

Symantec Backup Exec™ System Recovery Granular Restore Option User's Guide



Symantec Backup Exec™ System Recovery Granular Restore Option User's Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version 8.5

Legal Notice

Copyright © 2008 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo and Backup Exec are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
20330 Stevens Creek Blvd.
Cupertino, CA 95014
<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system

- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/techsupp/

Customer service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

| | |
|---------------------------------|---|
| Asia-Pacific and Japan | contractsadmin@symantec.com |
| Europe, Middle-East, and Africa | semea@symantec.com |
| North America and Latin America | supportolutions@symantec.com |

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

| | |
|----------------------------------|--|
| Symantec Early Warning Solutions | These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur. |
| Managed Security Services | These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats. |
| Consulting Services | Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources. |
| Educational Services | Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs. |

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

Introducing the Symantec Backup Exec System Recovery Granular Restore Option

This document includes the following topics:

- [About the Symantec Backup Exec System Recovery Granular Restore Option](#)
- [System requirements](#)
- [Installing the Backup Exec Granular Restore Option](#)
- [Uninstalling the Backup Exec Granular Restore Option](#)
- [Best practices when creating recovery points for use with the Granular Restore Option](#)
- [Starting the Granular Restore Option](#)
- [What you can do with the Backup Exec Granular Restore Option](#)
- [Opening a specific recovery point](#)
- [About restoring Exchange mail](#)
- [Restoring SharePoint documents](#)
- [Restoring files and folders](#)

About the Symantec Backup Exec System Recovery Granular Restore Option

The Granular Restore Option is an administrative tool that works with Symantec Backup Exec System Recovery to provide granular restore capabilities for the following applications:

- Microsoft Exchange™ 2003, 2007, and 2007 SP1
- Microsoft SharePoint® 2003 and 2007
- File and folder data

Backup Exec System Recovery is used to create volume-level recovery points. Using the Granular Restore Option, you can open these recovery points and restore Microsoft Exchange mailboxes, folders and individual messages. You can also restore Microsoft SharePoint documents, and unstructured files and folders.

System requirements

The following table describes the minimum requirements for installing the Granular Restore Option.

Table 1-1 Minimum system requirements

| Component | Requirements |
|------------------|---|
| Processor | Intel Pentium® class or better |
| Operating system | Windows 32- or 64-bit operating systems: <ul style="list-style-type: none">■ Windows Server 2008, including SP1■ Windows Essential Business Server 2008■ Windows Small Business Server 2008■ Windows Server 2008 Enterprise■ Windows Server 2008 Standard■ Windows Small Business Server 2000 or 2003■ Windows Server 2000 (SP4 or later) or 2003■ Windows 2000 Advanced Server (SP4 or later)■ Windows Vista Ultimate■ Windows Vista Business■ Windows XP Professional (SP2 or later)■ Windows 2000 Professional (SP4 or later) |
| RAM | 256 MB minimum |

Table 1-1 Minimum system requirements (*continued*)

| Component | Requirements |
|---------------------------|--|
| Available hard disk space | 25 MB |
| Software | <p>You must have the following software installed on your computer before you install the Granular Restore Option:</p> <ul style="list-style-type: none"> ■ Symantec Backup Exec System Recovery ■ Microsoft Outlook 2003 or 2007 (if you want to restore mail) ■ .NET Framework 2.0 (included in the Backup Exec System Recovery installation) |

Before you install the product

Before you install the Granular Restore Option, you must do the following:

- Install Symantec Backup Exec System Recovery.
- Install Microsoft Outlook 2003 or 2007 (if you want to restore mail).
- Verify that your computer meets the minimum system requirements. See [Table 1-1](#) on page 8.

Installing the Backup Exec Granular Restore Option

To install the Backup Exec Granular Restore Option

- 1 Insert the CD into the media drive of the server.

The installation window should open automatically.

