

3PAR Recovery Manager 4.1.0 for Microsoft Exchange 2010 User's Guide

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1 Introduction

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This guide provides the information you need to install, deinstall and use 3PAR Recovery Manager 4.1.0 for Microsoft Exchange 2010 with the Microsoft Windows 2008 Operating System.

1.1 Audience

This guide is designed for System Administrators and Microsoft Exchange Administrators who are responsible for backing up Microsoft Exchange mailbox or public store databases and who understand Microsoft Exchange 2010.

1.2 Related Documents

The following documents also provide information related to the InServ Storage Server:

For information about…	Read the…
Using the InForm command line interface (CLI) to configure and manage the InServ Storage Server	*3PAR InForm OS CLI Administrator's Manual*
Using the InForm Management Console's user interface to configure and manage the InServ Storage Server	3PAR InForm OS Management Console Online Help
Using the InForm Command Line Interface (CLI) for remote clients to install and configure Recovery Manager	*3PAR InForm OS Command Line Interface Reference*.
Identifying InServ Storage Server components and fixing problems	3PAR *InForm OS Messages and Operator's Guide*
Understanding the InServ Storage Server and its features	*3PAR InForm OS Concepts Guide*
Implementing shadow copies using 3PAR VSS Provider for Microsoft Windows	3PAR VSS Provider for Microsoft Windows User Guide

1.3 Organization

This guide is organized as follows:

- This chapter provides an overview of this guide, including intended audience, related documentation, typographical conventions, and advisories.
- Chapter 2, *Overview of Recovery Manager*, provides an overview of virtual copies and how Recovery Manager interacts with Microsoft Exchange.
- Chapter 3, *Installation and Deinstallation*, describes how to install, verify, and deinstall Recovery Manager.
- Chapter 4, *Configuring Recovery Manager*, contains instructions for configuring the database and Recovery Manager for Microsoft Exchange.
- Chapter 5, *Configuring NetBackup for Recovery Manager*, contains instructions for configuring Symantec NetBackup for use with Recovery Manager for Microsoft Exchange.
- Chapter 6, *Using the Recovery Manager GUI*, describes procedures for working with Recovery Manager through the GUI (Graphical User Interface).
- Chapter 7, *Using the Recovery Manager CLI*, describes procedures for working with Recovery Manager through the CLI (Command Line Interface).
- Chapter 8, *Rapid Backup and Recovery for Exchange*, discusses methods for performing the backup and recovery of data using virtual copies.
- Chapter 9, *Remote Copy for Recovery Manager*, provides instructions on using 3PAR Remote Copy with Recovery Manager.
- Appendix A, *Server Virtualization Environments*, provides instructions for creating environments for VMWare and Egenera.
- Appendix B, *Troubleshooting*, lists some common issues that may arise and suggested solutions for helping solve the problems.
- Appendix C, *Event Messages*, lists events, provides descriptions and describes possible actions.
- This guide also contains an index for your reference.

1.4 Typographical Conventions

The following typographical conventions are used in this guide:

Typeface	Meaning	Example
ABCDabcd	Used for dialog box elements such as titles and button labels.	Enter your system name in the **Value** box and click **OK**.
ABCDabcd	Used for file names, paths, and screen output, and for text you are to enter.	`Found < 12 > 73G disks.` Enter `cli` at the Windows command prompt.
ABCDabcd	Used to contrast your input with system output.	`cli% removevv VV1` `Removing vv VV1.`
ABCDabcd **ABCDabcd**	Used for variables in file names, paths, and screen output, and variables in user input.	[root@(*systemID-nodeID*)root] `To continue Enter your system name ==>` **`systemname`**

1.5 Advisories

To avoid injury to people or damage to data and equipment, be sure to observe the cautions and warnings in this guide. ***Always be careful when handling any electrical equipment.***



NOTE: Notes are reminders, tips, or suggestions that supplement the procedures included in this guide.



CAUTION: Cautions alert you to actions that can cause damage to equipment, software, or data



WARNING: Warnings alert you to actions that can cause injury to people or irreversible damage to data or the operating system.

2 Overview of Recovery Manager

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2.1 System Requirements

Recovery Manager for Microsoft Exchange 2010 requires that the proper components are installed on the Production and Backup Servers and that the appropriate licenses are available on the InServ Storage Server. For complete details on system configurations, see *Recovery Manager Layout* on page 2.7.

Exchange Server (Production):

- Microsoft Exchange Server
- 3PAR InForm CLI
- 3PAR VSS Provider
- Recovery Manager Agent component

Backup Server:

- Microsoft Exchange management tools
- 3PAR InForm CLI
- 3PAR VSS Provider
- Recovery Manager Backup Server component

InServ Storage Server (licenses required):

- Virtual Copy
- VSS Provider for Microsoft Windows
- Recovery Manager for Exchange
- Remote Copy (Optional)



NOTE: For both Microsoft Exchange and platform-specific release levels, refer to the latest InForm OS Configuration Matrix which can be accessed through the 3PAR Document Control System (DCS).

Snapshot space must be available on 3PAR Virtual Volumes. In order to take snapshots on 3PAR's base volume, the volume itself must have snapshot space allocated during the base volume creation. See the *3PAR InForm OS Command Line Reference* for information on

creating a base volume with snapshot capability, or assigning snapshot space after the base volume is created.

2.2 Features Supported

- Exchange online virtual copy creation using Volume Shadow Copy Service
- Supports Volume Shadow Copy Service "Full" backup type
- Virtual copy creation using 3PAR VSS Provider for Microsoft Windows
- Access to 3PAR InServ Storage Server via InForm CLI for Microsoft Windows
- Mount virtual copies on Recovery Manager installed Windows hosts with read/write permissions
- Unmount virtual copies
- Delete virtual copies
- Backup using Symantec NetBackup
- Restore using Symantec NetBackup
- Filecopy restores
- Volume promote restores
- Public folders
- Virtual copy creation of Database Availability Group (DAG) databases where the active and passive mailbox database copies reside on one ore more InServs. Each InServ requires one Recovery Manager for Exchange backup server to be connected.
- Recovery Manager GUI
- Recovery Manager CLI
- Supports virtual copy creation of local and remote Mailbox servers
- Centralized virtual copy management with multiple Mailbox servers

2.3 Features Not Supported

- VSS backup types "Incremental", "Differential", "Copy" and "Log" are not supported
- A single Exchange server spanning different InServs
- All backup tools excluding Symantec NetBackup
- Access to 3PAR InServ Storage Server via SSH
- Create virtual copy on System Boot Volume
- Cross-domain Exchange server management

2.4 Microsoft Volume Shadow Copy Service

Microsoft includes VSS (Volume Shadow Copy Service) in Windows to simplify the enterprise's storage environment. It provides a framework for creating a point-in-time copy of a single or multiple volumes.

Microsoft Windows Server VSS works with VSS-aware applications that are in use to determine when a volume shadow copy (snapshot) can be made. A snapshot is a copy of some data set, for example, a disk volume, at a point in time. VSS then communicates with the operating system and applications and freezes computing tasks to allow snapshot creation. Without the freeze function, data could become corrupted when the snapshot is taken because the system might be in the middle of a task. Meanwhile, applications continue to run uninterrupted. The original volume continues to change as the process continues, but the shadow copy of the volume remains constant. VSS also gives permission to the backup application to access the volume and back it up in its frozen state. The shadow copy volume is then used for the actual backup. After the shadow copy volume is saved on the backup device, the shadow copy is deleted.

VSS coordinates between Requestors (backup applications – Recovery Manager), Writers, and Providers (components that create the shadow copies).

Table 2-1. VSS Components

VSS Component	VSS Component Description
Requestor	The requestor is backup software that initiates the creation of the shadow copy.
Writer	The writer is any application software that participates in the shadow copy process and whose files and data are included in the process.
Provider	The provider is the storage technology that does the actual shadow copy.

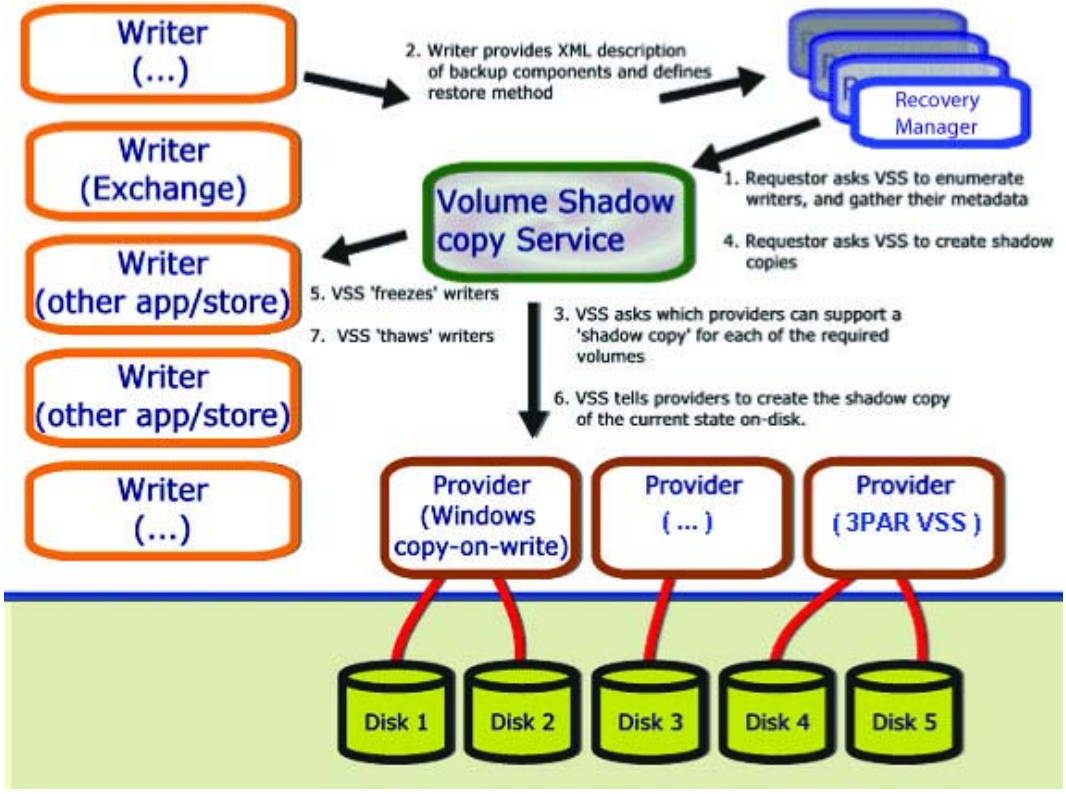


Figure 2-1. 3PAR VSS Provider for Microsoft Windows Operation Overview

2.5 How VSS Works with Exchange

1. The requestor (Recovery Manager) sends a command to the Volume Shadow Copy service to take a shadow copy of the selected Mailbox Database.
2. The Volume Shadow Copy service communicates with the Exchange writer or Public Folder Database to flush the current log file generation to disk and suspend any writes to the log files and to the .edb file. The .stm file will not be allowed to grow, however read-only access is still allowed. So anything that is already there can still be accessed from the client.
3. Volume Shadow Copy service communicates with the provider to initiate the shadow copy process for the disk volumes that contain Exchange data. VSS talks to the writers and providers to fix a point in time for the shadow copy to take place; it is the provider that actually does the shadow copy.
4. The shadow copy typically takes less than a minute. Clients that use Microsoft Outlook in cached mode will not notice any disruption. Clients of earlier versions of Outlook may see hourglass icon for several moments during the shadow copy process.
5. When the shadow copy has been taken, Volume Shadow Copy service communicates with the Exchange writer to let it know that it can resume writing to disk.
6. The queues of e-mail transactions are written to the logs.
7. The shadow copy is now available to the requestor for backing up.

2.6 Supported VSS Components

VSS components currently supported by 3PAR Provider for Microsoft VSS include:

- Requestor
  - Recovery Manager
  - Symantec NetBackup™ by Symantec for Windows
- Writer - Microsoft Exchange 2010



NOTE: For Symantec NetBackup supported version and Microsoft Mailbox Server specific release levels, refer to the latest InForm OS Configuration Matrix, which can be accessed through the 3PAR Document Control System (DCS).

2.7 Recovery Manager Requirements

- The Mailbox Databases, for which virtual copies are taken, must be online.
- The same level of software updates is required on all Mailbox Servers.
- Microsoft Exchange System Management tools is required on the Backup Server.
- Microsoft .Net Framework V3.5 and above is required (this is a 3PAR VSS Provider requirement).
- Visual C++ (2005 Redistributable) Runtime libraries (x64 or x86). This can be automatically installed by running the `Setup.exe` program provided with Recovery Manager for Exchange. (There is a known issue for Recovery Manager for Exchange when running `Setup.exe` on Windows 2008. If you have already installed the Visual C++ Runtime library, it will still ask you to install it again. You may install it again or directly install from the .msi file.)
- 3PAR VSS Provider for Microsoft Windows.
- For DAG configurations on multiple InServs, where they are separated over a long distance, two Recovery Manager for Exchange backup server for each InServ are needed.



NOTE: For software-specific version support, see the latest 3PAR InForm OS Configuration Matrix, which can be found on the Document Control System (DCS).

2.8 Recovery Manager Layout

Recovery Manager allow for many types of configurations depending on your environment setup: a centralized backup configuration and a single host backup configuration as described in the following sections.

2.8.1 Centralized Backup Configuration

A centralized backup configuration, as shown in Figure 2-2 on page 2.8 allows you to maximize the resources and performance of the Mailbox Servers through off-host central control management capabilities. A single Recovery Manager Backup Server installation can remotely create virtual copies on multiple Mailbox Servers (Recovery Manager agent

installation) and manage all virtual copies on the backup server. This type of configuration is recommended if you need to manage multiple Mailbox Servers or are in a clustered environment.

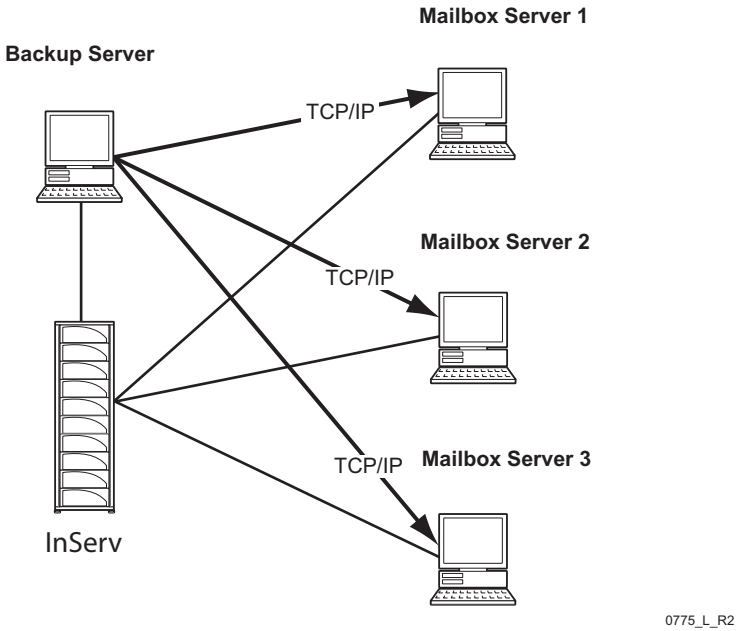


Figure 2-2. Centralized Backup Configuration

NOTE: The Exchange System Management Tools is required on the Recovery Manager Backup Server for validation purposes. In addition, the Mailbox Servers and the Management Tools must have the same exact version.

NOTE: All Mailbox Servers, including the Recovery Manager Backup Server component, must be in the same Windows domain.

2.8.2 Single Host Backup Configuration

A single host backup configuration, as shown in Figure 2-3, allows you to manage virtual copies locally on the Mailbox Server.

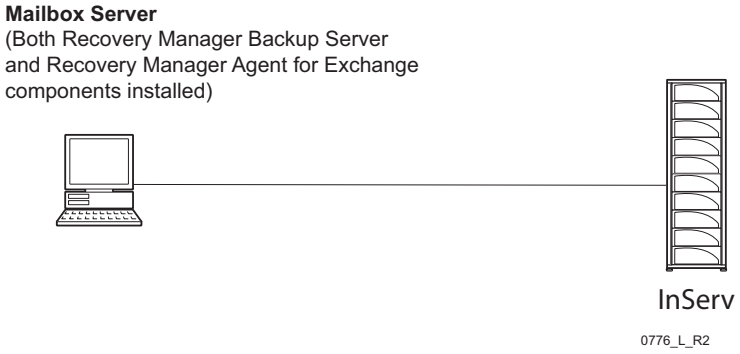


Figure 2-3. Single Host Backup Configuration

2.8.3 DAG Backup Configuration

It is recommended that you use a separate Recovery Manager for Exchange backup server for each InServ's mailbox databases and execute commands from each Recovery Manager for Exchange backup server for each InServ. If you have one InServ this means you will just need one Recovery Manager for Exchange backup server and the `-vs` parameter will be the server name of the Recovery Manager for Exchange backup server.

If your Exchange 2010 configuration uses Database Availability Groups (DAGs), which replicates Mailbox Database(s) across multiple InServs, it is recommended that you use a master Recovery Manager for Exchange backup server and have the other Recovery Manager for Exchange backup servers function as verification servers (designated with the `-vs` parameter). In this way, the Recovery Manager for Exchange repository will be centralized and is managed from one server. The verification servers need to have Recovery Manager for Exchange backup server installations to perform NBU client backups.

When implemented at a single site, a single backup server is utilized as shown in Figure 2-4 on page 2.10. For implementations that span multiple sites, one backup server per site is required as shown in Figure 2-6 on page 2.11.

