



March 1, 2005

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# NetWorker™

Module for Microsoft® Exchange Server

Release 4.1

Release Supplement

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# Preface

Read the following Release Supplement before installing the LEGATO NetWorker<sup>®</sup> Module for Microsoft<sup>®</sup> Exchange Server software.

## About This Release Supplement

This Release Supplement contains brief descriptions of new features, known limitations, configuration tips, and workarounds for this release of the NetWorker<sup>™</sup> Module. For a complete list of documentation related to this product, see "[Related Documentation](#)" on page 20.

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# Release Supplement

This Release Supplement was originally published on January 19, 2005, and provides the following information for the NetWorker Module for Microsoft Exchange Server, release 4.1:

- ["About Release 4.1" on page 8](#)
- ["New or Enhanced Features" on page 9](#)
- ["Fixed Bugs" on page 12](#)
- ["Known Problems" on page 13](#)
- ["Related Documentation" on page 20](#)

## Revision History

The following table summarizes the publication history of the *LEGATO NetWorker Module for Microsoft Exchange Server, Release 4.1, Release Supplement*.

Date	Revision Description
November 21, 2005	• Added support for Japanese OS

## About Release 4.1

Release 4.1 includes new or enhanced features, as well as fixes for problems found in release 4.0.2 and earlier of the NetWorker Module for Exchange Server software. For more information, see ["New or Enhanced Features" on page 9](#). For a list of bug fixes, see ["Fixed Bugs" on page 12](#).

## Supported Software

Release 4.1 supports the following software:

- Microsoft Exchange 2000 Server
- Microsoft Exchange Server 2003
- NetWorker release 6.x, 7.x, and later
- NetWorker™ PowerSnap™ Modules

- Microsoft Windows 2000 (English and Japanese versions) (with the latest service pack installed)
- Microsoft Windows Server 2003 (English and Japanese versions) (32-bit version only)

## Backward Compatibility

NetWorker Module for Exchange Server release 4.1 is backward compatible. Backups created with NetWorker Module for Exchange Server release 4.0 can be recovered to a NetWorker Module for Exchange Server release 4.1 client.

For more information on recovering Exchange data from a NetWorker Module client, refer to the *NetWorker Module for Microsoft Exchange Server Administrator's Guide*.

## New or Enhanced Features

Release 4.1 includes the following new or enhanced features:

- ["Ability to Back Up Mailboxes Regardless of Active Directory Implementation" on page 9](#)
- ["Ability to Perform Item Level or Folder Level Recoveries" on page 9](#)
- ["NetWorker Configuration Wizard for Scheduled Backups" on page 10](#)
- ["Option to Skip Sent Items and Deleted Items Folders During Backups" on page 10](#)
- ["Option to Restore Exchange Server Files without Performing a Recovery Operation" on page 10](#)
- ["Ability to Move Log Files into a Recovery Storage Group" on page 11](#)
- ["Ability to Exclude Mailboxes During a Backup Operation" on page 12](#)
- ["Wildcard Scheme for Specifying Mailbox Names During a Backup Operation" on page 12](#)

### Ability to Back Up Mailboxes Regardless of Active Directory Implementation

Previous releases of this NetWorker Module backed up mailboxes based on information it obtained from Active Directory (AD). Release 4.1 backs up mailboxes for any valid user on the Exchange server, regardless of the AD implementation. This is useful in environments where the user account is in a different AD domain than the Exchange server. For example, one domain might be a child domain of the other, or two domains may be entirely disconnected.

### Ability to Perform Item Level or Folder Level Recoveries

Release 4.1 provides the flexibility of protecting mailbox items at either the item level or the folder level. The Folder Level setting allows for the recovery of mailbox items at the folder level only. This results in smaller client file indexes, which greatly enhances the performance of the NetWorker server at recovery time. This setting is beneficial in large Exchange environments, where client file indexes can become extremely large.

The Item Level setting allows for the recovery of individual mailbox items. This option provides finer granularity, but results in larger client file indexes on the NetWorker server.

**Note:** The default behavior in previous releases of this NetWorker Module was to back up mailbox items for recovery at the item level. The default behavior in release 4.1 is to back up mailbox items for recovery at the folder level.

## NetWorker Configuration Wizard for Scheduled Backups

The configuration wizard is available as an add-on tool to easily create one or more Client or Device resources for basic scheduled backups of NetWorker 7.2 client computers, and Microsoft Exchange Server data. The wizard integrates with this NetWorker Module by prompting users for information, such as:

- Backup type
- Objects to back up
- Recovery level
- Schedule preferences
- Exchange administrator account information

Once the wizard creates a resource, that resource can then be edited by using the NetWorker Administrator program.