If the window does not open, then on the Windows taskbar, click **Start > Run**, type the following command,

***drive*:\autorun** where *drive* is the drive letter of your media drive, and then click **OK**.

For Windows Vista, if the Run option is not visible, do the following:

- Right-click the Start button, and then click **Properties**.
 - On the Start Menu tab, click **Customize**.
 - Scroll down and check **Run command**.
 - Click **OK**.
- 2 Click **Install**.

- 3 In the Welcome panel, click **Next**.
- 4 Read the license agreement.
- 5 If you accept the license agreement terms, click **I accept the terms in the license agreement**, and then click **Next**.
- 6 Click **Install**.
- 7 When the installation is complete, click **Finish** to exit the installation wizard.

Completing the installation of Backup Exec Granular Restore Option

After you install the Backup Exec Granular Restore Option, you might be prompted to license or activate it, depending on whether you activated Symantec Backup Exec System Recovery.

To complete the installation Backup Exec Granular Restore Option

- 1 In the Welcome panel, click **Next**.
- 2 Type the path to your license file, or click **Browse** to locate the file.

You must have a unique license file for each installation of the product.

If you have not registered your serial number with Symantec, click **Symantec Enterprise Licensing and Registration** to obtain a license file.

Uninstalling the Backup Exec Granular Restore Option

If you want to remove the Symantec Backup Exec System Recovery Granular Restore Option from your computer, you can do so from the Windows Control Panel.

To uninstall the Backup Exec Granular Restore Option

- 1 Do one of the following:
 - On the Windows XP/2000 taskbar, click **Start > Settings > Control Panel > Add or Remove Programs**.
 - On the Windows Vista taskbar, click **Start > Control Panel > Programs and Features > Uninstall or Change a Program**.
- 2 Select the **Symantec Backup Exec System Recovery Granular Restore Option**, and then click **Remove**.
- 3 In the confirmation window, click **Yes**.

You must restart your computer for the changes to take effect.

Best practices when creating recovery points for use with the Granular Restore Option

For more information about using Symantec Backup Exec System Recovery, see the *Symantec Backup Exec System Recovery User's Guide*. This guide is available in PDF format on the Symantec Backup Exec System Recovery CD.

When creating a recovery point, you should use the following guidelines:

- Select the option to back up your computer, not the option to back up selected files and folders.
- When you select which drives to back up, make sure you select all of the drives on the system.
See [“How to identify drives for backup”](#) on page 11.
- When you select the type of recovery point to create, you should select Recovery Point Set instead of Independent Recovery Point. This selection makes subsequent recovery points much smaller.
- The Exchange or SharePoint server does not need to be turned off for a backup to run successfully. However, you should schedule the backup at a time when the server is less busy (for example, after midnight).
- If you use mount points, make sure that you select them for backup.

How to identify drives for backup

The recommended way to protect your Exchange server is to create a single backup job that contains all of the drives on your server. However, you can choose to run your backups at the storage group and message store levels. You should consider the following to ensure a successful backup:

| | |
|--|--|
| Include the drive that contains your Exchange installation | Granular Restore Option uses the recovery point of the Exchange server to perform the restore operation. Therefore, you should routinely back up your Exchange server. When you create the recovery point, you should select the drive that contains your Exchange installation directory. |
|--|--|

For example, if you installed Exchange in the C:\Program File\Exchsrvr directory, make sure that you include the entire C drive in your recovery point.

Include the storage group for the message store that you want to back up

A storage group is a collection of message stores. Each storage group contains a transaction log that is used to buffer writes to the message stores. You must back up the drive that contains the storage group's log files for the message store that you want to protect.

For example, suppose you have a storage group named First Storage Group. If the storage group contains a transaction log on E:\Exchsrvr\mdbdata, you should include the entire E drive as part of the recovery point. If you have multiple storage groups, you should back them up at the same time. If you want to back up your storage groups on different schedules, you still need to include Exchange in your backups.

Include the message stores you want to protect

A message store is a database file that stores email. Message stores are subgroups of storage groups. When you create a recovery point for a message store, you must also include its storage group.

