



RELEASE NOTES

EMC® NetWorker®

Module For Microsoft Exchange Server

Release 5.0

Release Notes

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These release notes contain supplemental information about EMC® NetWorker® Module for Microsoft Exchange Server, release 5.0 and service packs or fixes. Topics include:

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Product description

The EMC NetWorker Module for Microsoft Exchange Server provides services that enable the NetWorker software to back up and recover Microsoft Exchange Server objects, while the Exchange server is online. The NetWorker Module integrates this capability into the centralized data protection solution NetWorker software provides for distributed, heterogeneous enterprise networks.

Note: Please review [“Fixed problems” on page 3](#) for the list of Quick Fixes for this release.

New features and changes

This NetWorker Module provides the following features:

- ◆ Support for Exchange Server 2007 and Windows PowerShell operations.
- ◆ 256-bit AES encryption for savesets with NetWorker Server 7.3 or later.
- ◆ Traditional backup and recovery of the following:
 - Entire Information Store (IS).
 - Individual or multiple storage groups or databases.

Note: Although it is possible to back up individual databases, it is not recommended. For more information, see the *EMC NetWorker Module for Microsoft Exchange Server Administration Guide*.

- Browse and recover individual items in a private mailbox found in the Recovery Storage Group (RSG). Items can be restored into mailboxes on the production server.
- All or individual items in private mailboxes, such as email messages, tasks, contacts, and calendar items.
- Public folders.
- Individual items in public folders.
- Key Management Server (KMS).
- Site Replication Service (SRS).

- ◆ Snapshot backup of the following:
 - Entire IS.
 - Individual or multiple storage groups.
- ◆ Snapshot recovery of the following:
 - Entire IS.
 - Individual or multiple storage groups or databases.
- ◆ NetWorker User for Exchange Server program, a graphical user interface for performing manual backup and recovery operations.
- ◆ Command line support for performing traditional backup and recovery operations from the command prompt.
- ◆ Disaster recovery for all Microsoft Exchange Server data.
- ◆ Automatic mount and unmount of Exchange databases.
- ◆ Microsoft Cluster Server (MSCS) support for performing backup and recovery operations in a clustered virtual server configuration.
- ◆ Windows Performance Monitor support, including performance counters for concurrent backup and recovery operations.
- ◆ Microsoft System Management Server (SMS) support, for performing automated installation of this NetWorker Module on a large number of Exchange server host computers.

Fixed problems

The following problems were fixed in the NetWorker Module for Microsoft Exchange Server release 5.0 and release updates. The latest software and fixes are available on Powerlink at **Support > Software Downloads and Licensing > Downloads J-O / NetWorker Module > NetWorker Module for Microsoft Exchange Server**.

Fixed in NME 5.0 Build 479 QuickFix:

These items were fixed in the 5.0.0.479_QuickFix release:

Security fix for RPC vulnerability (LGTsc14258)

Installing this QuickFix resolves a previously discovered RPC security vulnerability.

Table 1 on page 4 provides a list of other bug fixes included in this QuickFix.

Table 1 Fixed problems in NME 5.0 QuickFix

| Number | Description |
|------------|-----------------------------------------------------------------------------------------------------------------------|
| LGTsc08225 | Point on time recovery of NME mail box incremental backup recovering wrong data. |
| LGTsc11090 | NetWorker Module for Exchange Server cannot backup Exchange 2007 Public Folders to a NetWorker 7.4.1 server. |
| LGTsc11149 | Nsrxchsv.exe causes Dr. Watson during incremental backup of MSEXCH:IS if no corresponding full backup has been taken. |
| LGTsc13395 | Configuration wizard creates incorrect backup command for Private Mailbox. |

Fixed in QuickFix 5.0 Build 476

The following was fixed in the build 5.0.0.476_QuickFix release:

Configuration Wizard creates an incorrect backup command for Private mailboxes (LGTsc13395)

When using the NetWorker Management Console wizard to create a client for scheduled backup of a Private mailbox, for an Exchange Server 2007 SP1 server, the backup command inserted was **nsrxchsv.exe** instead of **nsrxchmbsv.exe**. This was discovered during the certification test for NetWorker Module for Exchange 5.0 with Exchange 2007 SP1.