**Note:** You cannot use the NetWorker Configuration Wizard to configure NetWorker Module for Exchange Server scheduled backups until you install the NetWorker release 7.2 or later client software, and then separately install the NetWorker Configuration Wizard. You can then proceed to install this NetWorker Module.

## Option to Skip Sent Items and Deleted Items Folders During Backups

Release 4.1 provides the capability to exclude the Sent Items and Deleted Items folders of all mailboxes during a backup operation. This new option resides in the Backup Options dialog box, on the NetWorker Module tab. Select one or both folders, and the NetWorker Module software automatically skips all sub-folders and messages contained within.

## Option to Restore Exchange Server Files without Performing a Recovery Operation

Previous releases of this NetWorker Module recovered database and transaction logs, and then completed the Exchange server recovery operation by applying the transaction logs. Release 4.1 gives users the option of not applying transaction logs during a traditional recovery operation and leaving the database unmounted. If this option is selected, the user must then manually mount the database and run the **eseutil** Microsoft Exchange Server utility on the storage group to replay the log files and complete the recovery operation.

For details on using the **eseutil** Exchange Server utility to replay log files, refer to the following Microsoft Knowledge Base articles:

- Article 232938, *The "Last Backup Set" Check Box and Hard Recovery in Exchange*

- Article 298901, *Restoring a Database in a Storage Group Without Replaying Subsequent Log Files*

Information on the **eseutil** utility is also available in the Microsoft documentation.

### **Ability to Move Log Files into a Recovery Storage Group**

Release 4.1 enables users to move log files into a Recovery Storage Group (RSG) restore area. This lets users perform a complete recovery, up to the point of failure.

Refer to Microsoft documentation for details on configuring and using an RSG.

## Ability to Exclude Mailboxes During a Backup Operation

In addition to the existing option of creating an input file as a means of specifying multiple mailboxes to back up or recover, release 4.1 offers the option of creating an exclude file as a means of specifying mailboxes to exclude from a backup operation.

The use of input and exclude files can be particularly beneficial when multiple save streams are occurring simultaneously. Breaking up a backup operation into multiple processes can decrease the load on the NetWorker server.

## Wildcard Scheme for Specifying Mailbox Names During a Backup Operation

Release 4.1 provides basic wildcard character recognition for mailbox backups. Users can now use an asterisk (\*) as the last character in a mailbox name to represent a wildcard. Asterisks can be used in the following situations:

- When specifying a mailbox to back up by using the `nsrxchsv` backup command at the command prompt, or in the Backup Command attribute of the Exchange server's Client resource on the NetWorker server.
- When specifying a mailbox to back up by using the MSEXCH:MB save set in the Save Set attribute of the Exchange server's Client resource on the NetWorker server.
- When specifying a mailbox within an input or exclude file.

## Fixed Bugs

[Table 1 on page 12](#) lists the problems corrected in release 4.1 of the NetWorker Module for Exchange Server.

**Table 1. Problems Corrected in Release 4.1 (Part 1 of 2)**

Reference Number	Problem Description
LGTpa31344	NetWorker Module for Exchange Server did not support backing up mailboxes of user accounts that were disabled in Active Directory.
LGTpa37280	The NetWorker User for Exchange Server program exited if the default NetWorker server was not found.
LGTpa38773	Successful mailbox backups were masking "Requested mailbox) not found" errors.
LGTpa41054	NetWorker Module for Exchange Server failed to recover items in an input file if items were not marked for recovery in the Recover window.
LGTpa45256	NetWorker Module for Exchange Server could not back up mailboxes if one or more folder names contained foreign characters.

**Table 1. Problems Corrected in Release 4.1 (Part 2 of 2)**

Reference Number	Problem Description
LGTpa49397	If an Exchange mailbox and a user account existed in separate Active Directory domains in a Windows 2000 environment, the NetWorker Module for Microsoft Exchange Server failed to back up the mailbox and returned the following error message:  mailbox not found
LGTpa65641	When a mailbox backup aborted, NetWorker Module for Exchange Server did not remove the temporary PST files created for each mailbox from the <i>/nsr/tmp</i> directory.
LGTpa66459	NetWorker Module for Exchange savegroup completion reports appeared to complete successfully, despite containing error messages.
LGTpa68280	With the NetWorker PowerSnap Module installed but not yet configured, traditional NetWorker Module for Exchange Server backups failed even though the Snapshot Group resource attribute was set to False.
LGTpa68451	NetWorker Module for Exchange Server changed the language setting on a mailbox if a backup of the mailbox was attempted before the mailbox was accessed by the user.
LGTpa69148	The <i>xchperf.dll</i> file started extra, unnecessary perfmon threads, which affected system resources.

