume</code> to create one stream for each volume.
<code>--pause_duration=<i>ms</i></code>	Specifies the duration of the pause in milliseconds when throttling the consistency check utility, where <i>ms</i> is a value between 1000 and 60000. The default value is 1000.
<code>--retention-type<i>type</i></code> <code>--retentiontype=<i>type</i></code>	<p>Assigns advanced retention to the backup. Assigns one of the following values:</p> <ul style="list-style-type: none"> <code>none</code> — Do not explicitly assign any retention type to this backup. That is, treat the backup as a normal on-demand backup. <code>daily</code> — Explicitly designate this backup as a daily backup. <code>weekly</code> — Explicitly designate this backup as a weekly backup. <code>monthly</code> — Explicitly designate this backup as a monthly backup. <code>yearly</code> — Explicitly designate this backup as a yearly backup.
<code>--serverorderlist=<i>server</i></code>	<p>Sets the priority of the Exchange servers to use for a federated backup in an Exchange Server 2016, 2013 or 2010 DAG environment. Type the server name, not the FQDN. Separate multiple entries with commas.</p> <p>If you do not specify a list, then the Exchange VSS plug-in adds all servers in the DAG to the list in alphabetical order.</p>
<code>--throttle_cc</code>	Throttle consistency checks with the Exchange <code>eseutil</code> utility during the backup by pausing

Table 16 Backup options for the `avexvss` command (continued)

Option	Description
	the consistency check after a specified number of I/Os. Specify the number of I/Os by using the <code>--num_ios</code> option and the length of the pauses by using the <code>--pause_duration</code> option.
<code>--vss-snapshot-timeout=<i>minutes</i></code>	Specifies the number of minutes to wait for snapshot creation to complete before failing the backup. The default value is 5 minutes. Use this flag when VSS snapshot creation takes longer than 5 minutes, which may occur with large Exchange servers or databases.

Restore options

Restore options for the `avexvss` command enable you to control restore behavior. Many of these options are the same as the plug-in options that you specify in Avamar Administrator when you perform a restore.

The following `avexvss` options are available for the `restore` operation.

Table 17 Restore options for the `avexvss` command

Option	Description
<code>--allowoverwrite={true false}</code>	Specifies whether to enable the overwrite of all target databases during the restore: <ul style="list-style-type: none"> Specify <code>true</code> to enable the overwrite of all target databases. Specify <code>false</code> to enable the overwrite of a specific database, and then select the This database can be overwritten by a restore option in the recovery options for the database in the Exchange Management Console.
<code>--attachdb={true false}</code> <code>--fAttachDBs={true false}</code>	Specifies whether to automatically mount databases after a successful restore. The default value is <code>true</code> .
<code>--autosuspend</code>	Automatically suspends replication to the passive nodes before the restore. If you do not specify this option, then you must manually suspend replication before the restore. Note You must manually resume replication after the restore whether you automatically or manually suspend replication before the restore.

Table 17 Restore options for the `avexvss` command (continued)