For example, if you have a message store named Message Store (myserver) that is located on F:\Exchsrvr\mdbdata\Message Store (myserver).stm, you should include the entire F drive in your recovery point.

You can select a subset of drives when backing up a Microsoft SharePoint server. However, the recommended way is to protect the entire server. Unlike the method for Exchange, it is not necessary to back up the SharePoint binaries. You should, however, back up any volumes that contain SharePoint data.

Starting the Granular Restore Option

How you start Granular Restore Option depends on the version of Windows you use.

To start the Granular Restore Option

- ◆ Do one of the following:
 - On the classic Windows taskbar, click **Start > Programs > Symantec > Backup Exec System Recovery > Granular Restore Option**.
 - On the Windows 2003, XP, or Vista taskbar, click **Start > All Programs > Symantec > Backup Exec System Recovery > Granular Restore Option**.

What you can do with the Backup Exec Granular Restore Option

You can do the following tasks with the Backup Exec Granular Restore Option:

- Restore Exchange mail.
 - Open a specific recovery point.
 - Restore a mailbox.
 - Restore an email folder.
 - Restore or forward an email message.

See [“About restoring Exchange mail”](#) on page 14.

- Restore SharePoint documents.
 - Open a specific recovery point.
 - Search or browse for a lost document.
 - Restore a document.

See [“Restoring SharePoint documents”](#) on page 16.

- Restore unstructured files and folders.
 - Open one or more recovery points.
 - Search or browse for a lost file or folder.
 - Restore lost files and folders.
 - Restore a version of a file.

See [“Restoring files and folders”](#) on page 17.

Opening a specific recovery point

You open recovery points so you can restore mailboxes, email folders and messages, Sharepoint documents, and files and folders.

To open a specific recovery point

- 1 Launch the Backup Exec Granular Restore Option.
- 2 On the File menu, click **Open**.

- 3 Navigate to the directory that you specified as the destination when you created the recovery point.
- 4 Select a file that has an .sv2i extension to view the contents of a recovery point, and then click **OK**.

You can change the backup date that you view by selecting a different date in the upper right-hand corner.

About restoring Exchange mail

You can use the Backup Exec Granular Restore Option to restore a mailbox, email folder, or email message.

See [“Restoring a mailbox”](#) on page 14.

See [“Restoring an email folder”](#) on page 15.

See [“Restoring an email message”](#) on page 15.

Restoring a mailbox

A restored mailbox consists of all of the email that was contained in a user's mailbox when the recovery point was created. A recover mailbox is saved on the disk as a PST file.

You can use Microsoft Outlook to open and view the contents of the file. After a restored mailbox has been opened in Outlook, you can then drag email or folders back to their original locations.

Note: In many cases, it is easier to restore a user's entire mailbox than find a single message.

To restore a mailbox

- 1 Launch the Granular Restore Option.
- 2 Open the recovery point for the last known time that the mail was present on the server.
- 3 Click the **Exchange Mail** tab.

- 4 From the list of mailboxes, select the mailbox you want to restore, and then click **Restore**.
- 5 Select the folder where you want to place the restored mailbox, and then click **OK**.

Note: If the size of the mailbox is large, you may want to copy it to a shared folder.

Restoring an email folder

You can restore a single folder instead of an entire mailbox. For example, if a user needs a copy of a sent message, it may be quicker to restore only the Sent Items folder.

A restored folder is saved on the disk as PST file. You can use Microsoft Outlook to open and view the contents of the folder. After a restored email folder has been opened in Outlook, you can drag email or folders back to their original locations.

To restore an email folder

- 1 Launch the Granular Restore Option.
- 2 Open the recovery point for the last known time that the mail was present on the server.
- 3 Click the **Exchange Mail** tab.
- 4 Select the mailbox for the user who requested the restore.
- 5 Select the appropriate folder in the folder list, and then on the toolbar, click **Restore**.
- 6 Select the folder where you want to place the restored folder.