Fixed in the 5.0 release

The following issues were fixed with the NetWorker Module release 5.0:

NetWorker Module for Exchange Administration Guide text is confusing in regards to PowerSnap operations (LGTsc00367)

The following text was misleading in the Administration Guide, release 4.1, chapter 1:

"Once you have installed and configured the appropriate PowerSnap Module for the Exchange server's primary storage subsystem, you can perform snapshot backup and recovery operations, in addition to using the NetWorker Module's traditional backup and recovery capabilities."

The text was missing a reference to the "Database Backup Levels" section, which explained that traditional incremental/differential backups will be promoted to full/copy if PowerSnap is installed. This is because transaction logs are deleted with full backups (whether PowerSnap or traditional). When trying to recover with incremental/differentials involved, it is possible to have missing transaction logs.

The text has been updated on page 14 of the *EMC NetWorker Module for Microsoft Exchange Server Administration Guide* and a cross reference was added.

Mailbox store restore fails if not included in the last backup (LGTpa83541)

A problem existed when a Storage Group contained more than one mailbox database and backups were performed on different groups of databases. If a full backup of all storage groups/databases was performed and then another full backup was performed for only one of the mailbox databases, the restore of the mailbox databases that were not backed up in the last backup fails.

This problem was fixed and released as a QuickFix (4.1 Build 395) for NetWorker Module for Exchange Server and has been incorporated into the 5.0 release.

Impersonation messages in daemon.log during NME backup (LGTpa86375)

Impersonation authentication messages were listed in NetWorker Server daemon.log during manual or scheduled backups of Exchange data when the backup was performed with "strong authentication" (`nsrauth`). The messages were misleading and the client configuration was acceptable.

This problem was fixed and released as a QuickFix (4.1 Build 395) for NetWorker Module for Exchange Server and has been incorporated into the 5.0 release.

NetWorker Module for Exchange Server save (nsrxchsv.exe) process consumes increasing memory (LGTpa87025)

The Exchange Module process `nsrxchsv.exe` consumed an increasing amount of memory on systems that can see the backup process stop once all the physical memory on the system is consumed. Public Folder backups were affected.

This problem was fixed and released as a QuickFix (4.1 Build 473) for NetWorker Module for Exchange Server and has been incorporated into the 5.0 release.

It is recommended that backups involving large Public Folders with should include a periodic review and removal of the **nsr\applogs\nsrxchsv.log** on the client machine. The **nsrxchsv.exe** program logs information as each folder is processed and the log file can become large.

NetWorker Module for Exchange Server recover of a PowerSnap saveset saved to tape fails (LGTpa88343)

If the physical pathnames to one of the Exchange databases has a different case than the one defined on the Exchange Server, the backups were successful but recovers would fail.

This problem is fixed in this release.

Environment and system requirements

The following are requirements for the NetWorker Module for Microsoft Exchange Server. Make sure that the following requirements are met before installing the module.

This section specifies the requirements for:

- ◆ Microsoft Windows
- ◆ Microsoft Exchange Server
- ◆ Traditional and Snapshot backup and recovery operations
- ◆ NetWorker PowerSnap Module
- ◆ NetWorker client and server software requirements for this NetWorker Module
- ◆ NetWorker Configuration Wizard

Note: To enable the NetWorker Configuration Wizard to configure scheduled backups of the NetWorker Module client, install the required configuration wizard libraries. For more information, see the *EMC NetWorker Module for Microsoft Exchange Server Installation Guide*.

Supported versions of Microsoft Windows and Microsoft Exchange servers

This NetWorker Module supports all language versions of the editions of Microsoft Windows and Microsoft Exchange Server listed in [Table 1, “Supported operating systems, Microsoft Exchange Servers, and backup and recovery operations.”](#)

This release of the NetWorker Module does not support Microsoft Exchange Server 5.x.