## Known Problems

The following sections describe known problems with the NetWorker Module for Exchange Server software:

- ["Issues Originating in Microsoft Products" on page 13](#)
- ["NetWorker Software Issues" on page 143](#)
- ["NetWorker Module for Exchange Server Issues" on page 17](#)

## Issues Originating in Microsoft Products

This section addresses issues that originate in Microsoft products.

### Display of Non-ASCII Characters

Non-ASCII characters in a backup or restore log file (*nsrxchsv.log* or *nsrxchrc.log*) may not be displayed correctly in a command prompt window.

This is a limitation of the Windows command prompt. To work around this limitation, view the log file in a text editor such as Notepad.

## Backup May Fail When Exchange Server and SQL Server Are on the Same Host

A backup may fail with an error message stating that a bookmark is invalid if both of the following conditions exist:

- Microsoft Exchange Server and Microsoft SQL Server are installed on the same computer.
- A command-line backup includes MSEXCH:PF as a save set, or the public folder trees in the NetWorker User for Exchange Server program are browsed before starting a backup.

To work around this problem, download the latest version of Microsoft Data Access Components (MDAC) from the Microsoft web site. For more information, refer to Microsoft Knowledge Base article 273791, *XADM: MDAC 2.6 Breaks ADO MoveNext() Function with Exchange 2000*.

## Restore Directory Not Found After Failover

This is an issue only with Microsoft Exchange 2000 Server. If a backup or restore operation is in progress when a failover occurs in a cluster, the NetWorker Module software detects that the Information Store is offline and terminates the operation. Restart the backup or restore operation when the failover is completed.

When the virtual server fails over from one physical node to another, the shared disk resource may disappear from the cluster. When the NetWorker Module tries to recover storage groups, databases, or mailboxes, an error message appears that indicates the restore directory cannot be found, and the restore operation fails.

For more information, contact Microsoft technical support, or refer to the Microsoft documentation.

## NetWorker Software Issues

This section addresses issues that originate with the NetWorker software.

### Character Sets Must Match

When backing up or recovering a mailbox folder, the character set used to name the folder must match the character set used by the system performing the backup or recovery operation, or the operation will fail.

To back up or recover a folder that uses a character set that is different than the system performing the operation, you must back up or recover the entire mailbox that contains the folder.

## Relocating the NetWorker Software Installation

Avoid changing the NetWorker installation location. When it is appropriate to do so (for example, during an update from NetWorker release 6.x to 7.x), refer to the instructions provided in the *NetWorker Installation Guide*.

**Note:** If you relocate the NetWorker installation on a computer with the NetWorker Module for Microsoft Exchange Server installed, you must uninstall and reinstall the NetWorker Module software. For details about the NetWorker installation location, and instructions on uninstalling and reinstalling this NetWorker Module, refer to the *NetWorker Module for Microsoft Exchange Server Installation Guide*.

## Cannot Back Up an Item Path that Exceeds 1024 Characters

An error occurs if you attempt to back up an item with a pathname that is longer than 1024 characters. This is due to a limitation in the NetWorker client index. To avoid this problem, move the item to another folder so the resulting pathname is less than 1024 characters.

## Backup May Fail When NetWorker Client Is a Virtual Service

When NetWorker release 6.x is used with the NetWorker Module to back up a Microsoft Exchange virtual server, the backup may fail if both of the following conditions exist:

- The method of backup is a **savegrp** command, a scheduled backup, or a manual backup of a savegroup.
- The client is a virtual service (for example, Microsoft Exchange Server virtual server) rather than a physical cluster node. (A **savefs** command is executed on all savegroup clients when a savegroup is started. The **savefs** command attempts to verify the existence of the save sets defined in the savegroup Client resource. The **savefs** command may fail if the client is a virtual service.)

Either of the following events would indicate that the backup did not succeed:

- The following error message appears:  
MSEXCH: 1 retry attempted MSEXCH: nsrexec: authtype nsrexec
- A *savefs* application exception is generated.

To avoid this problem, configure a NetWorker Client resource for each physical node and each virtual server. Also verify that the Aliases attribute of the Client resource contains all known aliases for the client.

