

Ahsay Online Backup Manager v7

Microsoft Exchange 2016 Mail Level Backup & Restore Guide

Ahsay Systems Corporation Limited

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1 Overview

1.1 Introduction

This user guide aims at providing detailed information for backing up and restoring individual mail items and public folder items stored in Microsoft Exchange Server 2016 with AhsayOBM, also known as the Mail Level backup.

Mail Level Backup must be utilized in conjunction with full Information Store Backup as Mail Level backup for Microsoft Exchange Server is not designed to fully protect an Exchange Server, but to facilitate easy backup and fast restoration of individual emails, contacts, calendars or public folder, etc.

AhsayOBM supports standalone backup option and Database Availability Group (DAG) backup option for Exchange server Mail Level backup. From version 7.15.0.0 onwards, AhsayOBM supports Mail Level backup and restore of Exchange Server 2016 by installing either on the Exchange server 2016 hosting the database or on the remote backup machine.

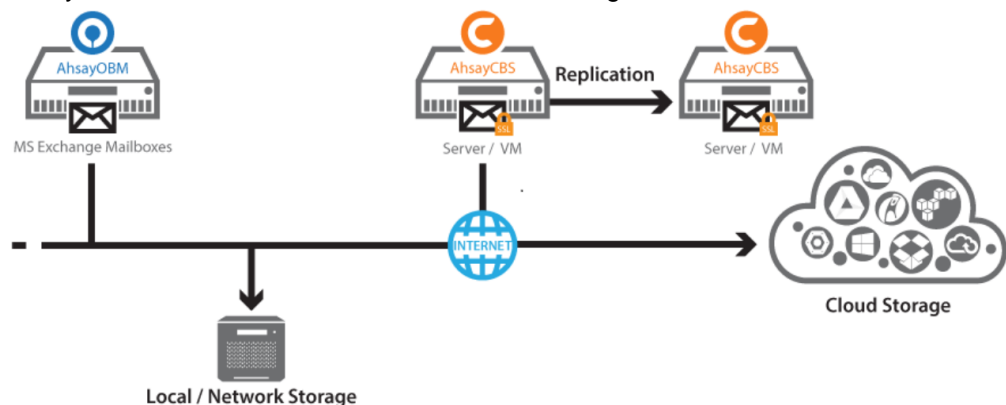
1.2 What is this software?

Ahsay brings you specialized client backup software, namely AhsayOBM, to provide a set of tools to protect your mailboxes and public folders on Microsoft Exchange Server 2016. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your mailboxes and public folders, with snapshots / versioning, and retention policy to protect even email that you may have accidentally deleted from your Exchange 2016 mailboxes or public folders.

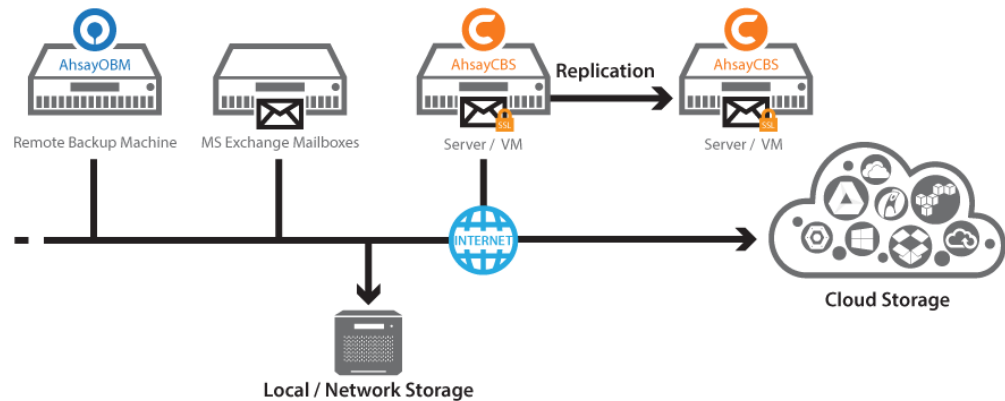
1.3 System Architecture

Below is the system architecture diagram illustrating the major elements involved in the backup process among the Microsoft Exchange Server 2016, AhsayOBM and AhsayCBS.

1. AhsayOBM v7.15.0.0 or above installed on Exchange Server 2016.

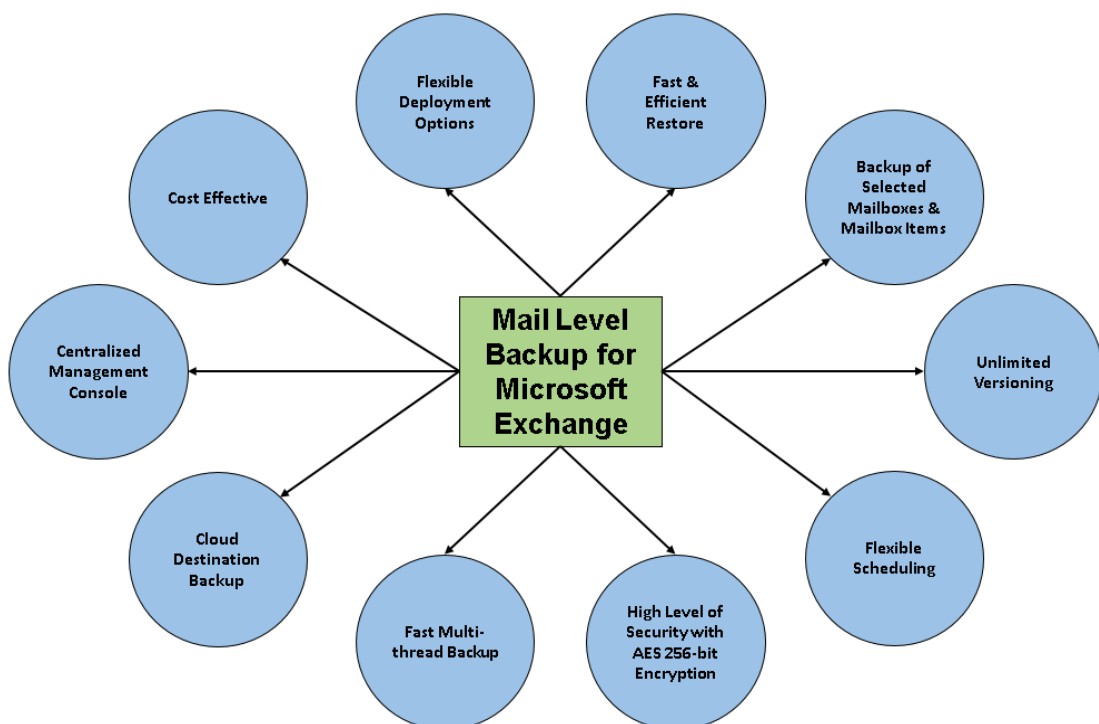


2. AhsayOBM v7.15.0.0 or above installed on Remote Backup Machine.



1.4 Why should I use AhsayOBM to back up my Exchange 2016 Mailboxes and Public Folders?

We are committed to bringing you a comprehensive Exchange 2016 Mail Level backup solution with AhsayOBM. Below are some key areas we can help make your backup experience a better one.



1. Fast and Efficient Restore

We understand that restore could be a time and resources consuming process, which is why AhsayOBM is designed with advanced technologies to make restore a fast and efficient process by restore individual mail items without the need to restore the whole Exchange database.

2. Backup of Selected Mailboxes & Mailbox Items

The backup resources can be mailbox level, folder level and even item level, so backup job can be specified to mail items.

3. Unlimited Versioning

You may wish to run backup job for different version of exchange server, so AhsayOBM provides backup and restore option for exchange server 2007/ 2010/ 2013/ 2016 to fulfill your requirement.

4. Flexible Scheduling

You may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Block Level Incremental Backup**—this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time

5. High Level of Security with AES 256-bit Encryption

We understand your Exchange mail objects may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- **Encryption Key Recovery** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. You backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

6. Fast Multi-thread Backup

This technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.

7. Cloud Destination Backup

To offer you with the highest flexibility of backup destination, you can now back up mail objects to a wide range of cloud storage destinations. Below is a list of supported cloud destinations.

Aliyun (阿里云) *	CTYun (中国电信天翼云) *	Amazon S3	Amazon Cloud Drive
Google Cloud Storage	Google Drive	OneDrive	Microsoft OneDrive / OneDrive for Business
Rackspace	OpenStack	Microsoft Azure	Dropbox
FTP	SFTP	AWS S3 Compatible Cloud Storage	

Cloud backup gives you two major advantages:

- **Cloud Backup for Extra Protection** – you can back up your Office 365 mail objects to a cloud destination of your choice. Utilizing cloud backup gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.
- **Eliminate Hardware Investment** – with the increasingly affordable cloud storage cost, you can deploy on cloud platform and utilize cloud storage as your centralized data repository, or simply expand your cloud storage as a backup destination without having to invest on hardware.

Note

Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to AhsayCBS for all agentless backup sets.

8. Centralized Management Console

Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore, whether you are a system administrator or backup user. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the [AhsayCBS User's Guide](#) for details.

- Create backup set
- Configure user settings
- Configure backup settings
- View and download backup and restore reports
- Monitor backup and restore live activities

9. Cost Effective

For backup and restore on exchange server, there is no need to install operating system or AhsayOBM on an extra machine.

For backup and restore on remote backup machine, there requires only one AhsayOBM license

10. Flexible Deployment Options

From version 7.15.0.0 onwards, AhsayOBM supports Mail Level backup and restore of Exchange Server 2016 by installing either on the Exchange server 2016 hosting the database or on the remote backup machine.

1.5 About This Document

1.5.1 Document Main Part

The document can be divided into 3 main parts.

Part 1: Preparation for Exchange 2016 Mail Level Backup & Restore

Requirements

Requirements on AhsayOBM, Exchange Server 2016 and Windows Operating System

Supported Backup Source & Limitation

Supported backup source of Exchange Server 2016 and limitation

Best Practice and Recommendation

Items recommended to pay attention to before backup and restore

Part 2: Perform Mail Level Backup and Restore for Microsoft Exchange 2016 on Exchange Server

Standalone Backup Option

Create Mail Level backup set, run Mail Level backup job and restore Mail Level backup

Database Availability Group (DAG) Backup Option

Create Mail Level backup set, run Mail Level backup job and restore Mail Level backup

Part 3: Perform Mail Level Backup and Restore for Microsoft Exchange 2016 on Remote Backup Machine

Standalone Backup Option

Create Mail Level backup set, run Mail Level backup job and restore Mail Level backup

Database Availability Group (DAG) Backup Option

Create Mail Level backup set, run Mail Level backup job and restore Mail Level backup

1.5.2 What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to make Mail Level backup of Exchange Server 2016 on AhsayOBM, as well as to carry out an end-to-end backup and restore process.

1.5.3 Who should read this document?

This documentation is intended for backup administrators and IT professionals who are responsible for the Exchange Server 2016 Mail Level backup and restore.

2 Preparation for Backup and Restore

2.1 Requirement

You are strongly recommended to configure or check all the settings below to confirm all the requirements are met before you proceed with the Exchange Mail Level backup and restoration.

2.1.1 Software Requirement

Refer to the following article for the list of compatible operating systems and application versions.

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above](#)

2.1.2 AhsayOBM Installation

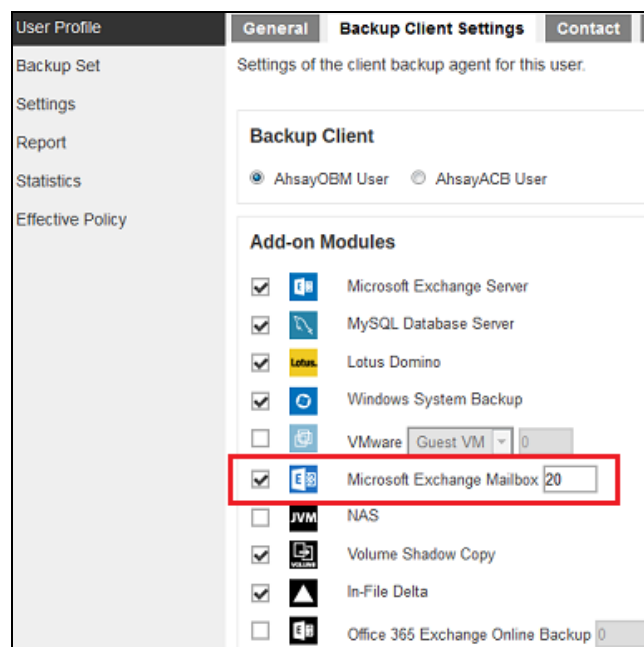
AhsayOBM v7.15.0.0 or above must be installed either on the Exchange Server 2016 hosting the database or on the remote backup machine.

2.1.3 Microsoft Exchange Mailbox Add-On Module

One Microsoft Exchange Mailbox license is required for the backup each user mailbox.

Make sure the Microsoft Exchange Mailbox feature has been enabled as an add-on module in your AhsayOBM user account and there is sufficient Microsoft Exchange Mailbox license quota to cover the backup of your mailboxes.

Please contact your backup service provider for more details.



2.1.4 AhsayOBM Licenses

AhsayOBM licenses are calculated on a per device basis.

1. For backup of mailboxes on a standalone Microsoft Exchange 2016 Server, one AhsayOBM license is required.

2. For backup of mailboxes on a Microsoft Exchange Server 2016 DAG setup, the number of AhsayOBM licenses required is equal to the number of members (nodes) in the DAG. For example, if there are three members then three AhsayOBM licenses are required.

Please contact your backup service provider for more details

2.1.5 Backup Quota Requirement

Make sure that your AhsayOBM user account has sufficient storage quota assigned to accommodate the storage of additional Exchange mailbox and public folder items for the new mail level backup set.

Please contact your backup service provider for more details.

2.1.6 Temporary Directory Folder

Temporary Directory folder is used by AhsayOBM for storing backup set index files and any incremental or differential delta files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is located on a local drive with sufficient free disk space.

2.1.7 Scheduled Backup for Exchange Server in Data Availability Group (DAG) Option

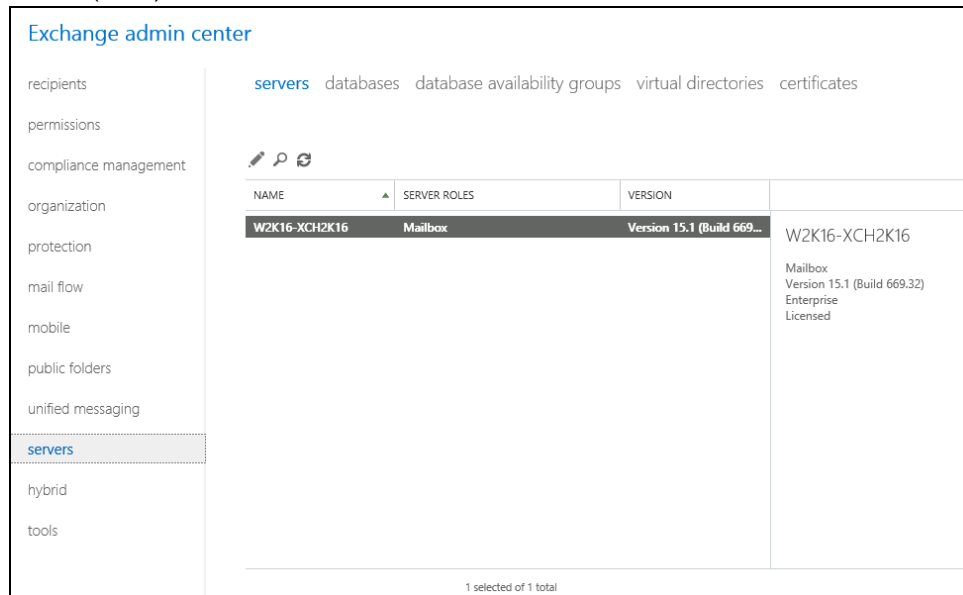
Scheduled backup is required if you choose to back up in DAG option on Exchange server as AhsayOBM on all DAG members will base on the scheduled backup time to start backup on all the individual DAG member at the same time.

1. A DAG backup cycle is considered complete only when scheduled backup on all DAG members have been carried out. An email report will be generated when a complete DAG backup cycle is taken place.
2. Please keep in mind that manual backup will only be considered as individual Mail Level backup, and therefore will not be counted as part of the DAG backup cycle.

However, for backup and restore on the remote backup machine, as the operation for single node can be done either manually or automatically, scheduled backup is not required.

2.1.8 Mailbox Role

Ensure all nodes have mailbox role. This can be checked by accessing the Exchange admin center (EAC).



Exchange admin center			
servers databases database availability groups virtual directories certificates			
NAME SERVER ROLES VERSION			
W2K16-XCH2K16	Mailbox	Version 15.1 (Build 669...	W2K16-XCH2K16
			Mailbox Version 15.1 (Build 669.32) Enterprise Licensed

1 selected of 1 total

2.1.9 Operating System

1. For AhsayOBM installed on the Exchange Server 2016, the operating system must be Windows Server 2012/ 2012 R2/ 2016 or above.
2. For AhsayOBM installed on the remote backup machine, the operating system must be Windows 7/ 8/ 8.1/ 10 or Windows Server 2008/ 2008 R2/ 2012/ 2012 R2/ 2016 or above.

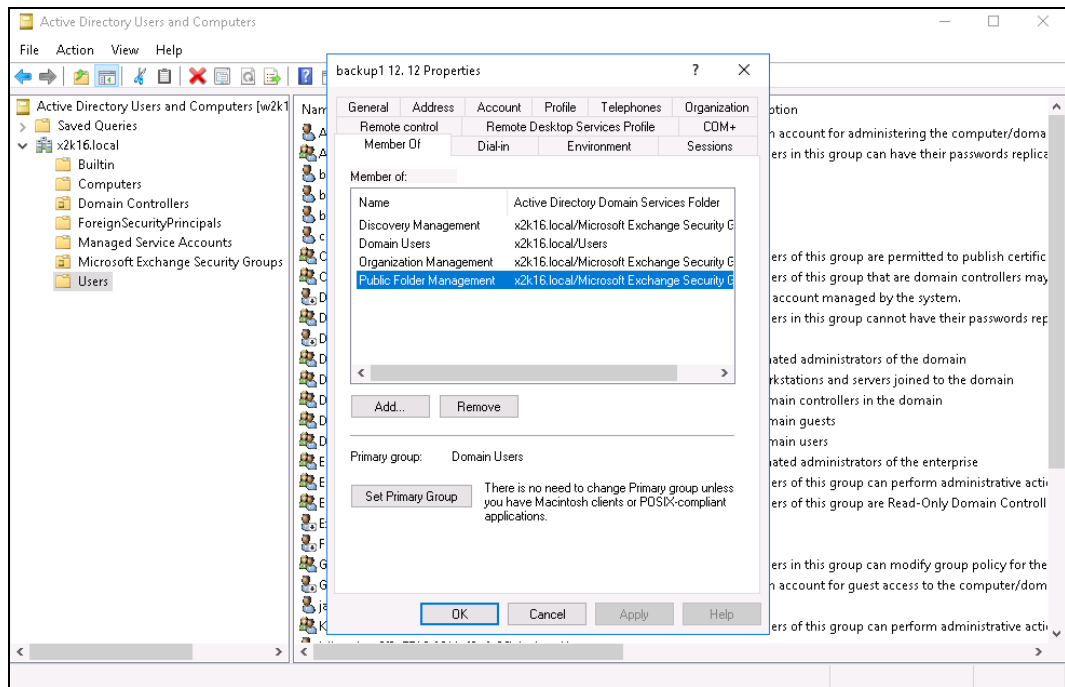
2.1.10 Supported Exchange Server 2016 Version

MS Exchange Server 2016 Cumulative Update 4 (CU4) or above is supported.

2.1.11 Windows User Account Permission

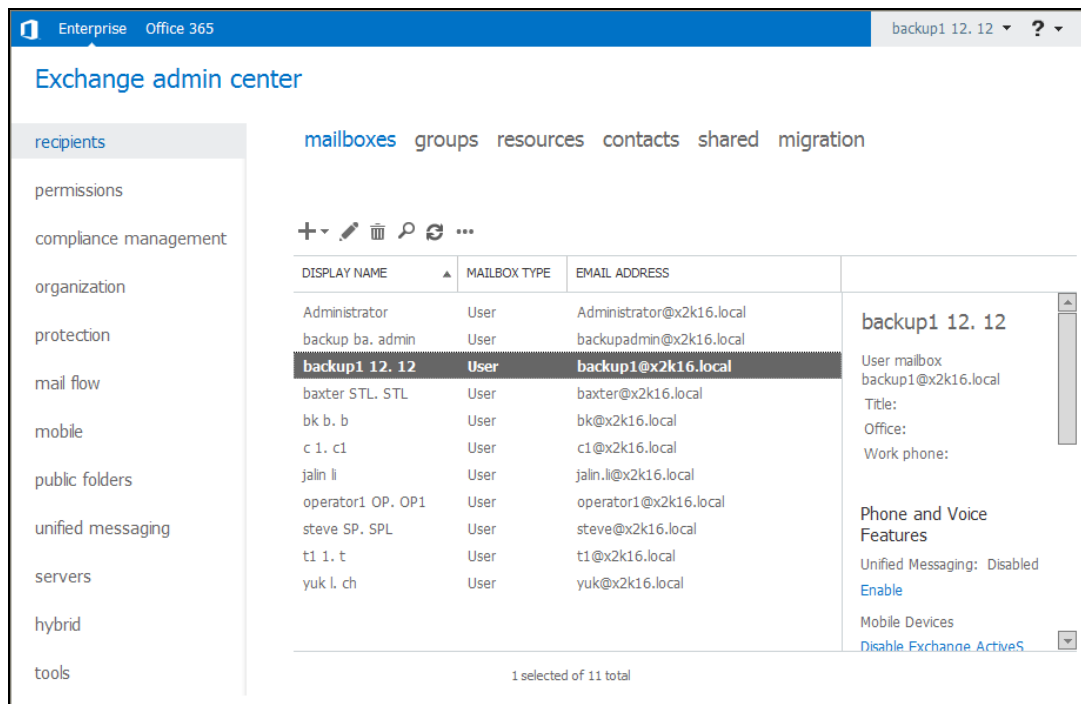
Windows User account used for the backup must be a member of the following security groups.

- Discovery Management (including ApplicationImpersonation and Mailbox Search)
- Organization Management
- Public Folder Management



2.1.12 Enabling Mailbox

Windows user account must have an Exchange Server mailbox. Refer to the URL below for more information: <http://support.microsoft.com/kb/275636/en-us>.

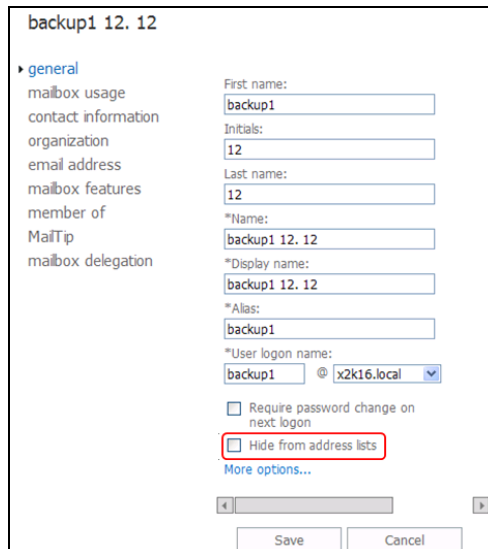


Refer to the following article from Microsoft for more details on how to check if an account is mailbox enabled and how to enable it:

[https://technet.microsoft.com/en-us/library/jj991919\(v=exchg.160\).aspx](https://technet.microsoft.com/en-us/library/jj991919(v=exchg.160).aspx)

2.1.13 Backup Source Requirement

Ensure “**Hide from address lists**” is unchecked for all the mailboxes, otherwise the mailbox will not be shown in the backup source.



backup1 12. 12

general

mailbox usage

contact information

organization

email address

mailbox features

member of

MailTip

mailbox delegation

First name: backup1

Initials:

12

Last name: 12

*Name: backup1 12. 12

*Display name: backup1 12. 12

*Alias: backup1

*User login name: backup1 @ x2k16.local

☐ Require password change on next login

☐ Hide from address lists

More options...

