

EMC²

RELEASE NOTES

EMC[®] NetWorker[®]

Module For Microsoft Exchange Server

Release 5.1

Release Notes

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These release notes contain supplemental information about EMC[®] NetWorker[®] Module for Microsoft Exchange Server Release 5.1 Service Pack 3 and related service packs and fixes. Topics include:

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Product description

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

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

New features and changes

This NetWorker Module provides the following features:

New for NME 5.1 SP3

NetWorker Module for Exchange Server 5.1 SP3 (NME 5.1 SP3) is the localized version of NetWorker Module for Exchange Server 5.1 SP2 (NME 5.1 SP2). There are no other feature or code changes in NME 5.1 SP3 over the previous release NME 5.1 SP2.

This release provides localization support for the following languages:

- ◆ Japanese
- ◆ Simplified Chinese
- ◆ French
- ◆ Korean

New for NME 5.1 SP2

NetWorker Module for Exchange Server 5.1 SP2 includes the following new features:

- ◆ **NetWorker 7.5**
NME 5.1 SP2 supports NetWorker 7.5. Some new features of NME require NetWorker 7.5 be installed on NetWorker and NMC hosts and clients.
- ◆ **NetWorker 7.5 build 186 push install support**

NME 5.1 SP2 supports push installation from a NetWorker server if the NetWorker 7.5 build 186 hotfix is installed on the NetWorker server. This allows the NetWorker server administrator to install NME 5.1 SP2 from a single source location, a NetWorker server, to NME client machines. For example, the NetWorker administrator mounts the NME 5.1 SP2 installation DVD on the DVD drive of the NetWorker server, and then from that server the NetWorker administrator installs NME 5.1 SP2 on client machines. Previously, the NME package had to be copied or mounted on the client machine, and then installed from the client machine.

- ◆ **Mailbox Recovery from Exchange Server 2007 Recovery Storage Group (RSG)**
- ◆ **IPV6 support**
- ◆ **Monitoring of manual Exchange backup and recovery jobs**

Support for Exchange Server running in Hyper-V environment

NME 5.1 SP2 adds support for Microsoft Exchange Server 2007 running in a Hyper-V environment on Windows Server 2008.

New features added in previous releases

Removed backup and recover support for snapshots generated by EMC NetWorker PowerSnap Module.

Fixed problems

The following problems were fixed in this release.

Fixed in NME 5.1 SP 2

This release includes the following fixes:

NME 5.1 SP2 includes resource vulnerability fix (LGTsc19158)

NME 5.1 SP2 includes a fix for a resource exhaustion vulnerability in NetWorker's nsrxeecd.exe process. The vulnerability could be exposed through the usage of a crafted request through a TCP connection to the nsrxeecd process, which then consumes all available system memory, resulting in a denial of service. The vulnerability has been eliminated by ensuring that the length of the

RPC request is validated. This issue does not affect the integrity or confidentiality of the data.

Nsrxchmbrc causes an application error when not all items are selected (LGTsc19063)

When a large number of mail items from a mail folder were selected for restore, the restore window would crash.

Fix installation of Exchange management dlls shared with NMM (LGTsc19146)

This fix allows NME to be installed on top of and work with NetWorker Module for Microsoft Applications.

NME 5.1 SP2 support for Exchange Server 2007 running on Window Server 2008 x64

NME 5.1 SP2 supports backup and recovery of Exchange Server 2007 running on Windows Server 2008 x64. To use NME 5.1 SP2 with Exchange Server 2007 running on Windows Server 2008 x64, follow these tasks, requirements, and limitations:

- ◆ Download and install NME 5.1 SP2. For download location and instructions, go to KB article esg97369. This article is available at <http://Powerlink.EMC.com>.
- ◆ Download and install the Microsoft Exchange Server MAPI Client and Collaboration Data Objects kit from the Microsoft downloads web site. There may be several versions of this kit available for download, so download the version that specifically supports Windows Server 2008.
- ◆ Only use Scheduled backups for mailbox (brick level) backups.
- ◆ Perform the following tasks prior to running backup:
 - Assign read/write permissions for the nsr\tmp\ directory to the Administrators group user.
 - If IPv6 is not supported in the Exchange server environment, IPv6 must be disabled on the Exchange server in order for mailbox backups to succeed.