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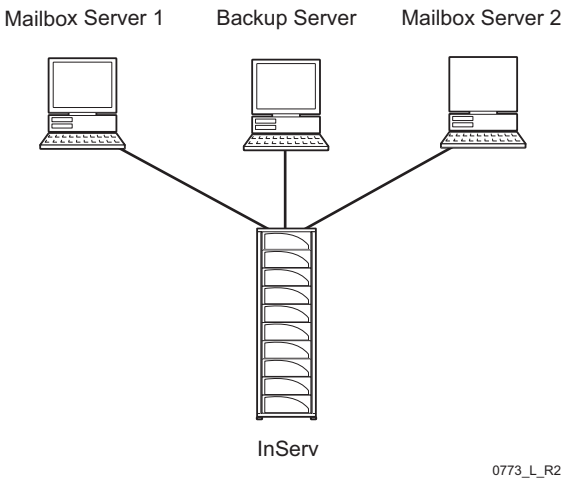


Figure 2-4. Single InServ, Single Site

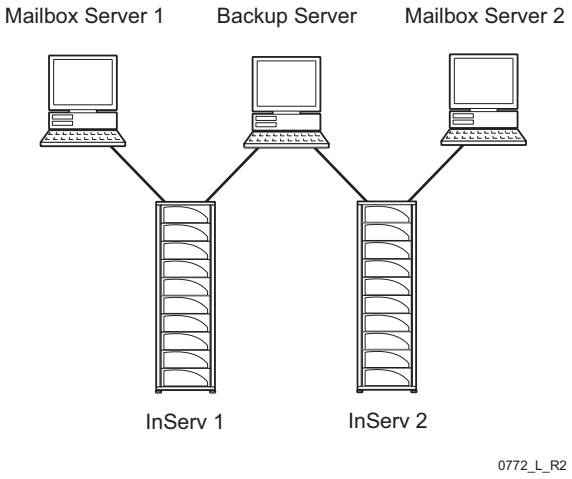


Figure 2-5. Two InServs, One Site

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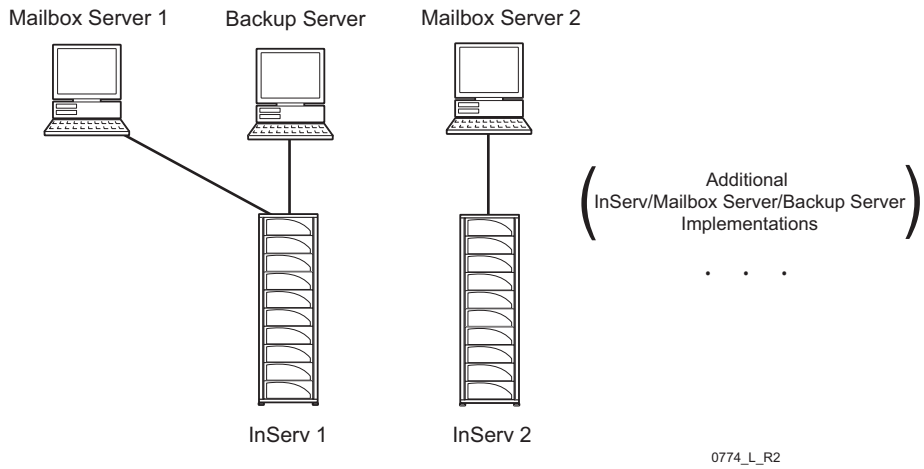


Figure 2-6. Multiple InServs, Multiple Sites

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2.8.4 The Server Relationship

The following defines the roles and relationships between the server types:

Backup Server:

- The Backup Server plays a central control point for the Recovery Manager that controls and manages the backup and restore on different Mailbox Servers.
- IF using NetBackup in the backup environment, the Backup Server will need to have the backup client or master installed.
- When specifying the verification server with the -vs option (see *RMExch backup* on page 7.5) for backups, the server must have the Recovery Manager Backup Server installed.

Mailbox Servers:

- The Mailbox Servers can be standalone servers or participate as a member of a DAG.

Connectivity:

- Both the Backup Server and Mailbox Servers need to be connected to the same InServ. To manage a DAG-enabled configuration from a single backup server for DAG nodes that connect to two InServs within the same site, the backup server needs to connect to two InServs with separate Fibre Channel or iSCSI connections. The InServs also need to be in the same active directory domain.

3 Installation and Deinstallation

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3.7 Deinstalling Recovery Manager 3.7

This chapter describes how to install, upgrade, verify, and deinstall Recovery Manager 4.1.0.

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3.1 Upgrading to Recovery Manager for Exchange

This section provides instructions for upgrading to Recovery Manager for Exchange from version 2.2.4 through 3.0.2 to version 4.1.0.



NOTE: In Recovery Manager for Exchange, version 3.0.2, the installation directory has changed from `\Program Files\3PAR\vcdba\Exchange` to `\Program Files\3PAR\RM\Exchange`.

To migrate from version 2.2.4 to 3.0.2 or 4.1.0, deinstall RME, install RME3.0.2 or 4.1.0, and move the Repository folder from the old `\vcdba\Exchange\Repository` to the new `\RM\Exchange\Repository` location.

3.1.1 Production Server

1. Backup the repository to a safe location, i.e. the folder `Exchange\Repository` and all directories and files under it.
2. Deinstall Recovery Manager for Exchange. See section *Deinstalling Recovery Manager* on page 3.7.
3. Install Recovery Manager for Exchange 3.0.2. See section *Installing Recovery Manager* on page 3.3.

3.1.2 Backup Server

1. Deinstall Recovery Manager for Exchange. See section *Deinstalling Recovery Manager* on page 3.7.
2. Install Recovery Manager for Exchange 3.0.2. See section *Installing Recovery Manager* on page 3.3.
3. Move the Repository folder from the old `\vcdba\Exchange\Repository` to the new `\RM\Exchange\Repository` location.
4. Check to see that the old virtual copies can be seen from the Graphical User Interface (GUI) and re-register the Mailbox Server(s) if necessary.

3.2 Installing Recovery Manager

Before installing Recovery Manager, install the InForm OS Command Line Interface (CLI) for remote clients. For details on installing the CLI, see the *3PAR InForm OS Command Line Interface Reference*. You must also install the 3PAR VSS Provider application before installing Recovery Manager for Microsoft Exchange. Install Recovery Manager for Exchange on a host computer where Microsoft Exchange is running.



CAUTION: Backup your data before upgrading the Recovery Manager or all data will be lost. See *Upgrading to Recovery Manager for Exchange* on page 3.2 for instructions on performing a backup.



NOTE: The Recovery Manager for Exchange 2010 repository location is `<system drive>:\Program Files\3PAR\RME\Exchange\Repository_E2010`.



NOTE: If you are installing the application through a Remote Desktop session, the newly added environment variables will not become effective until you log off the session. It is recommended that you install the application directly from the system console.



WARNING: Before installing Recovery Manager, create a backup of your repository data.

To install Recovery Manager:



NOTE: In order to log in as the System Administrator, you must have Exchange server and system administrator rights.

1 Log on as the System Administrator.

2 Insert the Recovery Manager CD into the CD-ROM drive.

3 Open a Windows Explorer window by clicking **Start** > **All Programs** > **Accessories** > **Windows Explorer**.

4 Click the CD-ROM drive to expand the files.

5 Double-click **Setup.exe** to launch the installation wizard.

6 Click **Next**.

Result: The **License Agreement** window appears.

7 Agree to the license, then click **Next**.

Result: The **Select Installation Folder** window appears.

8 Specify the installation directory for Recovery Manager.



NOTE: The **Disk Cost** button analyzes the amount of available storage space and compares it to the amount required for the Recovery Manager installation.

9 Click **Next** to confirm the installation destination.

Result: The **Select Recovery Manager Installation Type** window appears.

10 Specify the installation type for the local system.

- **Recovery Manager Backup Server** installs components required for local system to perform centralized backup management.
- **Recovery Manager Agent for Exchange Server** installs components for local system to be managed by the Recovery Manager Backup Server component installed server.
- **All of above** is for a single host setup where the local system manages its own virtual copies.

11 Click **Next** to confirm the local server selection.

Result: The **Confirm Installation** window appears.

12 Click **Next** to start the installation.

13 When the installation is completed, click **Close**.

After closing, the system configuration information is gathered and displayed in a text file named `RMECfgChk.txt`. This information is useful for verifying whether all the required components are present on the system.



NOTE: When using a remote desktop connection, log off as Admin and then log on again to update the path before starting to use Recovery Manager.

3.3 Verifying the Installation

Verify the Recovery Manager installation as follows:

1. Log on as the System Administrator.
2. Click **Start** > **Control Panel > Add/Remove Programs**.

   Result: The **Add/Remove Programs** window appears.
3. Verify Recovery Manager appears under the **Currently installed programs** column.

3.4 Understanding the Registry

After Recovery Manager is installed successfully, some information is written into the registry database under: `HKEY_LOCAL_MACHINE\SOFTWARE\3PAR\RM_Exchange.`



CAUTION: DO NOT edit the registry key value unless asked by your local service provider for support purposes.



NOTE: For tracking purposes, you will be asked to modify the value of the **TraceLevel** to a higher number to record more detailed information to the log file.

The Tracelevel has the following values:

- 1 - Error messages logged.
- 2 - Error and warning messages logged.

- 3 - Error, warning, and informational messages logged.
- 4 - Error, warning, informational and debug messages logged.
- 5 - Error, warning, informational, debug and verbose messages logged.

3.5 Editing the Registry

To edit registry data for Recovery Manager:

1. Click **Start** > **Run**, then enter **regedit** in the **Run** window and click **OK**.
2. Expand **HKEY_LOCAL_MACHINE** > **SOFTWARE** > **3par** > **RM_Exchange** from the left-side of the registry window.
3. Double click the name **TraceLevel** from the right-side of the window.

   Result: The **Edit Value** dialog box appears.
4. Modify the **Value Data** field and click **OK** to save the change.

Table 3-1. System Registry Values for Recovery Manager

Name	Value
BackupTimeout	The timeout value for the NetBackup initialization process detection in minutes. This setting is optional if the default is not appropriate.
GUILog	Location of the GUI Log File (java errors only).
InstallPath	Recovery Manager Installation path.
JarPath	Path to the GUI jar file.
RCQueryTimer	The monitoring interval for remote copy progress on the target server in minutes. This setting is optional if the default is not appropriate.
RepPath	Root path to the Recovery Manager repository.
TraceHistory	Number of Trace files to keep before deleting.

Table 3-1. System Registry Values for Recovery Manager

Name	Value
Tracelevel	The trace level for the log file: 1 Error Messages 2 Warning Messages 3 Informational Messages 4 Debug Messages 5 Routines called The default value is 5.
TraceLog	The location where the log file resides.



NOTE: See *Event Messages* on page C.11 for descriptions of events and possible actions to fix possible problems.

3.6 Environment Variables

Installation of Recovery Manager adds the full path to its executables and libraries to the system's PATH environment variable. If for some reason this has not been done, the GUI or CLI will not work. If this is the case, manually add the full paths for the `bin` and `ext` directories under **RM/Exchange** to the PATH environment variable.

3.7 Deinstalling Recovery Manager



CAUTION: Backup your data before upgrading the Recovery Manager or all data will be lost. See *Upgrading to Recovery Manager for Exchange* on page 3.2 for instructions on performing a backup.

To deinstall Recovery Manager from Windows 2008:

1. Log on as the System Administrator.
2. Click **Start** > **Settings** > **Control Panel** > **Add/Remove Programs**.
3. Select **3PAR Recovery Manager for Microsoft Exchange.**
4. Click **Uninstall**.



NOTE: Removing Recovery Manager installation will not remove the Recovery Manager repository for virtual copy management.

4 Configuring Recovery Manager

In this chapter

4.1 Configuring the Database 4.2

4.2 Recovery Manager Installation Location 4.2

4.3 Recovery Manager Search Path 4.2

4.4 Configuring the Host Computer and the 3PAR InServ Storage Server 4.2

4.5 Configuring Recovery Manager Communications 4.3

4.6 Configuring the Policy for a Mailbox Database 4.3

4.7 Configuring Recovery Manager for DAG 4.4

This chapter contains instructions for configuring Exchange and Recovery Manager.

4.1 Configuring the Database

The system supports Microsoft Exchange 2010 files created on basic disks using the NTFS file system.



NOTE: 3PAR recommends that each mailbox or public store, (as well as log files), be allocated to separate volumes. This configuration provides the greatest flexibility when performing individual mailbox or mailbox store recovery, thus reducing the exposure to conflicts between mailbox data stores.

4.2 Recovery Manager Installation Location

By default Recovery Manager is installed in `%SystemDrive%\Program Files\3PAR\RM\Exchange`.

4.3 Recovery Manager Search Path

The Recovery Manager executables are stored in the program folders directory chosen during installation. To use the command line components, the Recovery Manager directory must be added to the Windows Path variable. During installation, the search path is automatically added to the environment variable PATH.

4.4 Configuring the Host Computer and the 3PAR InServ Storage Server

See the *3PAR InForm OS Concepts Guide* and the *3PAR InForm OS CLI Administrator's Manual* for information about configuring the controller nodes on the InServ Storage Server to communicate with the host computer.

4.5 Configuring Recovery Manager Communications

- The Recovery Manager listening service on each Recovery Manager Agent component installed on the Mailbox Server and Recovery Manager Backup Server communicate through a TCP/IP port.
- The default port value is 9933. You can change the port value by issuing the RMExch `portconfig` command. When one host's port configuration is changed, all hosts associated in the centralized backup configuration must be changed to the same IP port and the Recovery Manager for Exchange Agent service must then be restarted.

For example:

- To show the current configured port for the Windows host named spotted, open a command prompt and issue the RMExch `portconfig -h spotted` command.

```
Recovery Manager for Exchange, Version 4.1.0
Command: RMExch portconfig -h spotted
Current port: 9933
```

- To change the host's configured port to 9950, open a command prompt and issue the RMExch `portconfig -h spotted -p 9950` command.

```
Command: RMExch portconfig -h spotted -p 9950
Updated the local Port to 9950
```

- Restart the Recovery Manager for Exchange Agent service on each server on which you issued the RMExch `porconfig command`.

4.6 Configuring the Policy for a Mailbox Database

Recovery Manager uses a policy to maintain the maximum number of virtual copies created for each mailbox database. For example:

- To see the current policy for a mailbox database (spotted), open a command prompt and issue the RMExch `policy -mdb spotted` command.
- To change the policy for the mailbox database to 15, open a command prompt and issue the RMExch `policy -mdb spotted -i 15` command.

- To change the policy to <n> and allow removal of the oldest virtual copy, open a command prompt and issue the RMExch `policy -mdb spotted -i <n> -r` command.



NOTE: The minimum number of virtual copies allowed is 1 and the maximum is 500. The default is 10.

4.7 Configuring Recovery Manager for DAG

Recovery Manager for Exchange provides support for Database Availability Groups (DAG) (4.1.0 and later). DAG configurations can be implemented at a single site or span multiple sites. Each configuration will have one central Recovery Manager for Exchange backup server and at least one active Mailbox Server and a potential maximum of 15 passive Mailbox Servers. For example:

- If your DAG configuration uses a single InServ at a single site, you will require one Backup Server.
- If your DAG configuration spans multiple InServs at a single site, you will require one Backup Server.
- If your DAG configuration spans multiple InServs at a single site, you will require an additional host server for verifying mailbox virtual copies.
- If your DAG configuration spans multiple InServs at a single site, you will need to connect one InServ to the backup server and the otjher InServs should have additional hosts connected for virtual copy verification purposes, unless the production DAG host is used as verification server.
- If your DAG configuration spans multiple InServs at multiple sites, you will require one Backup Server per site.

You will need to configure the provider to use the InServ that each backup server and Exchange production will connect to. This is done through the Provider's `ProvCfg.exe` utility (see the Provider's user's guide for details).

- If your DAG configuration has one InServ, then add only that one InServ using `ProvCfg.exe`.
- If your DAG configuration has two InServs at one site, you will need to add both InServs to your backup server.

- If your configuration has two InServs at two sites, you need to add one InServ to each backup server. See Chapter 2, *Overview of Recovery Manager*, *DAG Backup Configuration* on page 2.9 for the appropriate configuration diagrams.

5 Configuring NetBackup for Recovery Manager

In this chapter

5.1 Overview 5.1

5.2 Defining a NetBackup Policy 5.2

This chapter contains instructions for configuring Symantec NetBackup for use with Recovery Manager.

5.1 Overview

Recovery Manager can be used with Symantec NetBackup to backup and restore of virtual copies created by Recovery Manager. There should be multiple NetBackup master servers for Database Availability Group (DAG) configurations that span multiple sites (and multiple InServs). The following sections describe setting up Symantec NetBackup for use with Recovery Manager.



NOTE: Refer to the latest InForm OS Configuration Matrix located in the 3PAR Document Control System (DCS) for supported versions of Symantec NetBackup.

5.2 Defining a NetBackup Policy



NOTE: A storage unit to store the virtual copy backups should already be set up. See the Symantec NetBackup documentation for setting up a storage unit.

1. Launch the Symantec **NetBackup Administration Console**.
2. Right-click the **Policies** node in the left pane to open the context menu.
3. Double click **New Policy...** and select the **Attributes** tab.
4. On the **Attributes** tab:
   a. Select **MS-Windows-NT** from the **Policy type** menu.
   b. Select the storage unit where the virtual copy backups will reside from the **Policy storage unit** menu.
5. Select the **Schedules** tab and click **New...**.
6. On the **Schedule-Attributes** tab:
   a. Enter a name for the schedule in the **Name** box.
   b. Select **Full Backup** from the **Type of backup** menu.



NOTE: Select **User Backup** if you are using the NetBackup client interface from the machine where the Recovery Manager Agent for Exchange Server component is installed.

7. Select the **Start Window** tab.
8. Activate all the time slots by selecting from the following drop down menus:
   - **Modify Day**: **Mon**
   - **Start Time**: **12:00:00AM**
   - **End Day**: **Sun**
   - **End Time**: **12:00:00AM**
   - **Duration (days)**: **7**

9 Click **OK** to return to the **Change Policy** window and to activate the schedule.

10 Select the **Clients** tab from the **Change Policy** window.

11 Select the machine name where the Recovery Manager Backup Server component is installed.

12 Click **OK** to confirm the client setup.



NOTE: Recovery Manager supports full backups when running with a NetBackup Master server. Recovery Manager also supports the user backup when running with a NetBackup client machine.



NOTE: When using NetBackup with Recovery Manager for Exchange and VSS, the NetBackup client may take an additional temporary read-only (ro) and read/write (rw) snapshot on your base volumes. This behavior can either be ignored or turned off by disabling the Windows Open File Backup in NetBackup.



NOTE: If you plan on backing up multiple Mailbox Databases using NetBackup and Recovery Manager for Exchange, you need a different policy for each storage group that will be backed up at the same time. For example, if the first backup of Mailbox Database One has not yet completed, in order for the backup of Mailbox Database Two to be performed correctly by Recovery Manager for Exchange and Netbackup, it must use a different policy.