Save Cancel

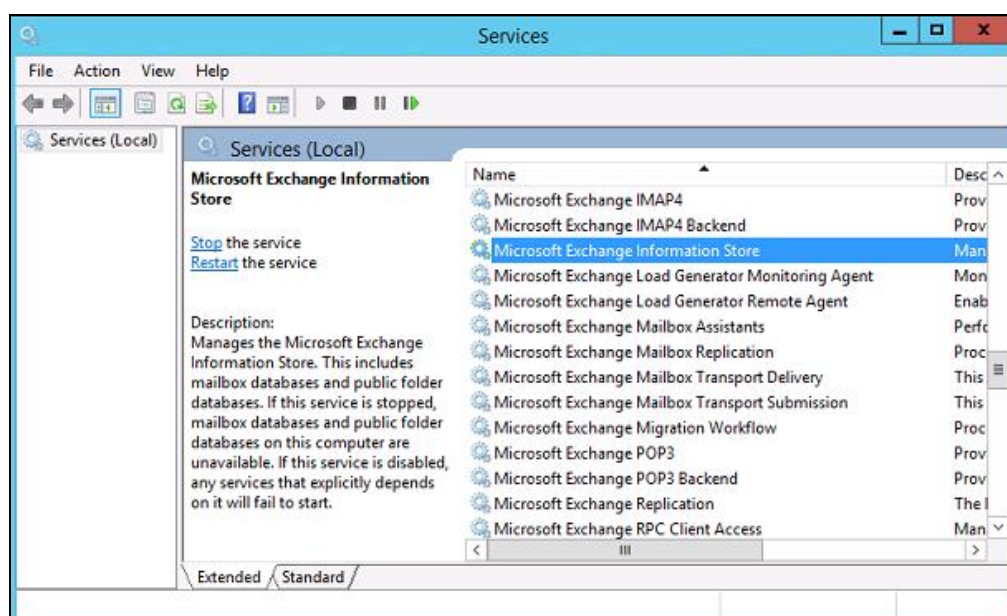
2.1.14 Port Configuration

As Exchange Server 2016 use EWS API, please ensure **port 443** is configured to allow communication between AhsayOBM and Exchange Server 2016.

2.1.15 Exchange related Windows Services

Ensure all MS Exchange related services have been started, particularly the **MS Exchange Information Store**.

To verify this setting, launch the **Services** menu by clicking **Start** then typing “Services” in the search box. All Exchange related services should be started by default, in case if it is not, turn it on by right clicking the item and then select **Start**.

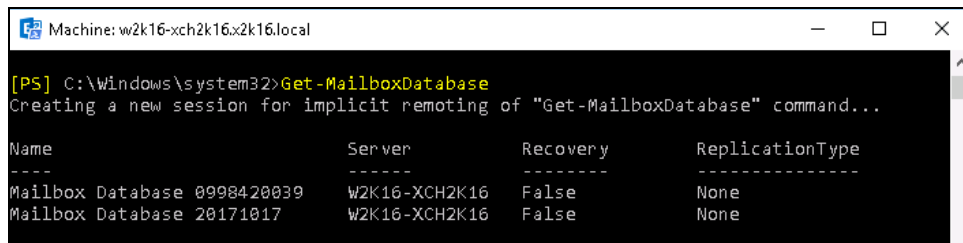


2.1.16 MS Exchange Databases

Ensure the MS Exchange Mailbox and Public Folder databases are mounted. This can be verified by Exchange Management Shell or Exchange Admin Center (EAC).

- Type the following command in the Exchange Management Shell.

```
Get-MailboxDatabase
```

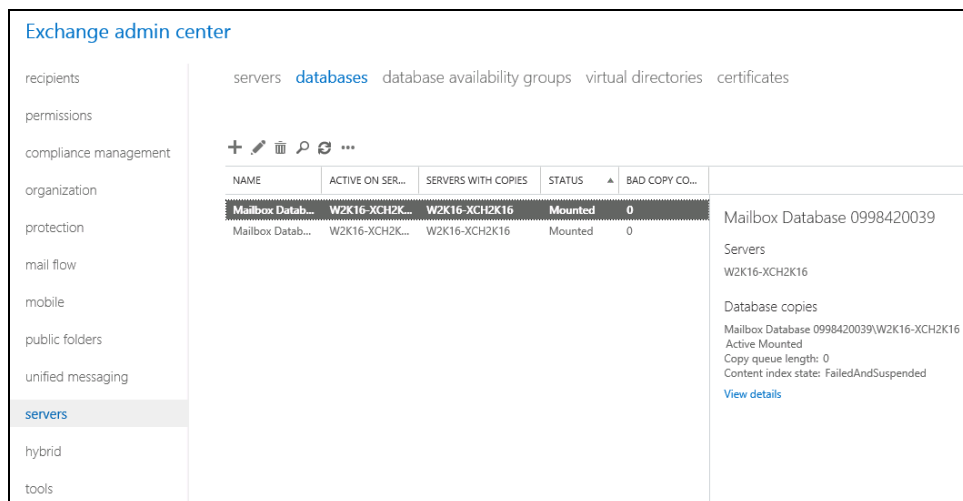


```
Machine: w2k16-xch2k16.x2k16.local

[PS] C:\Windows\system32>Get-MailboxDatabase
Creating a new session for implicit remoting of "Get-MailboxDatabase" command...

Name                                Server                Recovery              ReplicationType
----                                -
Mailbox Database 0998420039         W2K16-XCH2K16        False                None
Mailbox Database 20171017         W2K16-XCH2K16        False                None
```

- Exchange Admin Center (EAC)

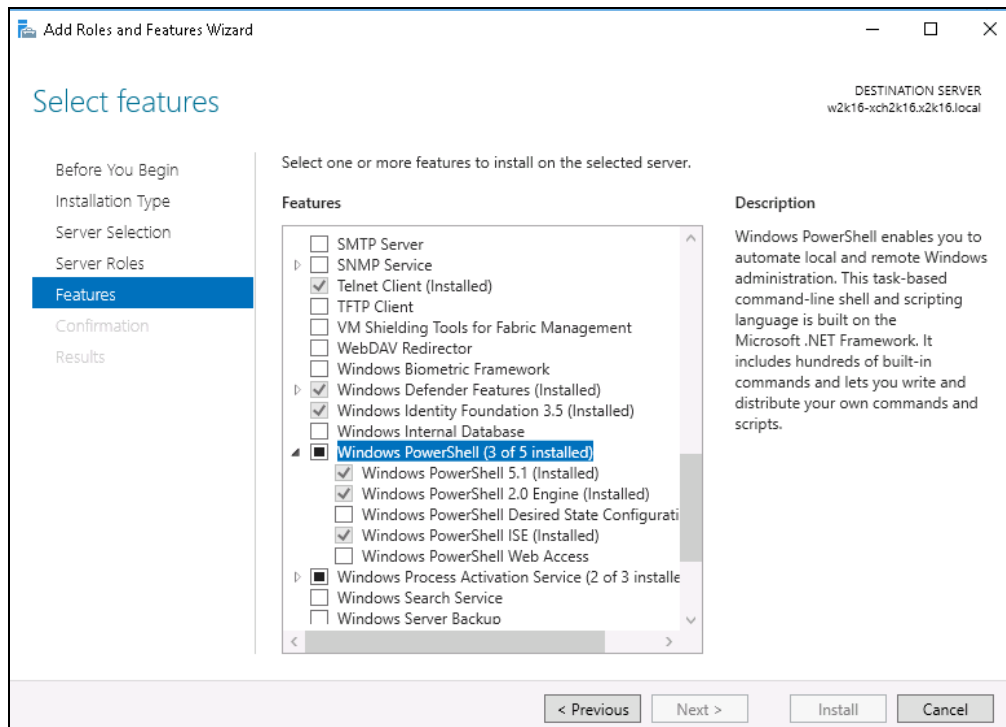


2.1.17 Windows PowerShell 5.1 Engine

Ensure the Windows PowerShell 5.1 Engine is installed.

To install the feature:

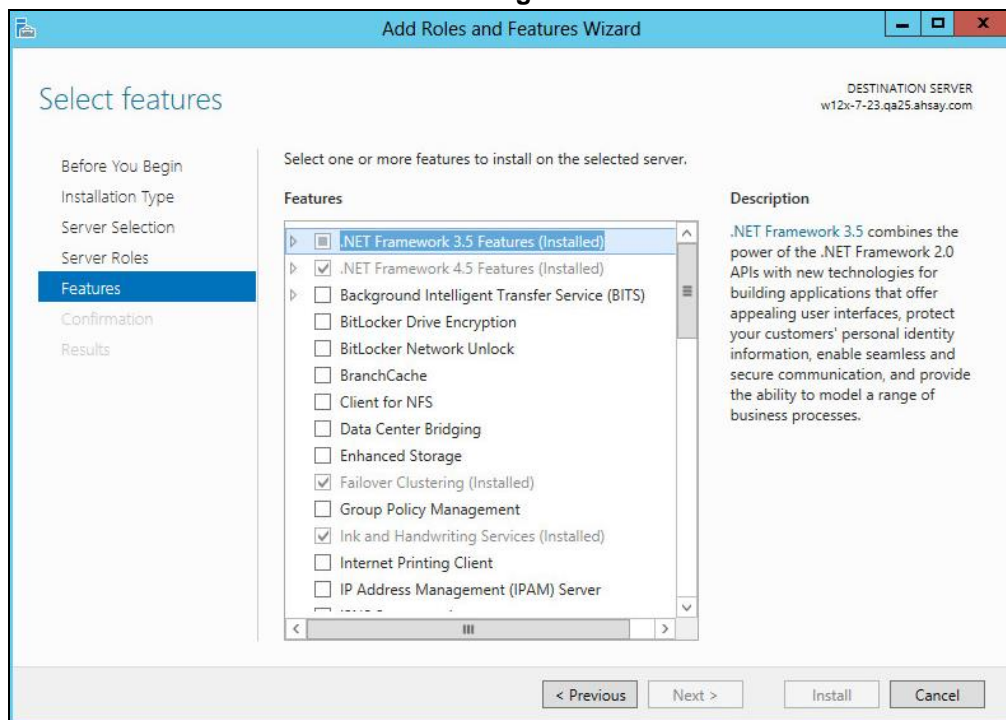
- Navigate to **Server Manager > Manage**, then select **Add Roles and Features**.
- On the **Select installation type** screen, select **Role-based or feature-based** installation.
- Select the target server.
- On the **Select features** screen, go to the **Features** option, check the box next to **Windows PowerShell 5.1 Engine**.



2.1.18 .Net Framework 4.6.2 Features

Ensure **.Net Framework 4.6.2 Features** is installed. Please refer to the following URL for detailed information: [https://technet.microsoft.com/en-us/library/aa996719\(v=exchg.160\).aspx](https://technet.microsoft.com/en-us/library/aa996719(v=exchg.160).aspx)

This feature can be enabled by accessing **Server Manager > Dashboard > Manage > Add Roles and Features Wizard > Feature Page**.



2.2 Supported Source

Below is the supported backup & restore source for Mail Level backup and restore of Exchange Server 2016.

Exchange Server 2016 can backup and restore the whole mailboxes.

Mailbox Level			
Item	Supported?	Item	Supported?
User mailbox	✓	Room Mailbox	✓
Public Folder	✓	Equipment Mailbox	✓
Public Folder Mailbox	✓	Shared Mailbox	✓

Exchange Server 2016 can back up and restore the folders and items of folder belong to the mailboxes.

Folder Level			
Item	Supported?	Item	Supported?
Inbox	✓	RSS Feeds	✓
Drafts	✓	Junk Email	✓
Sent Items	✓	Tasks	✓
Deleted Items	✓	Calendar	✓
Archive	✓	Contacts	✓
Notes	✓		

2.3 Limitation

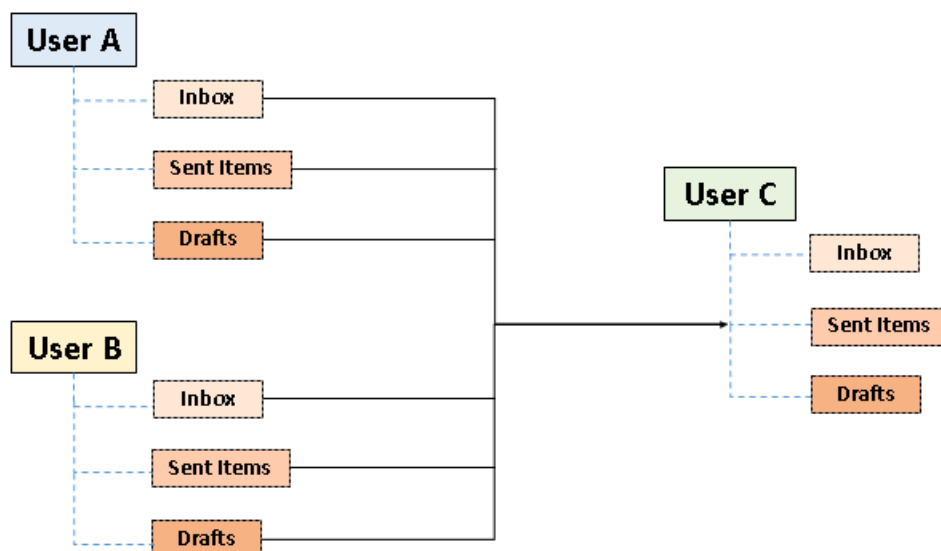
For backup and restoration of Exchange 2016 Mail Level backup set, there is some limitation:

1. If you are trying to restore item(s) from one mailbox to an alternate location mailbox, AhsayOBM will restore the item(s) to their respective destination folder(s) with the same name of the original folder(s).

Example: Item from “Inbox” folder of Mailbox-A will be restored to the “Inbox” folder of the alternate location Mailbox-B; Item from “Drafts” folder of Mailbox-A will be restored to the “Drafts” folder of the alternate location Mailbox-B.

2. If you are trying to restore item(s) from several mailboxes to an alternate location mailbox, AhsayOBM will restore the item(s) to their respective destination folder(s) in

alternate location mailbox with the same name of the original folder(s).



Example: Item from “Inbox” folder of Mailbox-A, Mailbox-B and Mailbox-C will be restored to the “Inbox” folder of the alternate location Mailbox-D.

3. Restore of the mailbox items or public folder items is only supported if the according mailbox or public folder exists.
4. Only Alternate Location is supported for restore items to other domain.
5. Restore of public folder item(s) to an alternate location mailbox is not supported.

Example: Restore of public folder items from Mailbox-A to alternate location Mailbox-B is not supported.

6. Public Folder Mailboxes are supported for backup and restore of Office 365 Exchange Online Backup, but individual public folder mailbox cannot be selected and all the public folder mailboxes would be backed up and restored by selecting the according Public Folder.
7. If you are trying to restore the mailbox item to a destination mailbox which has a different language setting than the original mailbox, AhsayOBM will restore mailbox item(s) to their respective destination folder based on the translation listed below.

For folders such as ‘Calendar’ or ‘Notes’, a new folder ‘Calendar’ or ‘Notes’ will be created.

Backup source (English)	Action	Destination mailbox with Chinese as default language settings
Inbox	Merge	收件箱
Outbox	Merge	寄件匣
Sent Items	Merge	寄件備份
Deleted Items	Merge	刪除的郵件
Drafts	Merge	草稿
Junk E-Mail	Merge	垃圾電郵

Calendar	Create new folder	Calendar
Notes	Create new folder	Notes

2.4 Best Practice and Recommendation

The following are some best practices or recommendations we strongly recommend you to follow before you start any Exchange Server 2016 Mail Level backup and restore.

1 Distributed Backup Solution

For multiple or mass backup sets needed to run for mail level backup of exchange server, AhsayOBM can be installed on several remote backup machine to run backup job of different backup sets simultaneously as distributed backup solution.

2 Performance Recommendations

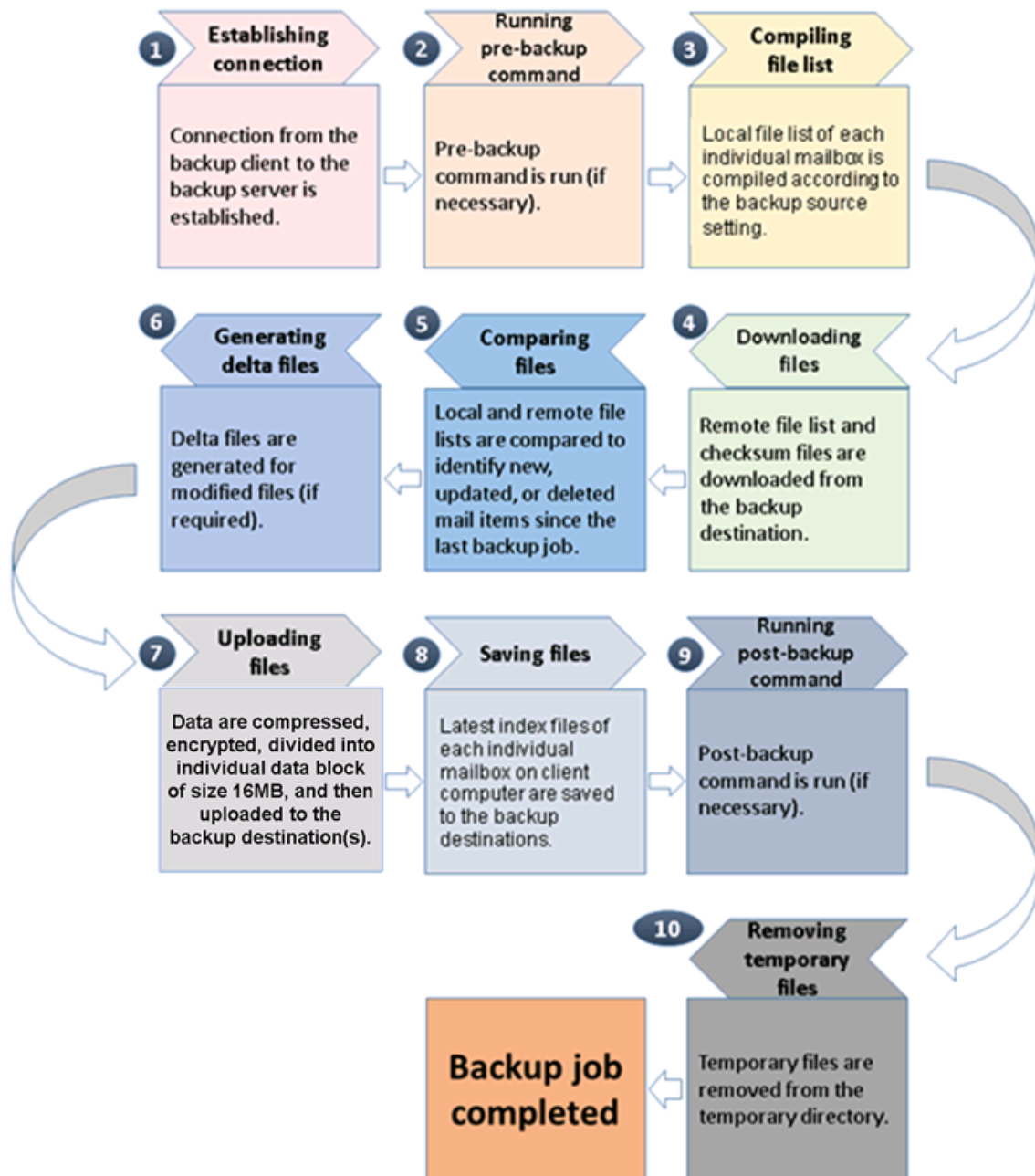
Consider the following best practices for optimized performance of the backup operations:

- ⦿ Schedule backup jobs when system activity is to achieve the best possible performance.
- ⦿ Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It's important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.
- ⦿ Mail Level Backup must be utilized in conjunction with full Information Store Backup to fully protect an Exchange Server.
- ⦿ For large amount of mailboxes to backup, it is recommended to divide the mailboxes into several backup sets.

Example: There are 100 mailboxes needed to be backup, so you can divide No. 1 to 20 to be badkup-set-1, No. 21 to 40 to be backup-set-2, No. 41 to 60 to be backup-set-3; No. 61 to 80 to be backup-set-4; No. 81 to 100 to be backup-set-5.