If the permissions are not set up correctly for the nsr\tmp directory, one or more of the following error messages may be displayed:

- ◆ "Unable to create Marked Items file"
- ◆ "File access is denied. You do not have the permission required to access the file C:\Program Files\Legato\nsr\tmp\nsrch03868_0000.tmp."
- ◆ "Error creating temporary file C:\Program Files\Legato\nsr\tmp\nsrchmbrc_2584.shm: Access is denied."

These errors are corrected by assigning the Administrators group read/write permissions for the folder nsr\tmp.

To set the correct permissions for the Administrators group user:

1. In **Windows Explorer**, right-click /tmp, and then click **Properties**.
2. Click the **Security** tab, click the **Advanced** button, and then click the **Owner** tab.
3. Change the owner to the **Administrators** temporarily, and then grant **Read/Write** permission to the Administrators.

Note: Changing the ownership back to system will cause these permissions to be lost on the next system reboot. Leaving the ownership will keep the permissions on the next reboot.

To disable IPv6 on the Exchange server:

- ◆ For scheduled and manual mailbox backups to succeed, IPv6 must be disabled on the Exchange server if IPV6 does not exist within the Exchange server's network.

Go to the following Microsoft web site for instructions on disabling the IPv6 components:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;929852>

NME unable to write performance monitor counters on Windows Server 2008 and Exchange Server 2007 (LGTsc16378)

During a manual backup, The NME user interface is not able to write to the nsr\tmp directory when attempting to create a shared memory file used by the performance monitor counters. The following message may be displayed: "Unable to create a Marked Items file. The operation will proceed."

Also, the following message appears in the status window:
"46804:nsrxchsv:perfutil (484) Error creating temporary file
C:\Program Files\Legato\nsr\tmp\nsrxchsv_3852.shm: Access is
denied."

Though the performance counters cannot be viewed, backup still succeeds.

Workaround

Manually grant Read/Write permission to the Administrators group user:

1. In Windows Explorer, right-click the <NW install>/tmp folder, and then select **Properties**.
2. Click the **Security** tab, and then click the **Advanced** button.
3. Click the **Owner** tab.
4. Change the owner to **Administrators** temporarily and grant Read/Write permission to the Administrators group.

Changing the ownership back to system will cause these permissions to be lost on the next system reboot. Leaving the ownership will keep the permissions on the next reboot.

Security fix for RPC vulnerability (LGTsc14258)

Installing this Service Pack resolves a previously discovered RPC security vulnerability.

NetWorker Module for Microsoft Exchange Server x64 installation does not recognize that NetWorker Module for Microsoft Applications (NMM) is installed (LGTsc15510)

Installation of NetWorker Module for Microsoft Exchange Server will fail if attempted on a Windows Server 2003 x64 machine that already has NMM is already installed. An error message is displayed: "Minimum version of NetWorker Client software is required to install NetWorker Module for Microsoft Exchange Server."

This fix allows NME to be installed on a machine that already has Windows Server 2003 x64 and NMM x64 already installed.

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

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

the certification test for NetWorker Module for Exchange 5.1 with Exchange 2007 SP1.

Other fixes in NME 5.1 SP2

Table 1 on page 7 provides a list of other bug fixes included in NME 5.1 SP2.