Option	Description
<code>--[avatar]ddr-encrypt-strength={high medium none}</code>	Specifies the encryption method for data transfer between the Data Domain system and the client when the backup is stored on a Data Domain system. The default value is <code>high</code> .
<code>--browse_filter_threshold_value=<i>n</i></code>	Specifies a lower threshold than the default 10,000 items to display the Restore Browse Options dialog box, where <i>n</i> is a low number such as 10. Any number that is less than or equal to the number of entries in the selected container will automatically display the Restore Browse Options dialog box when you expand or select a database, mailbox, or folder in the backup.
<code>--dbpath=<i>name</i></code>	Specifies the path for the database files when you restore to an RDB.
<code>--deleteexistingrgrdb</code>	Overwrites an RDB with the same name as the restored RDB. If you specify this option, do not specify the <code>--logpath</code> or <code>--dbpath</code> options. The restore process ignores the values that you specify for the <code>--logpath</code> or <code>--dbpath</code> options, and restores the files to the Exchange server DataPath, which is the default location for new databases.
<code>--disable-membership-check=<i>true</i></code>	Specifies to disable AD group membership check of AvamarBackupUser account when running a backup or restore.
<code>--labelnum=<i>n</i></code>	Specifies the label number of the backup to restore. The label appears in the Backups table in the Backup, Restore and Manage window. You can also use the <code>mccli backup show</code> command in the Avamar Management Console Command Line Interface (MCCLI). The <i>EMC Avamar Management Console Command Line Interface (MCCLI) Programmer Guide</i> provides more information.
<code>--logpath=<i>path</i></code>	Specifies the location for the log files when you restore to an RDB.
<code>--movelogspath=<i>path</i></code>	Specifies the location that the restore process moves existing log files to before restoring log files from the backup. Moving existing log files prevents log file conflicts during the restore. If you do not specify a path for the log files and there is a gap in the transaction log, then the restore process automatically moves the current transaction logs to a subfolder named <code>logs_time_date</code> . The <i>time</i> and <i>date</i> values

Table 17 Restore options for the `avexvss` command (continued)

Option	Description
	are the time and date of the restore. The subfolder is in the transaction log folder for the database. You can use these logs to analyze the restore operation, if necessary, or apply those logs up to where the failure occurred.
<code>--nologreplay</code>	Prevents the replay of the transaction logs during the restore. If you specify this option, then you can manually copy additional transaction logs before you mount the database.
<code>--restore_exchangepassword=<i>password</i></code>	Specifies the password for the Exchange administrator account.
<code>--restore_exchangeuser=<i>domain</i> \username</code>	Specifies the username of an Exchange administrator account, such as the AvamarBackupUser account, that has permissions to perform the restore. You only need to specify the username and password if you did not configure the AvamarBackupUser account or if you are performing a restore with either the Exchange DAG client or the Avamar cluster client.
<code>--retainmetadata</code>	Retains the restore metadata files after the restore completes. Otherwise, the restore process automatically deletes the metadata files. You can use these metadata files to investigate any restore issues that occur. The files are in the <code>C:\Program Files\avs\var\avexvss_restore</code> folder, where <code>C:\Program Files\avs</code> is the Avamar installation folder.
<code>--rsgname=<i>name</i></code>	Specifies the name for the RDB when you restore to an RDB.
<code>--rsgrestore</code>	Restores the selected database to an RDB, respectively. When you restore to an RDB, you can browse the RDB to select individual mailboxes, folders, or messages to restore by using either the Exchange management tools or the Avamar Plug-in for Exchange GLR.
<code>--target=<i>path</i></code>	Specifies the <code>path</code> to the folder for database and log files when you restore to a file on the file system.

Help option

The `--help` option displays a list of available operations and options for the `avexvss` command. You can view all help output for `avexvss`, or only the options for a specific operation.

The following command displays all help output for the `avexvss` command:

```
avexvss --help
```

To view only the options for a specific operation, use the `--help` and `--operation=operation` options together.

The following command provides a list of options for the backup operation:

```
avexvss --help --operation=backup
```

When you include the `--debug` option in the `avexvss.cmd` file, the `avexvss --help` command displays debug messages. To prevent debug messages from appearing in online help content, use the following command:

```
avexvss --help --debug=false
```

Specifying command line options

Use one of the following methods to specify options for the `avexvss` command:

Procedure

- Type the individual options on the command line.
- List the options in the `avexvss.cmd` file, which is in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar client installation folder. List each option on its own line, as shown in the following example:

```
--debug
--logfile=avamarclient.log
--verbose=5
```