3 Overview of MS Exchange Mail Level Backup Process

The following steps are performed during an Exchange Mail Level backup job:



4 Perform Mail Level Backup and Restore for Microsoft Exchange 2016 (Exchange Server)

4.1 Standalone Backup Option

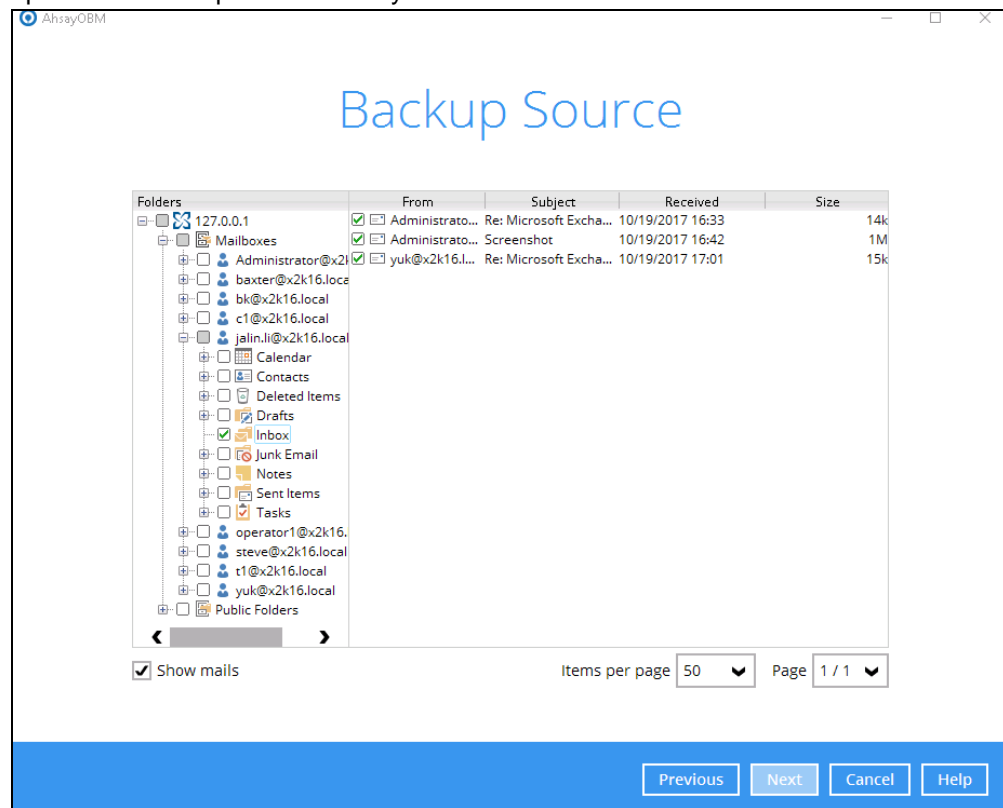
4.1.1 Create Mail Level Backup Set

1. Click the **Backup Sets** icon on the main interface of AhsayOBM.

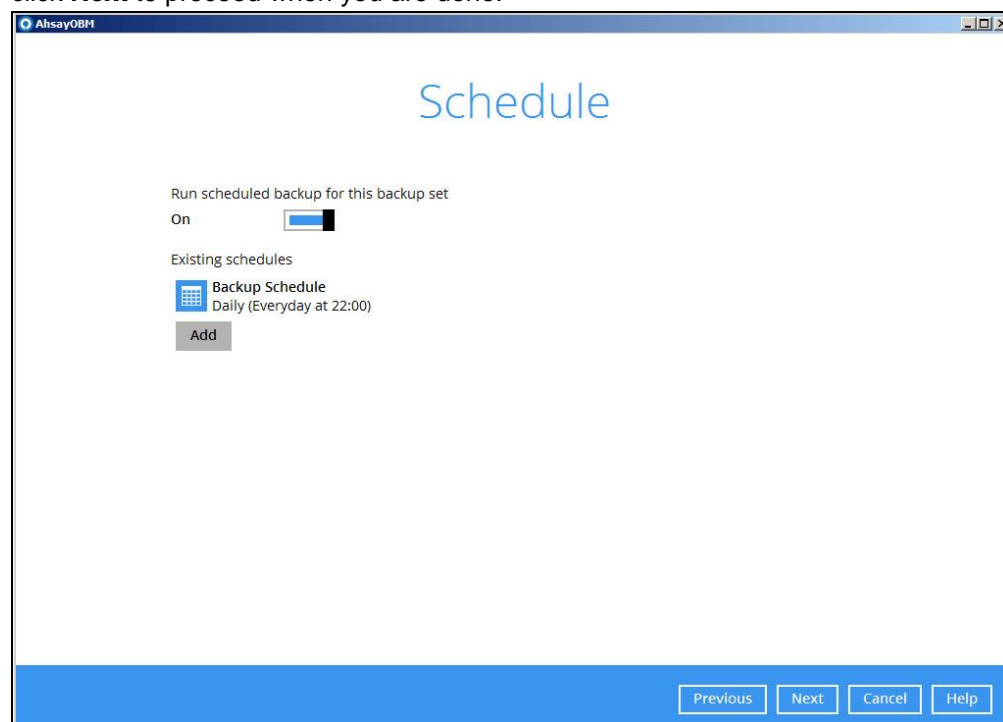


2. Create a new backup set by clicking the “+” icon next to **Add new backup set**.
3. Select the Backup set type as **MS Exchange Mail Level Backup**. The system will automatically detect and select the Exchange Server version, make sure the version selected is correct.
 - Name your new backup set.
 - Enter the IP address of Exchange server 2016
 - Enter the username and password of the Windows user account used for backup.
 - Check the “Access the Internet through proxy” if required. Then click **Next** to proceed.

4. In the **Backup Source** menu, select the mails from Mailboxes or public folders for backup. You can click to expand the according mailbox or public folder to select which mail folder to back up. You can also click **Show mails** to select individual mail to back up. Click **Next** to proceed when you are done.

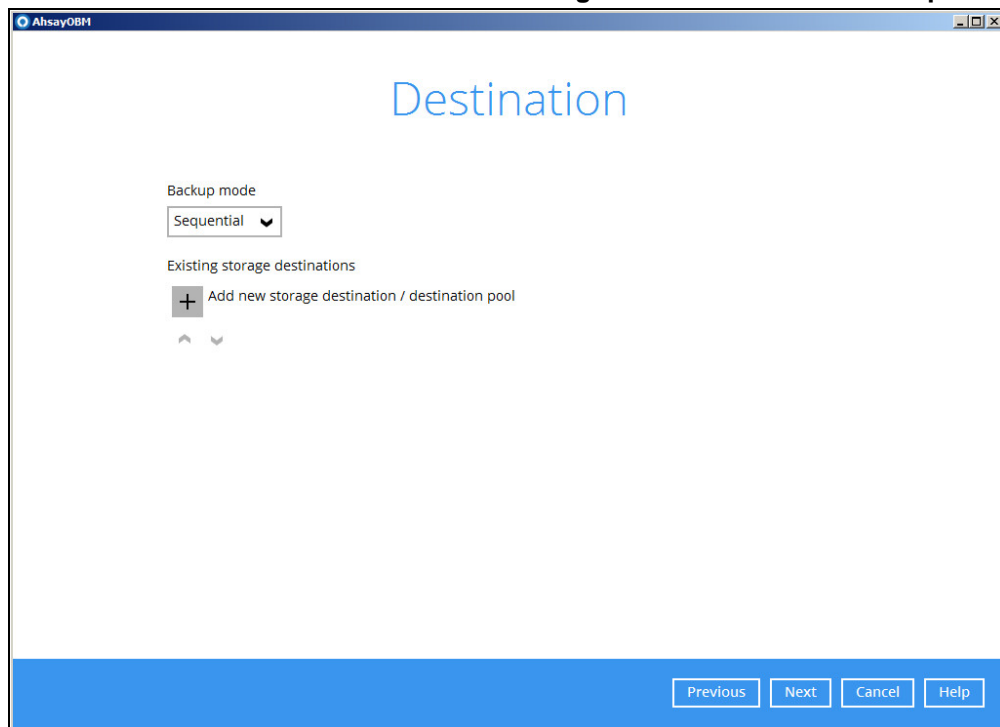


5. In the Schedule menu, you can configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then click **Next** to proceed when you are done.

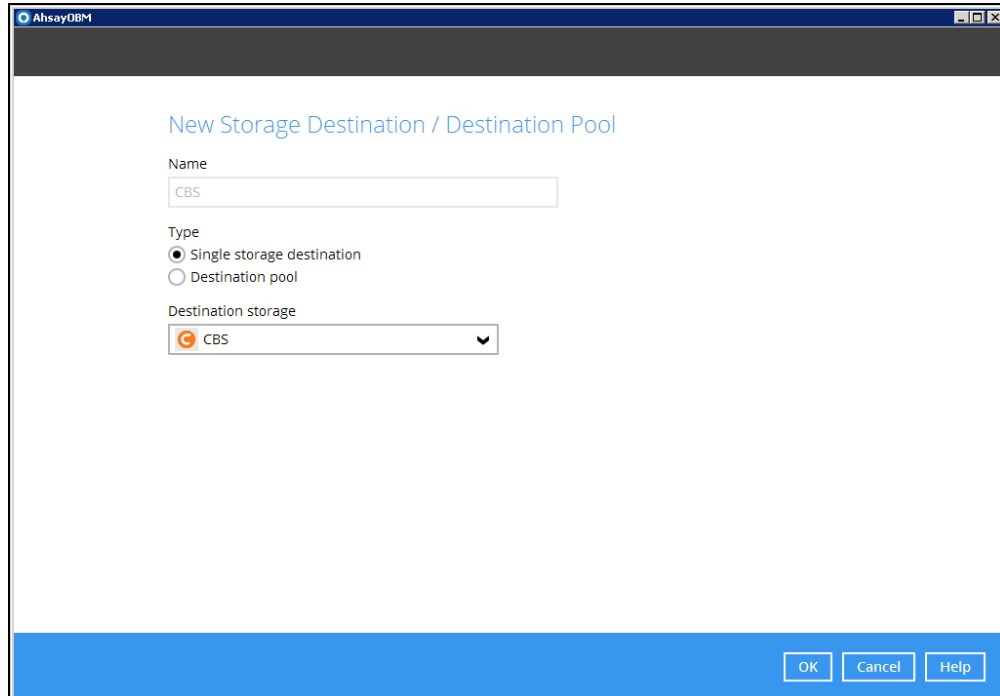


Note: By default, a daily backup scheduled for 22:00 is created automatically.

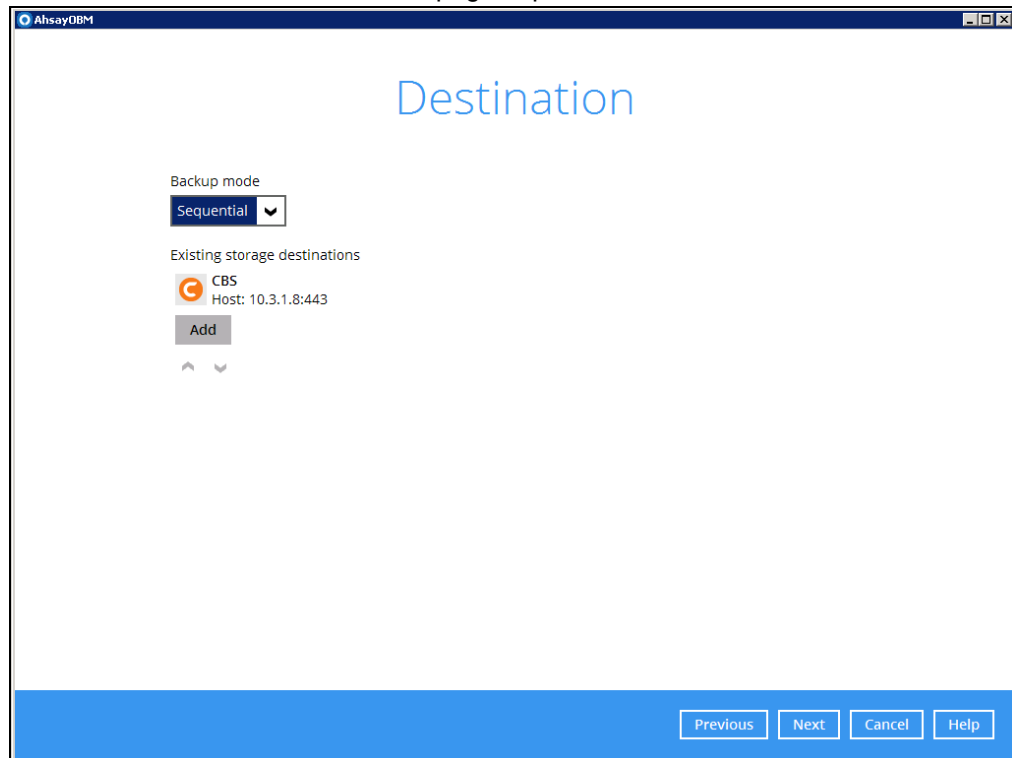
6. In the Destination menu, select a backup destination where the backup mail will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



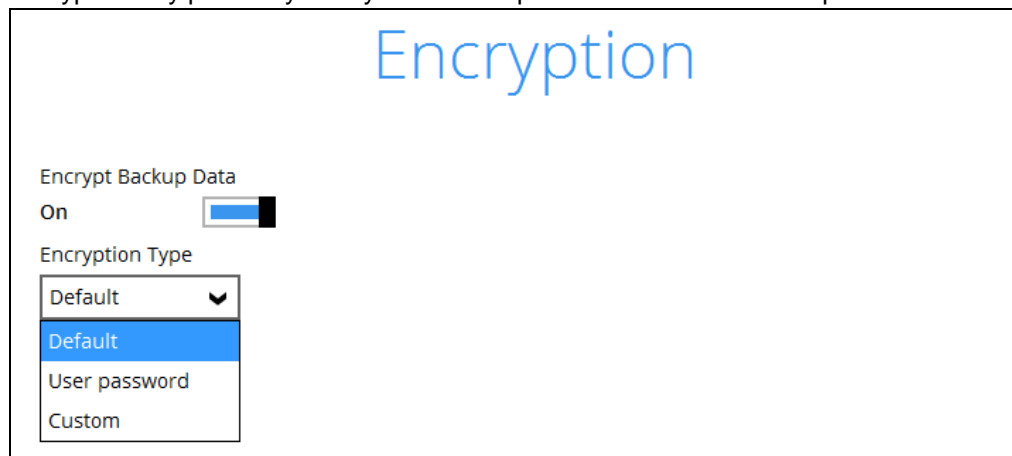
7. Select the destination type and destination storage, then click **OK** to proceed.



8. Click **Next** on the Destination menu page to proceed.

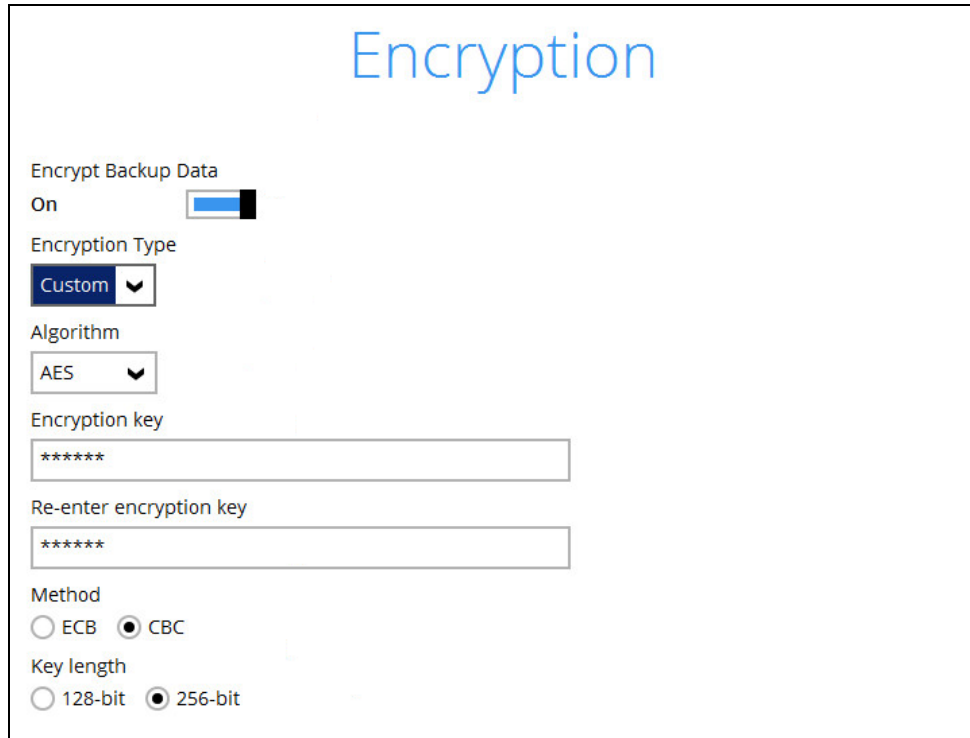


9. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



10. You can choose from one of the following three Encryption Type options:
- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
 - **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

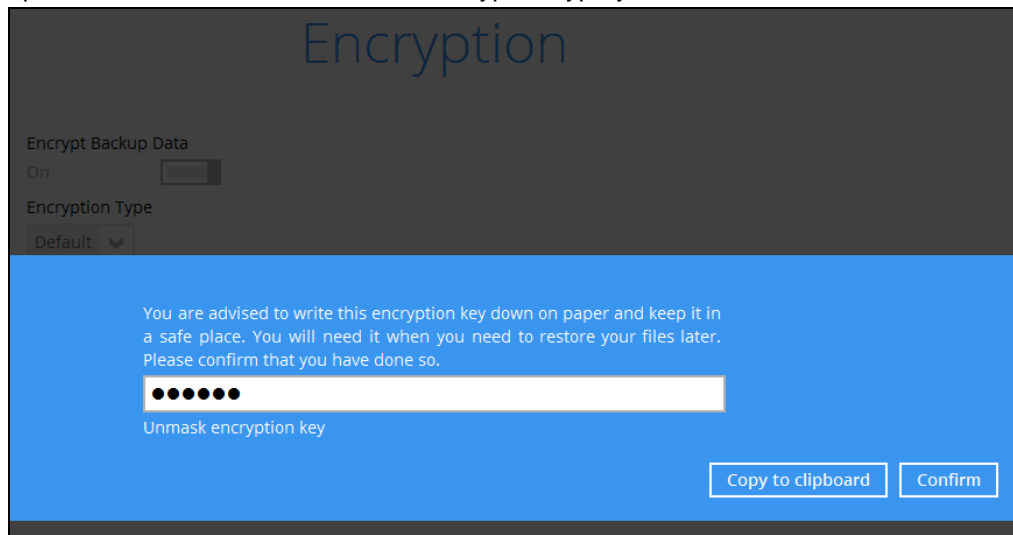
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



Note: For best practice on managing your encryption key, refer to the following KB article: [Best Practices for Managing Encryption Key on AhsayOBM or AhsayCBS Version 7](#)

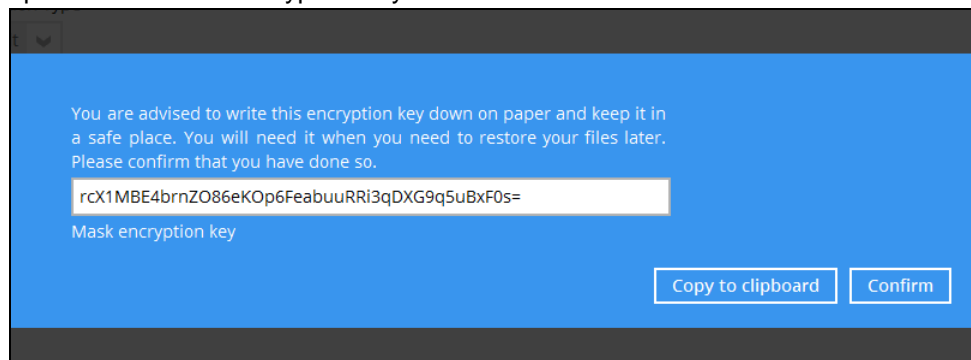
Click **Next** when you are done.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



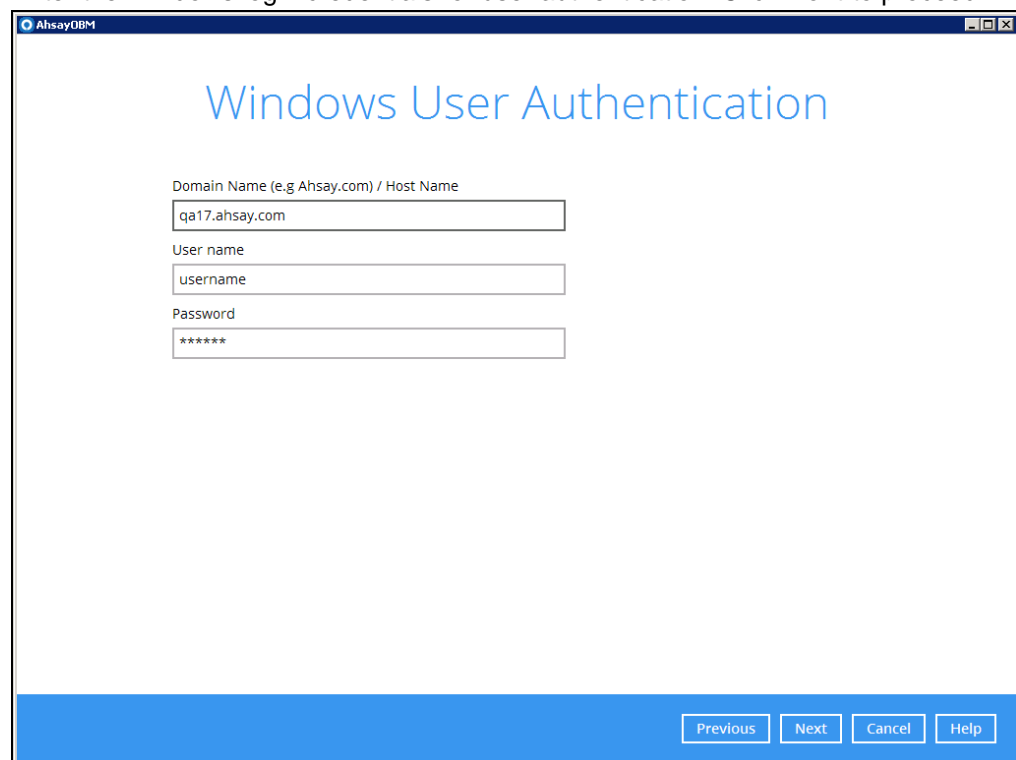
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.

A blue pop-up window with a dark header. The main text reads: "You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so." Below this is a text box containing the encryption key: "rcX1MBE4brnZO86eKOp6FeabuuRRI3qDXG9q5uBxF0s=". Below the text box is the label "Mask encryption key". At the bottom right are two buttons: "Copy to clipboard" and "Confirm".

- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step

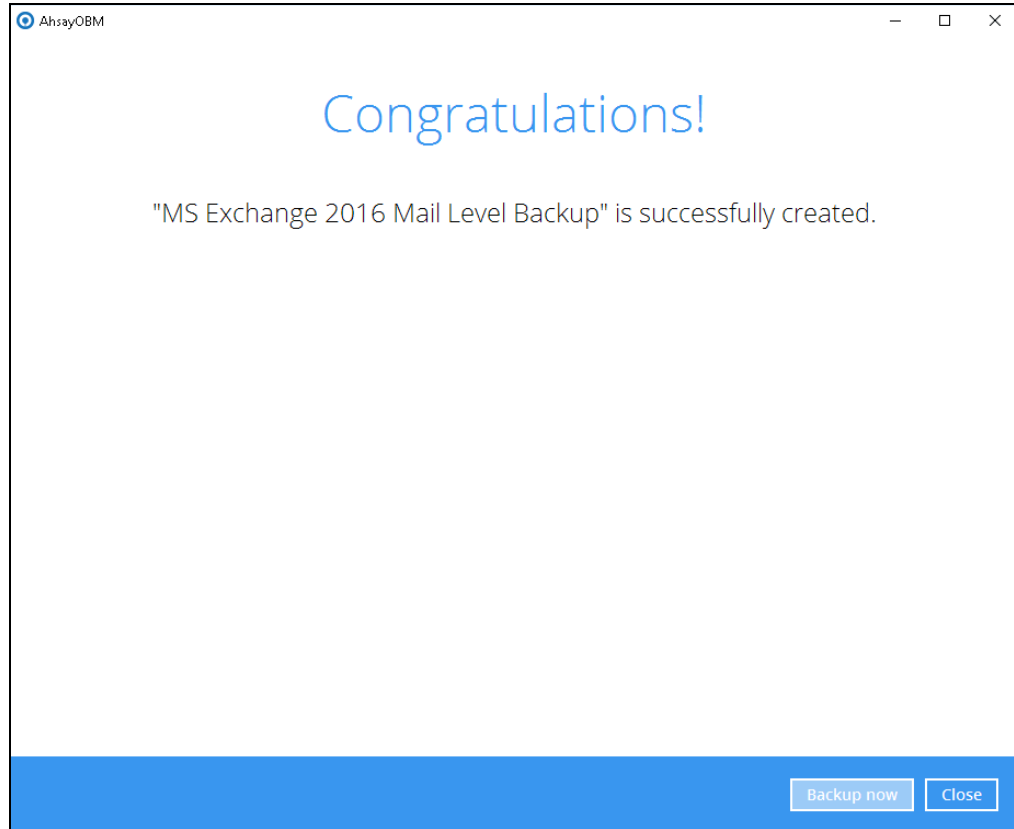
12. Enter the Windows login credentials for user authentication. Click **Next** to proceed.

A window titled "AhsayDBM" with the subtitle "Windows User Authentication". It contains three input fields: "Domain Name (e.g Ahsay.com) / Host Name" with the value "qa17.ahsay.com", "User name" with the value "username", and "Password" with masked characters "*****". At the bottom right are four buttons: "Previous", "Next", "Cancel", and "Help".

Note

The Windows User Authentication interface will show only if scheduled backup is enabled and set successfully.