Restoring an email message

You can use the Granular Restore Option to restore individual email messages. You can save individual messages in an MSG file format on the disk, or you can forward them directly to a user. Use Microsoft Outlook to open and view the contents of a save MSG file.

To restore an email message

- 1 Launch the Granular Restore Option
- 2 Open the recovery point for the last known time that the mail was present on the server.

- 3 Click the **Exchange Mail** tab.
- 4 Select the mailbox for the user who requested the restore.
- 5 Select the folder that contains the message you want to restore.
- 6 Select the message to restore.

Note: You can sort the list by clicking on the column headers. You can also search the subject lines of the messages by entering a search term in the search field (near the message list). When you add or delete characters in the search box, it automatically changes the results.

- 7 To return the email message to the user, do one of the following:
 - If you have Microsoft Outlook installed, double-click the message to open it in Outlook. You can use Outlook to send the message back to its owner.
 - To forward the message in Outlook, right-click the message, and then click **Forward**.
Outlook opens a new message. The message that you want to forward is included as an attachment. You can then forward the message to the original owner.
 - To save the message to a disk, select the message, and then on the toolbar, click **Recover**. Type the file name, and then click **Save**.
The email message is saved on the disk. You can use Outlook to open the message.

Restoring SharePoint documents

The Backup Exec Granular Restore Option can be used to restore backed up documents on a Microsoft SharePoint server. SharePoint documents are restored to the local system. Use Microsoft SharePoint to place the document back on the SharePoint server if wanted.

To restore SharePoint documents

- 1 Launch the Backup Exec Granular Restore Option.
- 2 Open the recovery point for the last known time that the wanted file was available on the server.
- 3 Click the **SharePoint documents** tab.

- 4 Browse or search for the file that you want to restore.

Note: You can sort the list by clicking on the column headers. You can enter a search term in the search field (near the documents list). When you add or delete characters in the search box, it automatically changes the results.

- 5 Click the file to view its contents or to restore it, and then select the check box beside it.
- 6 Click **Restore**, and then select the destination for the restore.

Restoring files and folders

The Backup Exec Granular Restore Option can be used to restore unstructured files and folders. This feature is particularly useful if you need to search more than one recovery point (multiple backup dates) to find a missing file or folder.

To restore a file or folder

- 1 Launch the Backup Exec Granular Restore Option.
- 2 Open the recovery point for the last known time that the wanted file was available on the server.
- 3 If not selected by default, click the **Files and Folders** tab.
- 4 Browse or search for the file that you want to restore.

You can view more than one recovery point at a time. To see a view of the file system that contains multiple recovery points, click **Versions**. Now select the versions that you would like to view by checking them in the list.

You can sort the list by clicking on the column headers. You can enter a search term in the search field (near the documents list). When you add or delete characters in the search box, it automatically changes the results.

- 5 Click the file to view its contents or to restore it, and then select the check box beside it.
- 6 Click **Restore**, and then select the destination for the restore.

Note: If you view multiple recovery points and more than one version of a file is available, you can expand the list of versions. Click the plus sign next to each file. After you select a file for restore, choose the version of the file that you want.

Index

A

activating 10

B

Backup Exec Granular Restore Option

about 8

restoring with 13

using 13

best practices 11

D

documents

restoring 16

drives

identifying for backup 11

E

email

restoring 15

Exchange

protecting 11

restoring a mailbox 14

restoring an email folder 15

restoring an email message 15

restoring mail 14

F

files and folders

restoring 17

I

installing 9

steps to take prior to 9

L

license

activating product 10

licensing 10

M

mail

restoring 14

message stores

identifying 12

protecting 12

P

preparing for installation 9

R

recovery point

opening a specific 13

restoring

Exchange, email folders 15

Exchange, email messages 15

Exchange, mailboxes 14

files and folders 17

mail 14

SharePoint documents 16

S

SharePoint

restoring documents 16

starting 12

storage groups

identifying and protecting 12

system requirements 8

U

uninstalling 10