Table 1 Supported operating systems, Microsoft Exchange Servers, and backup and recovery operations

| Microsoft Windows Version | Microsoft Exchange 2000 Server | Microsoft Exchange Server 2003 | Microsoft Exchange Server 2007 | Traditional Backup and Recovery | Snapshot Backup and Recovery |
|-----------------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|------------------------------|
| Windows 2000 Server | x | x | | x | x |
| Windows 2000 Advanced Server | x | x | | x | x |
| Windows 2000 Datacenter | x | x | | x | x |
| Windows Server 2003 Standard (32-bit) | | x | | x | x |
| Windows Server 2003 Enterprise (32-bit) | | x | | x | x |
| Windows Server 2003 Datacenter (32-bit) | | x | | x | x |
| Windows Server 2003 Standard (x64) | | | x | x | |
| Windows Server 2003 Enterprise (x64) | | | x | x | |
| Windows Server 2003 Datacenter (x64) | | | x | x | |

Note: The NetWorker Module for Exchange Server does not support use of nondefault database filename extensions. By default, Exchange database filenames end with .edb and .stm extensions. This NetWorker Module cannot back up or recover Exchange database filenames that do not end with these standard extensions.

Microsoft Exchange Server MAPI client and Collaboration Data Objects support

Access to Exchange messaging stores utilized by NetWorker Module for Exchange mailbox backups requires the Messaging API (MAPI) and Collaboration Data Objects (CDO). The MAPI client libraries and CDO are not included with Exchange Server 2007.

This package can be downloaded from Microsoft. For information on downloading and installing this package, search for "Microsoft

Exchange Server MAPI Client and Collaboration Data Objects" on the Microsoft Download Center web site.

Recovery Storage Group support

The NetWorker Module for Exchange Server supports browse and recovery of individual items from the Recovery Storage Group (RSG) database in Exchange Server 2003. In order to enable this support in NetWorker Module for Exchange Server, you must apply the Microsoft Exchange Server 2003 hotfix described in KB908072. For more information on installing and using this hotfix, search for KB908072 on the Microsoft Help and Support web site.

When you open NetWorker Module for Exchange Server, it checks for this hotfix. If the hotfix is not detected, the RSG features in NetWorker Module for Exchange Server are unavailable.

Support for restore from RSG is not available for Exchange Server 2007 at this time.

Traditional and snapshot operations requirements

Table 1, "Supported operating systems, Microsoft Exchange Servers, and backup and recovery operations" specifies the Microsoft Windows and Exchange Server version requirements for this NetWorker Module's traditional and snapshot backup and recovery operations.

Note: Snapshot backup support (not recovery) requires a supported, snapshot-capable, primary storage subsystem. For more information, refer to the *NetWorker Compatibility Guides*, available at www.EMC.com.

NetWorker PowerSnap Module

NetWorker PowerSnap Module software is required only if the NetWorker Module for Exchange Server is to perform snapshot backup and recovery operations. The following list describes PowerSnap Module software requirements:

- ◆ The Exchange server host must have the appropriate PowerSnap Module installed.
- ◆ If a computer other than the Exchange server host is configured as the *PowerSnap data mover* (proxy client), the data mover host must have the following software installed:
 - NetWorker software release 7.1 or later
 - The appropriate PowerSnap Module

- Either a full Microsoft Exchange Server software installation, or an installation of the Microsoft Exchange System Management Tools

For instructions on installing PowerSnap Module software, and more information about configuring a PowerSnap data mover, refer to the appropriate *NetWorker PowerSnap Module Installation and Administration Guide*.

NetWorker software

The NetWorker client software must be installed on the Exchange server host computer. For more information about the installation requirements, refer to the *NetWorker Installation Guide*.

The NetWorker software requirements for this NetWorker Module are as follows:

- ◆ NetWorker client and server software release 6.0 or later for traditional backups of Exchange data
- ◆ NetWorker client and server software release 7.1 or later for snapshot backup and recovery of Exchange data

This NetWorker Module can connect to and interact with a NetWorker server that is running on *any* supported operating system. For more information about the installation requirements, refer to the appropriate *NetWorker Installation Guide*.

Note: The NetWorker 7.4 Software Distribution feature is not supported for this version of the NetWorker Module.

Known problems and limitations

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

- ◆ [“Issues originating in Microsoft products” on page 11](#)
- ◆ [“NetWorker software issues” on page 13](#)
- ◆ [“NetWorker Module for Exchange Server issues” on page 16](#)

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.

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.

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.

Exchange Server 2007 does not remove log files after a database recovery

When an Exchange Server 2007 database is recovered with the option **Restore logs to a specific folder** set, the log files are not removed after the recovery is complete.