13. The following screen shows when the new backup set is created successfully.



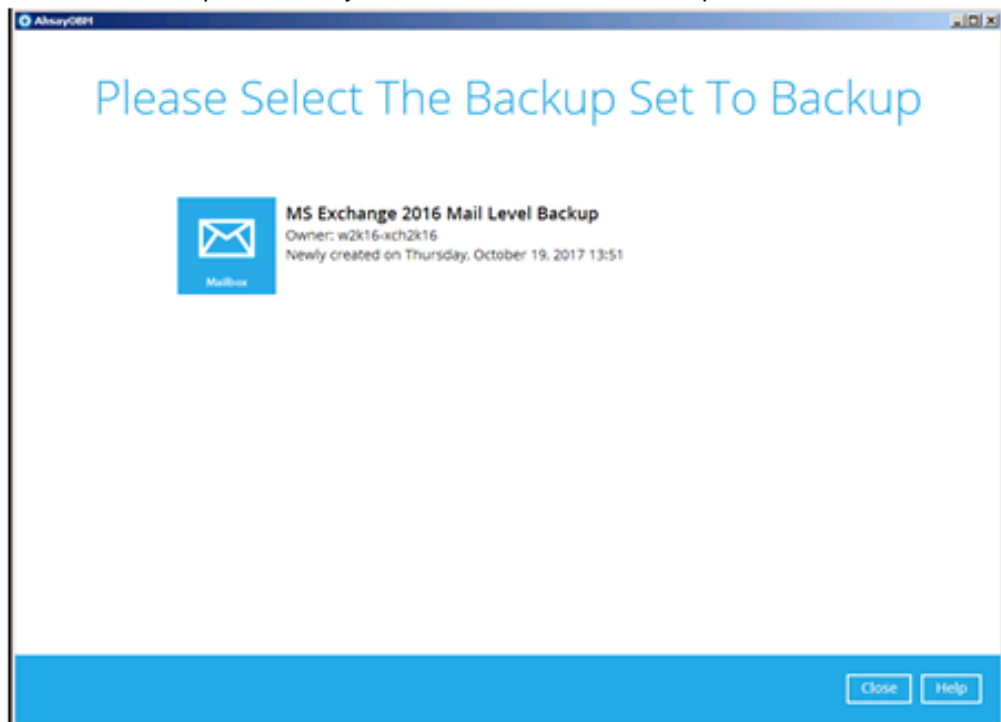
14. Click **Backup now** to start a backup immediately, or you can run a backup job later by following the instructions in [Run Mail Level Backup Job](#)

4.1.2 Run Mail Level Backup Job

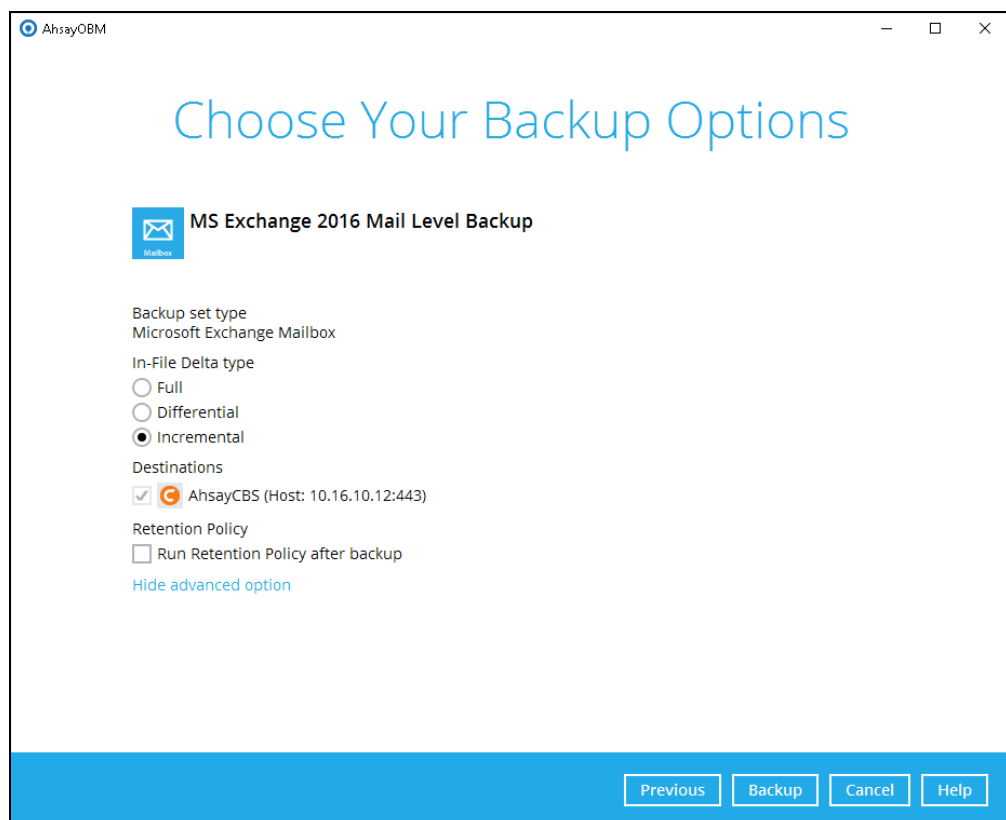
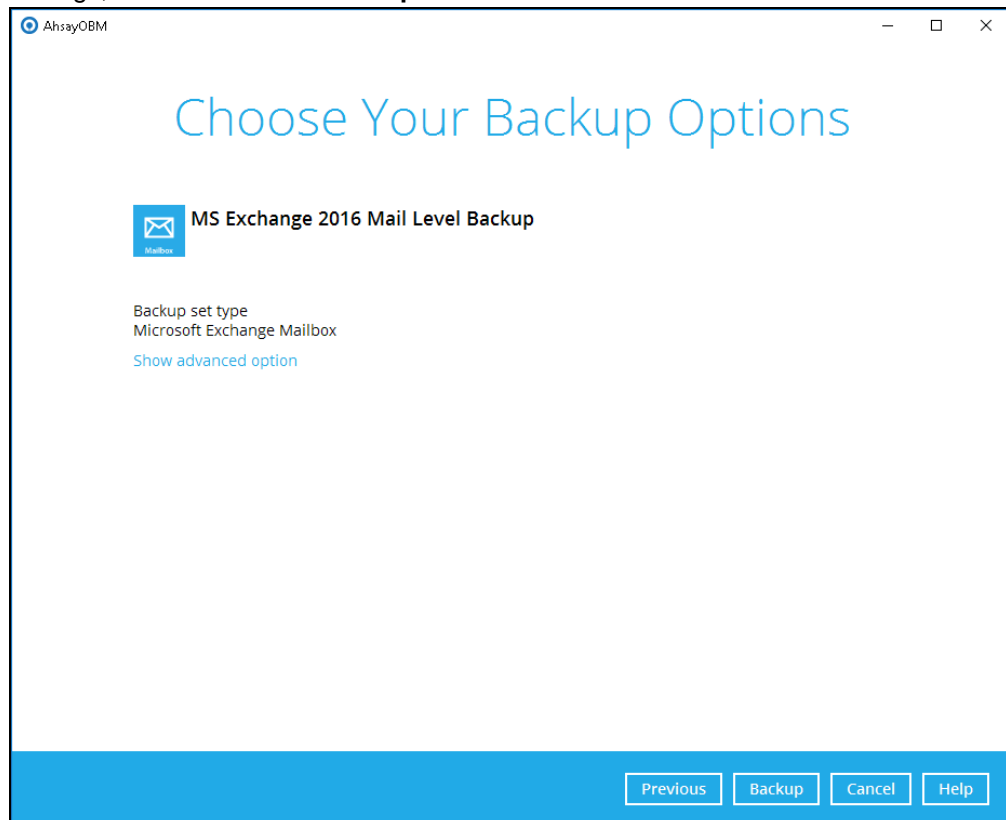
1. Log in to AhsayOBM.
2. Click the Backup icon on the main interface of AhsayOBM.



3. Select the backup set which you would like to start a backup for.



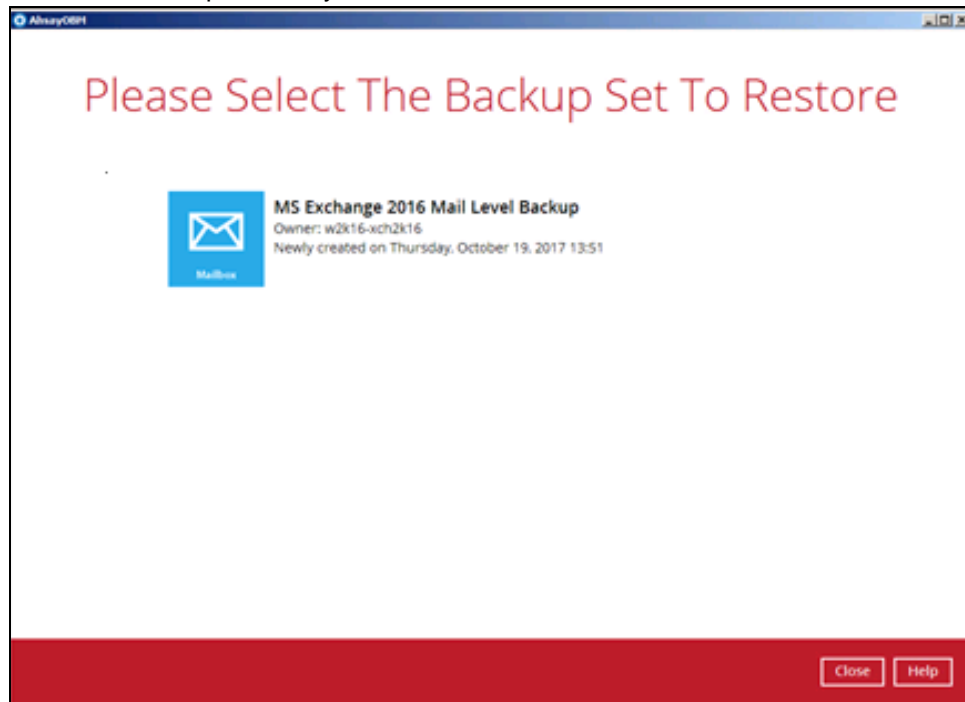
4. If you would like to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.



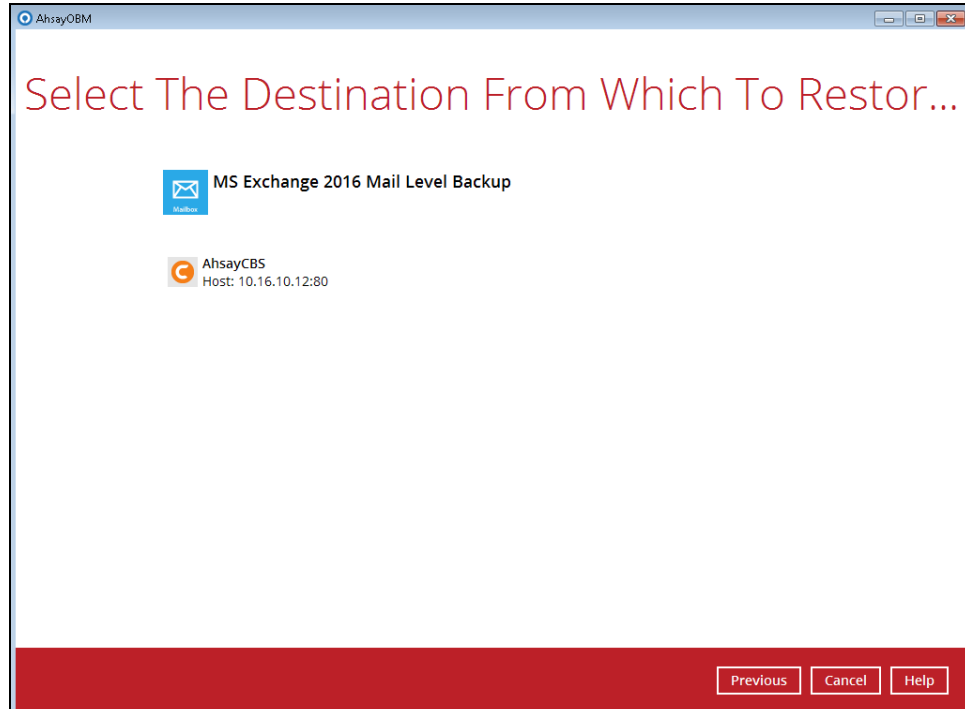
5. Click **Backup** to start the backup.

4.1.3 Restore Mail Level Backup

1. In the AhsayOBM main interface, click the **Restore** icon.
2. Select the backup set that you would like to restore mail from.

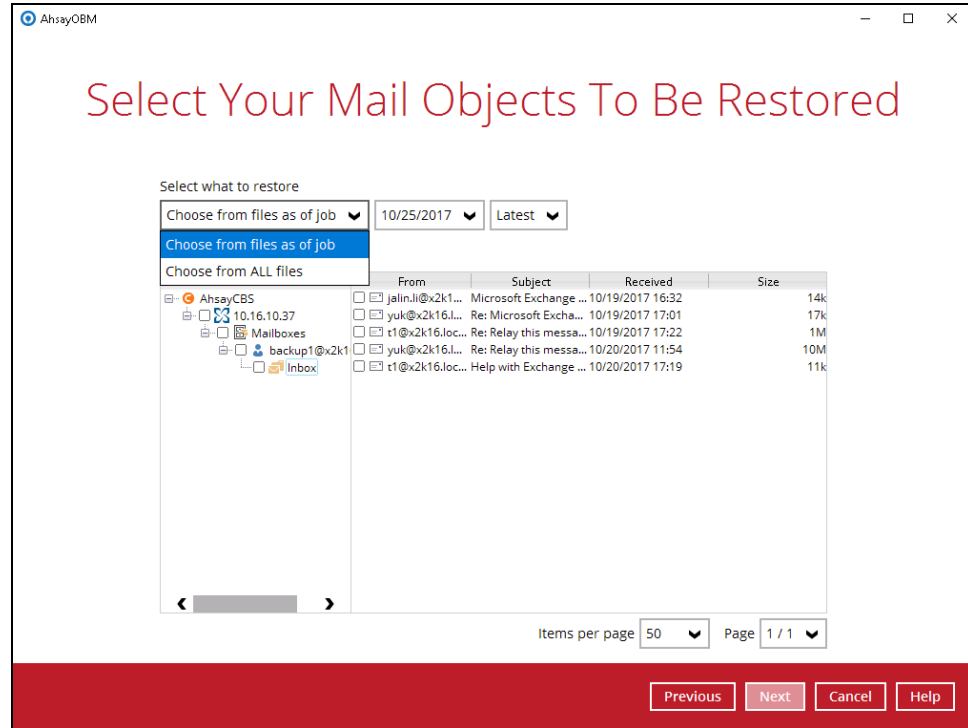


3. Select the backup destination that contains the mail(s) that you would like to restore.



4. Click to expand the menu tree to select which mailbox to restore. You can also select mail item(s) from a specific backup job or all mail items that you have backed up to

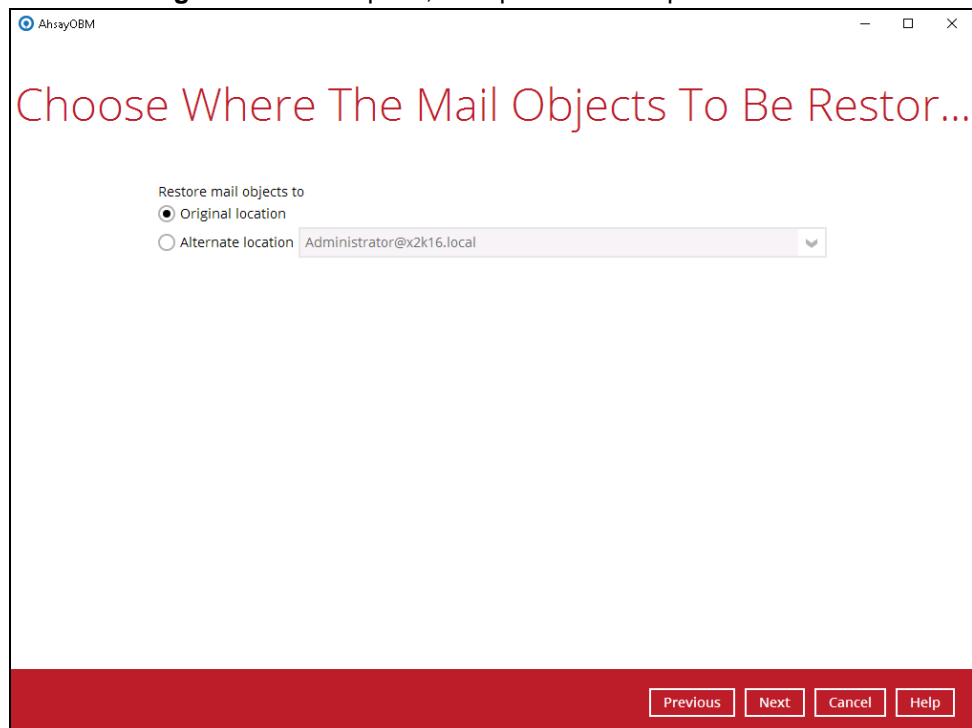
restore. Click **Next** to proceed.



5. Select to restore the mail to their Original mailbox, or to an Alternate mailbox.

• Restore to Original Mailbox

Select the **Original location** option, then press **Next** to proceed.



• **Restore to Alternate Mailbox**

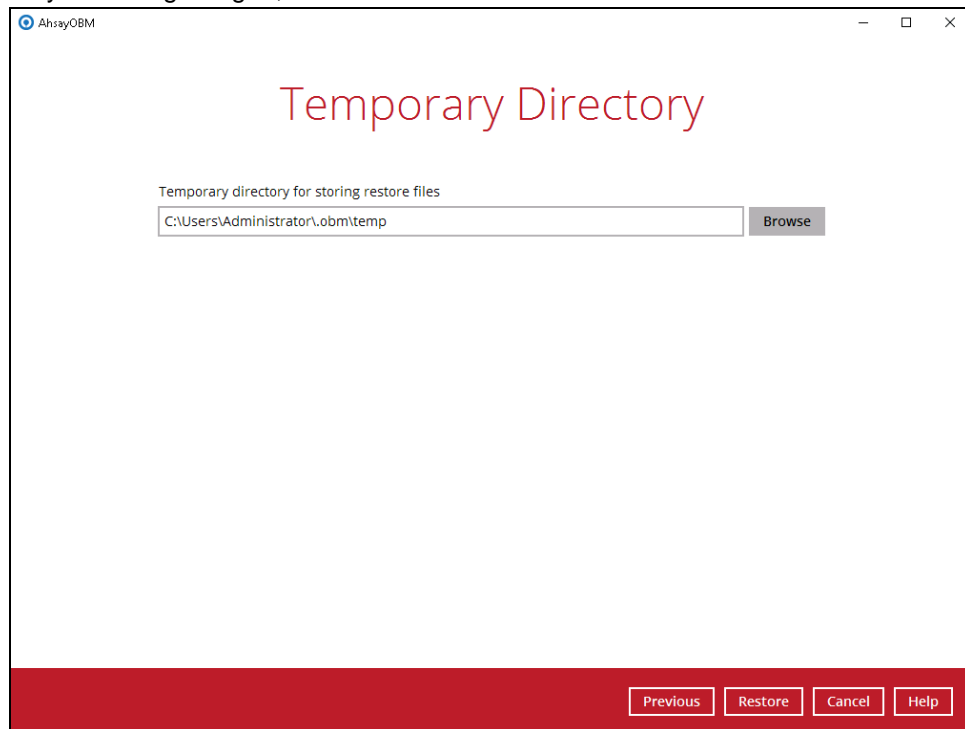
You can choose to restore mailbox item(s) to another mailbox in the same Exchange server. Select the **Alternate location** option and the desired mailbox destination, then press **Next** to proceed.

In addition, you can also restore mailbox item(s) to a different Exchange server of the same version. In this case, the restoration should be triggered by the AhsayOBM on the destination Exchange server.

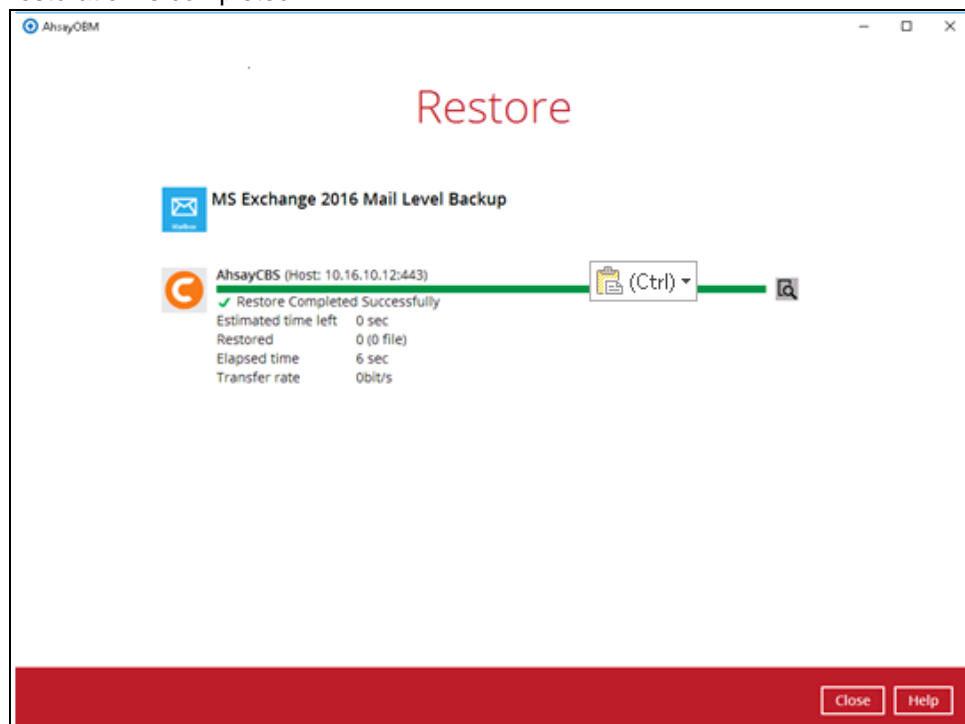
The screenshot shows a window titled 'AhsayOBM' with a red header bar. The main area has a large red title 'Choose Where The Mail Objects To Be Restored...'. Below this, there are two radio buttons: 'Original location' (unselected) and 'Alternate location' (selected). To the right of the 'Alternate location' radio button is a list box containing several email addresses: Administrator@x2k16.local, backup1@x2k16.local, backupadmin@x2k16.local, baxter@x2k16.local, bk@x2k16.local, c1@x2k16.local, jalin.li@x2k16.local, and operator1@x2k16.local. The first address, 'Administrator@x2k16.local', is highlighted in blue. At the bottom of the window, there is a red bar with four buttons: 'Previous', 'Next', 'Cancel', and 'Help'.

Please refer to the [Limitation](#) part to check the limitation of restore process.

6. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.



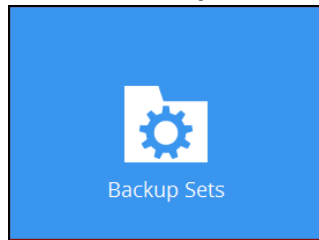
7. The following screen with the text **Restore Completed Successfully** shows when the restoration is completed.