- Create an option file as a text file, and then specify the option file on the command line by using the `--flagile=pathname` option, where *pathname* is the full path and file name of the option file.
- You can pass certain options to the CLI as environment variables. For example, if you specify `Database1=Database1Name` in the environment variables, then you can perform a full backup of `Database1Name` in the command, as shown in the following example:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=full
"%Database1%"
```

CLI examples

Review the `avexvss` command examples for details on how to use options to control browse, backup, and restore behavior.

Example browse commands

These command examples illustrate how to use options to browse different types of data in client backups with the `avexvss` command.

The following command returns a list of Exchange databases on the Exchange Server:

```
avexvss --operation=browse "Exchange Information Store"
```

The following command returns a list of databases in an Exchange Server DAG:

```
avexvss --operation=browse --federated "Exchange Information Store"
```

Example backup commands

These command examples illustrate how to use options to perform different types of backups with the `avexvss` command.

When you perform a backup, run the command on the server that you are backing up. In a federated backup of an Exchange Server DAG, run the command on any server in the DAG.

All backup commands require the following options:

- `--operation=backup`
- `--server=Avamar_server`
- `--id=Avamar_user`
- `--ap=password`
- `--account=domain/client`

You must also specify a target in quotation marks (" ").

The following topics provide example backup commands with the additional options that each scenario requires.

Performing a full backup of a stand-alone server

To perform a full backup, use the `--brtype=full` option and specify "Exchange Information Store" as the target.

The following command performs a full backup of all databases on a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin  
--ap=password --account=/clients/Exchange1 --brtype=full  
"Exchange Information Store"
```

Performing an incremental backup of a stand-alone server

To perform an incremental backup, use the `--brtype=incremental` option. If the backup set includes databases with circular logging enabled, use one of the following options:

- `--circular_only`
- `--circular_promote`
- `--circular_skip`

The following command performs an incremental backup of all databases on a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`. If there are databases with circular logging enabled, then the backup skips those databases.

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=incremental
--circular_skip "Exchange Information Store"
```

Backing up a specific database on a stand-alone server

To back up a specific database, specify the database name in quotation marks (" ") in the format `"Exchange Information Store/name"`, where *name* is the name of the database.

The following command performs a full backup of the `DB1` database on a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=full
"Exchange Information Store/DB1"
```

Backing up multiple databases on a stand-alone server

To back up multiple databases, specify each database name in quotation marks (" ") in the format `"Exchange Information Store/name"`, where *name* is the name of the database.

The following command performs a full backup of the `DB1` and `DB2` databases on a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.45.56.78`:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=full
"Exchange Information Store/DB1"
"Exchange Information Store/DB2"
```

Performing a federated backup in a DAG environment

The following table lists the options to use with the `avexvss` command to perform a federated backup in a DAG environment.

Table 18 Command line options for a federated backup in a DAG environment

Option	Description
<code>--account</code>	Specifies the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.
<code>--federated</code>	Performs a federated backup.

Table 18 Command line options for a federated backup in a DAG environment (continued)

Option	Description
<code>--backup_exchangeuser</code> <code>--backup_exchangepassword</code>	Specify the AvamarBackupUser account and password.
<code>--federated_backup_policy</code>	Specifies whether to back up passive database copies or active database copies
<code>--serverorderlist</code>	Specifies the priority of Exchange servers to use for the backup.

The following command performs a full backup of healthy passive database copies (or active database copies, if a healthy passive database is not available) by using the Exchange DAG client named `ExchDAG1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/ExchDAG1 --federated
--backup_exchangeuser=Domain1\AvamarBackupUser
--backup_exchangepassword=password --brtype=full
--federated_backup_policy=prefer-passive
--serverorderlist=Exchange6,Exchange2,Exchange1
"Exchange Information Store"
```

Backing up a specific server in a DAG environment

To back up a specific server in an Exchange Server 2016, 2013 or 2010 DAG environment, use the `--account` option to specify the Exchange server name and the `--backup-type` option to specify whether to back up passive database copies, active database copies, or both.