Table 1 Fixed problems in NME 5.1 SP2

Number	Description
LGTsc14546	Nsrxchmbsv.exe application errors during backup.
LGTsc15179	Nsrxchsv.exe Dr.Watson log analysis required.
LGTsc16379	NME cannot perform point in time recovery of mailbox
LGTsc16913	NME transaction log restore fail when backed up to a different volume/storage node
LGTsc16914	NME required volumes is not browse-time aware
LGTsc16929	In NME-based recovery the required volumes is not browse-time aware
LGTsc16430	In Windows Server 2008, when exiting NME, NME GUI displays a dialog box that states that NME has stopped working
LGTsc08225	Point on time recovery of NME mail box incremental backup recovering wrong data.
LGTsc11149	Nsrxchsv.exe causes Dr. Watson during incremental backup of MSEXCH:IS if no corresponding full backup has been taken.
LGTsc10527	NME GUI crashes when performing recover from RSG.
LGTsc11653	Recover from RSG is not available in Microsoft Clusters.
LGTsc13395	Configuration wizard creates incorrect backup command for Private Mailbox.
LGTsc11077	Savegroup notifications are missing information and (%s) is displayed instead.
LGTsc12373	Microsoft Exchange Server 2007 recovery slow.
LGTsc13453	Required volumes displays blank window.

Environment and system requirements

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

This section specifies the requirements for:

- ◆ Microsoft Windows
- ◆ Microsoft Exchange Server
- ◆ NetWorker client and server software requirements for this NetWorker Module
- ◆ NetWorker Configuration Wizard

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

Supported versions of Microsoft Windows and Microsoft Exchange servers

This NetWorker Module supports all language versions of the editions of Microsoft Windows and Microsoft Exchange Server listed in [Table 1](#) and [Table 2](#).

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

Table 1

Supported 32-bit operating systems, Microsoft Exchange Servers, and backup and recovery operations

Microsoft Windows Version	Microsoft Exchange 2000 Server	Microsoft Exchange Server 2003	Microsoft Exchange Server 2007	Traditional Backup and Recovery
Windows Server 2003 (x86)		x		x
Windows Server 2003 R2 (x86)		x		x
Windows 2000 Server	x			x

Table 2 Supported x64 operating systems, Microsoft Exchange Servers, and backup and recovery operations

Microsoft Windows Version	Microsoft Exchange 2000 Server	Microsoft Exchange Server 2003	Microsoft Exchange Server 2007	Traditional Backup and Recovery
Windows Server 2008 (x64)			x	x
Windows Server 2003 (x64) R2			x	x
Windows Server 2003 (x64)			x	x

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

NetWorker Module space requirements

[Table 3](#) lists the space requirements:

Table 3 NetWorker Module disk space requirements for Exchange Server host on 32-bit platforms

Installation Type	Description	Disk space needed
Typical - English 32-bit platforms	NetWorker Module software, Windows Performance Monitor counters, and configuration wizard	26.4 MB
Typical - English x64 platforms	NetWorker Module software, Windows Performance Monitor counters, and configuration wizard	27.1 MB

See the *EMC NetWorker Module for Microsoft Exchange Server Installation Guide* for more information.

Microsoft Exchange Server MAPI client and Collaboration Data Objects support

Access to Exchange messaging stores utilized by NetWorker Module for Exchange mailbox backups requires the Messaging API (MAPI) and Collaboration Data Objects (CDO) kit. The MAPI client libraries and CDO are not included with Exchange Server 2007. If these are not installed, the following errors occur:

The add-in is not installed and a backup is run.

The backup is run but the backup command was not modified to nsrxchmbsv.

The package with these objects can be downloaded from Microsoft's website. This package is also required for RSG support in Exchange Server 2007. Download version 1.2.1 or later. For information on downloading and installing this package, search for "Microsoft Exchange Server MAPI Client and Collaboration Data Objects" on the Microsoft Download Center website.

Recovery Storage Group support

The NetWorker Module for Exchange Server supports browse and recovery of individual items from the Recovery Storage Group (RSG) database in Exchange Server 2003 and Exchange Server 2007. In order to enable this support in NetWorker Module for Exchange Server, you must apply the Microsoft Exchange Server 2003 hotfix described in KB908072. For more information on installing and using this hotfix, search for KB908072 on the Microsoft Help and Support web site.