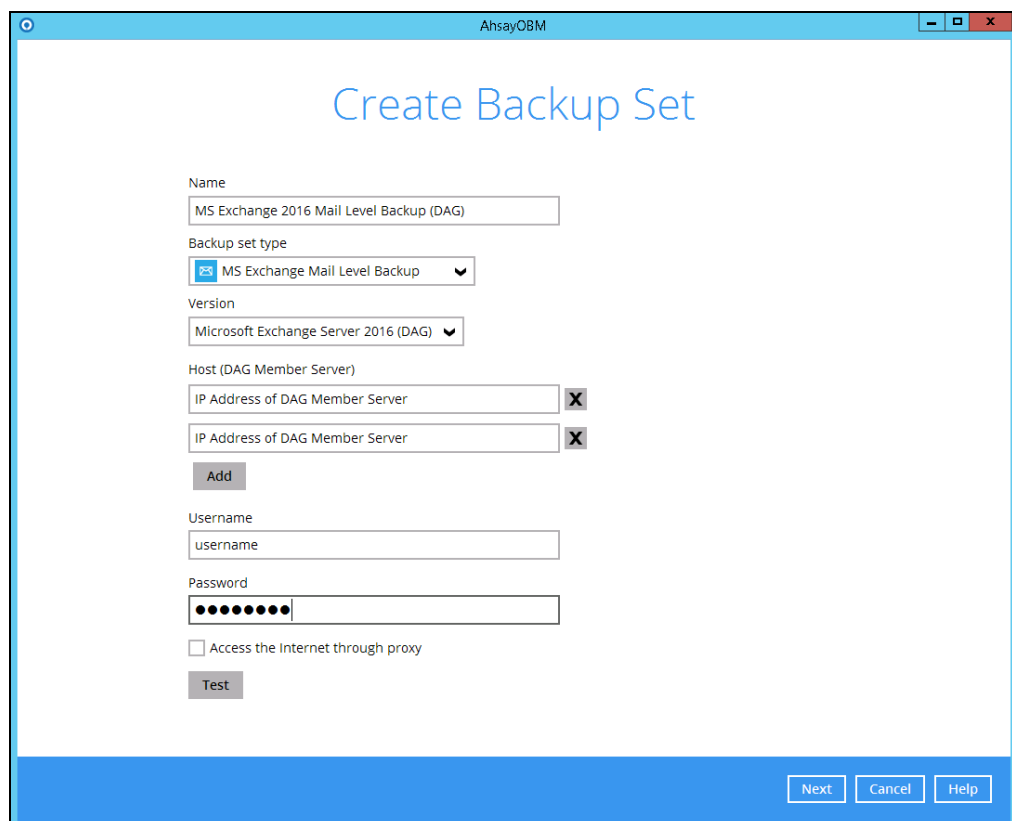
4.2 Database Availability Group (DAG) Backup Option

4.2.1 Create Mail Level Backup Set

1. Click the **Backup Sets** icon on the main interface of AhsayOBM.

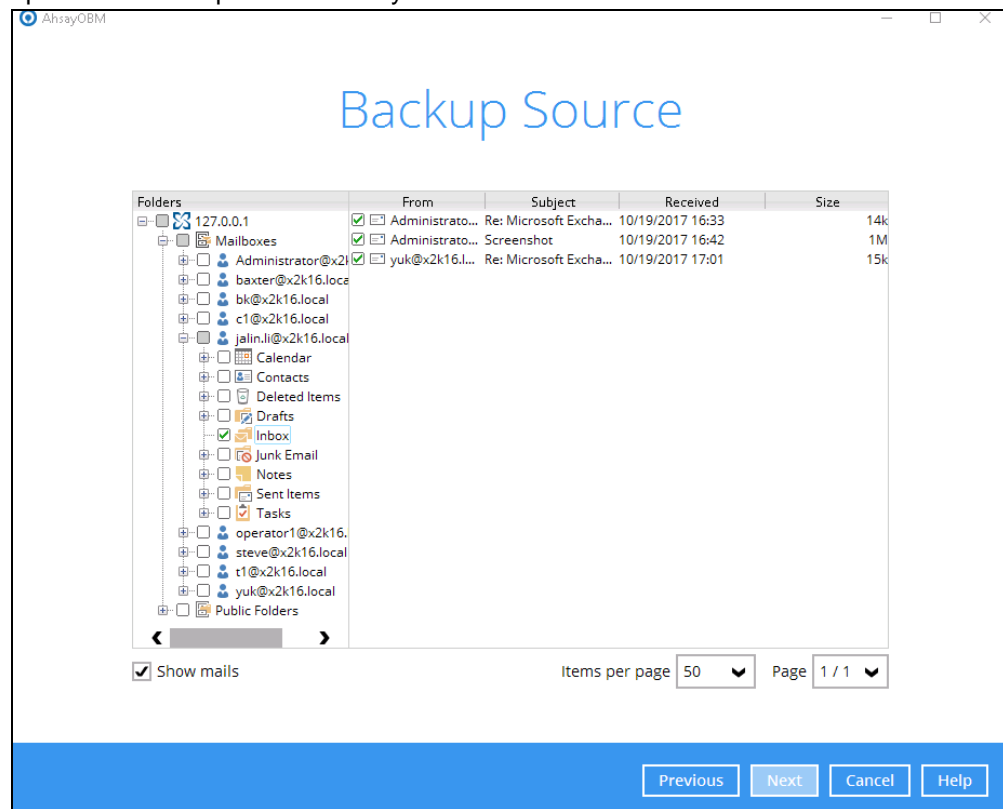


2. Create a new backup set by clicking the "+" icon next to **Add new backup set**.
3. Select the Backup set type as **MS Exchange Mail Level Backup**. The system will automatically detect and select the Exchange Server version, make sure the version selected is correct.
 - Name your new backup set.
 - Enter the IP address of all the DAG Member Server.
 - Enter the username and password of the Windows user account used for backup.
 - Check the "Access the Internet through proxy" if required. Then click **Next** to proceed.

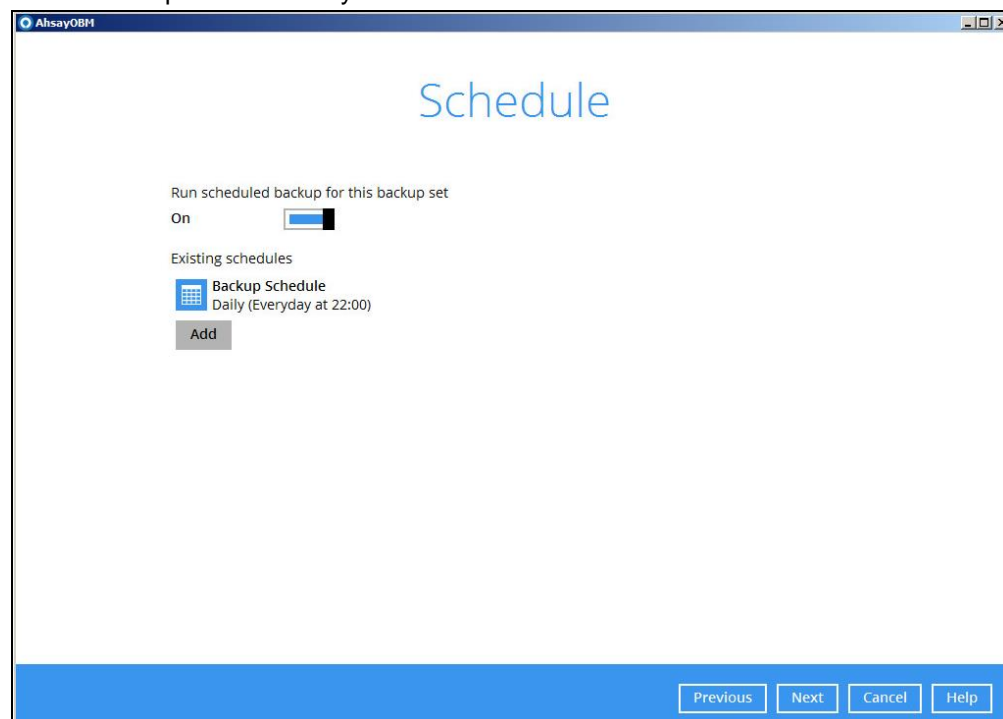
A screenshot of the "Create Backup Set" dialog box in AhsayOBM. The dialog has a blue header bar with the title "Create Backup Set". Below the title, there are several input fields and buttons. The "Name" field contains "MS Exchange 2016 Mail Level Backup (DAG)". The "Backup set type" dropdown is set to "MS Exchange Mail Level Backup". The "Version" dropdown is set to "Microsoft Exchange Server 2016 (DAG)". The "Host (DAG Member Server)" section has two "IP Address of DAG Member Server" fields, each with a red "X" icon to its right. Below these fields is an "Add" button. The "Username" field contains "username". The "Password" field is masked with dots. There is a checkbox for "Access the Internet through proxy" which is unchecked. Below the checkbox is a "Test" button. At the bottom right of the dialog, there are three buttons: "Next", "Cancel", and "Help".

4. In the **Backup Source** menu, select the mails from Mailboxes or public folders for backup. You can click to expand the according mailbox or public folder to select which

mail folder to back up. You can also click **Show mails** to select individual mail to back up. Click **Next** to proceed when you are done.

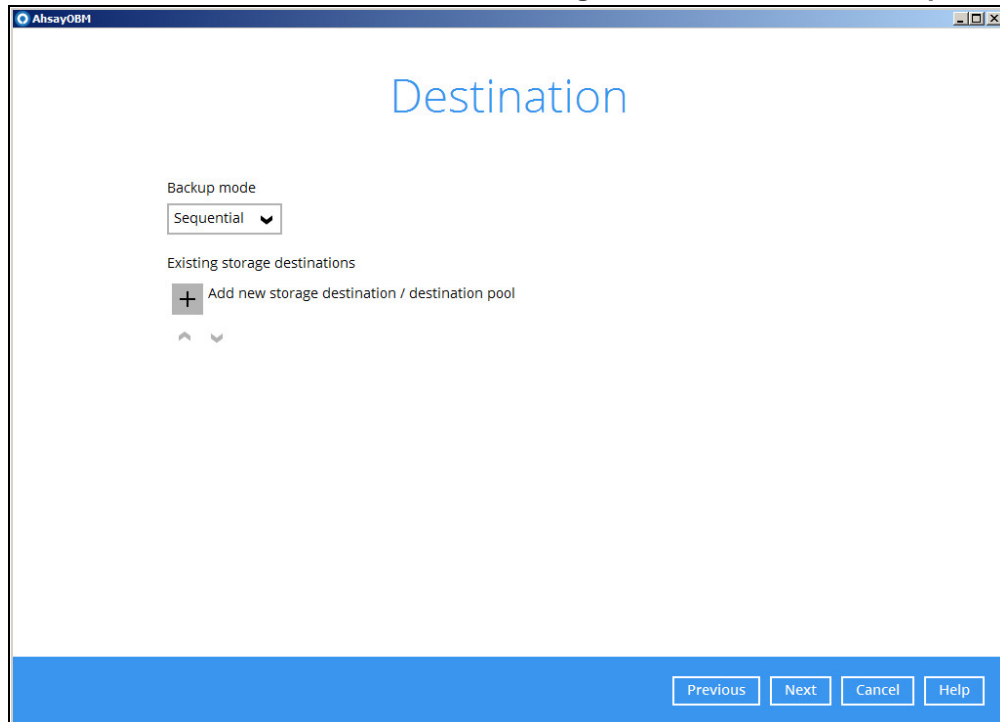


5. In the Schedule menu, you can configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then click **Next** to proceed when you are done.



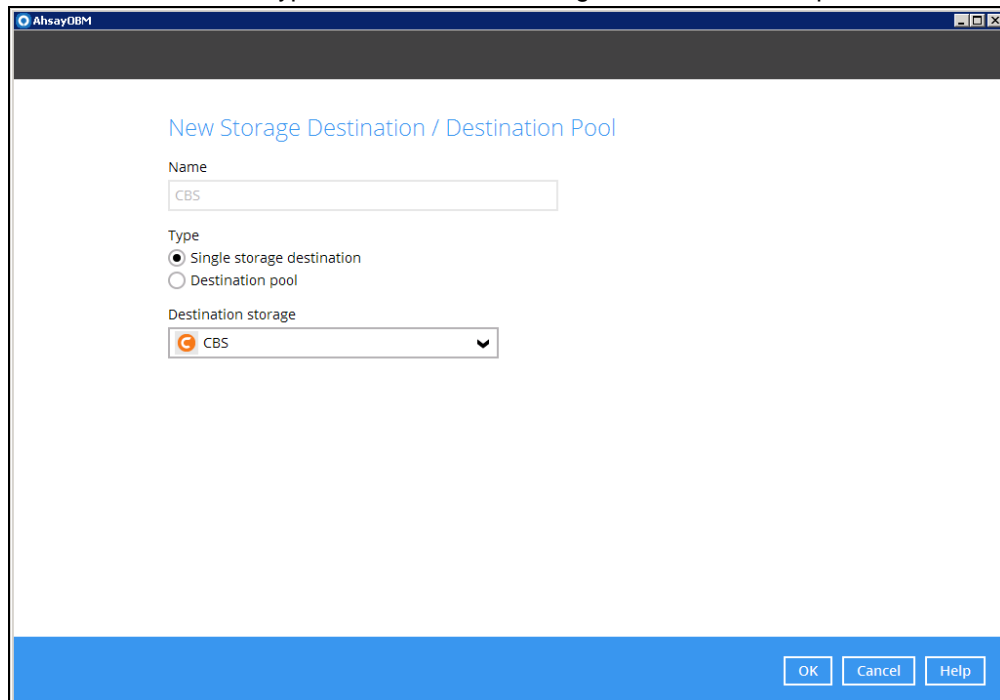
Note: By default, a daily backup scheduled for 22:00 is created automatically.

6. In the Destination menu, select a backup destination where the backup mail will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



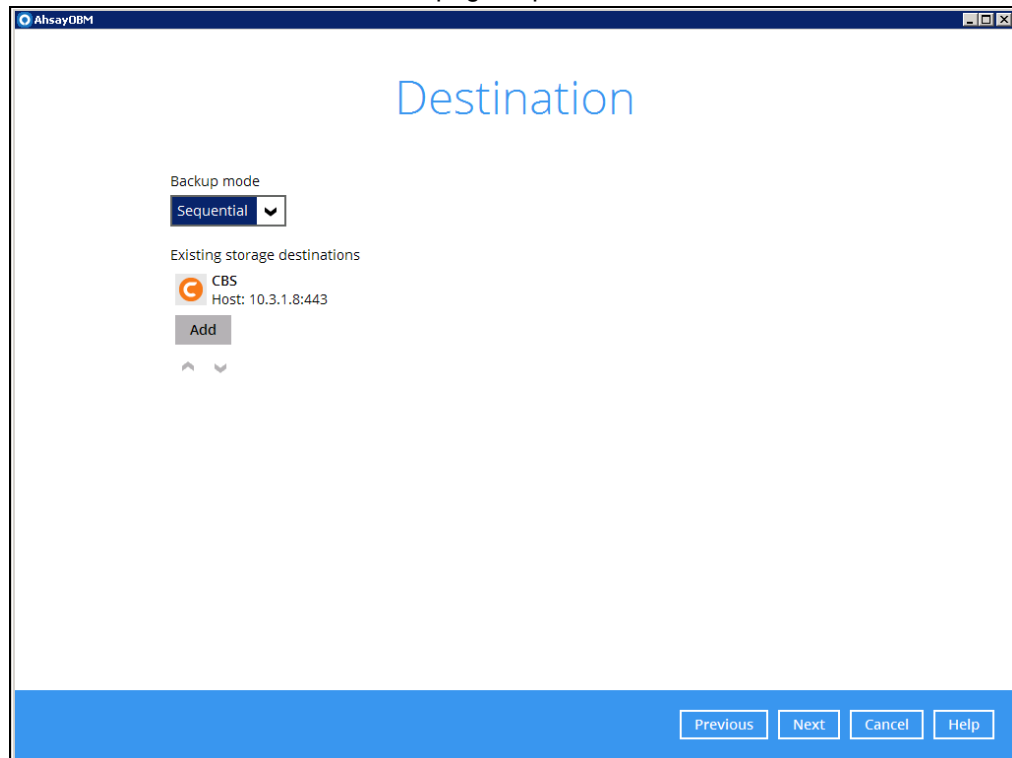
The screenshot shows the 'Destination' window in AhsayOBM. The title bar reads 'AhsayOBM'. The main heading is 'Destination'. Below it, there is a 'Backup mode' section with a dropdown menu set to 'Sequential'. Underneath is the 'Existing storage destinations' section, which contains a '+' icon followed by the text 'Add new storage destination / destination pool'. At the bottom right, there are four buttons: 'Previous', 'Next', 'Cancel', and 'Help'.

7. Select the destination type and destination storage, then click **OK** to proceed.

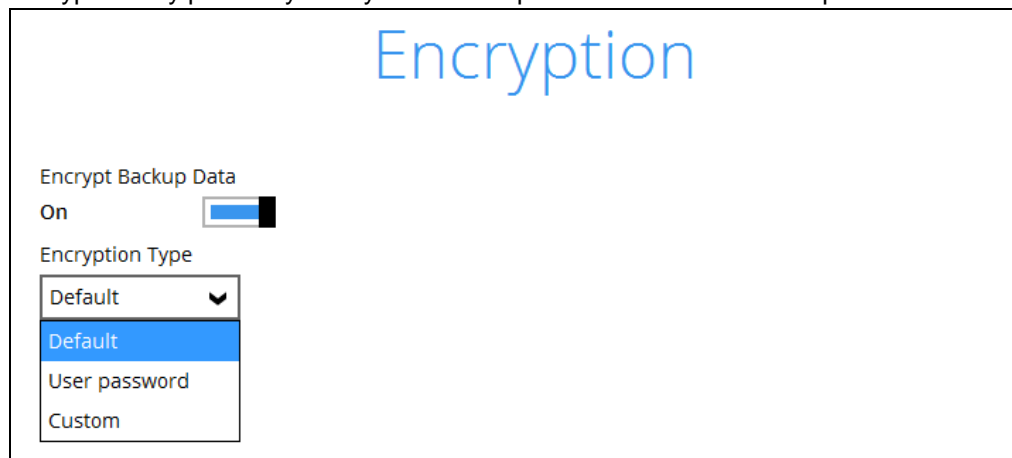


The screenshot shows the 'New Storage Destination / Destination Pool' window in AhsayOBM. The title bar reads 'AhsayOBM'. The main heading is 'New Storage Destination / Destination Pool'. Below it, there is a 'Name' field with the text 'CBS'. Underneath is the 'Type' section with two radio buttons: 'Single storage destination' (which is selected) and 'Destination pool'. Below that is the 'Destination storage' section with a dropdown menu showing 'CBS' and a small orange icon. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Help'.

8. Click **Next** on the Destination menu page to proceed.

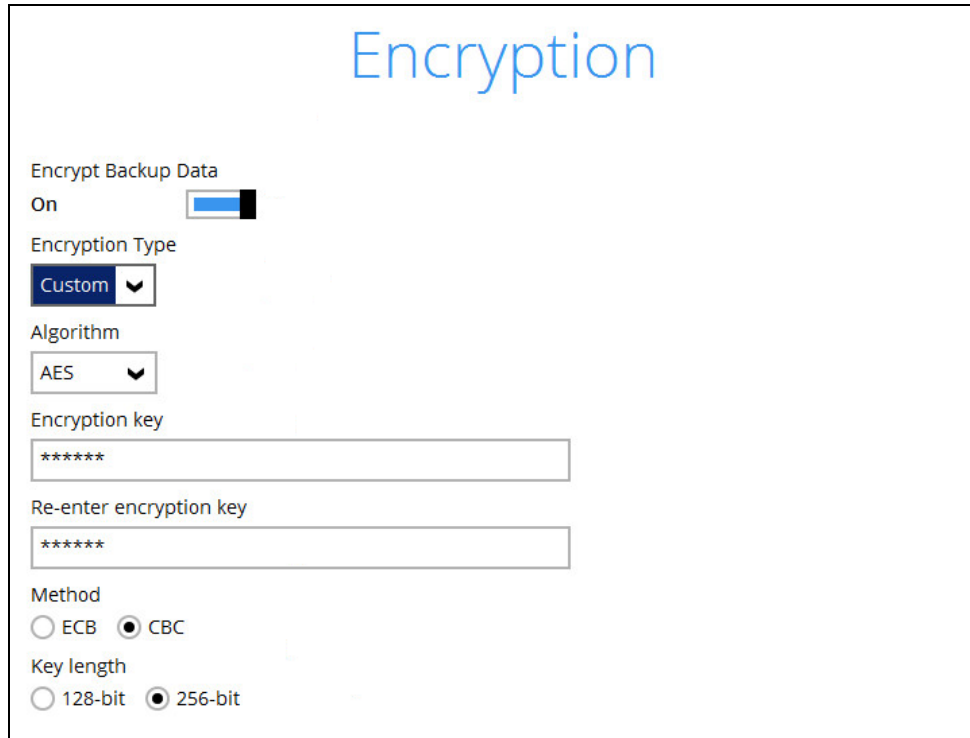


9. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



10. You can choose from one of the following three Encryption Type options:
- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
 - **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



Encryption

Encrypt Backup Data
On

Encryption Type
Custom

Algorithm
AES

Encryption key

Re-enter encryption key

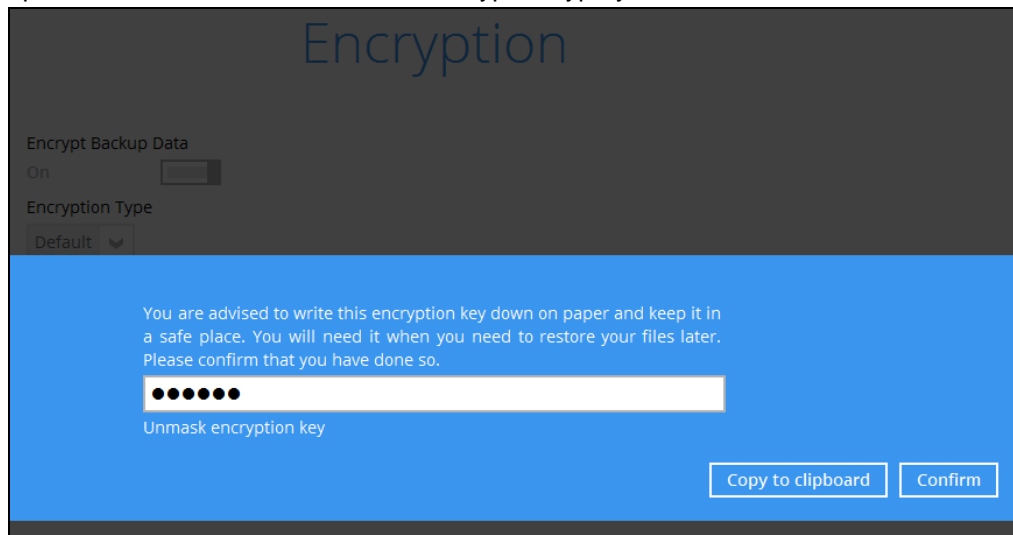
Method
☐ ECB ☒ CBC

Key length
☐ 128-bit ☒ 256-bit

Note: For best practice on managing your encryption key, refer to the following KB article: [Best Practices for Managing Encryption Key on AhsayOBM or AhsayCBS Version 7](#)

Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



Encryption

Encrypt Backup Data
On

Encryption Type
Default

You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

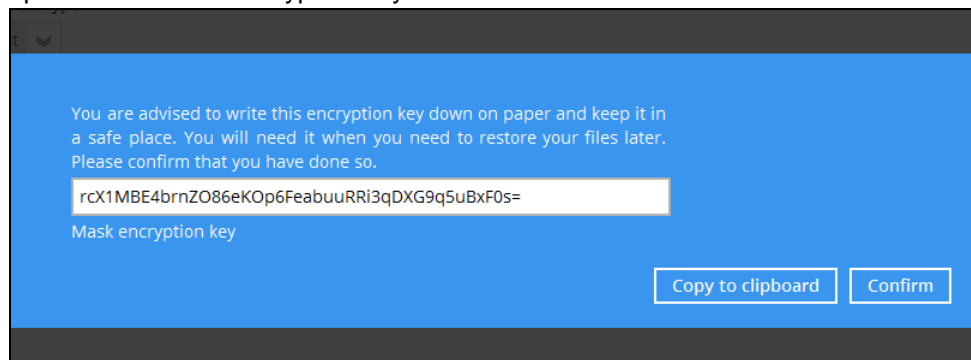
.....