## NetWorker Software May Inaccurately Report Successful Backups

NetWorker software release 6.0 or 6.0.1 may inaccurately report successful backups of Exchange data if the NetWorker Module software is operating in a Microsoft cluster environment and *both* of the following conditions exist:

- The save set name in the NetWorker Client resource is not a pathname (for example, the save set name is MSEXCH:IS/storage\_group, as opposed to D:\).
- The backup is a scheduled backup, or is started by using the **savegrp** command at the command prompt.

## How to Check for Inaccurate Reporting

To check for this problem, enter the following command at the command prompt on the NetWorker server:

```
savegrp -pv -c NetWorker_client_name group_name
```

If the expected scheduled backups and index do not appear, use the following workaround.

## How to Work Around Inaccurate Reporting

On each NetWorker server and client node in the cluster, create a file named *pathownerignore* in *<NetWorker\_install\_path>\bin* (the directory where the NetWorker *savefs* executable is installed).

## How to Verify a Successful Backup

After implementing the workaround, verify that the size of the backed-up save sets is appropriate for the actual size of the database. To check the size of the save sets, use any of the following methods:

- Enter the **savegrp** command:  

```
savegrp -vvv
```
- Enter the **mminfo** command:  

```
mminfo -av -c NetWorker_client_name
```
- Check the Volumes window in the NetWorker Administrator program.

For information about using the **savegrp** or **mminfo** command, refer to the *Command Reference Guide*. For information about using the NetWorker Administrator program, refer to the *NetWorker Administrator's Guide*.

## NetWorker Client File Index Size Requires Management

Depending on the number of items being backed up, and the length of the browse policy, the NetWorker client file index can grow very large. It is important to monitor disk space on the NetWorker server to ensure sufficient space for client file index growth. If the index grows beyond the capacity of the available space, backups fail. Backing up one million items increases the index size by approximately half a gigabyte each time a backup is performed.

**Note:** Performing item-level backups of mailboxes and public folders can significantly increase the size of the client file index.

For more information about managing the index size, refer to the *NetWorker Administrator's Guide*.

## Scheduled Backups Abort Unexpectedly

If the NetWorker server disk that contains the client file index becomes full, scheduled backups fail. If this occurs, a message indicating insufficient disk space is written to *<NetWorker\_install\_path>\logs\daemon.log*. To solve this problem, delete unneeded files to free up disk space, or reduce the browse policy for the affected NetWorker clients.

### **Time Required for Browsing Increases with Large Client Index**

The time the NetWorker User for Exchange Server program takes to browse backed up Exchange data increases as the size of the client file index increases. When browsing a very large index, the application may appear to hang for several minutes. An hourglass icon appears on the screen while the index is retrieved from the NetWorker server.

To reduce the time required for browsing, select a shorter interval for the Client resource browse policy. For more information about browse policies, refer to the *NetWorker Administrator's Guide*.

### **Relocating the Client File Index**

It may become necessary to move the client file index to a disk with adequate space. For instructions, refer to the *LEGATO NetWorker Administrator's Guide*.

### **Expired Snapshots May Appear in the Recover Window (LGTpa58949)**

The Recover Window in the NetWorker User for Exchange Server program might contain entries for expired snapshot backups, which are not actually available for recovery.

**Note:** This problem pertains to recovery of PowerSnap backups only (not traditional NetWorker Module for Microsoft Exchange Server backups).

A hot fix for this issue is available from Support Services at [www.legato.com](http://www.legato.com).

## **NetWorker Module for Exchange Server Issues**

The issues addressed in this section originate in the NetWorker Module software.

### **Cannot Use NetWorker Configuration Wizard to Configure Database Backups When Services Are Not Running (LGTpa70215)**

When using the NetWorker Configuration Wizard to configure a NetWorker Module database backup, the Information Store service (MSEExchangeIS) must be running. If it is not running, Exchange Server databases will not appear in the list of items available for backup on the "Select the Applications and/or Database Objects" page of the configuration wizard.

Similarly, when using the NetWorker Configuration Wizard to configure a NetWorker Module Site Replication Server (SRS) or Key Management Server (KMS) database backup, the SRS or KMS service must be running. If it is not running, SRS or KMS databases will not appear in the list of items available for backup on the "Select the Applications and/or Database Objects" page of the configuration wizard.