Distribution lists in Public Folders cannot be saved

Microsoft's ExOLEDB implementation does not enable the NetWorker Module for Exchange Server to save distribution lists within Public Folders. If a distribution list exists in a Public Folder, a back up of that folder will complete successfully and the following warning is listed in the log:

```
Cannot save Distribution List in Public Folder --  
skipping.
```

Recover cannot complete if eseutil cannot find all files

Recover without Exchange replay logs will fail during eseutil unless CatalogData and restore directories are present in the storage group. Exchange Server needs all files to complete replay.

Backup and recover requires a Public Folder database for Exchange Server 2007

At least one public folder database is required to perform mailbox backups and recovers on Exchange 2007. This is a requirement when using MAPI to access Exchange 2007 mailboxes.

Error Message for backing up empty Public Folders is not meaningful

If you perform a backup from the NetWorker Module and select the "Select Public Folders" checkbox when no Public Folders are available, the following error is displayed:

```
Error status received: Element not found. See the Event  
Log for additional details.
```

The message should state that no Public Folders were found.

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, refer to the instructions provided in the appropriate *EMC 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 *EMC NetWorker Module for Microsoft Exchange Server Installation Guide*.

Cannot back up an item path that exceeds 219 characters

An error occurs if you attempt to back up an item with a pathname that is longer than 219 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 219 characters.

Backup may fail when NetWorker client is a virtual service

When NetWorker server 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 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.

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.

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).

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 Management Console interface.

For information about using the **savegrp** or **mminfo** command, refer to the *EMC NetWorker Command Reference Guide*. For information about using the NetWorker Management Console, refer to the *EMC NetWorker Administration 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 Administration 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 *EMC NetWorker Administration 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 *EMC 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.EMC.com.

The NetWorker 7.4 Software Distribution feature is not supported with this release of the NetWorker Module for Microsoft Exchange Server (LGTsc06281)

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 EMC 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.

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:

```
nsrxchrc -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.

Cannot recover data for mailbox (LGTpa94807)

For scheduled operations, the **mminfo** saveset specification is dependent on a user specified entry (**MSEXCH:MB** vs **MSEXCH:MB/**). This NetWorker Module release does not support the use of the trailing slash.

All scheduled backups must use saveset specifications without the trailing slash to be compatible with this NetWorker Module's interface operations.

Cannot browse mailboxes on Exchange 2007 clusters (LGTpa94867)

The NetWorker Module for Exchange Server interface is 64-bit. The ability to browse mailboxes uses MAPI, which is only available in 32-bit. The service used by the Module interface to browse mailboxes needs to have cluster admin privileges in a clustered Exchange 2007 server and currently is run only under the local system account. The following are affected by this limitation:

- ◆ Browsing mailboxes for backup on an Exchange 2007 cluster cannot be performed with this NetWorker Module interface.
- ◆ Browsing mailboxes for backup on a non-clustered Exchange servers is not affected.

The following are workarounds to this issue:

- ◆ Performing a mailbox backup through the command line is supported with cluster admin privileges.

Create an Active Directory group alias and add the local, domain, and cluster admin privileges. Then add the alias to the remote user and log on locally.

- ◆ Performing a mailbox backup from the NetWorker server (through the Management Console) is supported. The remote user must have cluster admin privileges.

Browsing mailboxes for recovery with the NetWorker Module interface can be performed. Mailbox recovery is not affected.

Technical notes

There are no technical notes to report for this release. All installation, configuration, and product information is provided in the EMC NetWorker Module documentation.

Documentation

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

- ◆ *EMC NetWorker Module for Microsoft Exchange Server Administration Guide*
- ◆ *EMC 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:

- ◆ *EMC NetWorker Administration Guide*
- ◆ *EMC NetWorker Installation Guide*
- ◆ *EMC NetWorker Release Supplement*
- ◆ NetWorker Administrator Online Help

Other documentation sources that provide helpful information include:

- ◆ *EMC NetWorker Command Reference Guide*
- ◆ *EMC NetWorker Error Message Guide*
- ◆ *EMC NetWorker Disaster Recovery Guide*
- ◆ *EMC PowerSnap Module Installation and Administration Guide* (for the appropriate PowerSnap Module)
- ◆ Microsoft Exchange Server documentation

Troubleshooting and getting help

EMC support, product, and licensing information can be obtained as follows.

For information about software patches, technical documentation, support programs, sales, and licensing, go to:

<http://softwaresupport.EMC.com>