Unmask encryption key

Copy to clipboard Confirm

The pop-up window has the following three options to choose from:

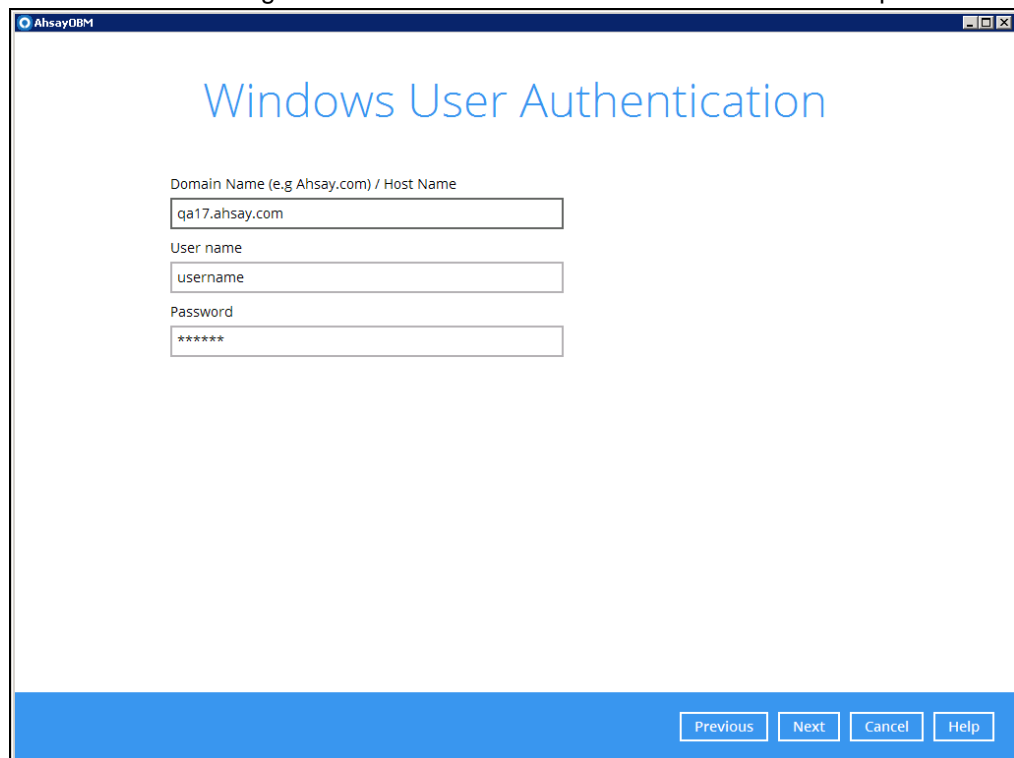
- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



A screenshot of a blue pop-up window with a dark header. The text inside reads: "You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so." Below this is a text box containing the key "rcX1MBE4brnZO86eKOp6FeabuuRRI3qDXG9q5uBxF0s=". Underneath the text box is the label "Mask encryption key". At the bottom right are two buttons: "Copy to clipboard" and "Confirm".

- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step

12. Enter the Windows login credentials for user authentication. Click **Next** to proceed.

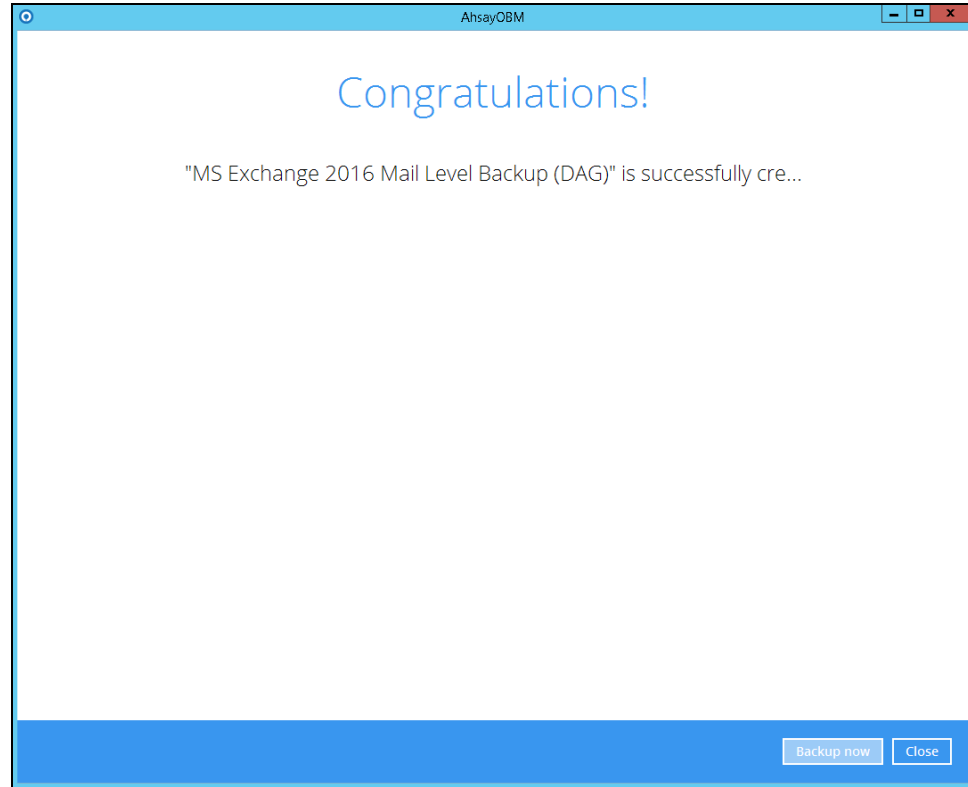


A screenshot of a window titled "AhsayDBM" with the heading "Windows User Authentication". It contains three input fields: "Domain Name (e.g Ahsay.com) / Host Name" with the value "qa17.ahsay.com", "User name" with the value "username", and "Password" with masked characters "*****". At the bottom right are four buttons: "Previous", "Next", "Cancel", and "Help".

Note

The Windows User Authentication interface will show only if scheduled backup is enabled and set successfully.

13. The following screen shows when the new backup set is created successfully.



14. Click **Backup now** to start a backup immediately, or you can run a backup job later by following the instructions in [Run Mail Level Backup Job](#)

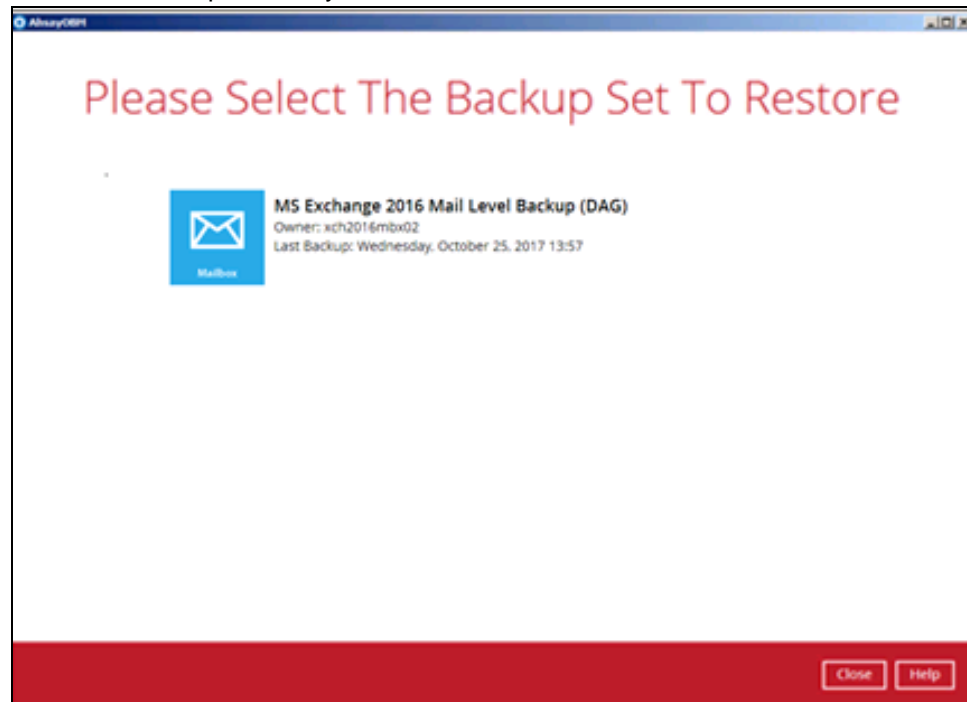
4.2.2 Run Mail Level Backup Job

As mentioned in the [Requirement](#) part, scheduled backup is required if choose to back up in DAG option on Exchange server as AhsayOBM on all DAG members will base on the scheduled backup time to start backup on all the individual DAG member at the same time. So the process of manual restore will not be stated detailed here.

Please refer to the [Scheduled Backup for Exchange Server in Data Availability Group \(DAG\) Option](#) for details.

4.2.3 Restore Mail Level Backup

1. In the AhsayOBM main interface, click the **Restore** icon.
2. Select the backup set that you would like to restore mail from.

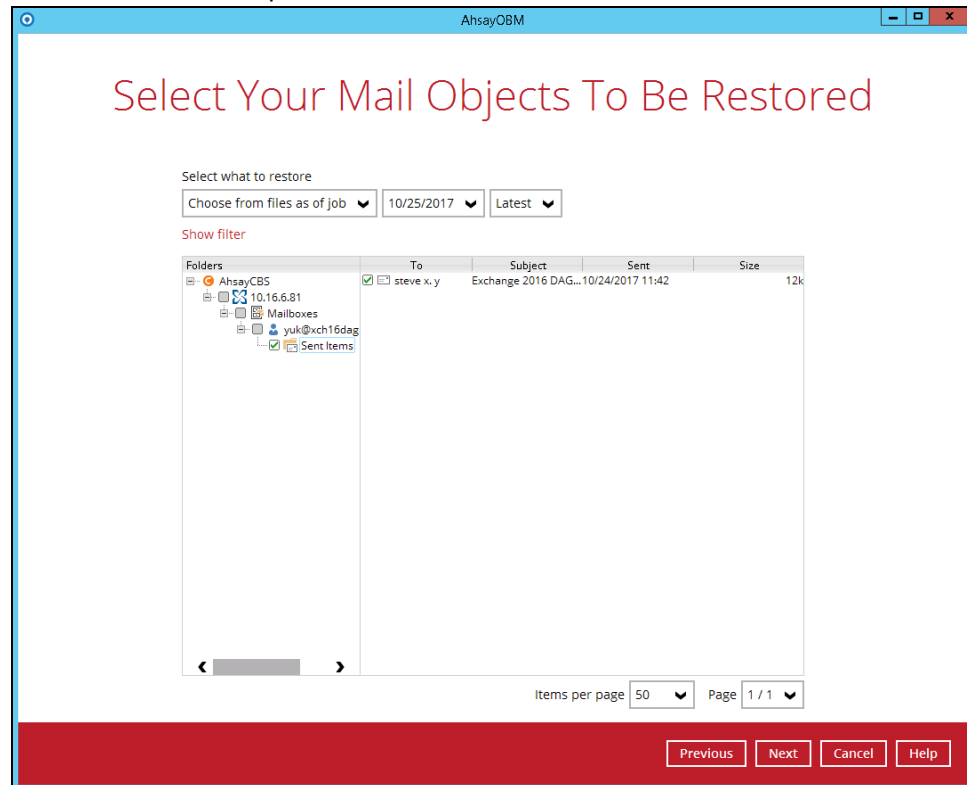


3. Select the backup destination that contains the mail(s) that you would like to restore.



4. Click to expand the menu tree to select which mailbox to restore. You can also select mail item(s) from a specific backup job or all mail items that you have backed up to

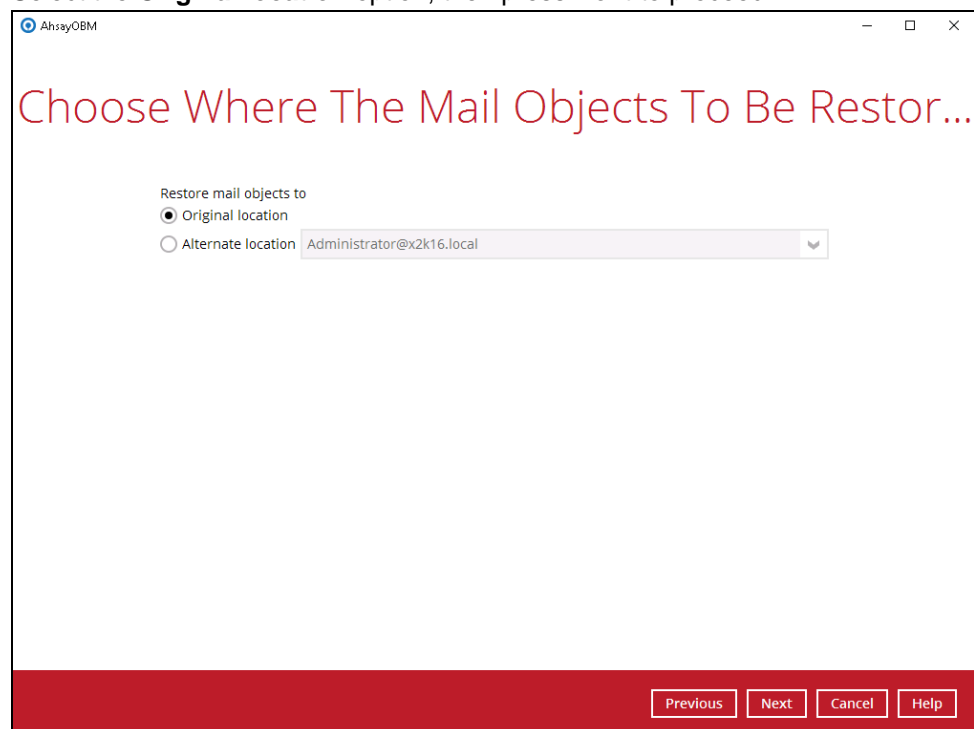
restore. Click **Next** to proceed.



5. Select to restore the mail to their Original mailbox, or to an Alternate mailbox.

• **Restore to Original Mailbox**

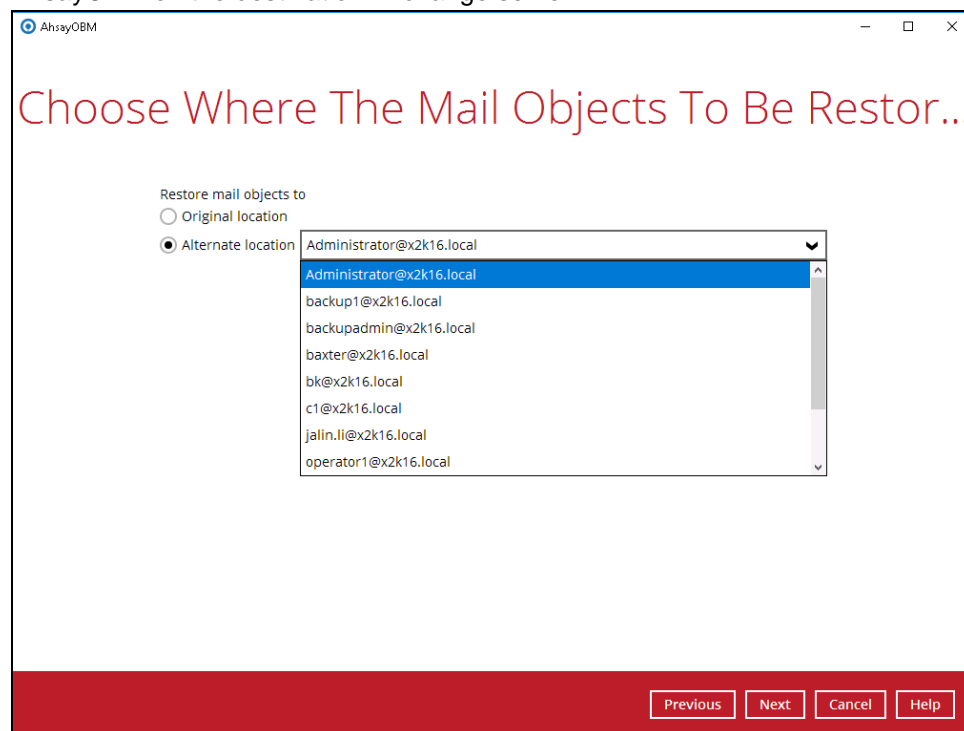
Select the **Original location** option, then press **Next** to proceed.



• **Restore to Alternate Mailbox**

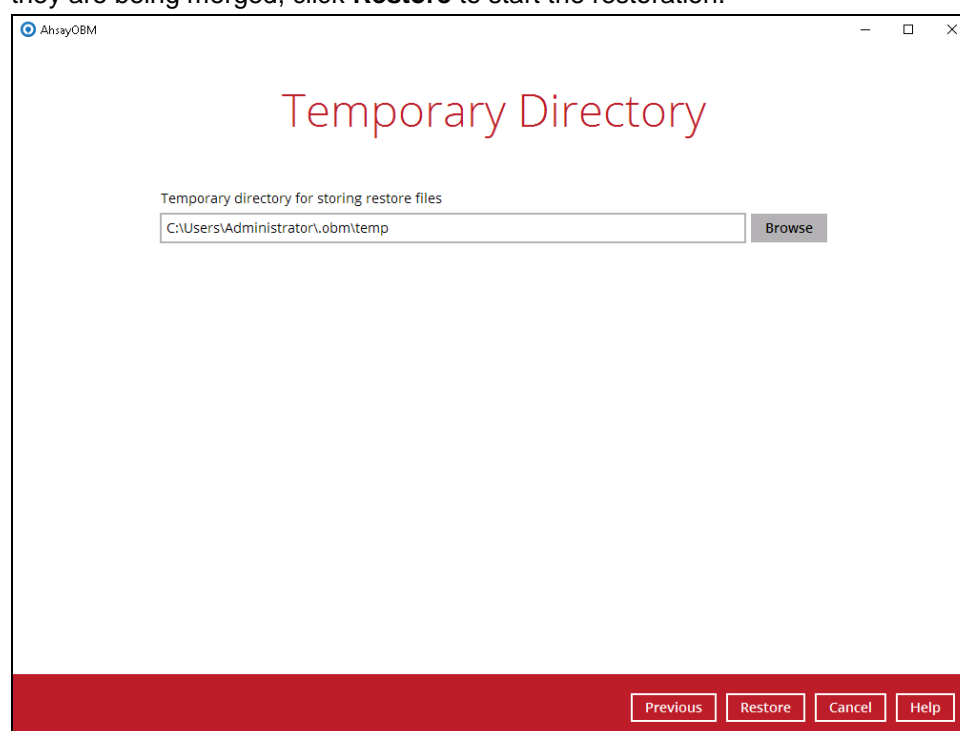
You can choose to restore mailbox item(s) to another mailbox in the same Exchange server. Select the **Alternate location** option and the desired mailbox destination, then press **Next** to proceed.

In addition, you can also restore mailbox item(s) to a different Exchange server of the same version. In this case, the restoration should be triggered by the AhsayOBM on the destination Exchange server.

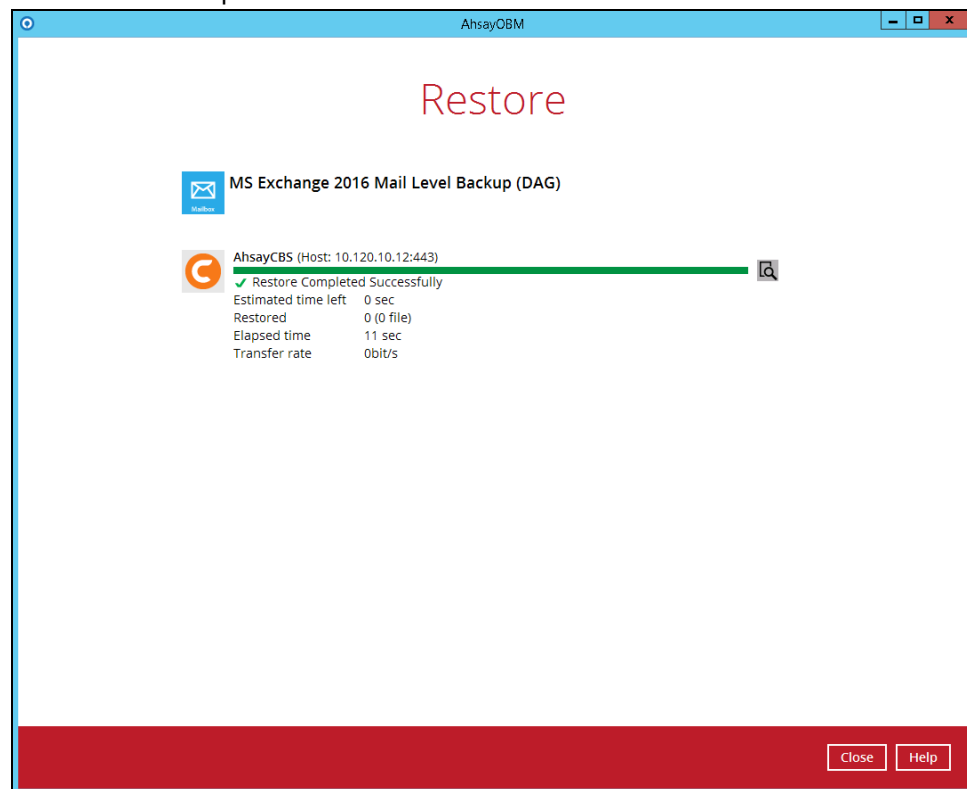


Please refer to the [Limitation](#) part to check the limitation of restore process.

6. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.



7. The following screen with the text **Restore Completed Successfully** shows when the restoration is completed.

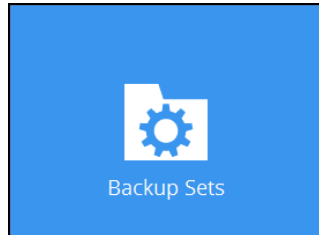


5 Perform Mail Level Backup and Restore for Microsoft Exchange 2016 (Remote Backup Machine)

5.1 Standalone Backup Option

5.1.1 Create Mail Level Backup Set

1. Click the **Backup Sets** icon on the main interface of AhsayOBM.



2. Create a new backup set by clicking the “+” icon next to **Add new backup set**.
3. Select the Backup set type as **MS Exchange Mail Level Backup**.
 - Select Microsoft Exchange Server version as **Microsoft Exchange Server 2016**.
 - Name your new backup set.
 - Enter the IP address of Exchange server 2016.
 - Enter the username and password of the Windows user account used for backup.
 - Check the “Access the Internet through proxy” if required. Then click **Next** to proceed.