The following command performs an incremental backup of all passive database copies on a DAG server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`:

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=incremental
--backup-type=passive "Exchange Information Store"
```

Backing up to a Data Domain system

To store a backup on a Data Domain system instead of on the Avamar server, use the `--ddr` and `--ddr-index` options.

The following command performs a full backup of all databases on a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of `12.34.56.78`. The command stores the backup on the first Data Domain system that you added to the Avamar configuration.

```
avexvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --brtype=full
--ddr=true --ddr-index=1 "Exchange Information Store"
```

Example restore commands

These command examples illustrate how to use options to perform different types of restores with the `avexvss` command.

When you perform a restore, run the command on the target server for the restored data.

All restore commands require the following options:

- `--operation=restore`
- `--server=Avamar_server`
- `--id=Avamar_user`
- `--ap=password`
- `--account=domain/client`
- `--labelnum=n`

You also must specify the data to restore in quotation marks (" ").

The following topics provide example restore commands with the additional options that each scenario requires.

Restoring to a stand-alone server

To restore a backup to a stand-alone server, run the CLI on the server. Use the `--labelnum` option to specify the label number of the backup to restore, and the `--allowoverwrite=true` option unless you want to enable overwrite for the database in the Exchange Management Console instead. The restore process automatically mounts the restored databases after the restore unless you specify the `--attachdb=false` option.

Restoring the entire Exchange Information Store

To restore the entire Exchange Information Store, specify "Exchange Information Store" and the `--allowoverwrite=true` option to enable overwrite of all databases. Unless you specify the `--attachdb=false` option, the restore process automatically mounts the restored databases after the restore.

The following command restores the entire Exchange Information Store from a backup with a label number of 684 to a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of 12.34.56.78:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --labelnum=684
--allowoverwrite=true "Exchange Information Store"
```

Restoring a specific database

To restore a specific database, specify the database name in quotation marks (" ") in the format "Exchange Information Store/*name*", where *name* is the name of the database.

The following command restores the `DB1` database from a backup with a label number of 684 to a stand-alone server named `Exchange1` in the `clients` domain on the Avamar server with an IP address of 12.34.56.78:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --labelnum=684
--allowoverwrite=true "Exchange Information Store/DB1"
```

Restoring multiple databases

To restore multiple databases, specify each database name in quotation marks (" ") in the format "Exchange Information Store/*name*", where *name* is the name of the database.

The following command restores the DB1 and DB2 databases from a backup with a label number of 684 to a stand-alone server named Exchange1 in the clients domain on the Avamar server with an IP address of 12.34.56.78:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=clients/Exchange1 --labelnum=684
--allowoverwrite=true "Exchange Information Store/DB1"
"Exchange Information Store/DB2"
```

Restoring to a DAG

The command options when you restore to a DAG depend on whether you are restoring from a federated backup or a backup of a specific server in the DAG.

Restoring to a DAG from a federated backup

To restore from a federated backup in a DAG environment, run the CLI on any server in the DAG and use the options in the following table.

Table 19 Command line options when restoring to a DAG from a federated backup

Option	Description
--account	Specifies the Exchange DAG client that you configured with the Avamar Cluster Configuration Tool.
--federated	Performs a federated restore.
--backup_exchangeuser --backup_exchangepassword	Specify the AvamarBackupUser account and password.
--allowoverwrite=true	Enables the restored databases to overwrite the active database copies.
--autosuspend	Automatically suspends replication to the passive database copies before the restore.

The restore process automatically mounts the restored databases after the restore unless you specify the --attachdb=false option.

The following command restores the DB1 database from a federated backup with a label number of 684 by using the Exchange DAG client named ExchDAG1 in the clients domain on the Avamar server with an IP address of 12.34.56.78.