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

For Exchange Server 2007 RSG support, download the Microsoft Exchange Server MAPI Client and Collaboration Data Objects package, version 1.2.1 or later, from the Microsoft Download Center web site.

NetWorker software

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

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

Known problems and limitations

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

- ◆ [“Issues originating in Microsoft products” on page 11](#)
- ◆ [“NetWorker software issues” on page 13](#)
- ◆ [“NetWorker Module for Exchange Server issues” on page 17](#)

Issues originating in Microsoft products

This section addresses issues that originate in Microsoft products.

Display of non-ASCII characters

Non-ASCII characters in a backup or restore log file (`nsrxchsv.raw`, `nsrxchrc.raw`, `nsrxchmbsv.raw`, and `nsrxchmbrc.raw`) may not be displayed correctly in a command prompt window.

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

The From field is empty in recovered Public Folder tree item

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

Backup may fail when Exchange Server and SQL Server are on the same host

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

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

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

Restore directory not found after failover

This is an issue only with Microsoft Exchange 2000 Server. If a backup or restore operation is in progress when a failover occurs in a cluster,

the NetWorker Module software detects that the Information Store is offline and terminates the operation. Restart the backup or restore operation when the failover is completed.

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

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

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

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

Distribution lists in Public Folders cannot be saved

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

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

Recover cannot complete if eseutil cannot find all files

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

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

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

Error Message for backing up empty Public Folders is not meaningful

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

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

The message should state that no Public Folders were found.

NME does not support backup through passive node (LGTsc24426)

NME uses the Exchange streaming API to back up the Exchange data. Microsoft only supports this method on the active node in an Exchange 2007 CCR environment. When backing up Exchange 2007 in a CCR cluster environment, NME does not support backup on the passive node.

Workaround

Always initiate NME backups on the active nodes.

NetWorker software issues

This section addresses issues that originate with the NetWorker software.

Character sets must match

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

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

Relocating the NetWorker software installation

Avoid changing the NetWorker installation location. When it is appropriate to do so, refer to the instructions provided in the appropriate *EMC NetWorker Installation Guide*.

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

Cannot back up an item path that exceeds 219 characters

An error occurs if you attempt to back up an item with a pathname that is longer than 219 characters. This is due to a limitation in the NetWorker client index. To avoid this problem, move the item to another folder so the resulting pathname is less than 219 characters.

Backup may fail when NetWorker client is a virtual service

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

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

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

- ◆ The following error message appears:

```
MSEXCH: 1 retry attempted MSEXCH: nsrexec: authtype  
nsrexec
```
- ◆ A **savefs** application exception is generated.

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

NetWorker software may inaccurately report successful backups

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

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

Check for inaccurate reporting

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

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

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

Work around inaccurate reporting

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

Verify a successful backup

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

- ◆ Enter the **savegrp** command:
savegrp -vvv
- ◆ Enter the **mminfo** command:
mminfo -av -c NetWorker_client_name
- ◆ Check the Volumes window in the NetWorker Management Console interface.

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

NetWorker client file index size requires management

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

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

For more information about managing the index size, refer to the *EMC NetWorker Administration Guide*.

Scheduled backups abort unexpectedly

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

Time required for browsing increases with large client index

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

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

Relocating the client file index

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

Client Push in NME temporarily not supported due to issue with NetWorker 7.5 (LGTsc23660, LGTsc26455)

The upgrade push installation/software distribution feature is temporarily not available in NME due to an issue with NetWorker 7.5. Standard installation is fully functional, and this temporary issue poses no data loss threat, instability, or any other adverse effects with NetWorker or NME.

Workaround

Use manual installation to install NME on each client. This issue is being actively addressed and will be fixed in a future NetWorker 7.5x update release. The fix, when released, will not require any reinstallation of NME but will require updating NetWorker 7.5 itself.