Create Backup Set

Name
MS Exchange 2016 Mail Level Backup

Backup set type
MS Exchange Mail Level Backup

Version
Microsoft Exchange Server 2016

Host
hostname

Username
username

Password
●●●●●●●●

☐ Access the Internet through proxy

Test

Next Cancel Help

4. In the **Backup Source** menu, select the mails from Mailboxes or public folders for backup. You can click to expand the according mailbox or public folder to select which mail folder to back up. You can also click **Show mails** to select individual mail to back up. Click **Next** to proceed when you are done.

Backup Source

From	Subject	Received	Size
jalini.li@x2k16...	Microsoft Exchange ...	10/19/2017 16:32	14k
yuk@x2k16.l...	Re: Microsoft Excha...	10/19/2017 17:01	17k
t1@x2k16.loc...	Re: Relay this messa...	10/19/2017 17:22	1M
yuk@x2k16.l...	Re: Relay this messa...	10/20/2017 11:54	10M
t1@x2k16.loc...	Help with Exchange ...	10/20/2017 17:19	11k

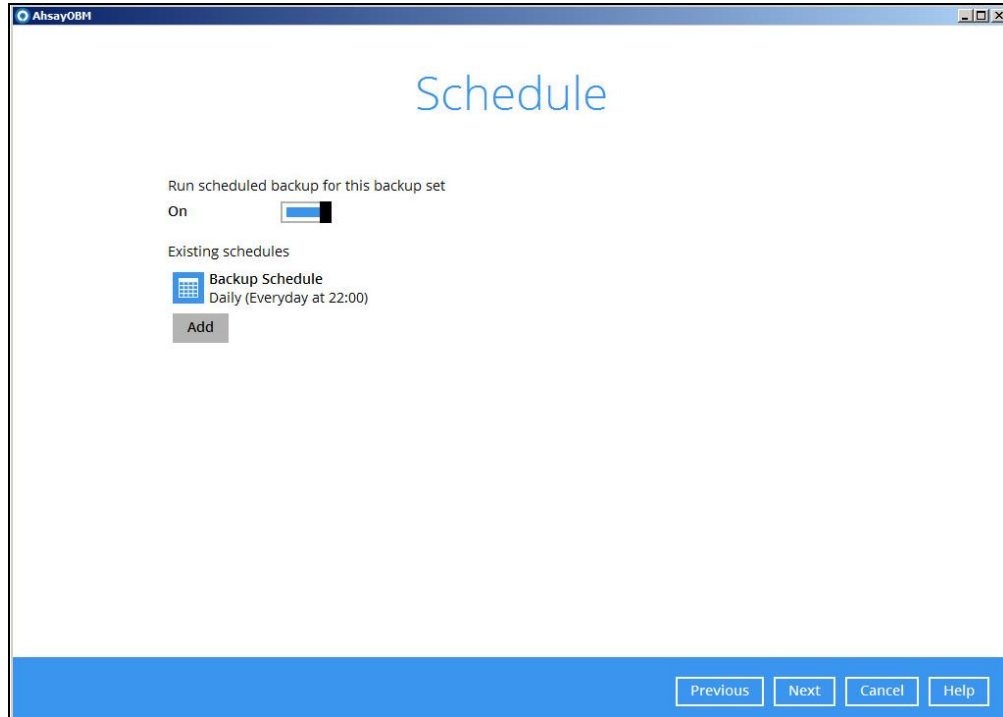
☒ Show mails

Items per page 50 Page 1 / 1

Previous Next Cancel Help

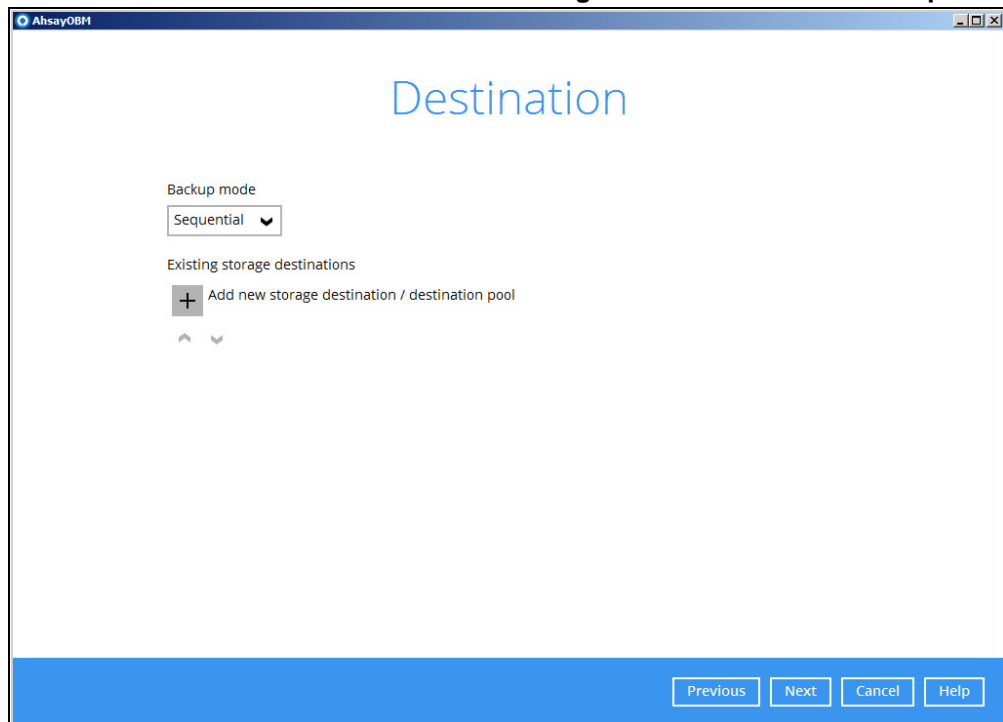
5. In the **Schedule** menu, you can configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then

click **Next** to proceed when you are done.



Note: By default, a daily backup scheduled for 22:00 is created automatically.

6. In the Destination menu, select a backup destination where the backup mail will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



7. Select the destination type and destination storage, then click **OK** to proceed.

The screenshot shows a dialog box titled "New Storage Destination / Destination Pool" from the AhsayOBM application. It contains the following fields and options:

- Name:** A text input field containing "CBS".
- Type:** Two radio button options: "Single storage destination" (which is selected) and "Destination pool".
- Destination storage:** A dropdown menu showing "CBS" with a small downward arrow icon.

At the bottom right of the dialog, there are three buttons: "OK", "Cancel", and "Help".

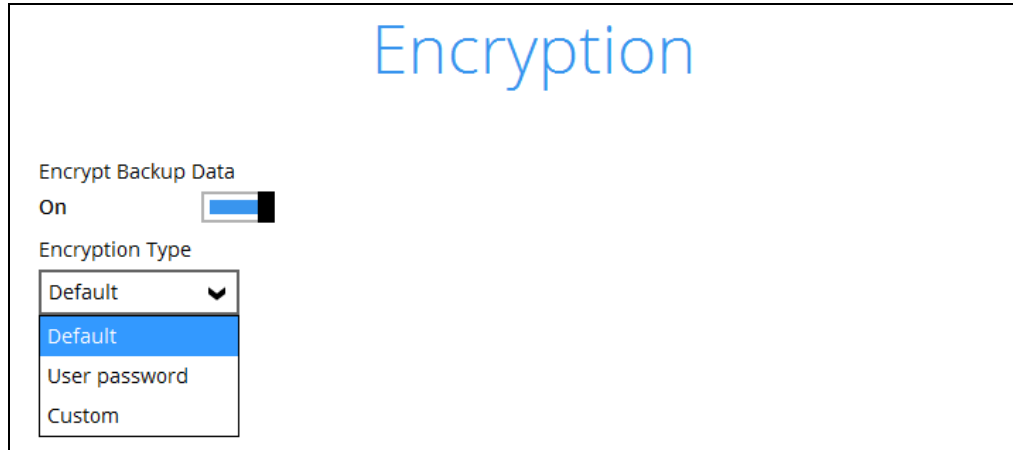
8. Click **Next** on the Destination menu page to proceed.

The screenshot shows the "Destination" menu page in the AhsayOBM application. It features the following elements:

- Backup mode:** A dropdown menu currently set to "Sequential".
- Existing storage destinations:** A list showing one destination: "CBS" with a host address of "Host: 10.3.1.8:443". Below the list is an "Add" button and two small upward/downward arrow icons.

At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

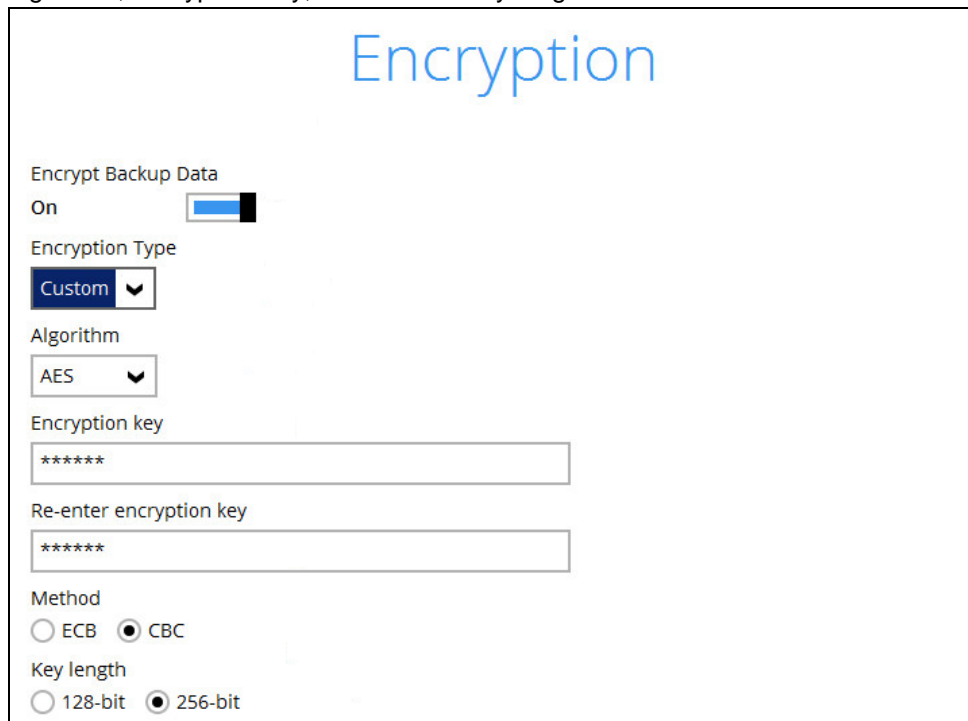
9. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



The screenshot shows the 'Encryption' window. At the top, the word 'Encryption' is displayed in a large blue font. Below it, the 'Encrypt Backup Data' section has a toggle switch set to 'On'. Underneath, the 'Encryption Type' dropdown menu is open, showing four options: 'Default' (highlighted in blue), 'User password', 'Custom', and 'Custom'.

10. You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

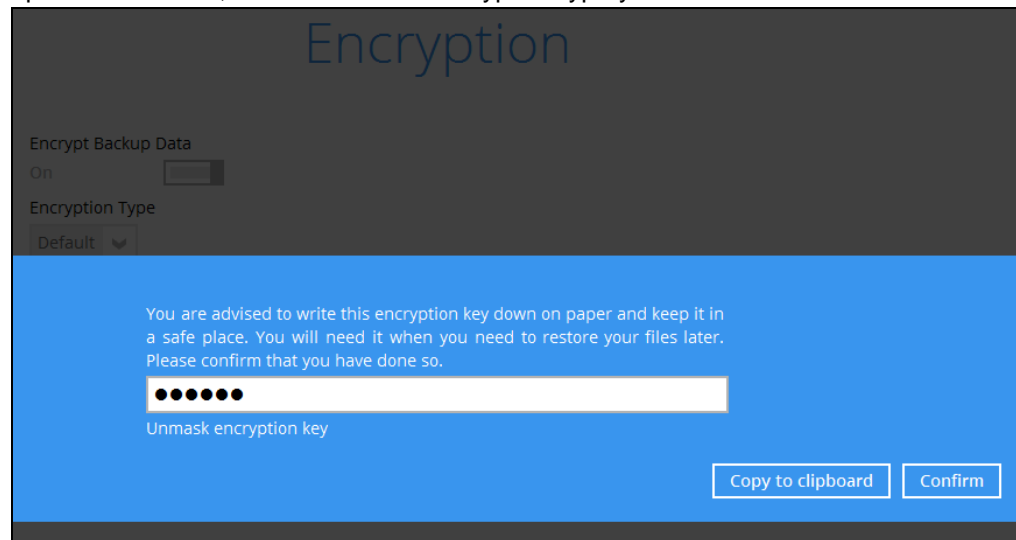


The screenshot shows the 'Encryption' window with the 'Custom' encryption type selected. The 'Encrypt Backup Data' toggle is still 'On'. The 'Encryption Type' dropdown is set to 'Custom'. Below this, the 'Algorithm' dropdown is set to 'AES'. The 'Encryption key' field is filled with '*****'. The 'Re-enter encryption key' field is also filled with '*****'. The 'Method' section has two radio buttons: 'ECB' and 'CBC', with 'CBC' selected. The 'Key length' section has two radio buttons: '128-bit' and '256-bit', with '256-bit' selected.

Note: For best practice on managing your encryption key, refer to the following KB article: [Best Practices for Managing Encryption Key on AhsayOBM or AhsayCBS Version 7](#)

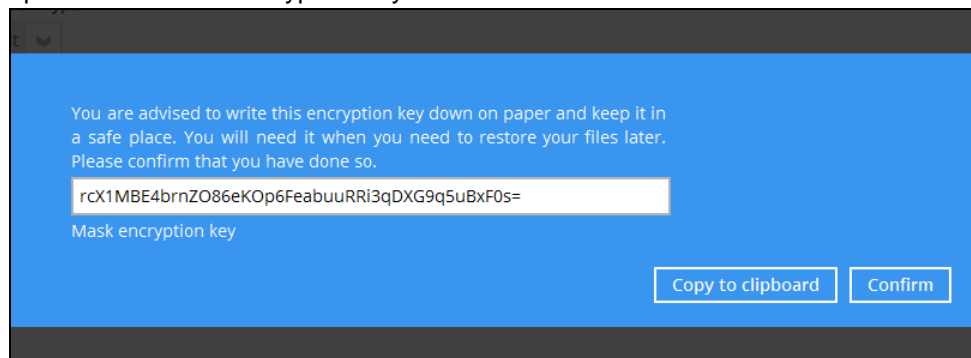
Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



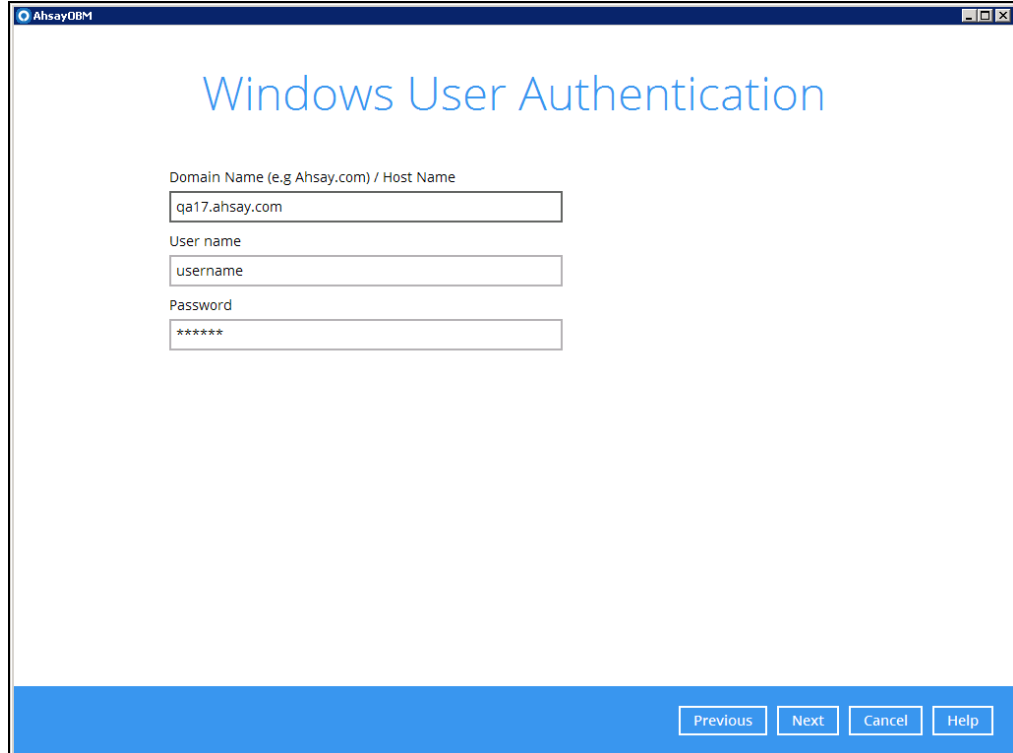
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step

12. Enter the Windows login credentials for user authentication. Click **Next** to proceed.

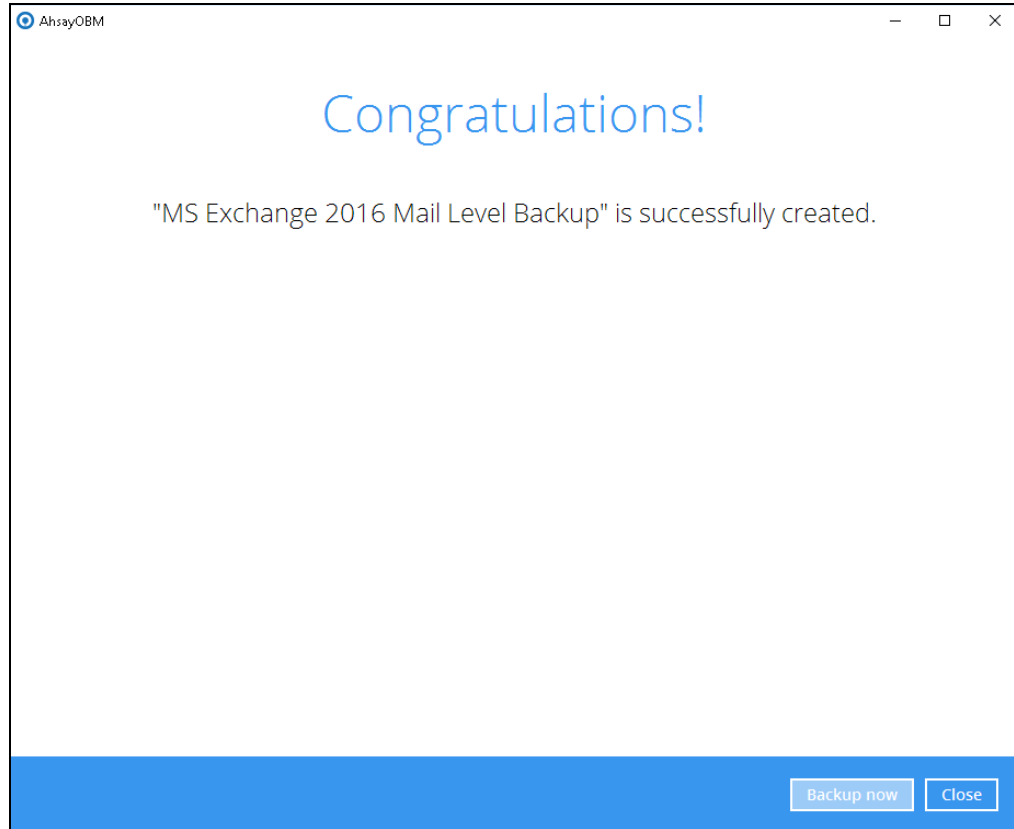


The screenshot shows a window titled "AhsayOBM" with the heading "Windows User Authentication". Below the heading are three input fields: "Domain Name (e.g Ahsay.com) / Host Name" containing "qa17.ahsay.com", "User name" containing "username", and "Password" containing "*****". At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

Note

The Windows User Authentication interface will show only if scheduled backup is enabled and set successfully.

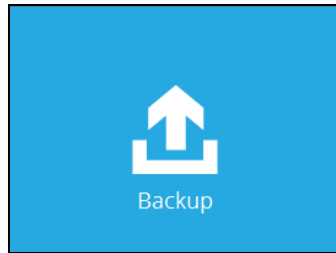
13. The following screen shows when the new backup set is created successfully.