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/ExchDAG1 --federated
--labelnum=684 --backup_exchangeuser=Domain1\AvamarBackupUser
--backup_exchangepassword=password --allowoverwrite=true
"Exchange Information Store/DB1"
```

Manually resume replication after the restore.

Restoring to a DAG from a backup of a specific server

To restore to a DAG from a backup of a specific server, use the `--account` option to specify the DAG server that you used for the backup, the `--allowoverwrite=true` option to enable the restored databases to overwrite the active database copies, and the `--autosuspend` option to automatically suspend replication to the passive database copies before the restore.

You may also want to specify the `--attachdb=true` command to automatically mount the restored databases after the restore.

The following command restores the DB1 database from a backup with a label number of 684 from the Exchange1 server in the clients domain on the Avamar server with an IP address of 12.34.56.78:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --labelnum=684
--allowoverwrite=true --autosuspend
"Exchange Information Store/DB1"
```

Manually resume replication after the restore.

Restoring to a file

To restore a database from a backup to a file, run the command on the target server for the restored files, use the `--account` options to specify the Exchange client that you used for the backup, and use the `--target` option to specify the file system location for the restored files.

The following command restores the DB1 database from a backup with a label number of 684 from the Exchange1 client in the clients domain on the Avamar server with an IP address of 12.34.56.78 to the C:\RestoredFiles folder:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --labelnum=684
--target=C:\RestoredFiles "Exchange Information Store/DB1"
```

Restoring to an RDB

To restore a database to an RDB, run the command on the target server for the RDB, use the `--account` option to specify the Exchange client that you used for the backup, and use the `--rsgrstore` option to restore the database to an RDB.

You may also want to specify the options in the following table.

Table 20 Optional command line options for restoring to an RDB

Option	Description
<code>--rsgrname</code>	Specifies the name for the RDB.
<code>--deleteexistingrsgrdb</code>	Overwrites an RDB with the same name as the restored RDB. If you specify this option, do not specify the <code>--logpath</code> or <code>--dbpath</code> options. The restore process ignores the values that you specify for the <code>--logpath</code> or <code>--dbpath</code> options,

Table 20 Optional command line options for restoring to an RDB (continued)

Option	Description
	and restores the files to the Exchange server DataPath, which is the default location for new databases.
--dbpath --logpath	Specify a path for the database and log files for the RDB.
--backup_exchangeuser --backup_exchangepassword	Specify the AvamarBackupUser account and password.

The restore process automatically mounts the RDB after the restore unless you specify the `--attachdb=false` option.

Unmount or delete any existing RDBs on the target server before the restore.

The following command restores the DB1 database from a backup with a label number of 684 from the Exchange1 client in the clients domain on the Avamar server with an IP address of 12.34.56.78 to an RDB named RDB8:

```
avexvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--ap=password --account=/clients/Exchange1 --labelnum=684 --
backup_exchangeuser=Domain1\AvamarBackupUser
--backup_exchangepassword=password --rsgrestore --rsgname=RDB8
"Exchange Information Store/DB1"
```

Password encoding

You can use the `avtar` command to encode passwords that you type on the command line or store in script files, and then you can use the encoded string with the `--password`, `--ap`, or `--pswd` option.

Procedure

1. Type the following command on the command line on the Exchange VSS client:

```
avtar --encodepassword=password
```

where *password* is the password to encode.

An encoded string is returned on the command line.

2. Use the encoded string on the `avexvss` command line as the password with the `--password`, `--ap`, or `--pswd` option.

GLOSSARY

A

- activation** The process of passing the client ID (CID) back to the client, where it is stored in an encrypted file on the client file system.
- See also** client activation
- active database copy** The copy of an Exchange database that is currently serving user requests in a high availability environment, such as a *Database Availability Group (DAG)* or a *cluster*. See also *passive database copy*.
- active directory** A directory service for network administration and security in Microsoft Windows domain networks.
- administrator** Person who normally installs, configures, and maintains software on network computers, and who adds users and defines user privileges.
- archive mailbox** A type of mailbox on an Exchange server that contains archived data for a user.
- avagent** The name of the *client agent* process.
- Avamar Administrator** A graphical management console software application that is used to remotely administer an Avamar system from a supported Windows or Linux client computer.
- AvamarBackupUser account** An Exchange administrator account that provides Avamar services access to and privileges on Active Directory and Exchange servers.
- Avamar client** A computer or workstation that runs Avamar software and accesses the Avamar server over a network connection. Avamar client software comprises a *client agent* and one or more *plug-ins*.
- Avamar server** The server component of the Avamar client/server system. Avamar server is a fault-tolerant, high-availability system that efficiently stores the backups from all protected clients. It also provides essential processes and services required for data restores, client access, and remote system administration. Avamar server runs as a distributed application across multiple networked storage nodes.
- avexvss** The application executable and command line interface for the Avamar Plug-in for Exchange VSS. You can use *avexvss* to perform on-demand backups and restores of Microsoft Exchange Server data.
- avtar** The Avamar process that performs backups and restores.

B

- backup** A point-in-time copy of client data that can be restored as individual files, selected data, or as an entire backup.

bare metal recovery (BMR) The process of restoring data from a backup to recover a computer system from “bare metal,” or without previously installed software or operating system.

browse The process of viewing data that is available for backup on a client computer or restore from the Avamar server.

C

checkpoint file A file that contains information about successful operations for an Exchange database when the operations are committed to the database.

circular logging A Microsoft Exchange feature that overwrites transaction log files after the data in the log files is committed to a database. Circular logging enables you to save disk space by reducing the number of log files, but you can recover data only up until the last full backup.

client activation The process of passing the client ID (CID) back to the client, where it is stored in an encrypted file on the client file system.

See also activation

client agent A platform-specific software process that runs on the client and communicates with the Management Console Server (MCS) and with any plug-ins installed on that client.

client registration The process of establishing an identity with the Avamar server. When Avamar recognizes the client, it assigns a unique client ID (CID), which it passes back to the client during *client activation*.

See also registration

cluster Two or more independent network servers, usually with exact copies of the same software and data, that operate and appear to clients as if they are a single unit. A cluster configuration enables work to be shifted from one server to another, providing high availability, which allows application services to continue despite most hardware or software failures.

Cluster Configuration Tool Avamar configuration wizard to configure the cluster client.

consistency check A Microsoft Exchange process through the *eseutil* utility that verifies the integrity of a database.

D

database A collection of data arranged for ease and speed of update, search, and retrieval by computer software.

Database Availability Group (DAG) A group of as many as 16 mailbox servers that host a set of databases and provide automatic database-level recovery from failures that affect individual servers or databases. Databases on a DAG server can be either active or passive, but each server can host only a single copy of each database.

Data Domain system Disk-based deduplication appliances and gateways that provide data protection and disaster recovery (DR) in the enterprise environment.

dataset	A policy that defines a set of files, directories, and file systems for each supported platform that are included or excluded in backups across a group of clients. A dataset is a persistent and reusable Avamar policy that can be named and attached to multiple groups.
disaster recovery	Recovery from any disruptive situation, such as hardware failure or software corruption, in which ordinary data recovery procedures are not sufficient to restore a system and its data to normal day-to-day operations. A disaster recovery can be a <i>bare metal recovery</i> .
DNS	Domain Name Server. A dynamic and distributed directory service for assigning domain names to specific IP addresses.
domain	A feature in Avamar Administrator that is used to organize large numbers of clients into named areas of control and management.
E	
Exchange DAG client	A virtual client that enables you to perform federated backups of the databases in a DAG.