**NetWorker Module
for Exchange Server
issues**

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

Cannot use NetWorker Configuration Wizard to configure database backups when services are not running (LGTpa70215)

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

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

Mailboxes are not backed up when a mailbox store is offline (LGTpa68257)

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

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

Cannot select multiple storage groups for concurrent recovery

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

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

Command buffer limit can cause incomplete backup

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

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

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

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

No alert issued if NetWorker server is not responding to backup request

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

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

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

Cannot back up SRS or KMS if corresponding service is not started

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

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

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

Directed recovery fails if source and target virtual servers are on different nodes

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

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

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

Information missing from the Header field of individual items after backup and recovery

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

Browsing mailboxes in an RSG works only when one database is recovered (LGTsc20319)

In order for browsing of mailboxes within a Recovery Storage Group (RSG) to work correctly, only a single database should be mounted at a time. Mounting more than one database in the RSG will only display mailboxes from one of the databases and not all of the databases within the browse window.

Incorrect recovery of mailbox from remote device (LGTsc20504)

When a mailbox on a remote device is backed up at Full, and then backed up at Incremental on another remote device, a recovery from the incremental backup does not work correctly. When the incremental backup save set is selected for recovery, it should recover the mailbox at Full + Incremental. Instead, it recovers Full only. This error does not occur when two local devices are used to back up Full and Incremental save sets.

Workaround

To recover incremental mailbox items when the backups were performed on remote devices, recover mail items individually from the incremental backup.

Mailbox backup from GUI using maximum length display name fails (LGTsc18303)

If the user's display name for a mailbox is changed from the default Active Directory users or computers name to a new name that uses the maximum 256 character length, backup through the NME GUI will fail.

Workaround

There is no workaround to fix or recover the failed backup. Change the users display name to a shorter length, or use the AD name associated with the mailbox, and retake the backup.

Unable to recover mail item from command line interface (LGTsc18556)

Individual mailbox or public folder items cannot be backed up or recovered from the command line using the subject line.

The following syntax, listed in the *NetWorker Module for Microsoft Exchange Administration Guide* save set examples will not work:

```
MSEXCH:MB/mailbox/folder/subject_line
```

```
MSEXCH:PF/mailbox/folder/subject_line
```

NME assigns unique identifiers to individual items to distinguish messages with the same subject line.

Workaround

There are several workarounds:

- ◆ Use the NME GUI to select individual items for backup or recovery.

- ◆ If using the CLI, in the save set syntax only specify down to the folder level:
 - MSEXCH:MB/*mailbox/folder/*
 - MSEXCH:PF/*mailbox/folder/*

After you recover a folder, browse the folder to locate the item.

Discrepancy in backing up from NME GUI and command line (LGTsc21521)

When a backup of Microsoft Exchange Server is performed from the NME GUI, both the IS and SRS are backed up. When the Microsoft Exchange Server is marked in the GUI, both the MSEXCH:IS and MSEXCH:SRS save sets are selected.

When a backup is performed at the command line specifying only MSEXCH: only the IS is backed up.

The NetWorker Module for Microsoft Exchange Administration Guide erroneously save set examples incorrectly state that the MSEXCH: save set will back up all databases: IS, SRS, and KMS.

Workaround

To select all databases for backup, do one of the following:

- ◆ Select the Microsoft Exchange Server in the GUI
 - or
- ◆ Specify a separate save set for each database at the command line:
 - MSEXCH:IS
 - MSEXCH:SRS
 - MSEXCH:KMS

Error message appears during NME installation if NetWorker Services are down (LGTsc21895)

If the NetWorker services are down on the NME client during NME installation, an error message is displayed.

Workarounds

- ◆ Before starting NME installation, make sure that the NetWorker services are running on the NME client.
- ◆ If you receive the error message during NME installation, stop installation, start the NetWorker services, and then restart NME installation.

Incremental recovery from remote device is skipped when full backup is on local device (LGTsc24395)

Recovery will skip incremental backups if an incremental backup is performed on mail items on a remote device, and the full backup is performed on mail items on a local device.