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6 Using the Recovery Manager GUI

In this chapter

6.1 Overview of the Recovery Manager GUI 6.2

6.1.1 Menu Bar 6.3

6.1.2 Node Tree Pane 6.3

6.1.3 Informational Right Pane 6.4

6.1.4 Displaying Server Information 6.4

6.1.5 Displaying Mailbox Database Information 6.4

6.2 Starting the GUI 6.5

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6.4 Mailbox Database Registration 6.5

6.5 Setting Recovery Manager Policy Configuration 6.5

6.6 Creating a Virtual Copy 6.6

6.6.1 Creating a Virtual Copy of a Mailbox Database 6.7

6.6.2 Creating a Remote Virtual Copy 6.7

6.7 Mounting a Virtual Copy 6.7

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6.9 Refreshing Virtual Copy Information 6.8
6.9.1 Refreshing all Virtual Copies 6.8
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6.10 Backing up a Virtual Copy Using Symantec NetBackup 6.9
6.10.1 Backup at the Mailbox Level 6.9
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6.11 Restoring from Virtual Copy Timestamp 6.10
6.11.1 File Copy Restore 6.10
6.11.2 Volume Restore 6.11
6.12 Restoring a Virtual Copy Using Symantec NetBackup 6.11
6.13 Removing a Virtual Copy 6.12
6.14 Virtual Copy Status 6.13
6.15 Event Messages 6.13
6.16 Analyzing the Repository 6.13
6.17 Validating a Virtual Copy 6.14

This chapter provides instructions for using the Recovery Manager Graphical User Interface (GUI) to back up and restore storage groups.

6.1 Overview of the Recovery Manager GUI

- Recovery Manager provides a Graphical User Interface (GUI) to backup and restore Mailbox Databases at a point-in-time.
- This version of Recovery Manager supports both Microsoft (MS) Exchange 2010.
- Recovery Manager provides the capability to create, remove, mount, and unmount, backup and restore the virtual copy for a Mailbox Database.
- Recovery Manager GUI is a windows application, containing a menu bar, a node tree pane, and an informational right pane.

NOTE: The GUI is not available for the Recovery Manager Agent for Exchange Server installations.

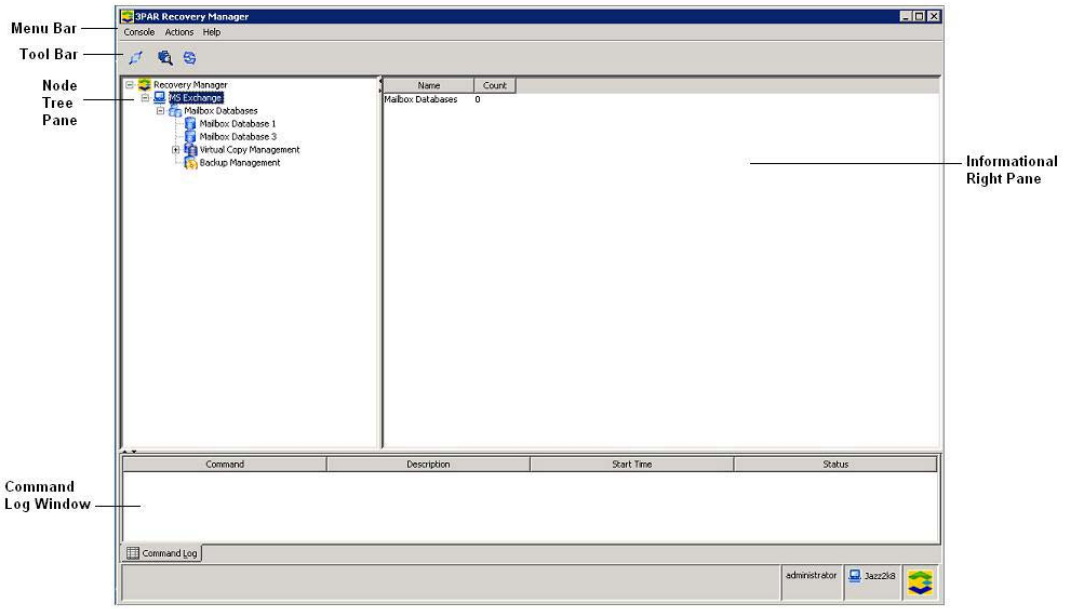


Figure 6-1. Recovery Manager GUI Overview

6.1.1 Menu Bar

The menu bar consists of the following menu items:

- **Console** menu - allows you to exit the GUI and register the server.
- **Actions** menu - allows you to access virtual copy functionality.
- **Help** menu - provides an **About 3PAR Recovery Manager** screen and access to other helpful links such as descriptions for event messages may be generated during operation.

6.1.2 Node Tree Pane

The node tree presents the system's servers. When the Recovery Manager GUI starts, it analyzes the servers' Mailbox Databases, mailbox information, and virtual copies, then displays them graphically as a nested tree in the left pane.

6.1.3 Informational Right Pane

The right pane displays detailed information about each item selected in the node tree pane. The information displayed in the right pane is presented in columns. A scroll bar is provided at the bottom of the pane should the pane's contents exceed the pane's width.

6.1.4 Displaying Server Information

Recovery Manager supports feature Database Availability Groups (DAGs), which are available in Microsoft Exchange server 2010. A new column called **Database Availability Group** is added to the informational pane displaing the DAG name for a Mailbox Database.

6.1.5 Displaying Mailbox Database Information

To display information about a particular Mailbox Database, click the Mailbox Database name in the node tree. Detailed information about the selected Mailbox Database is displayed in columns in the right pane. Table 6-1 provides an explanation of the displayed columns.

Table 6-1. Explanation of Columns

Column...	Provides...
Name	the name of the Mailbox Database.
Active Server	the server that currently hosts the mailbox database.
DB File Path	the full path of the .edb file.
Database Copies	the servers, which have copies of the database.
Log File Path	the full path of the log file location.
Log File Prefix	the log base name.
Database Availability Group	the name of the Database Availability Group.

6.2 Starting the GUI

To start the Recovery Manager GUI, locate and double-click the **3PAR Recovery Manager for Exchange** icon on your desktop.

6.3 Stopping the GUI

To stop the Recovery Manager GUI, on the GUI menu bar, click **Console** > **Exit**. For additional information, see *Menu Bar* on page 6.3.

6.4 Mailbox Database Registration

Before the GUI can manage servers, all servers must be registered.

1. To register a mailbox database, right-click the server node and select **Server/Mailbox Registration** from the context menu.

   All mailbox databases in the same domain are displayed.

2. Select a mailbox database, managed by the Recovery Manager for Exchange GUI, and click **OK**.

   The tree node is updated with your selection.



NOTE: Recovery Manager will take a few minutes to scan all mailbox databases. It may take longer the first time this operation is performed.

6.5 Setting Recovery Manager Policy Configuration

By default, Recovery Manager creates a maximum of 10 virtual copies per Mailbox Database. Recovery Manager provides a policy setting feature which allows you to set the maximum number of virtual copies permitted per Mailbox Database.

The policy setting is applied at the Mailbox Database level allowing each to have its own policy configuration.

When setting the virtual copy limit, you can also optionally select the **Remove Old Virtual Copies** radio button indicating that the oldest virtual copy for each Mailbox Database is automatically removed once the set maximum limit of virtual copies is reached.



NOTE: If the oldest virtual copy is mounted, a snapshot will not be created until it is unmounted.

If the **Remove Old Virtual Copies** checkbox is unselected, once the set maximum limit is met, a new virtual copy cannot be created until you manually delete any old virtual copies.

To set Recovery Manager policies:

1. Start the Recovery Manager application (see *Starting the GUI* on page 6.5).
2. From the node tree, right-click the Mailbox Server that is to be configured and select **Policy**.

   Result: The Recovery Manager **Policy** dialog box appears.
3. Enter the **Maximum Virtual copies kept in InServ** in the text field.
4. If you want to remove the oldest virtual copy, select **Remove the oldest Virtual Copies** option. If you want to keep the oldest virtual copy, select **Retain the oldest Virtual Copies** option.
5. Click **OK**.



NOTE: The virtual copy policy is effective immediately.

6.6 Creating a Virtual Copy

Virtual copies are created at the Mailbox Database level for the Microsoft Exchange Server, since this is the recoverable unit defined by Microsoft. The log files for all the mailbox data stores are managed at the Mailbox Database level. Therefore, when Recovery Manager creates a virtual copy for a Mailbox Database it creates a virtual copy of all virtual volumes where the information store, log, and system files reside to preserve the data consistency. A virtual copy can also be created and saved in a remote server.

6.6.1 Creating a Virtual Copy of a Mailbox Database

1. Navigate through the node tree view on the left pane and locate the Mailbox Database for which a virtual copy is to be created.
2. Right-click the Mailbox Database and select **Create** > **Virtual Copy**.



NOTE: A virtual copy can only be taken of a Mailbox Database that is online.



NOTE: Creating a virtual copy of a Mailbox Databas creates a virtual copy of all the volumes where the Mailbox Database data (logs and edb files) resides. Therefore, it is recommended that volumes storing exchange data files are not used to store any other data.

Once a virtual copy is created, it appears under the **Virtual Copy Management** node. The virtual copy is given a timestamp that is used as its name.

6.6.2 Creating a Remote Virtual Copy

1. Navigate through the node tree view on the left pane and locate the Mailbox Database for which a virtual copy is to be created.
2. Right-click the Mailbox Database and select **Create** > **Remote Virtual Copy**.

6.7 Mounting a Virtual Copy



NOTE: A virtual copy may only be mounted to one host at a time.

A virtual copy can be mounted at the timestamp level. Once a timestamp is mounted, all stores (mailbox, public store, logs) under the timestamp are mounted.

To mount an individual store:

1. In the node tree, right-click the timestamp under the Mailbox Database virtual copy you wish to mount and then select **Mount**.

   Result: The **Mount Virtual Copy** dialog box appears listing the available host names identified to the associated InServ,

2. Select the host and mount point in the **Host Name** and **Mount Point** fields.

3. Click **OK**.

   Result: The virtual copy is available to the selected host server. The list view in the right pane is updated for the mounted virtual copy (store). The virtual copy status shows **Mounted** and the mounted host column shows the host server to which the virtual copy was mounted.

6.8 Unmounting a Virtual Copy

A virtual copy can be un-mounted at the timestamp level. Once a timestamp is unmounted, all stores (mailbox, public store, logs) under the timestamp are unmounted.

- To unmount a virtual copy at the timestamp level, in the node tree, right-click the mounted Mailbox Database name you wisht to unmount and then select Right-click on the store name and select **Unmount**.

  Result: The right pane list view is updated for the unmounted virtual copy. The virtual copy status now shows **Unmounted** and the **Mounted Host** column is blank.

6.9 Refreshing Virtual Copy Information

Recovery Manager provides both GUI and CLI utilities. If both are used interchangeably without stopping and restarting the GUI, the virtual copy information needs to be updated. This can be done at several levels.

6.9.1 Refreshing all Virtual Copies

- To refresh all virtual copies, right-click the **Virtual Copy Management** node in the left pane node tree and select **Refresh**.

6.9.2 Refreshing all Virtual Copies for a Specific Mailbox Database

- To refresh all virtual copies for a specific Mailbox Database, right-click the Mailbox Database under the **Virtual Copy Management** node and select **Refresh**.

6.9.3 Refreshing a Specific Virtual Copy

- To refresh a specific virtual copy, right-click the virtual copy timestamp under the Mailbox Database and select **Refresh**.

6.10 Backing up a Virtual Copy Using Symantec NetBackup

Recovery Manager allows backup of the virtual copies to media using Symantec NetBackup.

To backup a virtual copy using NetBackup, you must first configure Symantec NetBackup as described in Chapter 5, *Configuring NetBackup for Recovery Manager*.

A backup can be performed on the Mailbox Database level or the timestamp level.

6.10.1 Backup at the Mailbox Level

This is a fully automatic backup that creates a virtual copy for the Mailbox Database, mounts it, backs it up to media, unmounts it, and removes it automatically.

To backup a virtual copy at the Mailbox Database level:

1. Right-click the Mailbox Database node you wish to backup in the node tree, and then select **Backup to Media**.

   Result: The **Backup to Media** dialog box appears.

2. Select whether you wish to validate the server name, validate the virtual copy, or truncate the log and click **Next**.

3. Enter the **Master Server Name**, the **NBU** policy name, **NBU Full Schedule Name**, and **Mount Point** in the text boxes provided. The policy and schedule names should be the names of the policy and schedule that were set up for use with Recovery Manager in Chapter 5, *Configuring NetBackup for Recovery Manager*.

4. Select whether you wish to remove the virtual copy from the InServ after NBU backup and if you wish to enable the deferring of the Exchange log after backup.

5. Click **Finish**.

6.11 Restoring from Virtual Copy Timestamp

Recovery Manager allows the restoration of the virtual copy to its source Mailbox Database. A virtual copy timestamp can be restored by using File Copy or Volume restore. The restore operation will restore from a mounted and un-mounted Virtual Copy Timestamp. A mounted timestamp or non-Promotable timestamp can only perform File Copy restore. A promotable timestamp can perform both File Copy and Volume restore.



NOTE: You can monitor the NetBackup progress using the progress log, which is located at:
`<RM_installation_location>\log\nbulog\Mailbox_Database_timestamp.log`.

6.11.1 File Copy Restore

1. In the node tree, right-click the timestamp of the corresponding Mailbox Database and select **Restore Using** > **File Copy**.

   Result: The **File Copy Restore** dialog box appears.

2. Select **Click to continue** to confirm you understand the warning, which enables the **OK** button.

3. Click **OK**.

   Result: Only the modified data will be replaced with the data in the selected virtual copy.

6.11.2 Volume Restore

1. In the node tree, right-click the timestamp of the corresponding Mailbox Database and select **Restore Using** > **Volume**.

   a. **Result:** The **Volume Restore** dialog box appears.

2. Select **Click to continue** to confirm you understand the warning, which enables the **OK** button.

3. Click **OK**.

   Result: The whole volume of the storage group will be restored with the data in the selected virtual copy.



WARNING: DO NOT perform a volume promote restore if multiple Mailbox Databases share any volumes. This includes all data files .LOG and .EDB. If you are not sure how, or if your storage groups share volumes, execute the `chk_multi_storage.cmd` script, which is installed by default installed at `Program Files/3PAR/RM/Exchange/bin` to determine how any Mailbox Databases may be sharing volumes.

6.12 Restoring a Virtual Copy Using Symantec NetBackup

Once a virtual copy is backed up to media, the **Restore** menu option is enabled.

Backups can be restored back to their original location (the volume(s) or directory locations of the virtual copies that were backed up, not original exchange data locations), or an alternate location can be specified.

To restore a virtual copy that has been backed up using NetBackup:

1. In the node tree, right-click the timestamp under **Backup Management** node that you wish to restore and select **Restore**.

   Result: The **Restore Virtual Copy** dialog box appears.

2. To restore to an alternate location, enter the location in the text box provided. To restore back to the original location, leave the text box as it is.



NOTE: To restore back to the original location, make sure the original location is still valid.

3 Click **OK**. The GUI assumes a successful restore. The NetBackup restore progress can be monitored using the progress log, at the following location:

`<RM_Exchange_Install_Location\log\nbulog\Mailbox_database_timestamp.log`

6.13 Removing a Virtual Copy



NOTE: A virtual copy cannot be removed if it is mounted to a host server.

To remove a virtual copy from the InServ Storage Server and the Recovery Manager repository, the virtual copy timestamp must have a status of **Available**.

- To remove a virtual copy, in the node tree, right-click the virtual copy timestamp node and select **Remove**.

  Result: The virtual copy is removed from both InServ storage server and the Recovery Manager repository.

If, when backing up a virtual copy, the **Remove Virtual Copy from InServ after NBU backup** option was selected, the virtual copy only exists in the Recovery Manager repository for restore purposes. In this case, the virtual copy will have a status of **Removed**.

- To remove the virtual copy from the Recovery Manager repository, in the node tree, right-click the virtual copy timestamp node and select **Remove Backup**.

  Result: The virtual copy is removed from the Recovery Manager repository.



WARNING: If a virtual copy is removed from the InServ Storage Server during a backup operation and then deleted from the Recovery Manager repository before a restore operation has taken place, all data is lost and you cannot recover the storage group.

6.14 Virtual Copy Status

Table 6-2 describes each virtual copy status.

Table 6-2. Virtual Copy Status Descriptions

Virtual Copy Status	Description
Available	A virtual copy has this status when it exists in InServ Storage Server and in the Recovery Manager repository, and it is currently not mounted to a host.
Mounted	A virtual copy has this status when it is mounted to a host. The virtual copy exists in both InServ Storage Server and the Recovery Manager repository.

6.15 Event Messages

If an error message is generated by Recovery Manager for Exchange while you are attempting to perform a particular operation, you can access a description of the event and possible remedies from the **Help** menu tab.

- To open the event message document, select any tree node item under the root node in the node tree pane and click **Help** > **Event Messages**.

  Once selected, the event messages will be displayed through the default browser.

6.16 Analyzing the Repository

To analyze the repository for a particular Mailbox Database:

1. In the Virtual Copy node tree, right-click the name of the Mailbox Database youwish to analyze and then select **Analyze**.

   Result: The **Analyze Virtual Copy** dialog box appears.

2. Select the **Sync** checkbox to sync the repository and the InServ.
3. Click **OK**.

Result: The virtual copies for the Mailbox Database will be analyzed and any out-of-sync virtual copies will be displayed.

6.17 Validating a Virtual Copy

A mounted virtual copy can be validated with Exchange APIs through Recovery Manager.

- To validate an existing mounted Virtual Copy for a particular mailbox database, in the node tree, right-click the timestamp under the Mailbox Database virtual copy you wish to mount, and then select **Validate**.

  Result: The virtual copy for the Mailbox Database will be validated.