Exchange Information Store	A collection of the database files, transaction log files, and checkpoint files for an Exchange server or DAG.
Exchange Management Shell	A command line interface, built on Windows PowerShell technology, for performing administrative tasks in Microsoft Exchange Server.
F	
federated backup	A backup in a DAG environment that can include a copy of each database in the DAG from any server in the DAG. You perform federated backups with the Exchange DAG client.
file system	Software interface used to save, retrieve, and manage files on storage media by providing directory structures, data transfer methods, and file association.
full backup	A type of backup that includes the entire database, including all objects, system tables, and data, as well as the transaction log.
G	
granular level recovery (GLR)	The ability to restore individual mailboxes, mail folders, or messages from a database backup.
group	A level of organization in Avamar Administrator for one or more Avamar clients. All clients in an Avamar group use the same group policies, which include the <i>dataset</i> , <i>schedule</i> , and <i>retention policy</i> .
group policy	The <i>dataset</i> , <i>schedule</i> , and <i>retention policy</i> for all clients in an Avamar group.
I	
incremental backup	A type of backup that includes only the transaction log. Also called a <i>transaction log backup</i> .

L

LAN Local Area Network.

M

Management Console Server (MCS) The component that provides centralized administration (scheduling, monitoring, and management) for the Avamar server. The MCS also runs the server-side processes used by *Avamar Administrator*.

metadata Data about the backup, including information about the original database files, the backup types, the date and time of the backup, and other information necessary for restore.

multi-streaming The process of backing up or restoring data using multiple parallel data streams. Multi-streaming enables you to improve backup and restore performance in most environments.

N

normal backup See "full backup."

P

passive database copy The copy of a database that is not currently serving user requests in a high availability environment such as the *Database Availability Group (DAG)* or *cluster*. The copy is updated with changes from the active database copy through replication. The passive database copy becomes an active database copy if a failure occurs on the original active database copy.

plug-in Avamar client software that recognizes a particular kind of data resident on that client.

plug-in options Options that you specify during backup or restore to control backup or restore functionality.

policy A set of rules for client backups that can be named and applied to multiple groups. Groups have dataset, schedule, and retention policies.

preferred server order list (PSOL) A prioritized list of servers in a DAG that the Exchange DAG client uses for federated backups.

proxy server A separate Exchange mailbox server that you use as a target server for GLR.

public folder A database or mailbox, depending on the Exchange Server version, that contains shared content for users on an Exchange server.

R

recovery database (RDB) A special kind of mailbox database that enables you to mount a restored mailbox database and extract data from the restored database as part of a recovery operation.

registration See "client registration."

replication The process of copying changes on the active database copy to one or more passive database copies so that the copies remain synchronized.

restore An operation that retrieves one or more file systems, directories, files, or data objects from a backup and writes the data to a designated location.

retention The time setting to automatically delete backups on an Avamar server. Retention can be set to permanent for backups that should not be deleted from an Avamar server. Retention is a persistent and reusable Avamar policy that can be named and attached to multiple groups.

S

schedule The ability to control the frequency and the start and end time each day for backups of clients in a group. A schedule is a persistent and reusable Avamar policy that can be named and attached to multiple groups.

stand-alone environment An Exchange environment with a single stand-alone server. All mailbox databases, log files, and checkpoint files reside on the server.

T

transaction log A log file that contains a history of database transactions.

V

virtual drive A temporary drive on the target server for GLR. A database restores from a backup to an RDB on the virtual drive, and you browse the data in the RDB for GLR.

virtual machine (VM) A computer that is a software implementation of a computer. Virtual machines are used to run different operating systems at the same time on one physical computer. Each operating system runs in its own isolated execution environment.

Volume Shadow Copy Service (VSS) A technology in Microsoft Windows that enables manual or automatic backup copies or snapshots of data, even if there is a lock on the data, on a specific volume at a specific point in time over regular intervals. VSS is implemented as a Windows service called the Volume Shadow Copy service.

VSS provider A software or hardware-based process that links the VSS service to the storage hardware and creates a snapshot for backup on the storage hardware. Avamar supports only software providers.

VSS requestor A backup application that uses the VSS API to request the services of VSS to create and manage shadow copy volumes. The Avamar Plug-in for Windows VSS is a VSS requestor.

VSS writer A process that provides metadata about application data for backup, and specific methods for correctly handling components and applications during backup and restore. A VSS writer also identifies the type of application or service in the backup, such as System Boot or System Services. A VSS writer does not play a role in backing up the file system.