Workaround

Select only the incremental data and recover it.

Virtual client backup fails when using Configuration Wizard (LGTsc24425)

If you use the Configuration Wizard to create a client resource using a virtual client name, you must manually add the virtual client name to the aliases of physical clients.

Documentation corrections for Exchange backup commands (LGTsc25120)

In the *NetWorker Module for Microsoft Exchange Release 5.1 Administration Guide* there are several conflicting examples or descriptions of Exchange backup commands.

Obsolete backup commands

The *NetWorker Module for Microsoft Exchange Administration Guide*, "Save Set Notation and Command Syntax" appendix, "NetWorker Module backup commands" section lists two commands that are no longer supported. In the "Backup command options" table, the following command options are no longer supported:

`-w browse_date`

`-y retention_date`

These commands are for use with NetWorker server release 5.7 or 6.1, which are no longer supported.

The -Ks and -Kd commands do not exclude the Sent Items folder and Deleted Items folder from an IS backup

The *NetWorker Module for Microsoft Exchange Administration Guide*, "Save Set Notation and Command Syntax" appendix, "NetWorker Module backup commands" section, "Backup command syntax" table lists the **-Kd** and **-Ks** commands as available for all Exchange IS and public folders, and mail box backups for Exchange 2000 and 2003.

However, NME backups of IS do not support specifying backup operations at the folder level. Just as specific folders cannot be

specified for backup of Exchange IS, the Sent Items and Deleted Items folders cannot be excluded via the **-Kd** and **-Ks** commands.

Usage of -c virtual_server_name attribute in backup commands (LGTsc25120)

There are conflicting descriptions in the *NetWorker Module for Microsoft Exchange Release 5.1 Administration Guide*, about the use of the **-c** and **-a** options with the *virtual_server_name* and *client_name* backup command options. The "Save Set Notation and Command Syntax" appendix, "NetWorker Module backup commands" section says to use **-a virtual_server_name** to specify the MCSC virtual server name, and use **-c client_name** to specify the client name, and that the value for *client_name* should be the fully qualified domain name of the NetWorker client." In the "Backup and Recovery in a Microsoft Cluster" chapter, the procedure "How to schedule a backup in a Microsoft cluster" says that the **-c virtual_server_name** is required. These two sets of references may cause confusion about which command to use and when it is required.

To clarify:

- ◆ Though it is not listed in the "Backup command options" table in the "Save Set Notation and Command Syntax" appendix, the **-c** option can be combined with *virtual_server_name* as the backup command to specify the client name when the client is a virtual server, **-c virtual_server_name**.
- ◆ For backup of a virtual server, you must specify the virtual server name with the backup command *virtual_server_name* using the **-c** option or **-a** option. Use the **-c** option, **-c virtual_server_name**, unless it is a traditional backup. For traditional backup of a virtual server, use the **-a** option, **-a virtual_server_name**.
- ◆ If the client is not a virtual server, use the backup command **-c client_name** to specify the name of the client.

Large mailbox recoveries for multiple users should be split up or use database recovery (LGTsc25172)

When a large number of user mailboxes with large mailboxes are recovered at once, recovery may fail completely, or recover some mailboxes and fail for others.

Workaround

Mailbox (MSEXCH:MB/<*mailbox* | *UserX* | *A**>) recoveries are intended to recover selected items, folders, or both and not large amounts of mailbox data.

If a large number of user mailboxes need to be recovered, do one of the following:

- ◆ (Recommended) Recover the database through the Recovery Storage Group (RSG) and then retrieve the needed items by browsing the RSG database with the NME GUI:

MSEXCH:IS

- ◆ Break up the mailbox recoveries into separate backup sets for each mailbox or small groups of mailboxes.

In the *NetWorker Module for Microsoft Exchange Release 5.1 Administration Guide*, the "Planning Backups for Mailbox Level and Item Level Recoveries" chapter provides comparisons of MB and IS backups, and strategies for their usage.