7 Using the Recovery Manager CLI

In this chapter

7.1 Recovery Manager for Exchange Command Line Interface (CLI) 7.2

7.2 Recovery Manager Commands 7.3

RMExch analyze 7.4

RMExch backup 7.5

RMExch config 7.7

RMExch create 7.8

RMExch deletebackup 7.11

RMExch display 7.12

RMExch listbackup 7.13

RMExch mount 7.14

RMExch policy 7.16

RMExch portconfig 7.18

RMExch rcstatus 7.19

RMExch remove 7.21

RMExch report 7.22

RMExch repository 7.23

RMExch reset 7.24

RMExch restore 7.26

RMExch unmount 7.29

RMExch validate 7.30

7.3 Running Recovery Manager as a Scheduled Job 7.31

The following sections describe how to administer Recovery Manager from the Command Line Interface.

7.1 Recovery Manager for Exchange Command Line Interface (CLI)

The Recovery Manager provides a CLI (Command Line Interface) that allows you to perform the following:

- Create virtual copies
- Remove virtual copies
- Validate virtual mounted copies with the `eseutil.exe` tool
- Reset mounting status in a repository or release operation lock status
- Compare current repository list for the specified Mailbox Database with the virtual copies on an InServ to detect any out-of-sync snapshots
- Mount virtual copies
- Unmount virtual copies
- Back up virtual copies to media using Symantec NetBackup
- Restore backed up virtual copies using Symantec NetBackup
- List available backups to restore from
- Delete a backup entry from the repository
  (**Note:** This does not remove the backup entry from NetBackup)
- Restore a Mailbox Database through filecopy from a mounted virtual copy

- Restore a Mailbox Database through volume restore from an unmounted virtual copy
- Display virtual copies currently in the repository and their status
- Set/Display maximum number of virtual copies to maintain
- Set/Display Recovery Manager communication port
- Set/Display advanced configuration for backup timeout and remote copy monitoring interval
- Set/Display remote copy history
- Gather system configuration for troubleshooting purposes

The following sections describe how to administer Recovery Manager from the Command Line Interface.

7.2 Recovery Manager Commands

This section describes the commands that can be run from the Command Line Interface:

COMMAND

`RMExch analyze`

SYNTAX

```
RMExch analyze -mdb <mailbox_DB_name> [-sync] [-f]
[-inserv <InServID>]
```

DESCRIPTION

The `RMExch analyze` command analyzes the existing repository and lists any out-of-sync virtual copies information between the repository and InServ.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database to analyze.
- `-sync` - Automatically updates the repository to match InServ information. If a virtual copy is missing virtual volumes, it is removed from the repository.
- `-f` - Forces the command. This option can only be used if the `-sync` option is used.
- `-inserv <InServID>` - Specifies the InServ to analyze if the backup server is configured for more than one InServ. If not specified, the first InServ detected is used.



NOTE: Use quotes ("") for names that include spaces.

EXAMPLES

The following commands will analyze existing repository and output any out-of-sync information.

```
RMExch analyze -mdb "mailbox1"
```

COMMAND

RMExch backup

SYNTAX

```
RMExch backup -mdb <mailbox_DB_name> -s <ExchangeServer>
[-defer|-nc|-t <Timestamp>] [-mpl] -vs <verification_server/
backup_server> -p <policyName> -d <fullScheduleName> -m <masterServer>
[-mp <"mountpoint">] [-remove]
```

DESCRIPTION

The RMExch backup command backs up a virtual copy to media, or creates a virtual copy and backs up to media (also known as a quick backup). For the latter case, no timestamp is needed.

PARAMETERS

The following options are supported:

- -mdb <mailbox_DB_name> - The name of the mailbox database to back up.
- -vs <verification_server/backup_server> - The server on which to perform verifiation and/or backup. This server requires a Recovery Manager for Exchange bakcup server installed and have access to the backup (i.e. Netbackup).
- –t <Timestamp> - This is optional. The timestamp of the virtual copy to backup. Use if the virtual copy has already been created. Do not use to create a virtual copy and then perform a backup.
- -s <ExchangeServer> - The name of the exchange server.
- –p <policyName> - Name of the NBU policy.
- –d <fullScheduleName> - Name of the schedule for a full backup.
- –m <masterServer> - Name of the NBU master server.
- -remove - Optional. Used with quick backups. Specify this option to remove the virtual copy after a quick backup. By default the virtual copy will be retained. This cannot be used with the -t option.
- -nc - Optional. Skips the integrity check (not recommended). This cannot be used with the -t option.

- `-defer` - Optional. To defer the Exchange log truncation after the successful backup is confirmed in automatic creation. This cannot be used with the `-t` option.



NOTE: The `-defer` option is not supported when the Recovery Manager for Exchange backup server is the same as the production server.



NOTE: The `-defer` option defers log truncation until backup completion. This keeps the Exchange writer in the "waiting for completion" state for that period.

- `-mp "mountpoint"` - Optional. Specifies the mount point (delimited by quotation marks), for a backup location other than in the default directory.
  - Full path is required.
  - Default is '<System Drive>:\3parsnapshot'.
  - If the specified virtual copy is already mounted, this parameter will be ignored.



NOTE: Use quotes (" ") where spaces are included.



NOTE: Symantec NetBackup software is case sensitive. Make sure all information entered pertaining to the policy is supplied with the proper case.

EXAMPLE

The following command will perform a backup of virtual copy 020405162103 whose data has currently been mounted on the server S1.

```
RMExch backup -mdb mailboxdatbase -t 020405162103 -vs S1 -p test -d full
-m bottlenosed
```

COMMAND

`RMExch config`

SYNTAX

To change/query the timeout value for NetBackup initialization process detection:

```
RMExch config -h <WindowsHost> -bktmout [-sec <seconds>]
```

To change/query the monitoring interval for remote copy progress on target server:

```
RMExch config -h <WindowsHost> -rcintvl [-min Minutes]
```

DESCRIPTION

The `RMExch config` command will display or change the timeout value for NetBackup initialization process detection for backup operation and the monitoring interval for remote copy progress on target server.

PARAMETERS

The following options are supported:

- `-h <WindowsHost>` - Specify the Recovery Manager installed Windows host to change or query settings.
- `-bktmout` - Setup or inquiry for Backup process timeout value to confirm that NetBackup has received the backup request. Default is 30 seconds.
- `-sec <seconds>` - Optional. Number of seconds.
- `-min <minutes>` - Optional. Number of minutes.
- `-rcintvl` - Setup or inquery for remote copy process monitoring interval. Default is 3 minutes.

EXAMPLE

The following command will change remote copy monitoring interval to 10 minutes.

```
RMExch config -h Grampus -rcintvl -min 10
```

COMMAND

`RMExch create`

SYNTAX

```
RMExch create -s <ExchangeServer> -vs <verification_server>
-mdb <mailbox_DB_name> [-nc [-truncate]] [-rc <TargetServer> [-defer]]
```

DESCRIPTION

The RMExch create command creates a virtual copy of a storage group on the primary host, where the Exchange instance is running. As part of virtual copy create process, virtual copy will be exposed to the backup host for data integrity checking as default options. Once virtual copy validated successfully, the Exchange transaction log will be truncated as default setting.

- This command only supports online backup of an entire storage group; therefore, you must make sure the storage group is online before continuing with the virtual copy creation.

PARAMETERS

The following options are supported:

- `-s <ExchangeServer>` -The name of the Exchange server.
- `-mdb <mailbox_DB_name>` - The name of the mailbox database to shadow copy.
- `-vs <verfication_server>` - The server on which snapshot verification is performed. This cannot be used with the `-nc` option.
- `-nc` - Optional - Skip the integrity check. Not recommended. This cannot be used with the `-vs` option.
- `-truncate` - Optional - Force truncation of log upon successful VC creation when -nc is used.
- `-rc <TargetServer>` - Optional - Indicates the virtual copy creation is for Remote Copy. Specify target server to create virtual copy once remote copy completes.
- `-defer` - Optional - Defer the log truncation decision after the remote copy completes. This cannot be used with the `-nc` or `-truncate` options.



NOTE: Use quotes ("") for names that include spaces.

EXAMPLES

The following command will create a snapshot for the mailbox database mb2 on the Exchange server bottlenosed, and will be verified on server raptors.

```
RMExch create -s bottlenosed -vs raptors -mdb “mb2”
```



NOTE: The target server to create snapshots upon the completion of remote copy process has to have the same version of Recovery Manager Backup Server component installed. Refer to Remote Copy Integration for more information on the Remote Copy setup.



NOTE: It is the user's responsibility to perform data integrity checking and transaction log truncation to the virtual copy created with the "-nc" option. Skipping data integrity checking is not recommend.



NOTE: VSS will wait for up to 10 seconds for the writers to freeze I/O, and this interval is not configurable. In most cases 10 seconds is a sufficient window to successfully create a virtual copy. However, in some circumstances under very heavy load, 10 seconds may not be enough and the virtual copy will fail on this attempt, which is “by design”. VSS does not automatically retry the shadow copy creation, you must retry the virtual copy creation using the Recovery Manager GUI or the command line.



NOTE: During virtual copy creation, Recovery Manager dismounts and unmasks the virtual copy device from the Windows server, and breaks the virtual copy away from VSS control. During this process a “delayed write error” message may show up, or the message "the system failed to flush data to the transaction log" may appear in the System Event Log. This is normal.



NOTE: The `-defer` option defers log truncation until backup completion. This keeps the Exchange writer in the "waiting for completion" state for that period.

COMMAND

`RMExch deletebackup`

SYNTAX

```
RMExch deletebackup -mdb <mailbox_DB_name> -t <backuptimestamp>
```

DESCRIPTION

The `RMExch deletebackup` command removes a backup entry in the backup repository. It will not communicate to Netbackup to delete the actual backup.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database to delete.
- `-t <BackupTimestamp>` - The timestamp to delete.



NOTE: Use quotes ("") where spaces are included.

EXAMPLE

The following command will delete a backup with the timestamp 020405162103

```
RMExch deletebackup -mdb mb2 -t 020405162103
```

COMMAND

`RMExch display`

SYNTAX

```
RMExch display -mdb <mailbox_DB_name> [-h <WindowsHost>]
[-inserv <InservId>] [-t <timestamp>]
```

DESCRIPTION

The `RMExch display` command displays all virtual copies in the repository.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database for which virtual copies are listed.
- `-h <WindowsHost>` - Optional. Specifies a Recovery Manager installed Windows host to query repository information.
- `-t <timestamp>` - Optional. Specify a timestamp to display more detail for that virtual copy.
- `-inserv <InservId>` - Optional. InServ system identifier.



NOTE: Use quotes ("") where spaces are included.

EXAMPLES

The following commands will display the virtual copies for mailbox database Alpha.

```
RMExch display -mdb Alpha
```

COMMAND

`RMExch listbackup`

SYNTAX

```
RMExch listbackup -mdb <mailbox_DB_name>
```

DESCRIPTION

The `RMExch listbackup` command prints a list of the virtual copies backups that have been backed up by RMExch backup.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database for which virtual copy backups are listed.

EXAMPLE

The following command will list the backups performed through Recovery Manager for mailbox database MB1.

```
RMExch listbackup -mdb MB1
```

COMMAND

`RMExch mount`

SYNTAX

```
RMExch mount -mdb <mailbox_DB_name> -t <Timestamp> <-h <Hostname> [-mp
"MountPoint"]> | -expose <InServHost>
```

DESCRIPTION

The `RMExch mount` command mounts a virtual copy created by the `RMExch create` command. When performing a `RMExch mount` to mount a virtual copy, the program will check to see if the virtual copy is already mounted to a host machine. The virtual copy must have an "Available" status, before it can be mounted

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database to mount.
- `-t <Timestamp>` - The timestamp of the virtual copy to mount.
- `-h <host>` - Windows host name to mount the virtual copy. The target host must have recovery manager installed.
- `-expose <InServHost>` - The InServ-defined host name on which the snapshot is exposed. This option is deprecated and will be removed in a future release.
- `-mp "mountpoint"` - Optional. Quotation enclosed mount point, if you prefer to mount the volume(s) elsewhere besides default directory. Full path is required. Default is to mount to '<System Drive>:\3parsnapshot'. This cannot be used with the `-expose` option.



NOTE: Use quotes ("") where spaces are included.



NOTE: The <InServHost> is the host name defined in the InServ Storage system. Available host name defined in InServ Storage system can be listed by executing the Inform CLI `showhost` command.



NOTE: The `-expose` host name is case-sensitive and must be the same as how it is defined on the InServ storage server.

EXAMPLES

The following command will mount the virtual copy 020405162103 to the directory d:\Rmmount.

```
RMExch mount -mdb bottlenosed -t 020405162103 -h bottlenosed -mp "d:\RMmount"
```


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COMMAND

`RMExch policy`

SYNTAX

```
RMExch policy -mdb <mailbox_DB_name> [-i <MaxVCAllowed> [-r]
```

DESCRIPTION

The `RMExch policy` command will display or update the policy for the specified Mailbox Datatbase. When `-i` is supplied, the policy will be updated to the argument followed by `-i`. If the optional `-r` argument is supplied, Recovery Manager will automatically remove the oldest virtual copy if the maximum number is exceeded. If it is not supplied, Recovery Manager will not automatically remove the oldest virtual copy when the maximum number is exceeded. The maximum value allowed for policy setting is 500.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `-i <MaxVCAllowed>` - Optional. Set the maximum number of virtual copies allowed for every storage group under the specified server.
- `-r` - Optional. If specified, Recovery Manager will remove the oldest virtual copy once the maximum number of virtual copies has been created. To unset this option, set the policy without this option.



NOTE: Use quotes (" ") where spaces are included.

EXAMPLES

The following command will display current number of virtual copies allowed for the mailbox database mb2.

```
RMExch policy -mdb mb2
```

The following command will change the maximum virtual copies allowed for any mailbox database bottlenosed to 10 and remove the oldest virtual copy when the maximum number is reached.

```
RMExch policy -mdb bottlenosed -i 10 -r
```

COMMAND

`RMExch portconfig`

SYNTAX

```
RMExch portconfig -h <WindowsServer> [-p <portnumber>]
```

DESCRIPTION

The `RMExch portconfig` command will display or update the current port configuration for the Recovery Manager service and RMExch CLI for the specified windows server. When only the -h argument is supplied, this command will list the current port number used by Recovery Manager for the Windows server. When -p is supplied, the port will be updated to the argument followed by -p. The default port used by Recovery Manager is 9933. This should be run against all of the production servers and backup servers. If you update the port setting on a windows server, you will need to restart the Recovery Manager for Exchange Agent Service before connecting through that port.

PARAMETERS

The following options are supported:

- `-h <WindowsServer>` - The name of the windows server to display/update the port configuration.
- `-p <portnumber>` - This is optional. If specified, the command will update the port used. If unspecified, the command will show the current configuration.

EXAMPLES

The following command will display the current port configuration for server Alpha.

```
RMExch portconfig -h Alpha
```

The following command will update the port configuration for server Alpha to 9950.

```
RMExch portconfig -h Alpha -p 9950
```

COMMAND

`RMExch rcstatus`

SYNTAX

```
RMExch rcstatus -mdb <mailbox_DB_name> [-query]|-update]
[-t <timestamp> -ts <RecordKeeper> -status <RCStatus>]]>
```

DESCRIPTION

The `RMExch rcstatus` command will display or update status of the Remote Copy operation history.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database to which the virtual copy timestamp belongs.
- `-update` - Update the status of Remote Copy history for a specific timestamp.
- `-query` - Query RC history for specified storage group.
- `-t <Timestamp>` - The timestamp of the virtual copy.
- `-ts <Record Keeper>` - The target host to update the Remote Copy status record.
- `-status` - The status to save in record.



NOTE: The `-update` option without timestamp and host will update all Remote Copy records from the original target server.



NOTE: Use quotes (" ") where spaces are included.

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EXAMPLES

The following command updates the status of an existing Remote Copy status history for the specified host.

```
RMExch rcstatus -mdb mb2 -update -t 050106113456 -ts Grampus -status Success
```

COMMAND

`RMExch remove`

SYNTAX

```
RMExch remove -mdb <mailbox_DB_name> -t <Timestamp>
```

DESCRIPTION

The `RMExch remove` command removes the virtual copy from the InServ Storage Server and the repository. The virtual copy must have an "Available" status; if the virtual copy is mounted it will not be removed.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `–t <Timestamp>` - The timestamp of the virtual copy to remove.



NOTE: Use quotes ("") for names that include spaces.

EXAMPLE

The following command will remove the virtual copy with timestamp 020405162103.

```
RMExch remove -m mdb2 -t 020405162103
```

COMMAND

`RMExch report`

SYNTAX

```
RMExch report -h <WindowsHost> -output <OutputDirectory>
```

DESCRIPTION

The `RMExch report` command will execute the RMReport batch script under the <InstallationPath>\Exchange\goodies folder and gather needed information on the specified Windows host for troubleshooting purposes.

PARAMETERS

The following options are supported:

- `-h <WindowHost>` - Specify a Recovery Manager installed Windows host to run RMREPORT utility.
- `-output <OutputFolder>` - The full path folder to receive the generated report.



NOTE: Use quotes ("") where spaces are included.

EXAMPLE

The following command will collect remote information related to RM activities.

```
RMExch report -h Grampus -output c:\MyReport
```

COMMAND

`RMExch repository`

SYNTAX

```
RMExch repository [-a <newRepositoryLocation>]
```

DESCRIPTION

The `RMExch repository` command will display or move the current repository locations for Recovery Manager. If no arguments are specified, then the current location is displayed. If `-a` is specified along with a directory, then the repository will be moved to the new location.

PARAMETERS

The following options are supported:

- `-a <newRepositorylocation>` - The target directory to move the repository to.

EXAMPLE

The following command will change the repository location to "e:\3PAR Storage"

```
RMExch repository -a "e:\3PAR Storage"
```


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COMMAND

`RMExch reset`

SYNTAX

To reset the Recovery Manager locking on remote Windows host:

```
RMExch reset -s <ExhcnageServer> -opt lock
```

To reset the mount status of a particular timestamp record:

```
RMExch reset -s <ExchangeServer -mdb <mailbox_DB_name>
-t <timestamp> -opt status
```

DESCRIPTION

The `RMExch reset` command resets a virtual copy mounting status in the repository record and internal process locking status on any designated Recovery Manager for Exchange installed system with only the "status" option being supported. Executing this command with 'status' option will force the removal of currently exposed VLUNs and set the mounting status to "Available".