### **Volumes That Contain Only Log Files Do Not Appear in the List of Volumes Required for Recovery (LGTpa68964)**

When using the Required Volumes option in the NetWorker User program to view volumes of database backups required for recovery, if any required volumes contain only transaction log files, those volumes will not appear in the list.

For more information and a workaround, contact NetWorker Technical Support.

### **Mailboxes Are Not Backed Up When a Mailbox Store Is Offline (LGTpa68257)**

If a mailbox store is offline and a backup operation is performed, the mailboxes in the store will not be backed up, nor will they appear in the NetWorker User for Exchange Server program.

To resolve this issue, ensure that the mailbox store is online before starting a mailbox backup operation.

### **Cannot Select Multiple Storage Groups for Concurrent Recovery**

If more than one storage group is selected for recovery, the first storage group is unmounted, restored, and remounted. Then, the next storage group is unmounted, restored, and remounted. This process repeats for each storage group that was selected for recovery.

If the data for both storage groups resides on different tapes, or different servers, then a workaround for this issue is to perform recovery operations in separate instances of the NetWorker User for Exchange Server program. For example, to recover two storage groups at the same time, run the NetWorker User for Exchange Server program and perform a recovery operation on the first storage group. While the recovery is in progress, run another instance of the NetWorker User for Exchange Server program and perform a recovery operation on the second storage group.

### **Command Buffer Limit Can Cause Incomplete Backup**

The NetWorker User for Exchange Server program may not be able to process a large number of mailboxes in a single backup operation. The actual number that can be processed depends on the length of the mailbox names. Exceeding this limit produces the following message in the Backup Status window:

```
Unable to add mailbox_name and later items to the command buffer.  
Backup will proceed with items prior to mailbox_name.
```

As a *short-term* workaround for this problem, run another backup and mark the mailboxes that were skipped.

As a *long-term* workaround, create multiple save sets for mailbox backups and put several mailboxes in each save set.

### **No Alert Issued If NetWorker Server Is Not Responding to Backup Request**

The NetWorker Module does not generate an error message if the NetWorker server software does not respond to a backup request initiated from the NetWorker User for Exchange Server program.

If there is no response to a backup request, ensure that all necessary resources are online, available, and ready. For example, ensure that:

- The NetWorker server is online and is not busy processing another backup or restore request.
- A writable media volume is in the appropriate storage device.

### **Cannot Back Up SRS or KMS If Corresponding Service Is Not Started**

If SRS or KMS is installed, the corresponding service must be running before the NetWorker Module can back up SRS or KMS objects. In addition, the NetWorker Module software will not log any errors if the services are not running.

If the SRS or KMS service is not running, the NetWorker User for Exchange Server program does not contain the corresponding objects in the Backup window.

To back up SRS or KMS data, ensure that the appropriate service is started before opening the Backup Window in the NetWorker User for Exchange Server program.

### **The From Field Is Empty in Recovered Public Folder Tree Item**

When you open a recovered public folder tree item, no value appears in the From field of the item header.

### **Directed Recovery Fails If Source and Target Virtual Servers Are on Different Nodes**

In a cluster, a directed recovery request from the NetWorker User for Exchange program may fail if the source and target virtual servers are on different cluster nodes.

To work around this limitation, perform the directed recovery from the command prompt by using the **-a** option. For example, to initiate a manual directed recovery of the Information Store, enter the following command on any node of the Microsoft cluster:

```
nsrxc -s <NetWorker_server_name> -a <target_virtual_server_name> -c  
<source_client_physical_name> MSEXCH:IS
```

### **Information Missing from the Header Field of Individual Items After Backup and Recovery**

Items in the Internet Newsgroups folder display a header that contains a Keywords field in which users can enter a value. After backup and recovery, the value may not appear in this field.

## Related Documentation

The following sources provide additional information specific to this LEGATO NetWorker Module:

- *NetWorker Module for Microsoft Exchange Server Administrator's Guide*
- *NetWorker Module for Microsoft Exchange Server Installation Guide*
- NetWorker User for Exchange Server Online Help

These sources—specific to the NetWorker server version—are also available:

- *NetWorker Administrator's Guide*
- *NetWorker Installation Guide*
- *NetWorker Release Supplement*
- NetWorker Administrator Online Help

Other documentation sources that provide helpful information include:

- *NetWorker Command Reference Guide*
- *NetWorker Error Message Guide*
- *NetWorker Disaster Recovery Guide*
- *PowerSnap Module Installation and Administrator's Guide* (for the appropriate PowerSnap Module)
- Microsoft Exchange Server documentation