Remote user and password attributes must be set in the Client resource for a virtual server backup (LGTsc25815)

When configuring a Client resource for a virtual server backup, a step is missing from the procedures in the *NetWorker Module for Microsoft Exchange Release 5.1 Administration Guide*. In the procedure "How to schedule a backup in a Microsoft cluster," step 4 is missing a substep: In the Remote Access attribute, specify the remote user and password attributes.

New configuration wizard does not support configuring KMS or SRS in RS (LGTsc25905)

The new configuration wizard provided with NME 5.1 SP2 does not support configuring Exchange systems with KMS or SRS. If either KMS or SRS are present, the configuration will need to be performed manually.

Required Volumes behavior for multiple save set types (LGTsc26087)

The required volumes will only display those volumes required for the first distinct save set grouping. The save set groupings are IS, MB or PF.

For example, in the following scenario, only the required volumes for the first save set type specified, IS, will be displayed:

1. Open a recover window.
2. Mark the top Exchange Server level (IS).
3. Mark additional non-IS items.
4. Select required volumes.

The required volumes will only display the required volumes for the IS level, and none of the required volumes for any of the non-IS items that were marked.

Recovery fails when only input file is selected from recovery options (LGTsc22448)

Recovery fails when only an input file is selected from recovery option, without selecting Information Store, Public Folders or Mailboxes. Input files are intended to be used to back up a list of mailboxes.

Workaround

Mailbox recoveries should be done through the GUI and not through an input file.

Recovery fails when umlaut characters appear in subject or folder names of Public Folders in English Exchange environment (LGTsc26598)

Use of umlaut characters in an English Exchange environment within Public Folders subject lines or folder names will cause recoveries to fail.

In a non-English system where the umlaut character set is native to the system, recovery will work correctly.

Using Expand All Mailboxes in NME Recovery window displays errors and closes GUI (LGTsc26441)

There are several ways to navigate to objects in the Recovery window when you are marking items for recovery. However, one method using the Tree menu to expand a mailbox can lead to NME errors and the NME window closing.

In the **Recovery** window, if you select a mailbox, click the **Tree** menu, and then click **Expand All**, NME will display errors and close.

Workaround

You can use any of the following to selectively expand branches under a mailbox:

- ◆ Click the plus or minus sign beside the object.
- ◆ Select an object, then select one of the following from the **Tree** menu:
 - **Expand One Level** — Displays one additional hierarchical level in the tree of Exchange objects.

- **Expand Branch** — Displays all objects contained in the selected Exchange object.
- **Collapse Branch** — Hides (collapses) all objects contained in the selected Exchange object.

The *EMC NetWorker Module for Microsoft Exchange Server Administration Guide* provides additional information about setting up recovery in Chapter 4, "Recovering Data from a Backup."

Technical notes

An issue and solution for problems with mixed levels of backup is described in detail in *Mixed Backup Levels and Recovery Failure in EMC® NetWorker® Module for Microsoft Exchange Version 5.x Technical Notes*. The content of this technical note has been incorporated in the NME 5.1 SP2 release of the *EMC NetWorker Module for Microsoft Exchange Server Administration Guide*. This technical note and the updated administration guide are available at:

<http://Powerlink.EMC.com>.

Documentation

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

- ◆ *EMC NetWorker Module for Microsoft Exchange Server Administration Guide*
- ◆ *EMC NetWorker Module for Microsoft Exchange Server Installation Guide*
- ◆ NetWorker User for Exchange Server Online Help

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

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

Other documentation sources that provide helpful information include:

- ◆ *EMC NetWorker Command Reference Guide*
- ◆ *EMC NetWorker Error Message Guide*
- ◆ *EMC NetWorker Disaster Recovery Guide*
- ◆ Microsoft Exchange Server documentation

Troubleshooting and getting help

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

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

<http://softwaresupport.EMC.com>

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