PARAMETERS

The following options are supported:

- `-s <ExchangeServer>` - The name of the Exchange server.
- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `–t <Timestamp>` - Optional - The timestamp of the virtual copy. Requires <-opt status> option.
- `-opt <Option>` - Specifies whether to reset the locking or mounting status. Currently supported options are 'lock' and 'status'. The 'lock' option is only used to unlock Recovery Manager from previous VC creation failure caused by unexpected termination.



NOTE: Reset status of a specific timestamp will force the removal of currently exposed VLUNs.



NOTE: Use quotes ("") for names that include spaces.



NOTE: When Recovery Manager is processing user requests, it will activate an internal locking mechanism. Any incoming request will get "Server <ServerName> has a Recovery Manager command running already" message. Please wait until it finishes before continuing. However, in the case of unexpected termination, the locking status might not get deactivated properly. You need to use this command to release the lock for the operation to go back to normal status.

EXAMPLES

The following commands will release the lock at the Exchange server.

```
RMExch reset -s bottlenosed -opt lock
```

The following command will reset the existing mount status to available.

```
RMExch reset -mdb mydb1 -t 050106113456 -opt status
```


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COMMAND

RMExch restore

SYNTAX

For MEDIA RESTORES

```
RMExch restore -mdb <mailbox_DB_name> -t <Timestamp> -p <policyName>
-m <masterServer> [-vs <backup_server>] [-a <altLocation>]
[-src <OrignalClientWithBackups>]
```

For FILECOPY and VOLUME RESTORES

```
RMExch restore -mdb <mailbox_DB_name> -t <Timestamp> <-filecopy | -promote>
```

DESCRIPTION

The RMExch restore command can perform one of three functions. It can restore a previously backed up virtual copy from media, perform a filecopy restore from a mounted virtual copy, or perform a volume restore from an unmounted virtual copy.

Media backups can be restored to their original location (the volume(s) or directory locations of the virtual copies that were backed up. Note: not original exchange data locations, or an alternate location can be specified.

Filecopy restores will copy the virtual copy's files to the original database location and overwrite the current database files. The virtual copy to be restored from must be mounted to the production server hosting the Mailbox Database. See Chapter 8 *Recovery Procedures* on page 8.4.

Volume promote restores will overwrite all data on the original database volume. This will overwrite ALL data on the original volume and should only be performed with this understanding. See Chapter 8 *Recovery Procedures* on page 8.4.



WARNING: Please DO NOT perform a volume promote restore if multiple storage groups share any volumes. This includes all data files .LOG, .EDB, .CHK (and .STM for Exchange 2003). If you are not sure how or if your storage groups share volumes, please execute the script "chk_multi_storage.cmd" by default installed at "Program Files/3PAR/RM/Exchange/bin/" to determine how any storage groups may be sharing volumes.

PARAMETERS

For MEDIA RESTORES

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `-vs <restore_server>` - The server must have access to the bakcup tool (i.e. Netbackup). The specified server must be the same server used during backup, and have a Recovery Manager for Exchange backup server installation.
- `-t <Timestamp>` - The timestamp of the virtual copy to restore.
- `-p <policyName>` - Name of the NBU policy set up for Recovery Manager.
- `-m <masterServer>` - Name of the NBU master server.
- `-a <altLocation>` - Optional. Alternate restore location.
- `-src <OrignalClientWithBackups>` - Optional. Specifies the client name to use for finding backups or archives from which to restore files. The default is the current client name.



NOTE: Use quotes ("") where spaces are included.



NOTE: If the restore is directed to the original location, ensure the original location is still valid.



NOTE: Symantec NetBackup software is case sensitive. Make sure all information entered pertaining to the policy is with the exact case.



NOTE: Make sure the Symantec NetBackup software's bin directory is in the system search path for this command to run.

EXAMPLE

The following command will perform a restore of a virtual copy020405162103 from NetBackup media to drive j: on server Joshua.

```
RMExch restore -mdb “mailbox rex” -t 020405162103 -p test -m bottlenosed -a J:
-vs Joshua
```

PARAMETERS

For FILECOPY and VOLUME RESTORES

The following options are supported:

`-mdb <mailbox_DB_name>` - The name of the mailbox database.

`-t <Timestamp>` - The timestamp of the virtual copy to restore.

`<-filecopy | -promote>` - Specify whether you'd like to perform a filecopy restore or a volume promote restore.



NOTE: Use quotes ("") where spaces are included.

EXAMPLES

The following command will perform a filecopy restore of a virtual copy 020405162103.

```
RMExch restore -mdb “mailbox rex” -t 020405162103 -filecopy
```

The following command will perform a volume restore of virtual copy 020405162103.

```
RMExch restore -mdb “mailbox rex” -t 020405162103 -promote
```

COMMAND

`RMExch unmount`

SYNTAX

```
RMExch unmount -mdb <mailbox_DB_name> -t <Timestamp> -h <hostname>
```

DESCRIPTION

The `RMExch unmount` command unmounts a currently mounted virtual copy. When performing `RMExch mount` to mount a virtual copy, the program will check to see if the virtual copy is mounted to a host machine. The virtual copy must have a status of "Mounted" or "Exposed" before it can be unmounted.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `-t <Timestamp>` - The timestamp of the virtual copy to unmount.
- `-h <hostname>` - Optional. The windows hostname (other than the default host) for the host to unmount the virtual copy from. Host has to have Recovery Manager installed. This option is deprecated and will be removed in a future release.



NOTE: Unmount the exposed volume, specify the local Windows host name in -h option.



NOTE: Use quotes ("") where spaces are included.

EXAMPLES

The following command will unmount the virtual copy 020405162103.

```
RMExch unmount -mdb "mb2" -t 020405162103
```

COMMAND

`RMExch validate`

SYNTAX

```
RMExch validate -mdb <mailbox_DB_name> -t <Timestamp>
```

DESCRIPTION

The `RMExch validate` command verifies the data integrity of the exchange database files in the specified virtual copy that is already mounted on the system.

PARAMETERS

The following options are supported:

- `-mdb <mailbox_DB_name>` - The name of the mailbox database.
- `–t <Timestamp>` - The already mounted timestamp for validation.



NOTE: Use quotes ("") for names that include spaces.



WARNING: If the validation operation failed on the virtual copy, the failed virtual copy cannot be used for backup and restoration purposes. It is the user's responsibility to manually remove the failed virtual copy.

EXAMPLE

The following command validates the specified mailbox database.

```
RMExch validate -mdb “mb2” -t 020405162103
```

7.3 Running Recovery Manager as a Scheduled Job

In addition to creating virtual copies using the command line, you can also schedule virtual copies to be created for a specific storage group using Windows Scheduled Tasks.



NOTE: The following instructions are for Windows 2003 and may differ in some places for later versions.

To create virtual copies using Windows Scheduled Tasks:

1. Click **Start** > **Programs** > **Accessories** > **System Tools** > **Scheduled Tasks**.

   Result: The **Scheduled Tasks** window appears.

2. Double-click **Add Scheduled Tasks**.

   Result: The **Scheduled Task Wizard** appears.

3. Click **Next** to continue.

4. Click **Browse** and navigate to the Recovery Manager install location. The default location is `C:/Program Files/3PAR/RM/Exchange/bin`.

5. Click **RMExch.exe** and then select the frequency of this task.

6. Click **Next** to continue.

7. Select the start time, frequency, and start date for the task, and then click **Next**.

8. Enter the user name, password, and password confirmation, and then click **Next**.



NOTE: Since the command `RMExch create` communicates with Exchange, you must have Exchange administrator privileges.

9. Select the **Open advanced properties...** checkbox, and click **Finish** to access advanced setup for the scheduled task. \

   Result: The **RMexch** window appears.

10. On the **Task** tab, at the end of the path displayed in the **Run** field, add `-s <ExchangeServer> -mdb <mailbox_DB_name>`. If the mailbox database name has spaces, use double-quotes "`text`" around the name.

For example:

```
From -> C:\Program Files\3par\RM\Exchange\bin\
Type -> RMExch create -s MyExchangeServer -mdb MyMailboxDatabase
```

11 On the **Schedule** tab, further refine the scheduled task by selecting the frequency and start time of the task.

12 Click **Apply** and then **OK** when finished.

Result: Virtual copies are created as you have scheduled. Depending on the policy set with the Recovery Manager GUI, older virtual copies on the system may automatically be removed if the number of virtual copies exceeds your specified maximum threshold (see *Setting Recovery Manager Policy Configuration* on page 6.6).

8 Rapid Backup and Recovery for Exchange

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8.1 Key Microsoft Exchange File Types

Before discussing backup and recovery for Microsoft Exchange, it is important to understand the elements of Exchange.

The Microsoft Exchange Mailbox Database uses three key file types for all operations:

- Log file (*.LOG). A file in which transaction log records are stored.
- Checkpoint file (*.CHK). Maintains information about the location in the transaction logs that was last committed to the database.
- Database file (*.EDB). Properties data file to store all user data.

LOG files are accessed in a sequential order; EDB files are accessed with random I/O patterns. For optimal performance and to facilitate database management, transaction logs should be placed on a volume that performs sequential I/O in an optimal manner such as a RAID 1 volume. The EDB files should be placed on a separate volume that is optimized for random I/O such as a RAID 5 volume. For additional information on creating volumes, see the *3PAR InForm OS CLI Administrator's Manual*.

From the performance and management point of view, a dedicated volume should be created for every log file group on each Mailbox Dtaabase and another data volume should be created for EDB files for each data store on every Mailbox Database. For example, if you have two storage groups, each with a log and five mailbox stores, create two RAID 1 volumes for the logs, and ten RAID 5 volumes for the EDB files.

When a change is made to the Mailbox Database, Exchange updates the data in the memory (32K pages) and synchronously writes a record of the transaction to the log in sequential order. This record allows Exchange to re-create the transaction in the event of a failure. The database engine then writes the data to the disk in large I/O operations. Exchange supports *circular logging* to save disk space on the volume containing log files. However, circular logging makes hard recovery (restoring from backup) impossible. It is recommended that the circular logging feature be disabled. Circular logging is disabled by default in Microsoft Exchange.

8.2 Backup

An online backup of Exchange runs while the data store is mounted. A full backup backs up the entire information store and transaction log. It also truncates the log after the log has been backed up to reduce disk space usage.

8.3 Virtual Copies

A virtual copy is a copy of another virtual volume (EDB or LOG) created using copy-on-write techniques. Unlike a physical copy, which is a duplicate of the entire virtual volume, a virtual copy, or snapshot, only records the changes to the original virtual volume. Therefore, minimal storage space is used. This allows an earlier state of the original virtual volume to be recreated by starting with its current state and rolling back all the changes that have been made since the virtual copy was created. The system allows you to make up to 500 virtual copies of each virtual volume, assuming that sufficient storage space was allocated when the base virtual volume was created.

8.3.1 Advantages of Using Recovery Manager

Traditionally, databases are backed up to tape. Backing up to tape is a time consuming task, especially if the database is growing rapidly. Recovery Manager offers the following advantages over traditional tape backup:

- Creating virtual copies of databases using Recovery Manager requires only seconds and can be accomplished via the click of the mouse through the Recovery Manager GUI, or by even scheduling virtual copies via Windows' automatic scheduled task application. For details on using the GUI and scheduling tasks in Windows, see *Creating a Virtual Copy* on page 6.6 and *RMExch create* on page 7.8, respectively.
- With Recovery Manager's optional policy settings, you can maintain a specified number of the latest virtual copies to stay online. These online virtual copies can then be mounted to the staging Exchange server for point-in-time recovery, thus eliminating the need to restore from tape, which can take hours.
- After the virtual copy has been mounted to the backup server, you can then perform a backup to tape of the virtual copy using Recovery Manager.
- Easy recovery through filecopy and volume promote restores.



NOTE: Backup to tape can be performed in one easy command with a quick backup. See *RMExch backup* on page 7.5.

8.4 Recovery Procedures

In many cases, the Exchange server is able to quietly recover when a server crashes and the contents of the database buffer in the memory are lost. Exchange automatically recovers when you start the information store after the failure using the checkpoint file to identify the oldest transaction not flushed to disk and then replaying log files forward. If the checkpoint file is missing, all the log files are scanned to determine if any committed transactions have not been written to the database. At the end, the database is consistent and can start normally. Most of the time, recovering an Email or a user's Email is all that is needed.

Recovery Manager provides several options for a full mailbox database recovery:

- point-in-time recovery
- volume promote point-in-time recovery
- point-of-failure recovery
- single mailbox recovery

8.4.1 Point-In-Time Recovery

Recovery procedures for Exchange 2010 Database Availability Group (DAG) configurations should be run on the active copy of the Mailbox Database. **Restores to the passive copy is not supported by Microsoft.** The passive copy will need to be reseeded after a restore is performed on the active copy.

To perform a point-in-time recovery for Exchange 2010:

1. In the **Exchange Management Console**, right-click the desired database you want to recover and select **Properties.**

   Result: The **Properties** dialog box appears.

2. Under the **General** tab, select **This database can be overwritten by a restore**.
3. Click **OK**.
4. On the **Database Management** tab in the **Exchange Management Console**, right-click the storage group you want to recover and select **Dismount Database**.



NOTE: If in a cluster, go to the **Cluster Administrator** and take the Exchange Information Store Instance resource offline. If not in a cluster, go to the services menu and stop the Exchange Information Store Service.

5 Mount the desired virtual copy to the staging Exchange server either from the Recovery Manager GUI or from the command line using the RMExch mount command. Refer to Chapter 6, *Using the Recovery Manager GUI* and Chapter 7, *Using the Recovery Manager CLI* for details on running Recovery Manager from the GUI and command line.

6 Delete the original .EDB, .LOG, and .CHK files for a clean restore. ONLY remove the files, NOT their parent/intermediate folders as the original database path and its structures must be kept the same. Also delete all catalog subdirectories under your database directories. You should also delete all catalog subdirectories under your database directories. The files may be moved to new locations instead of completely removed.

7 From the backup server, execute the Recovery Manager filecopy restore command: `RMExch restore -mdb <mailbox_DB_name> -t <timestamp> -filecopy`. You can alternately use the GUI to perform a filecopy restore (see Chapter 6, *Using the Recovery Manager GUI* for detailed instructions).

8 After the filecopy restore completes and the database files are successfully recovered, the database can now be re-mounted to continue its operation. If performing the restore in a DAG environment, reseed the database replication if necessary.

8.4.2 Volume Promote Point-In-Time Recovery

To perform a volume promote point-in-time recovery, make sure the virtual copy you would like to promote has the status Available. If it is Mounted, unmount it. Then execute the promote restore command from the Recovery Manager for Exchange backup server.

8.4.3 Point-Of-Failure Recovery for Filecopy Restore

To perform a point-of-failure recovery for filecopy restore:

1 Move the currently existing log files on your Mailbox Database volumes that you want to roll forward.



NOTE: If Windows will not allow you to move, or even copy, exchange .LOG files because "it is being used by another program," part of Exchange is still "live".If this is the case, move on to step 2

2 Repeat the point-in-time recovery for filecopy restore: step 1 on page 8.4 to step 4 on page 8.4.

3 With Exchange database(s) dismounted, preserve the current log files on your Mailbox Database volumes if you were not able to do so from step 1 on page 8.5.

4 Mount the desired virtual copy for the staging Exchange server either from the Recovery Manager GUI or from the command line using the RMExch mount command. Refer to Chapter 6, *Using the Recovery Manager GUI* and Chapter 7, *Using the Recovery Manager CLI* for details on running Recovery Manager from the GUI and command line.

5 Delete the original .EDB, .LOG, and .CHK files for a clean restore. Please ONLY remove the files, NOT their parent/intermediate folders as the original database path and its structures must be kept the same. The files may be moved to new locations instead of completely removed.

6 Go to the backup server and execute a RM filecopy restore command: `rmexch restore -mdb <mailbox_DB_name> -t <timestamp> -filecopy`. You can also perform a filecopy restore by using the GUI. See Chapter 6, *Using the Recovery Manager GUI*.

7 Copy the .LOG files that you preserved and overwrite the logs recovered. This includes the extra logs not covered by the virtual copy, making the recovery more forward-in-time.

8 Delete the checkpoint file. (.CHK)

9 Now you are ready to re-mount the database(s) to continue.

Result: The Exchange server performs a soft recovery and automatically replays the log. Once the store is mounted, a confirmation is displayed.

8.4.4 Point-Of-Failure Recovery for Volume Restore

To perform a point-of-failure recovery for volume restore:

1 Move the currently existing log files on your Mailbox Database volumes that you want to roll forward.



NOTE: If Windows will allow you to move, or even copy, exchange .LOG files because it is being used by another program, part of Exchange is still live. If this is the case, move on to step 2 on page 8.7.

2 Repeat the point-in-time recovery for volume restore, step 1 on page 8.5 to step 4 on page 8.6.

3 With Exchange database(s) dismounted, preserve the current log files on your Mailbox Database volumes if you were not able to do so from step 1 on page 8.6.

4 After you have put all the disk(s) out of maintenance mode, perform the following:

   a Copy the .LOG files that you preserved and overwrite the logs recovered. This includes the extra logs not covered by the virtual copy, making the recovery more forward-in-time.

   b Delete the checkpoint file (.CHK).

   c Now you are ready to re-mount the database(s) to continue.

   Result: The Exchange server performs a soft recovery and automatically replays the log. Once the store is mounted, a confirmation is displayed.

8.4.5 Data Restoration Using a Recovery Database

A recovery database is a mailbox database that allows the mounting of a restored mailbox database and data extraction from the restored database as part of the recovery operation. Recovery databases allow you to recover data from a backup or copy of a database without disrupting access to current data. Use the Restore-Mailbox cmdlet to extract mailbox content from a restored database.

The following are required to restore data using a recovery database:

- A recovery database must be created.
- Recovery databases can ony be used for Exchange 2010 mailbox databases.
- The target mailbox used for data merges and extraction must be in the same Active Directory forest as the database mounted in the recovery database.
- The database and LOG files containing the recovered data must be restored or copied into the recovery database folder structure that was created when the recovery database was created.

- The database must be in a clean shutdown state. Use the Eseutil.exe tool to put the database in a clean shutdown state.

8.4.5.1 Creating a Recovery Database

To create a recovery database:

1. Start the **Exchange Management Shell** by clicking **Start** > **Program Files** > **Exchange** > **Exchange Management Shell**.
2. In the Exchange Management Shell window, enter the following:

```
New-MailboxDatabase -Recovery -Name <rec_database> -Server <servername>
```

where:

- <rec_database> is the name of the recovery database being created.
- <servername> is the name of the mailbox server.

3. Create a second recovery database, specifying a custom path for the database file and log folder as follows:

```
New-MailboxDatabase -Recovery -Name <rec_database> -Server <servername>
-EdbFilePath "<dbpath>" -LogFolderPath "<lfpath>"
```

where:

- <rec_database> is the name of the recovery database being created.
- <servername> is the name of the mailbox server.
- <dbpath> is the path to the database file.
- <lfpath> is the path to the log file.

8.4.5.2 Restoring a Mailbox Database Using a Recovery Database

You can restore a mailbox database using a recovery database by manually copying the database files to the appropriate folder on the server.



NOTE: Keep the original backup file in case there is a need to start over.

1 Verify that the database that you want to restore is consistent and that it is in a clean shutdown state. To do so, open a command prompt, switch to the ExchSrvr\Bin folder, type the following line, and then press ENTER:

```
Eseutil /mh YourDatabaseName.edb
```

In the output that appears in the Command Prompt window, note whether the **State** line shows as **State: Clean Shutdown** or **State: Dirty Shutdown**.



NOTE: The following step should have been done after the virtual copy for the database was created.

2 Do one of the following, as appropriate to your situation:

a If the database is consistent, go to step 3 on page 8.10.

b If the database is not consistent and if the database log files exist, use the Eseutil.exe tool to perform a soft recovery on the database. When you perform a soft recovery, uncommitted logs are committed to the database. To perform a soft recovery, switch to the ExchSrvr\Bin folder at a command prompt, type the following line, where *rnn* is the log file prefix and *database_folder_path* is the name of the folder where the database files (`.edb`, `.stm`) are located, and then press **ENTER**:

```
eseutil /r rnn /ddatabase_folder_path
```

For example, you might type the following:

```
eseutil /r r00 /d"c:\Program Files\Exchsrvr\Recovery Storage Group"
```



NOTE: There is no space after the `/d` switch.



NOTE: The following step should have been done after the virtual copy for the Mailbox Database was created.

3 Start the **Exchange Management Shell** by clicking **Start** > **Program Files** > **Exchange** > **Exchange Management Shell**.

4 In the **Exchange Management Shell**, enter the following:

```
Restore-Mailbox -Identity <ID> -RecoveryDatabase <rec_database>
```

where:

- <ID> is the user whose mailbox you wish to recover.
- <rec_database> is the name of the recovery datatbase that was previously created.

5 To restore mailbox content into the Recovery folder, enter the following:

```
Restore-Mailbox -Identity Scott -RecoveryDatabase <rec_database>
-RecoveryMailbox <user_mb> -TargetFolder Recovery
```

where:

- <rec_database> is the name of the recovery datatbase that was previously created.
- <user_mb> is the user name of the user's mailbox.

6 To restore specific Email messages, enter the following:

```
Restore-Mailbox -Identity Scott -RecoveryDatabase <rec_database>
-SubjectKeywords "<keyword>" -ContentKeywords "<contentword>"
-IncludeFolders \<folder>,\<folder>
```

where:

- <ID> is the user whose mailbox you wish to recover.
- <rec_database> is the name of the recovery datatbase that was previously created.
- <keyword> is a keyword inthe Email subject line.
- <contentword> is a keyword in the Email contents.
- <folder> is a specific folder in the user's mailbox.

7 To restore all mailboxes in the mailbox database that are present in the recovery database, enter the following:

```
Get-Mailbox -Database <dbname> | Restore-Mailbox -RecoveryDatabase
<rec_database>
```

8 where:

- <dbname> is the name of the mailbox database.
- <rec_database> is the name of the recovery datatbase that was previously created.

9 If databases are currently mounted in the recovery database , do the following:

a Dismount the databases.

b Use the Eseutil.exe tool to verify that the databases are in a clean shutdown state. To do so, open a command prompt, switch to the ExchSrvr\Bin folder, type the following line, and then press ENTER:

```
Eseutil /mh YourDatabaseName.edb
```

In the output that appears in the **Command Prompt** window, note whether the **State** line shows as **State: Clean Shutdown** or **State: Dirty Shutdown**. If the databases are consistent, delete all transaction log files (.log) and checkpoint files (.chk) for the Recovery Storage Group.

10 Start the **Exchange System Manager** and then view the properties of the database that you restored. On the **Database** tab of the **Mailbox Store Properties** dialog box, verify that the **This database can be overwritten by a restore** check box is selected.

11 Mount the database.

To merge data from the recovered databases in the recovery database to a mailbox in a regular Mailbox Database, use the Exchange Server version of Microsoft Exchange Mailbox Merge Wizard (Exmerge.exe).

To download Exmerge.exe, visit the following Microsoft Web site: http://www.microsoft.com/downloads/details.aspx?displaylang=en&familyid=429163EC-DCDF-47DC-96DA-1C12D67327D5

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9 Remote Copy for Recovery Manager

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9.1 Purpose of Remote Copy

3PAR Remote Copy can be used to safeguard against disasters that may occur at one location by keeping a copy of valuable data at another location. For example, if there was a fire or earthquake at a particular location, all of the data stored there could be lost unless a backup copy is maintained somewhere where the data can be recovered. The Remote Copy feature, (supported through the InServ), can prevent this kind of disastrous scenario. When using Remote Copy, two InServs are utilized: a primary that is used for production, and secondary that is used for backup purposes. When disaster strikes in one location, there is always a backup at the secondary site. See the *3PAR Remote Copy User's Guide* for complete information about Remote Copy.

9.2 How It Works

When users want to synchronize the data from the production site to secondary site, Recovery Manager for Microsoft Exchange 2010 freezes the I/O at the application level, and then takes a snapshot of the mailbox database and log volumes. Once the snapshot is taken, Remote Copy performs a synchronization on the data changes to the target volumes at the secondary site. After the synchronization is complete, the target server connected to the InServ at the secondary site will create a virtual copy on the Remote Copy target volumes and then save the information in its repository at the secondary site.



NOTE: The target server serves as the backup server at the secondary site. After synchronization has completed, a virtual copy will be created and managed by the target server at the secondary site.



NOTE: A virtual copy created on the primary site for Remote Copy purposes will be removed after synchronization has completed.



NOTE: In order for the Recovery Manager GUI to manage virtual copies from the remote target server, you must register the Mailbox Server using the exact server name and instance name.



NOTE: In order for successful execution of Remote Copy operations, the InServs in the Remote Copy setup must be configured to be the default InServs using 3PAR's hardware provider tool, `provcfg.exe`. Otherwise, Recovery Manager for Exchange 2010 cannot locate the relevant Remote Copy groups, resulting in the failure of Remote Copy operations.

9.3 Setting Up Remote Copy

In order to use the 3PAR Remote Copy feature, you must first install and configure a Remote Copy environment.



NOTE: See the *3PAR Remote Copy User's Guide* for details on how to set up Remote Copy.

Once you have Remote Copy set up between two InServs, you should create a Remote Copy group for testing before going to the next step.

9.3.1 Setting Up Remote Copy Groups for Mailbox Databases

Follow these steps to set up Remote Copy for a given mailbox database:

1. Identify the volumes that contain the mailbox database and log files to be copied.
2. Create one Remote Copy group for one mailbox database.
3. Add the volumes belonging to the mailbox database files and log files into the Remote Copy group with Remote Copy target volumes.
4. Synchronize the Remote Copy group.

Every mailbox database's log and database file should be added in one Remote Copy group. Two or more mailbox databases in one Remote Copy group are not supported. DB files from the same mailbox database and log files from the same mailbox database located in the different Remote Copy group are not supported.

If the mailbox database is not in the Remote Copy group the Remote Copy feature cannot be used.

9.4 Recovering a Mailbox Database from a Secondary Site

In the event of a mailbox database crash at a primary site, you should have a dedicated target server at the secondary site that is setup in an identical manner to the original mailbox production server for recovery purposes (same configuration includes instance names, database names, structures, and with Windows authentication mode set in the same way as well).

You can use the backup server of Recovery Manager for Microsoft Exchange 2010 at the secondary site with the following procedure:

1. Mount the virtual copy to the production server.
2. Log onto the production server, stop the Exchange instance and its dependent services.
3. From the mounted snapshot volumes, manually copy all necessary mailbox database and log files to the corresponding mailbox database location.
4. Re-start the Exchange instance and its dependent services.
5. Log back onto the backup server, unmount the virtual copy.

9.5 Synchronous Long Distance Remote Copy Support

Synchronous Long Distance Remote Copy is supported with synchronous and periodic modes. The Recovery Manager server should have connectivity to the InServ in periodic mode.



NOTE: If you are performing a promote restore for volumes in a Synchronous Long Distance Remote Copy relationship, you must manually stop Remote Copy before initiating the volume promote restore.

A
Server Virtualization Environments

A.1 VMWare and Egenera

Support for VMWare and Egenera environments is provided under certain specific conditions. New volumes presented to VMWare and Egenera servers are not surfaced automatically, so the `RMExch mount` command is limited to being executed on the backup host. Figure A-1 on page A.2 shows the relationships between the InServ and VMWare and Egenera in a virtualization environment:

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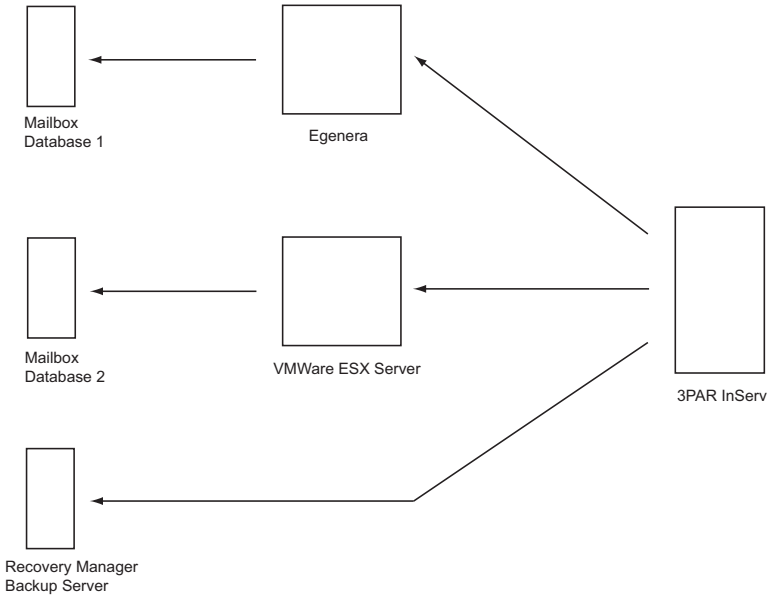


Figure A-1. Sever Virtualization Environment

The following requirements need to be met for VMWare and Egenera to be supported:

1. The disks presented to the Exchange Servers need to be raw devices.
2. The backup server needs to be connected directly to the InServ and not through VMWare or Egenera.

- The `RMExch mount` command can not be run against a virtual machine from the VMWare or Egenera server with the `-h` option.
- The `RMExch mount` command with the `-expose` option, can be used in this case.



NOTE: The `-expose` option has been deprecated and will be removed in a future release.

- If `RMExch mount` with the `-expose` option is not used, the storage administrator needs to perform the actions to expose the volumes to the server manually.

Due to these restrictions, restores performed in these virtualized environments require a different set of steps than shown in section 8. Filecopy and volume promote restores are not supported for virtualized environments.

Here are the steps to perform a restore:

1. Follow steps 1 to 4 in *Point-In-Time Recovery* on page 8.4.
2. Mount the virtual copy to the backup server or restore it from backup media to the production server.
3. On the production server, move the .EDB, .LOG, and .CHK files from the original locations to another location. The original locations can be determined from the Exchange Management Console.
4. Copy the .EDB, .LOG, and .CHK file(s) from the mounted or restored virtual copy location to the actual database location.

B Troubleshooting

B.1 Known Issues

- If a virtual volume name on the InServ is changed, the virtual copy taken before the name change will not be able to perform a volume promote restore.
- For media backup virtual copy, it is recommended that a policy be maintained per storage group to avoid the possibility of having the batch file overwritten under some conditions.
- In one click backup, if the production server is used as a verification server per the `-vs` option, then the registry and read-write snapshot will fail to cleanup after a complete backup at the NBU server side.

B.2 Known Microsoft Issues

- On a computer that is running a clean installation of Windows Vista Service Pack 1 (SP1) or Windows Server 2008, an event ID 10 may be logged in the System log by VDS Dynamic Provider. Refer to the following website for more details:

  http://support.microsoft.com/kb/948275

- Under some conditions, there may be a problem when deleting folders on directory mounted Virtual Volumes. This is a Windows know issue. Refer to the following web site:

  http://support.microsoft.com/?kbid=319368

B.3 Troubleshooting

This appendix is designed to be used like a Frequently Asked Questions section. It will help find solutions to some of the common issues that may arise when running Recovery Manager for Exchange.

NOTE: Recovery Manager for Exchange depends on the VSS Framework and the Microsoft Exchange writer to be in a good state to function properly. If a problem occurs, check the status of the Exchange Writer with the command `vssadmin list writers`.

Problem:

You may get the following message when operating in the Windows 2008 environment while executing **Create VC** or **Mount VC** with the Disk Management window open.



Suggestion:

This popup can be ignored by clicking **Cancel** as advised by Microsoft on their support site:

http://support.microsoft.com/kb/969601.

Problem:

The virtual copy creation always fails on Mailbox Database integrity checking.

Suggestion:

Make sure that the Exchange management tool on all Recovery Manager for Exchange installed hosts have the same service pack installed.

Problem:

Recovery Manager is running on both backup and server production server but Recovery Manager consistently fails to issue a command to the remote system.

Suggestion:

Make sure the communication port for Recovery Manager is set to be the same on all Recovery Manager installed systems. You need to restart the Recovery Manager for Exchange Agent service on every system followed by the `port change` command. If the firewall or security monitoring software is installed, verify that the communication port and remote registry service ports (139 and 445) are allowed for access.

Problem:

Recovery Manager cannot locate the Exchange Server.

Suggestion:

Recovery Manager uses the Active Directory structure to locate Exchange server information within the same domain. Recovery Manager will not be able to access the Exchange information if it is not in the same domain.

Problem:

Recovery Manager cannot detect the Mailbox Database.

Suggestion:

The Recovery Manager user has to have Exchange Administrator privilege to access Exchange active directory objects.

Problem:

Virtual copy creation always fails on the Mailbox Database.

Suggestion:

There are a few things to check on your system.

1. Make sure both the data and log files of your Mailbox Database are installed on 3PAR volume.
2. Make sure your 3PAR volume is formatted as Basic Disk type.
3. Make sure you have allocated snapshot space for your 3PAR volumes.
4. Make sure your system configuration conforms to the 3PAR support matrix.

Problem:

The Recovery Manager interface takes a long time to start or to bring up the server registration dialog.

Suggestion:

When Recovery Manager is started for the first time, or when you click on the server registration, Recovery Manager will try to scan the entire network for available Exchange servers. Exchange object query might cause this latency.

Problem:

Recovery Manager always fails to issue a command from the user interface and command line right after the installation.

Suggestion:

If the software is installed through a remote desktop session, the newly added environment variables will not become effective until you log off the session. If the software is installed directly from the system console, these variables should be available immediately.

Problem:

NetBackup takes a substantial amount of time to start a backup process. However, Recovery Manager claims that the backup has failed.

Suggestion:

Timeout for backup initialization detection can be modified to accommodate the timing issue. Please refer to the `RMExch config` command for more information.

Problem:

NetBackup takes a substantial amount of time to complete a backup process.

Suggestion:

Make sure you have the latest maintenance package installed for your NetBackup application. Please refer to the latest Configuration Matrix for the appropriate information.

Problem:

RMExch cannot connect to the specified server.

Suggestion:

Make sure the Recovery Manager for Exchange Agent service is started and that the port settings on all Recovery Manager installed systems are the same. If you changed the port setting, you need to restart the Recovery Manager for Exchange Agent service before running any command.

Problem:

RMExch `create` is not creating a virtual copy.

Suggestion:

Check to see if you have reached the number of virtual copies allowed by your policy for this Exchange server. Also check if the oldest virtual copy is mounted, as this will not allow a create if the maximum number of virtual copies has been reached.

Problem:

The mounted virtual copies always show up as read-only.

Suggestion:

Make sure the Virtual Disk Service is not disabled on your system. If this service is disabled, Recovery Manager will not be able to make the virtual copy writable.

Problem:

Recovery Manager fails to create a virtual copy for a Mailbox Database on the 3PAR volume which is also a system drive.

Suggestion:

Performing a snapshot of a Mailbox Database on the system volume is currently not supported by Recovery Manager for Exchange.

Problem:

Recovery Manger shows the "Error - VSS Asynchronous operation failed. It is recommended that you wait 10 minutes and then try the operation again" message when the `create` command is executed.

Suggestion:

When you encounter this error message, run the `vssadmin list writers` command to list all of the available writers on the system that are taking the snapshot of the Exchange Mailbox Database. Make sure the Microsoft Exchange Writer status is stable. If the status is other than stable, you need to restart the Exchange server service to reset the writer status.

Problem:

Recovery Manager shows the "ERROR: Failed - Virtual Copy creation failed for Mailbox Database" message after an unexpected termination of the virtual copy create process.

Suggestion:

When Recovery Manager unexpectedly terminates, an internal locking file might still exist on your Exchange server system. You need to remove the locking file manually for the create process to run through. The locking file can be located under: <InstallationPath>\Exchange\vclock. Use the `rmexch reset` command to reset the lock.

Problem:

The event viewer shows the "Volume Shadow Copy Service error: Unexpected error IOCTL_STORAGE_QUERY_PROPERTY(\\.\PHYSICALDRIVE2, StorageDeviceProperty) - BuildLunInfoForDrive. hr = 0x80070002." error when a Virtual Copy creation is in progress.

Suggestion:

When this message is logged by the Volume Shadow Copy service, it notifies the user that the initial search on the imported volume is not complete. It will try again to make sure the snapshot can be imported successfully. If the snapshot process still fails and this error is logged, please contact 3PAR.

Problem:

Recovery Manager creates the virtual copy successfully but does not show it in GUI or in CLI.

Suggestion:

If t he virtual copy is requested on a passive from active node or vice versa, it will be created on the desired node. The virtual copy is visible only on the node where it is created. Check the appropriate node.

Problem:

Recovery Manager shows the virtual copy as available but it is mounted or vice versa.

OR

Recovery Manager shows the virtual copy as available but still it still cannot be mounted as the status indicates that the virtual copy is already mounted.

Suggestion:

This mismatched entry might be due to a previously failed Recovery Manager operation(s). Check the mismatched entries using the `analyze` command.

To resolve these entries, follow the steps detailed below:

1 Remove VLUNs and VVs for the mismatched volume.

Run: `RMExch analyze -mdb <mailbox_db>`

This command will show which VVs and VLUNs may be left over from a previously failed operation. Remove these VLUNs and VVs manually from the InServ.

2 Remove timestamp entries from the repository.

Run: `RMExch analyze -mdb <mailbox_db>`

This will show all "Missing VVs" from a Mailbox Database. These are the VV entries that are deleted from InServ but are still in the repository. Remove the respective timestamps from repository by deleting the directory:

```
<installpath>\3PAR\RM\Exchange\Repository\<exchange server>\<mailbox_db>\<time
stamp>
```

Problem:

Recovery Manager takes too long to create a virtual copy.

Suggestion:

Once the snapshot is created, it is verified and .log files are truncated. For this, checkpoint is fetched and log file names are traversed one by one. This may take a longer due to a large number of .log files for a Mailbox Database. If a virtual copy creation is taking too long, check the virtual copy creation with the `-nc` switch. This will skip log verification and log truncation. Then, verify this snapshot using the `validate` command. Once it is validated, to truncate logs, create a snapshot using the `-truncate` and `-nc` switches. Now, try a regular virtual copy creation. If the virtual copy creation with `-nc` is also taking a longer time, send an RMReport to 3PAR Customer Support.

Problem:

After installing RME 3.0.2, it is unable to manage Exchange cluster from Exchange management. It returns a COM class factory error.

OR

After installing RME 3.0.2, an MSCluster related COM class factory error is returned.

Suggestion:

If RME 3.0.0.* is uninstalled, the msclus.dll is unregistered and results in the COM class factory error. To resolve this, run:

```
- regsvr32 C:\Windows\system32\msclus.dll
```

Problem:

How to recover the Exchange writer status from last error "Non-retryable" to "No error".

Suggestion:

If the Exchange writer status shows the last error as "Non-retryable" on a CCR active or passive node or an LCR passive copy, try one of the following methods to get the writer into a "stable" state with no last error.

Restart "Microsoft Exchange Replication service" from passive node.

OR

```
Net stop MSExchangeRepl
Net start MSExchangeRepl
```

If restarting the Microsoft Exchange Replication service does not solve the problem, try one of the following methods:

Restart "Microsoft Exchange Information Store" service.

OR

```
Net stop MSExchangeIS
Net start MSExchangeIS
```

Problem:

How to recover the System Writer status from last error "Non-retryable" to "No error".

Suggestion:

Restart the "Cryptographic Services" service.

OR

```
Net stop CryptSvc
Net start CryptSvc
```

Problem:

The Remote Copy status for group <remote copy group> does not permit synchronization.

Suggestion:

The involved Remote Copy group has virtual volumes that are not in the synced state. Hence, wait until all virtual volumes in the group appear in synced state and then retry the operation.

Problem:

An LDP COM error message like the following appears:

RME5220: ERROR: COM: Failed to bind to LDAP path <CN=Recovery Storage Group,CN=InformationStore,CN=WWDC1-EX-CPBE01,CN=Servers,CN=Denver,CN=Administrative Groups,CN=Westwood,CN=Microsoft Exchange,CN=Services,CN=Configuration,DC=westwood2000>: 0xc1032221.

Suggestion:

You may not have permissions for the specified Mailbox Database, or the Mailbox Database is absent.

C
Event Messages

C.1 Description of Events

This appendix provides information for all of the events generated by 3PAR Recovery Manager 4.1.0 for Microsoft Exchange 2010.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages

Event ID	Error Message	Description/Action
3006	RME3006: ERROR: 3PAR VSS provider not found, exiting.	3PAR VSS Provider could not be located. ■ Verify the 3PAR VSS Provider installation from Add/ Remove programs. ■ If VSS Provider is installed, run `vssadmin list providers` to check that 3PAR VSS Provider is installed properly.
3056	RME3056: ERROR: One of the drives is not a 3PAR volume.	Some of the target volumes are not 3PAR virtual volumes. All of the drives need to be 3PAR drives. ■ Verify that all database and log destinations belong to a 3PAR storage system.
3076	RME3076: ERROR: You have reached the maximum number of virtual copies allowed for the current policy. Please delete one or update the policy to allow deletion of oldest virtual copies.	The maximum number of virtual copies for the current policy has been reached. ■ Delete the existing virtual copy. ■ Modify the policy to allow more virtual copies for a Mailbox Database or to delete older copies.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3077	RME3077: ERROR: The maximum number of virtual copies <Max. Count> has been reached for Exchange Server <Server Name> policy and the oldest Virtual Copy is currently mounted. Please unmount this Virtual Copy before creating another Virtual Copy.	The maximum number of virtual copies for the specified Exchange Server policy has been reached. ■ Unmount the oldest virtual copy to have it deleted during virtual copy creation. ■ Modify the policy to allow more virtual copies for a Mailbox Database.
5124	RME5124: ERROR: Your database is spread across multiple InServs on the production server. Please move the Mailbox Database to only one InServ and perform this operation again.	The Mailbox Database is spread across multiple InServs. ■ The database or log target volume must belong to a single InServ. Refer to the preferred configuration setup.
3126	RME3126: ERROR: Could not delete the local configuration file.	Failed to save the information to the configuration file. ■ Check that you have right permissions to the RMExchange Repository directory.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5148	RME5148: ERROR: The Exchange server is set to include all Mailbox Databases. Please remove this umbrella to register individual Mailbox Databases.	The Exchange server cannot determine which specific Mailbox Databases to set up as the current range is to wide. ■ Unregister all Mailbox Databases and then register only the desired databases one by one.
3150	RME3150: ERROR: The zip file already exists.	The specified zip file already exists. ■ Change the zip file name or delete the existing zip file.
3151	RME3151: ERROR: The filename must end with .zip.	An invalid filename format was specified for the zip file. ■ Check the syntax for the zip filename specified through the `RMExch report` command.
5154	RME5154: ERROR: Missing Mailbox Database name.	The Mailbox Database name is missing from the `RMExch` command syntax. ■ The Mailbox Database name must be included in the `RMExch` command parameters.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3157	RME3157: ERROR: Number of virtual copies need to be in the range of 1 to <Max. Count>.	The number of virtual copies is out of the range specified by the current policy. ■ Reduce the number of virtual copies for this procedure or modify the policy for the appropriate number of virtual copies by raising the maximum count level.
3158	RME3158: ERROR: Invalid parameter entered for policy command.	An invalid parameter was specified for the `RMExch policy` command. Check the syntax for the `RMExch policy` command for the correct parameters.
3164	RME3164: ERROR: There is a conflict with the specified path for repository relocation.	A conflict was detected with the specified repository relocation path. ■ Verify the paths given for repository relocation.
5160	RME5160: ERROR: The replication status of a Mailbox Database is '<Status>'. A copy of unhealthy Mailbox Database cannot be made.	A copy process was not completed due to the status of the Mailbox Database. ■ Check the Mailbox Database status. Get it into a Healthy state and then try to create a copy.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5167	RME5167: ERROR: One of the databases in the Mailbox Database may be dismounted, cannot continue with Virtual Copy creation.	A Virtual Copy creation could not be completed due to a possible database dismount in the associated Mailbox Database. ■ Mount all the databases in a Mailbox Database and try to create the virtual copy.
3173	RME3173: ERROR: The Virtual Copy is not found in the repository, check if parameters are correct.	The specified virtual copy could not be located in the repository. ■ Check the syntax for the `RMExch backup` command.
3176	RME3176: ERROR: Verification has encountered an error. Please run Validate command on this snapshot.	A verification error for the snapshot operation has occurred. ■ Run `RMExch validate` to verify that the snapshot was created.
3198	RME3198: ERROR: Backup error occurred. Check to see if your policy name is correct.	An error has occurred during the backup. ■ Check the `RMExch backup` command parameters to ensure that the correct policy name is used.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3200	RME3200: ERROR: NetBackup process has failed with error code <Error Code>. Check if NetBackup is included in environment variable "PATH". Consult NetBackup manual for this error code.	The NetBackup process has generated an error. ■ Verify that NetBackup is installed properly and verify that the bin sub-folder is specified in the PATH environment variable. ■ Refer to the NetBackup documentation for information on the returned error code.
5168	RME5168: ERROR: Two or more files of this Mailbox Database share volume(s). Please unmount the shared volume(s) before proceeding.	Multiple files from the Mailbox Database share volumes. ■ Check the file path and volume mapping to determine which volume is shared with the other Mailbox Database(s). Unmount this shared volume.
3205	RME3205: ERROR: Mount this Virtual Copy before running restore.	The Virtual Copy was not mounted before running restore. ■ Mount the virtual copy and then try file-copy restore.
3206	RME3206: ERROR: Unmount this Virtual Copy before running promotion restore.	The Virtual Copy was not unmounted before promoting the restore. ■ Unmount the virtual copy and then try promoting the restore.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5176	RME5176: ERROR: Unmount all mailbox stores within a Mailbox Database before attempting a restore.	All mailbox stores within the Mailbox Database were not unmounted before attempting a restore. ■ Unmount all mailboxes in the Mailbox Database and then try to restore.
5179	RME5179: ERROR: Unmount all public folder stores within a Mailbox Database before attempting a restore.	All public folder stores within the Mailbox Database were not unmounted before attempting a restore. ■ Unmount all public folder stores in the Mailbox Database and then try to restore.
5180	RME5180: ERROR: All databases in the Mailbox Database must be dismounted to perform a restore.	All databases in the Mailbox Database were not unmounted before attempting a restore. ■ Unmount all databases in the Mailbox Database and then try to restore.
3216	RME3216: ERROR: Promotion of volume <Volume Name> failed.	Promotion of the specified volume has failed. ■ Consult the windows event log for the specific error message.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3220	RME3220: ERROR: The backup you would like to restore is not found. Please check your parameters.	A restore for the specified backup could not be performed. ■ Check the syntax for the `RMExch backup` command.
3501	RMCOMN3501: ERROR: The volume is spread across multiple InServs. This configuration isn't supported.	The database or log target volume cannot be spread across multiple InServs as this configuration is not supported. ■ Refer to the preferred configuration setup.
3801	3PARVSS3801: ERROR: Invalid timeout value specified. The valid range is <number 1> to <number 2> seconds.	An invalid timeout value has been specified. ■ Verify that specified timeout value is within the supported range of 3 minutes (180 sec) to 10 minutes (600 sec).
3802	3PARVSS3802: ERROR: Invalid retry value specified. The valid range is <number 1> to <number 2>.	An invalid retry value has been specified. ■ Verify that specified retry value is within the supported range of 0 to 10.
3803	3PARVSS3803: ERROR: Unable to access connection setup.	The connection setup could not be accessed. ■ Verify that the 3PAR VSS Provider Registry Key is still valid on the system. If the Registry Key cannot be found, reinstallation is required.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3804	3PARVSS3804: ERROR: Unable to find configuration for InServ Storage System <Inserv Name>.	The configuration information for the specified InServ could not be located. ■ Verify that the correct InServ name is entered for the inquiry.
3805	3PARVSS3805: ERROR: Can not remove default InServ Storage System configuration. You need to select another InServ Storage System configuration as default entry before removing this configuration.	Removal of the currently designated default InServ configuration is not allowed. ■ Designate another InServ Storage System configuration as the default before performing this operation.
3806	3PARVSS3806: ERROR: Unable to read InServ Storage System node name entry from registry.	The specific InServ configuration information can not be located in the registry. ■ Try re-registering the InServ Storage System Configuration again using the appropriate 3PAR VSS Provider cli command. Consult the VSS Provider documentation for details.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3807	3PARVSS3807: ERROR: Unable to read InServ Storage System password file path entry from registry.	The specific InServ password file information can not be located. ■ Try re-registering the InServ Storage System Configuration again using the appropriate 3PAR VSS Provider cli command. Consult the VSS Provider documentation for details.
3808	3PARVSS3808: ERROR: Unable to access InServ Storage System connection setup.	The specific InServ connection information cannot be located. ■ Make sure you have proper permission to access the registry. ■ Try re-registering the InServ Storage System Configuration again using the appropriate 3PAR VSS Provider cli command. Consult the VSS Provider documentation for details.
3809	3PARVSS3809: ERROR: Invalid input for '-sockssl' option.	An invalid input has been specified for the `-sockssl` option. Verify that the specified input is supported.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3810	3PARVSS3810: ERROR: Process has failed to create the password information. Please make sure you have entered the correct information.	Unable to access the specified InServ. ■ Make sure you have entered the correct InServ name and user authentication information.
3811	3PARVSS3811: ERROR: Unable to access generated password information.	Unable to generate password information for the configuration. ■ Make sure you have a proper connection to the InServ.
3812	3PARVSS3812: ERROR: Unable to verify credential information.	The authentication information could not be verified. ■ Check that the specified authentication information is valid and up-to-date. ■ If the original user account or password on the InServ has been modified, you need to run the configuration tool again to update the cached information.
3813	3PARVSS3813: ERROR: Unable to get InServ Storage System information. Please make sure you have entered the right information and have proper access right.	The InServ information could not be retrieved. ■ Make sure you have entered the right information and have proper access rights. ■ Check if there is any issue with your network connection to the InServ storage system.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3814	3PARVSS3814: ERROR: Unable to find license information in the target InServ Storage System. Please make sure you have entered the right information.	The InServ license information could not be located for the target InServ. ■ Make sure you have entered the correct information and have proper access rights. ■ Check if there is any issue with your network connection to the InServ storage system.
3815	3PARVSS3815: ERROR: Unable to find VSS Provider license in the target InServ Storage System. Please make sure you have entered the right information.	The VSS Provider for Microsoft Windows license information could not be located. ■ The "VSS Provider for Microsoft Windows" license is required on the target InServ Storage System. ■ Contact 3PAR Sales/Support for licensing assistance.
3816	3PARVSS3816: ERROR: Unable to find Virtual Copy license in the InServ Storage System. Please make sure you have entered the right information.	The Virtual Copy license information could not be located for the InServ. ■ The "Virtual Copy" license is required on the InServ Storage System. ■ Contact 3PAR Sales/Support for licensing assistance.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3817	3PARVSS3817: ERROR: VSS Provider license has already expired. Please contact 3PAR support for assistance.	The "VSS Provider for Microsoft Windows" license has expired on the target InServ Storage System. ■ Contact 3PAR Sales/Support for licensing assistance.
3818	3PARVSS3818: ERROR: Unable to encrypt/decrypt authentication data. Additional information: <Exception Message>.	The authentication data has been corrupted on your system. ■ Re-run the configuration setup for this specific InServ.
3819	3PARVSS3819: ERROR: Invalid log level specified. The valid range is 1 to 5.	An invalid log level has been specified. ■ Make sure the specified log level range is from 1 to 5.
3820	3PARVSS3820: ERROR: Unable to access log level setup.	The log level setup could not be accessed. ■ Make sure you have the proper permission and privilege to access the registry setup.
3821	3PARVSS3821: ERROR: Fail to spawn an InForm CLI process.	An attempt to spawn an InForm CLI process has failed. ■ Make sure you have InFormCLI installed on your system and that it is registered in the system environment variable's PATH.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
3822	3PARVSS3822: There is no existing InServ Storage System configuration entry.	No existing InServ configuration entry could be located. ■ You must have at least one InServ configuration entry. ■ Use the configuration tool to add the appropriate entry to the list.
5050	3PARVSS5050: ERROR: Unsupported feature <Feature Name>.	The specified volume snapshot attribute is not supported by 3PAR VSS Provider. ■ Please refer to the latest version of the 3PAR VSS Provider for Microsoft Windows User's Guide for a list of supported features.
5051	3PARVSS5051: ERROR: The shadow copy set has exceeded the maximum number (64) of allowable volumes.	Microsoft VSS only allows a maximum of 64 volumes to be participated in a snapshot process.
5052	RM5052: ERROR: Could not allocate memory.	This type of memory allocation failure can result from a system wide contention for resources. ■ Check the event log for more detailed information.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5053	3PARVSS5053: ERROR: Could not communicate with the 3PAR InForm CLI.	This problem can be caused by an incorrect authentication setup, unavailability of an InFormCLI tool, or a licensing issue. ■ Verify the 3PAR InFormCLI installation. ■ Check to make sure the bin sub-folder is in PATH. ■ Check the Application Log of the Event Viewer for more information.
5054	3PARVSS5054: ERROR: CLI: <command>.	The command submitted to InFormCLI has generated an error. ■ Check the Application Log of the Event Viewer for more information.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5055	3PARVSS5055: ERROR: <Token>: Invalid token.	Unable to identify requested information received from the InServ. ■ Check that your InServ version is supported by 3PAR VSS Provider and that there are no network problems that could result in a partial data transmission. ■ To determine the version for a particular InServ, run the `showversion` command. ■ For the 3PAR VSS Provider version, run `"vssadmin list providers"` and check the 3PAR VSS Provider entry that specifies the version and other details.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5056	3PARVSS5056: ERROR: Could not open volume mapping file: <Volume Map File>.	Unable to build the internal virtual volume database. ■ Check that your InServ version is supported by 3PAR VSS Provider and that there are no network problems that could result in a partial data. transmission. ■ To get the version for a particular InServ, run `showversion`. ■ For the 3PAR VSS Provider version, run `"vssadmin list providers"` and check the 3PAR VSS Provider entry that specifies the version and other details.
5057	3PARVSS5057: ERROR: Could not open file: <File Name>.	Unable to open the designated file for internal processing. ■ Check that you have the proper privilege to access the Windows temporary folder.
5058	3PARVSS5058: ERROR: Could not create file: <File Name>.	Unable to create the designated output file for internal processing. ■ Check that you have the proper privilege to access the Windows temporary folder.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5059	3PARVSS5059: ERROR: SYSTEM: <Error Code &/or Description>.	A windows system decode error code has been generated. ■ To get a more detailed description, consult msdn.microsoft.com or Windows help.
5061	3PARVSS5061: ERROR: IOCTL inquiry call failed.	Unable to perform an inquiry on the targeted volume. This might be caused by specifying an invalid volume during snapshot creation. ■ Make sure all volumes participated in the snapshot process are valid and 3PAR storage volumes. ■ Check to see that the volumes are accessible and are not in a bad or offline state.
5062	RM5062: ERROR: Could not query windows registry key <Registry Key>.	Unable to access registry for the specified key name. ■ Use `regedit` to check that the registry still has the corresponding key and that you have the proper permission to access it.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5063	3PARVSS5063: ERROR: Could not query windows registry key name <Registry Key>.	Unable to access the registry for the specified key name. ■ Use `regedit` to check that the registry still has the corresponding key and that you have the proper permission to access it.
5064	RM5064: ERROR: Could not open windows registry key for 3PAR VSS Provider.	Unable to access the registry for the 3PAR VSS Provider installation. ■ Verify the 3PAR VSS Provider installation from Add/ Remove program or run `vssadmin list providers`. ■ Check that the registry still has the corresponding key and that you have proper permission to access it. If this key is missing, you need to reinstall the 3PAR VSS Provider package.
5065	3PARVSS5065: ERROR: Target LUN <Lun Id> is not a 3PAR Virtual Volume.	The designated target LUN is not a 3PAR virtual volume. ■ Verify that all database and log destinations belong to the 3PAR storage system.
5066	3PARVSS5066: ERROR: Target LUN <Lun Id> could not be identified.	The specified target volume does not have adequate device information for proper identification.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5067	3PARVSS5067: ERROR: Destination LUN <Lun Id> could not be identified.	The specified destination volume does not have adequate device information for proper identification.
5071	3PARVSS5071: ERROR: Unexpected snapshot set ID at <Server Name>.	An unexpected snapshot set ID was encountered during the snapshot set preparation. ■ Restart both Volume Shadow Copy Service and 3PAR VSS Provider Service to reset the status.
5072	3PARVSS5072: ERROR: <Error Code> call out of order.	The internal VSS call stack is not in the correct order. ■ Restart both Volume Shadow Copy Service and 3PAR VSS Provider Service to reset the status.
5073	3PARVSS5073: ERROR: Could not detect 3PAR InForm CLI installation.	Unable to get the InFormCLI registration information for the local system. ■ Verify the InFormCLI package installation from Add/ Remove Programs. ■ Verify registry keys for the InForm CLI installation.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5102	RME5102: ERROR: The VSS Writer ran out of memory or other system resources. The recommended way to handle this error is to wait ten minutes and then repeat the operation. If the VSS Writer is in a bad state, restart the writer's service. Check the application event log.	A resource allocation error has occurred during a VSS Writer operation. ■ Try waiting 10 minutes and then retry the operation. ■ Run `vssadmin list writers` to verify that the VSS writer is in Healthy state.
5103	RME5103: ERROR: The VSS Writer operation failed because of a time-out between the Freeze and Thaw events.	The VSS Writer operation has exceeded the 20 second time-out limit for the freeze and thaw stage allocated by Exchange. ■ Verify that the Exchange writer is in a healthy state using `vssadmin list writers`.
5104	RME5104: ERROR: The VSS Exchange Writer has failed. This can be verified by running the command "vssadmin list writers" from the command line. To put it into a stable state and to continue creating snapshots, restart the Microsoft Exchange information store.	The VSS Exchange Writer has failed. ■ This can be verified by running the `vssadmin list writers` command from the command line. ■ You may need to restart the VSS service and/or Exchange Information Store service.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5106	RME5106: ERROR: The VSS Writer is not responding.	The VSS Writer is not responding. ■ Run `vssadmin list writers` to verify that the VSS writer is in a healthy state.
5108	RME5108: ERROR: The VSS Writer infrastructure is not operating properly. Check that the Event Service and VSS have been started, and check for errors associated with those services in the error log.	The VSS Writer is not operating properly. ■ Check that the Event Service and VSS have been started. ■ Run `vssadmin list writers` to verify that the VSS writer is in a healthy state and check the system event log for errors associated with those services.
5111	RME5111: ERROR: The 3PAR VSS Provider is not registered on this computer.	A registered version of VSS Provider was not detected. ■ Check that 3PAR VSS Provider is properly installed on the system. ■ Run `vssadmin list providers` to verify that 3PAR VSS provider is properly registered. ■ If you cannot resolve the problem, uninstall the 3PAR VSS Provider package and install it again.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5112	RME5112: ERROR: An unexpected 3PAR VSS Provider error occurred.	An unexpected error was generated by VSS Provider. ■ Restart the Volume Shadow Copy Service and 3PAR VSS Provider service.
5113	RME5113: ERROR: The VSS Provider is in use.	Another snapshot request is currently in process. ■ Wait 10 minute and re-try the operation.
5118	RME5118: ERROR: An unexpected VSS provider error has occurred.	An unexpected error was generated by VSS Provider. ■ Check the Windows event log to determine the specific VSS Provider error.
5121	RME5121: ERROR: Could not bind to the domain for Exchange Server Information.	A domain binding error has occurred while accessing the Exchange Server Information. ■ Check the Active Directory connection.
5122	RME5122: ERROR: The system was unable to flush I/O writes. This can be a transient problem. It is recommended to wait ten minutes and try again, up to three times.	The system was unable to flush I/O writes. This can be a transient problem. ■ Try waiting 10 minutes and try again, up to three times. ■ If the operation cannot be instigated after three retries, run `vssadmin list writers` to verify that the VSS writer is in a healthy state.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5123	RME5123: ERROR: The system was unable to hold I/O writes. Try again when the Exchange Server is not as busy.	The system was not able to process I/O writes. ■ Try again when the Exchange Server is not as busy. ■ Run `vssadmin list writers` to verify that VSS writer is in a healthy state.
5126	RME5126: ERROR: The creation of a shadow copy is in progress, and only one shadow copy creation operation can be in progress at one time.	The system was unable to complete the shadow copy operation as another snapshot request was being processed. Additional information can be found in the Application event log. ■ Wait 10 minute and re-try the operation.
5127	RME5127: ERROR: A NetBackup operation is already in progress, and only one NetBackup operation at a time is allowed.	Another NetBackup request is in process, and only one backup operation at a time is allowed. ■ Re-try the operation.
5128	RME5128: ERROR: Cannot find the Virtual Copy in the Repository.	The Repository might be out of sync. ■ Run `RMExch analyze` to determine the out-of-sync entries. ■ (See Chapter B, *Troubleshooting* for more details.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5134	RME5134: ERROR: removevlun operation failed.	The `removevlun` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5135	RME5135: ERROR: createvlun operation failed.	The `createvlun` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5136	RME5136: ERROR: removevv operation failed.	The `removevv` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5137	RME5137: ERROR: showvv operation failed.	The `showvv` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5138	RME5138: ERROR: createsv operation failed.	The `createsv` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5139	RME5139: ERROR: promotesv operation failed.	The `promotesv` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5142	RME5142: ERROR: showhost operation failed.	The `showhost` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5143	RME5143: ERROR: showvlun operation failed.	The `showvlun` operation has failed. ■ Check to see if you can connect to the required InServ from the CLI command window.
5144	RME5144: ERROR: 3PAR <Recovery Manager component> license has expired. Contact 3PAR representatives to acquire a new license.	The licence for a Recovery Manager component appears to have expired. ■ Check to see if there is a communications problem by connecting to the required InServ from the CLI command window. ■ Check the validity of the Recovery Manager License for the InServ using the `showlicense` command.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5145	RME5145: ERROR: Could not retrieve 3PAR <Recovery Manager component> license. Contact 3PAR representatives to acquire a valid license.	The licence for Recovery Manager component could not be verified. ■ Check to see if there is a communications problem by connecting to the required InServ from the CLI command window. ■ Check the validity of the Recovery Manager License for the InServ using the `showlicense` command.
5146	RME5146: ERROR: Datastore '<Datastore Name>' is already mounted to host '<Host Name>'.	The selected Virtual Copy has already been mounted to the specified host.
5147	RME5147: ERROR: Cannot remove a mounted virtual copy. Please unmount it and try again.	A mounted virtual copy could not be removed. ■ Unmount the virtual Copy before deleting it.
5151	RME5151: ERROR: The VSS Provider does not appear to be installed. You cannot create a Virtual Copy without the provider. Please Check the VSS provider installation.	VSS Provider does not appear to be installed. ■ Verify the proper 3PAR VSS Provider installation via the Add/Remove program or run the `vssadmin list providers` command to verify the installation.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5152	RME5152: ERROR: Creating this Virtual Copy will exceed the maximum number of Virtual Copies allowed by the Policy. Maximum number of Virtual Copies is set to '<Max. VC count in Policy>'.	The maximum number of Virtual Copies has been exceeded. ■ Check the policy setting for the particular Mailbox Database. If the option for retaining the oldest virtual copy is set, subsequent Virtual Copy creation will not be allowed after it reaches the maximum limit.
5155	RME5155: ERROR: NetBackup restore process has failed.	The NetBackup restore has failed. ■ Check application event log and netbackup logs on the netbackup server.
5156	RME5156: ERROR: Could not retrieve the Recovery Manager for Exchange install location from the registry. Check the Recovery Manager for Exchange installation.	The install location for Recovery Manager for Exchange could not be retrieved from the registry. ■ Check that you have access to the registry location for the Recovery Manager application and ensure that the registry value for the repository location exists. ■ To locate the registry key, open Windows Registry using `regedit`. Check for the following key: HKEY_LOCAL_MACHINE\SOFTWARE\3PAR\RM_Exchange.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5157	RME5157: ERROR: Could not open the Recovery Manager for Exchange registry key. Check the Recovery Manager for Exchange installation.	The registry key for Recovery Manager for Exchange could not be opened. ■ Check that you have access to the registry location for the Recovery Manager application and ensure the registry value for repository location exists. ■ To locate the registry key, open Windows Registry using `regedit`. Check for the following key: HKEY_LOCAL_MACHINE\SOFTWARE\3PAR\RM_Exchange.
5158	RME5158: ERROR: Could not retrieve the Recovery Manager for Exchange repository location from registry. Check the Recovery Manager for Exchange installation.	The repository location for Recovery Manager for Exchange could not be retrieved from the registry. ■ Check that you have access to the registry location for the Recovery Manager application and ensure that the registry value for the repository location exists. ■ To locate the registry key, open Windows Registry using `regedit`. Check for the following key: HKEY_LOCAL_MACHINE\SOFTWARE\3PAR\RM_Exchange.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5159	RME5159: ERROR: Maximum number of volumes exceeded.	Microsoft VSS only allows a maximum of 64 volumes to be simultaneously participated in a snapshot process. ■ Reduce the number of volumes for the snapshot
5162	RME5162: ERROR: Unable to get Netbackup install information from registry.	The Netbackup installation information could not be retrieved from the registry. ■ Check that NetBackup is properly installed and make sure you have access to the registry entry. ■ Confirm the Netbackup installation from Add/ Remove Programs. ■ Use `regedit` to check for the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE.
5163	RME5163: ERROR: Could not open NetBackup path registry key '<Registry key path>'.	Could not open the Netbackup path for the specified registry key. ■ Check that NetBackup is properly installed and make sure you have access to the registry entry. ■ Confirm the Netbackup installation from Add/ Remove Programs. ■ Use `regedit` to check for the registry key.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5166	RME5166: ERROR: Could not retrieve Exchange server information from the Active Directory.	The Exchange server information could not be retrieved from the Active Directory. ■ Check the Active Directory connection. Try opening the Exchange administrative UI or Exchange Console to determine if the connection is active.
5169	RME5169: ERROR: A VSS unexpected error has occurred. It is recommended to wait ten minutes and try again, up to three times.	An unexpected VSS error has occurred. ■ Try waiting ten minutes and try again, up to three times. ■ Check the application and system event logs for VSS errors.
5171	RME5171: ERROR: The Exchange recovery process failed, you will need to do a manual repair of the Exchange databases.	The Exchange database verification has failed. ■ Make sure both systems have the same level of Exchange server package installed. ■ Manually repair the Exchange database if necessary.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5172	RME5172: ERROR: The Exchange recovery process failed '<Mailbox Database>': You will need to do a manual repair of the Exchange databases.	The Exchange database verification has failed. ■ Make sure both systems have the same level of Exchange server package installed. ■ Manually repair the Exchange database if necessary.
5173	RME5173: ERROR: Failed to identify Recovery Manager for Exchange agent.	The Recovery Manager for Exchange Agent service is not functioning properly. ■ Restart the Recovery Manager for Exchange service from Windows Services and try the operation again.
5174	RME5174: ERROR: The mount point you have provided does not exist.	The specified mount point does not exist. ■ Make sure the mount point being provided already exists on the system.
5182	RME5182: ERROR: Could not open include file <File Path>. Check to see if your policy name is correct.	The specified NetBackup include file could not be opened. ■ Check the NetBackup policy setting; it is case sensitive.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5184	RME5184: ERROR: Failed to unmount from specified mount point.	Could not unmount from the specified mount point. ■ If the mounting status still shows "Mounted", use the `reset` command to reset the mount status.
5185	RME5185: ERROR: Failed to locate snapshot information from provider: <Snapshot Info Path>.	The specified snapshot information could not be located. ■ Check the 3PAR VSS Provider log for more detailed information.
5186	RME5186: ERROR: Could not retrieve value from provider's XML repository to set snapshot volume.	Value required to set the snapshot volume could not be retrieved from the VSS Provider's XML repository. ■ Check the 3PAR VSS Provider log for more detailed information.
5187	RME5187: ERROR: Failed to get Exchange Server install location from registry.	The Exchange Server install location could not be determined from the registry. ■ Make sure the Exchange Server or Exchange Management tool package is installed on the system.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5190	RME5190: ERROR: Failed to confirm data integrity of the Virtual Copy <Timestamp>. Try performing recovery operations and integrity check to fix.	The data integrity of the specified Virtual Copy could not be confirmed. ■ Perform an integrity check on the virtual copy using the Microsoft Exchange utility `eseutils.exe`. Please consult the Microsoft Exchange documentation for details on how to use this utility.
5191	RME5191: ERROR: Virtual Volume <Virtual Volume Name> is currently exposed to host(s).	The specified Virtual Volume is currently exposed to a host. ■ Make sure the Virtual Copy is not exposed to other hosts from the InServ.
5194	RME5194: ERROR: Invalid backup component document path to import Virtual Copies.	The backup document generated during the Virtual Copy creation is corrupted.
5195	RME5195: ERROR: Failed to perform remote copy command for group <Remote Copy Group Name>.	The remote copy command for the specified group could not be performed. ■ Check the Remote Copy connection and InServ setup. Consult the 3PAR InForm OS CLI Administrators Manual or the 3PAR InForm OS Management Console Online Help for details on setting up and checking remote copy functionality.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5196	RME5196: ERROR: Failed to query remote copy registered volumes information.	Could not query the remote copy registered volumes information. ■ Check the Remote Copy connection and InServ setup. Consult the 3PAR InForm OS CLI Administrators Manual or the 3PAR InForm OS Management Console Online Help for details on setting up and checking remote copy functionality.
5198	RME5198: ERROR: Unexpected remote copy status: <Status Code> for group <Remote Copy Group Name>.	An unexpected remote copy status code has been generated for the specified group. ■ Check the Remote Copy connection and InServ setup. Consult the 3PAR InForm OS CLI Administrators Manual or the 3PAR InForm OS Management Console Online Help for details on setting up and checking remote copy functionality.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5199	RME5199: ERROR: Remote copy group <Remote Copy Group Name> is not found.	The specified remote copy group could not be located. ■ Check the Remote Copy connection and InServ setup. Consult the 3PAR InForm OS CLI Administrators Manual or the 3PAR InForm OS Management Console Online Help for details on setting up and checking remote copy functionality.
5212	RME5212: ERROR: Failed to cleanup previously created snapshot for remote copy.	A previously created snapshot could not be cleaned up for the remote copy procedure. ■ Manually remove the snapshot from the InServ. ■ Use `rmexch analyze` to determine which snapshots are on the InServ but not reflected in the RME repository. Use `removevv` (and if required `removevlun`) to remove the unwanted VVs. See Chapter B, *Troubleshooting* for more details.

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Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5213	RME5213: ERROR: Failed to send notification command for remote copy.	The notification command was not sent for Remote Copy. ■ Check the communications between your system and the target system using `ping`. You may also need to check the firewall settings.
5215	RME5215: ERROR: Exception occurred during remote copy process.	An exception error occurred during the Remote Copy process. ■ Run `RMReport` to send the information to 3PAR support.
5219	RME5219: ERROR: Failed to set mount point for volume.	The mount point for the volume could not be set. ■ Make sure the mount point exists and is not being used by another application.
5427	RME5427:ERROR: Unable to find the specified Mailbox Database '<Mailbox Database Name>' in Active Directory.	The specified Mailbox Database name could not be located in the Active Directory. ■ This error occurs when attempting to remove or mount a Virtual Copy when the Mailbox Database has already been removed or updated from the Exchange server.

Table C-1. Recovery Manager for Microsoft Exchange Event Messages *(continued)*

Event ID	Error Message	Description/Action
5408	RME5408: ERROR: Remote Copy is not ready for sync.	Remote Copy cannot initiate the sync operation. ■ Check that the Remote copy group is in a "Synced" state, using the InServ `showrcopy` command. (Refer to the 3PAR InForm OS CLI Administrator's Manual for details.) ■ Use `ProvCfg` to check that the primary InServ is configured as default on the primary production server. (For ProvCfg.exe utility details, refer to the Provider's user's guide.)
5412	RME5412: ERROR: Unable to locate remote copy group.	The remote RC group could not be located. ■ Use `ProvCfg` to check that the target InServ is configured as default for the remote backup server. (For ProvCfg.exe utility details, refer to the Provider's user's guide.)
5414	RME5414: ERROR: Virtual copy verification failed.	The Virtual Copy verification has failed. ■ Try to verify the virtual copy using the `RMExch validate` command.

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Revision History

Release level	Revision summary
320-200244 Rev A September 2010	First release of this document describing new features for version 4.1.0.