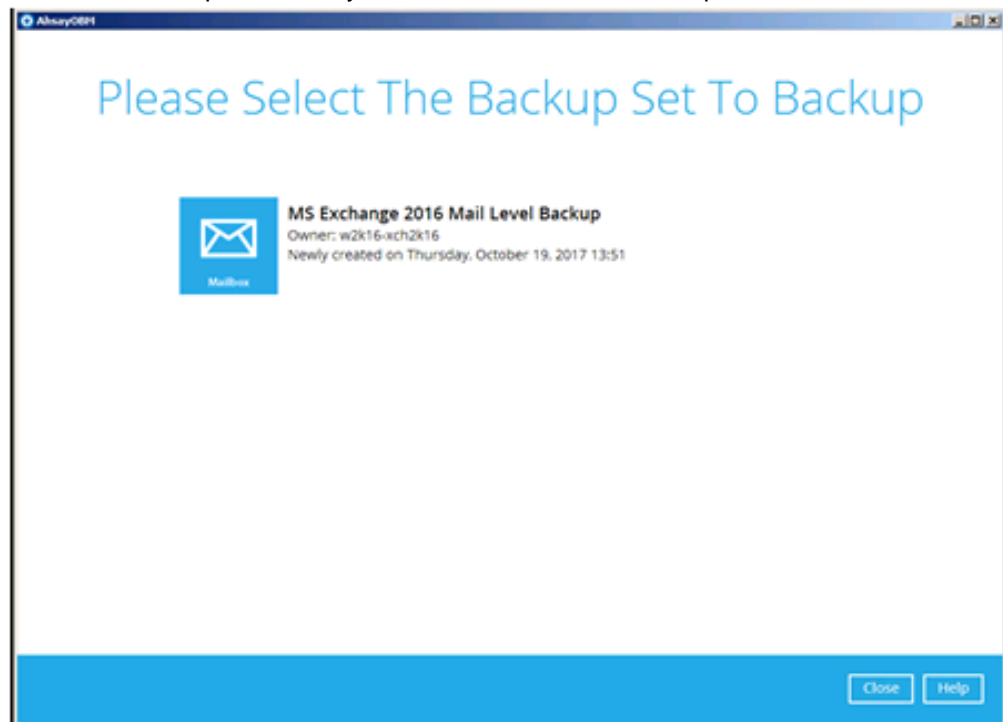
14. Click **Backup now** to start a backup immediately, or you can run a backup job later by following the instructions in [Run Mail Level Backup Job](#)

5.1.2 Run Mail Level Backup Job

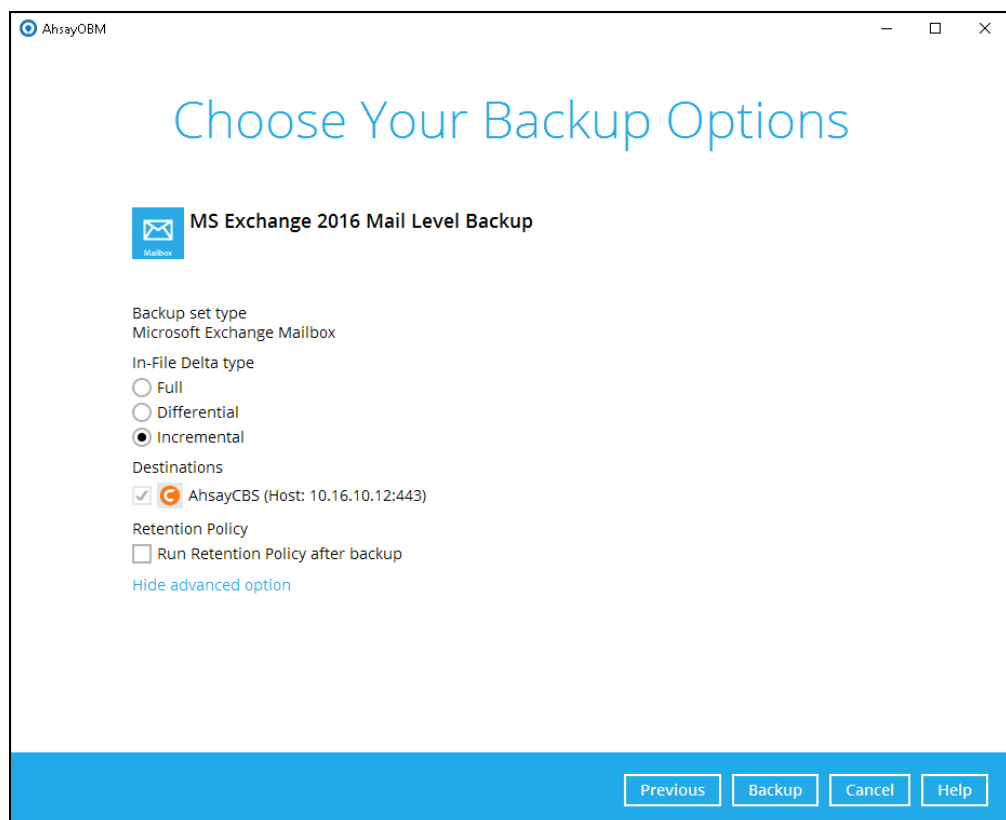
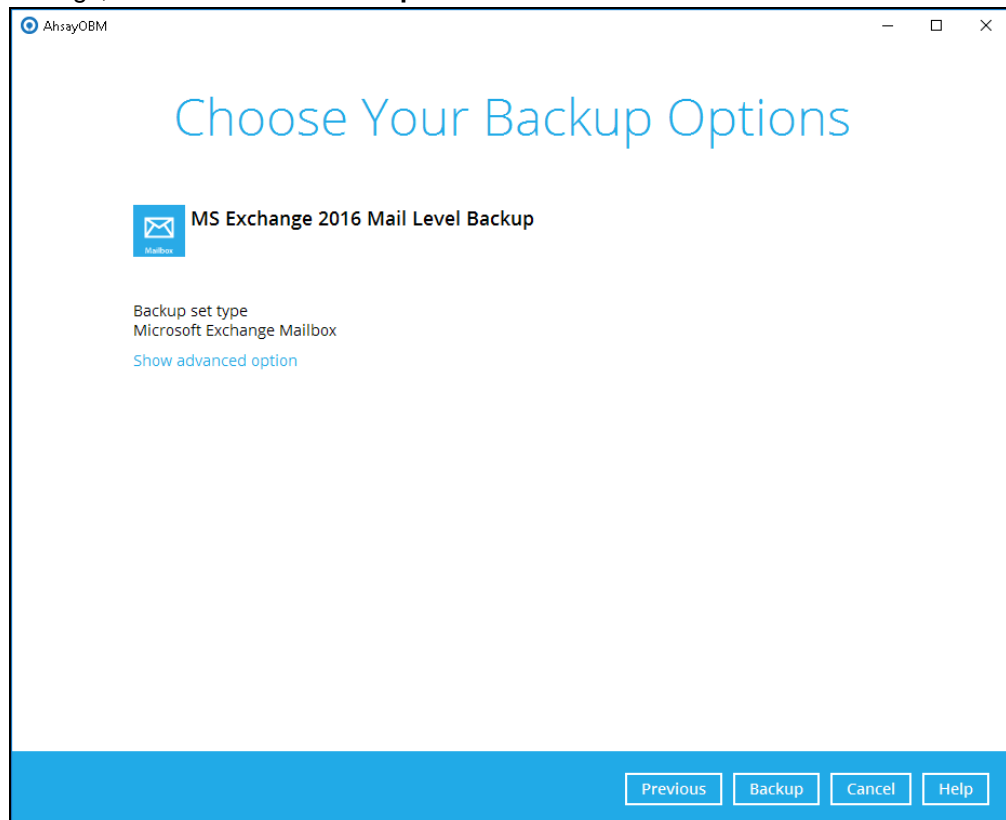
1. Log in to AhsayOBM.
2. Click the Backup icon on the main interface of AhsayOBM.



3. Select the backup set which you would like to start a backup for.



4. If you would like to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.

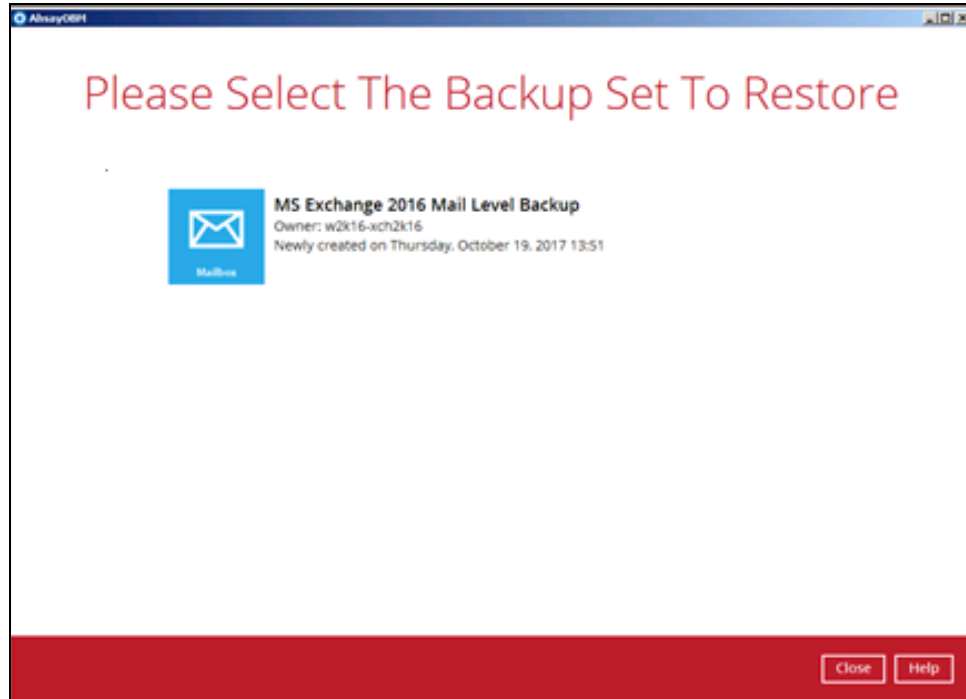


5. Click **Backup** to start the backup.

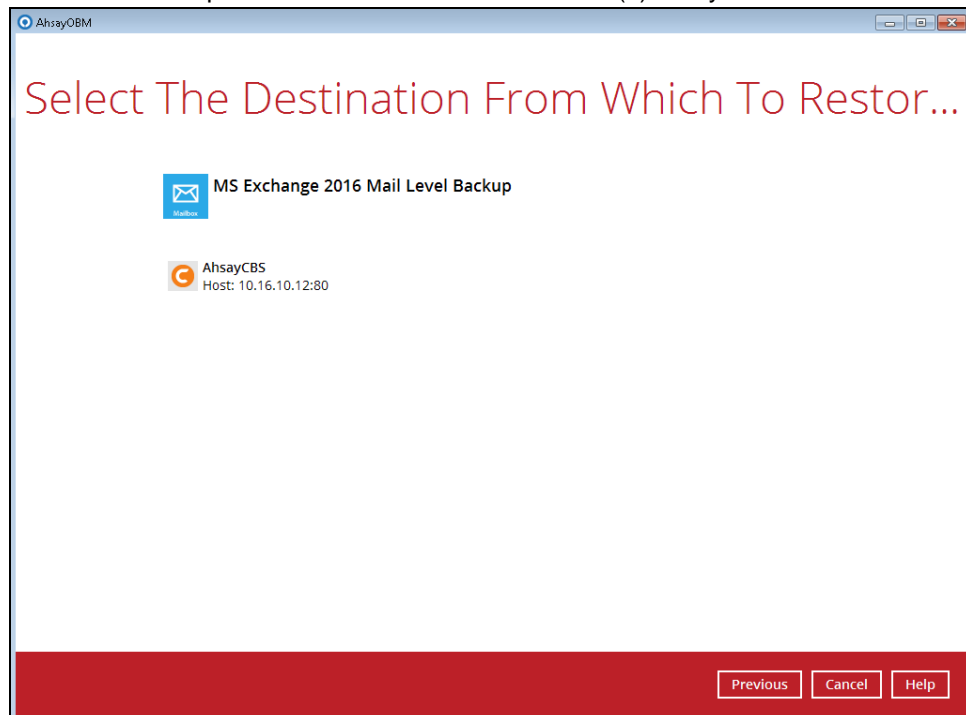
5.1.3 Restore Mail Level Backup

1. Restore Backed up Items to Original Exchange Server

- i. In the AhsayOBM main interface, click the **Restore** icon.
- ii. Select the backup set that you would like to restore mail from.

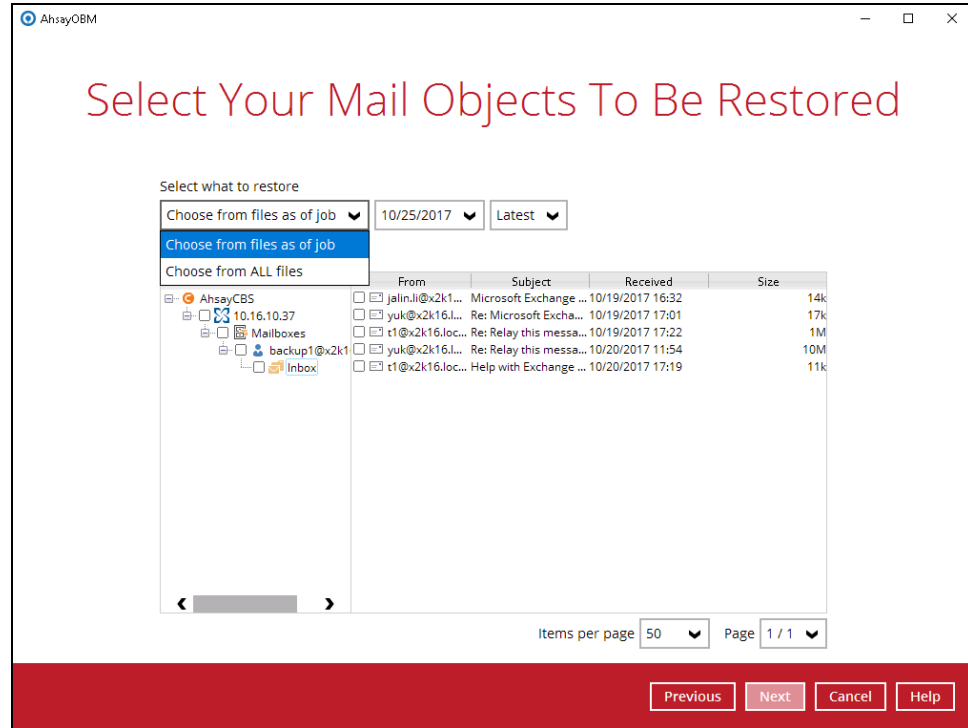


- iii. Select the backup destination that contains the mail(s) that you would like to restore.



- iv. Click to expand the menu tree to select which mailbox to restore. You can also select mail item(s) from a specific backup job or all mail items that you have backed up to

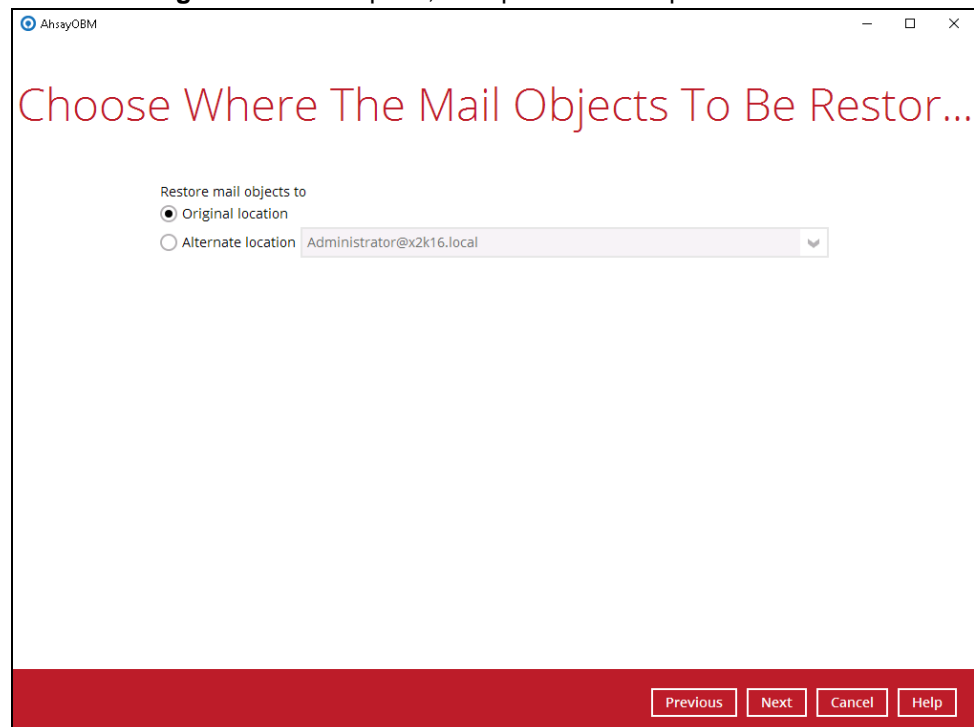
restore. Click **Next** to proceed.



- v. Select to restore the mail to their Original mailbox, or to an Alternate mailbox.

• **Restore to Original Mailbox**

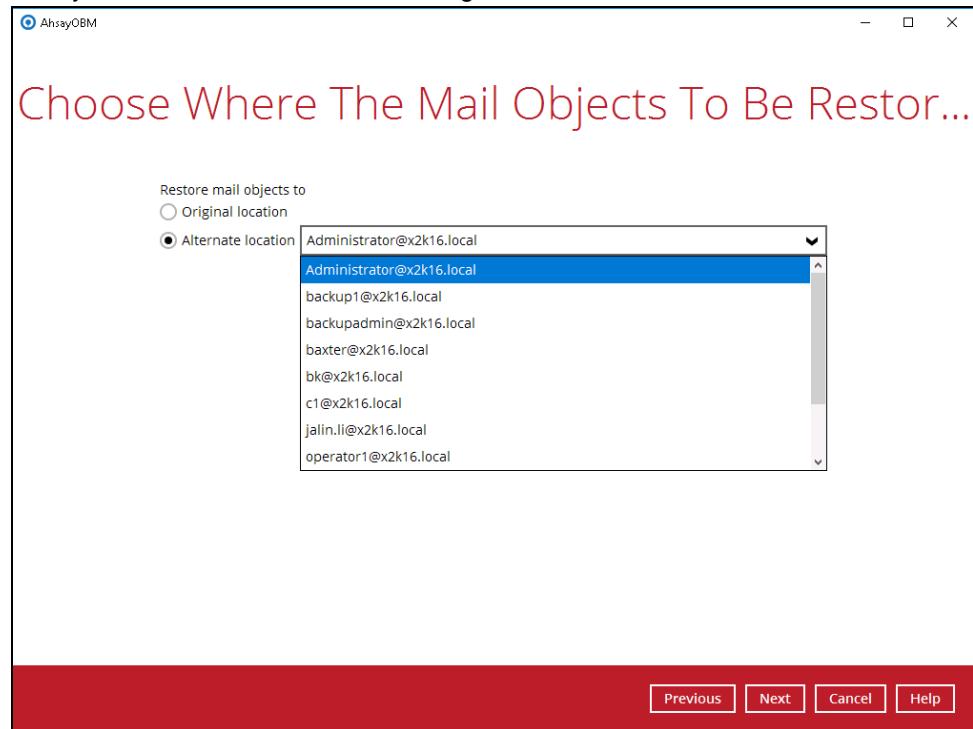
Select the **Original location** option, then press **Next** to proceed.



• **Restore to Alternate Mailbox**

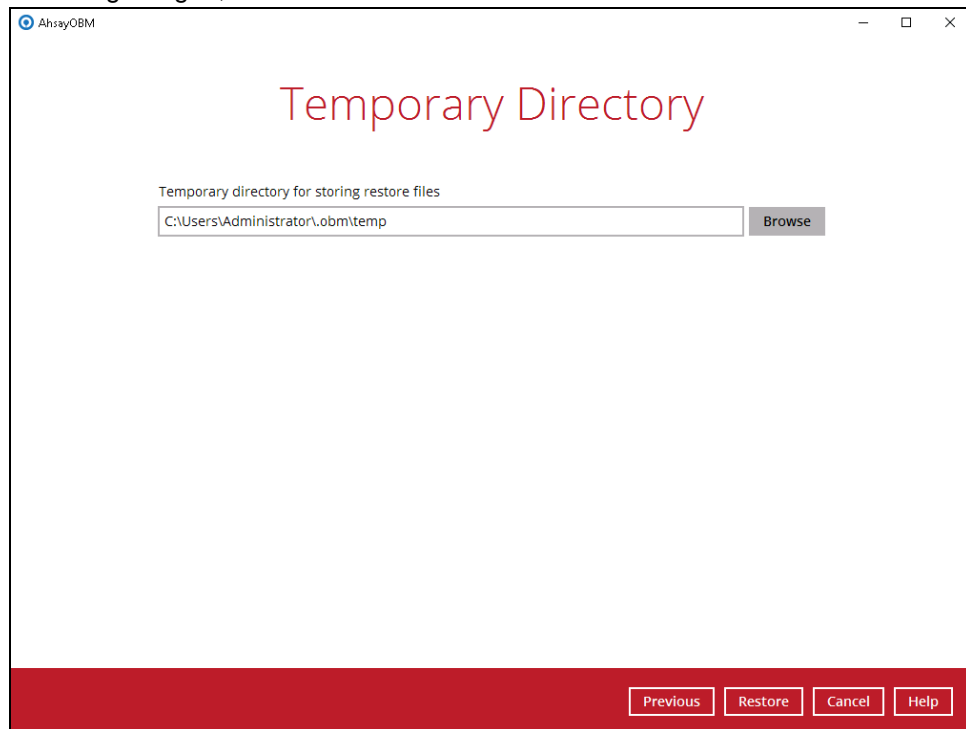
You can choose to restore mailbox item(s) to another mailbox in the same Exchange server. Select the **Alternate location** option and the desired mailbox destination, then press **Next** to proceed.

In addition, you can also restore mailbox item(s) to a different Exchange server of the same version. In this case, the restoration should be triggered by the AhsayOBM on the destination Exchange server.

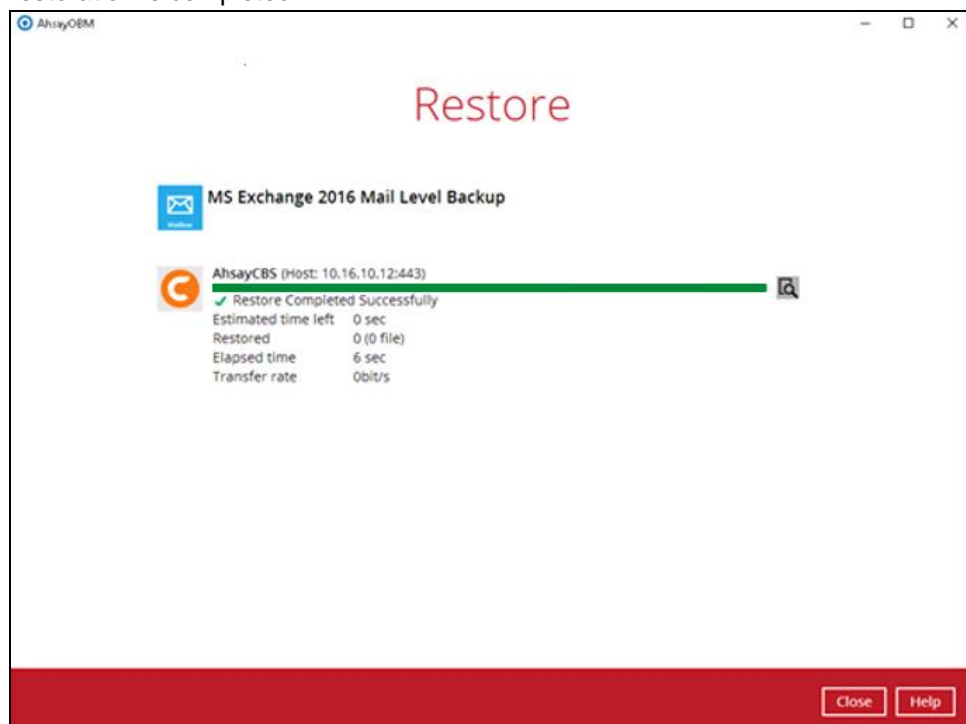


Please refer to the [Limitation](#) part to check the limitation of restore process.

- vi. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.

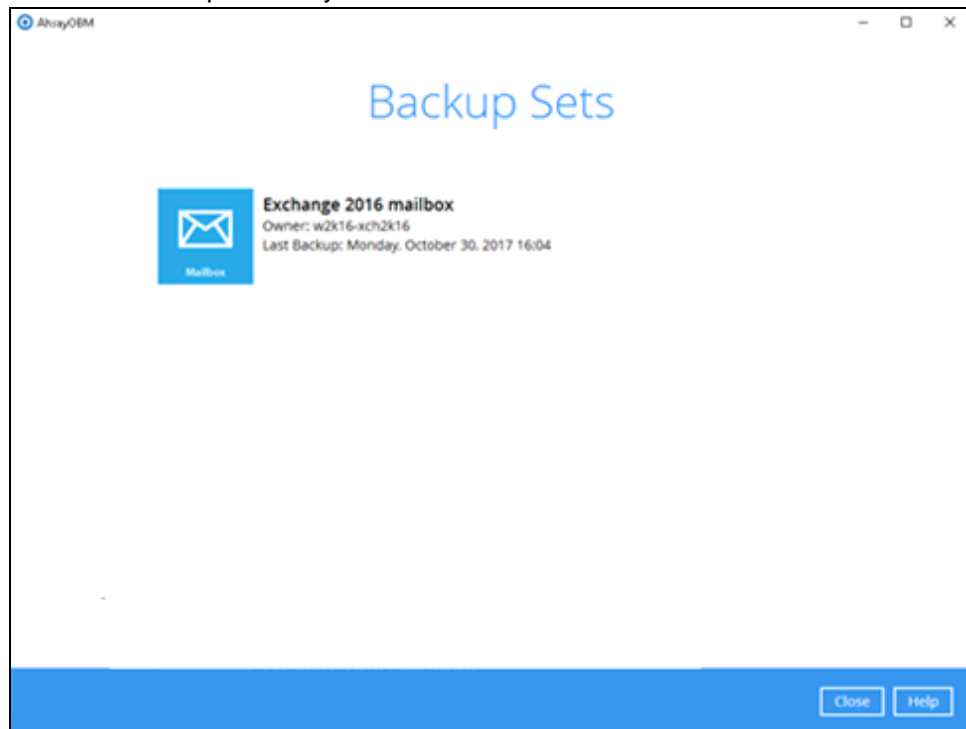


- vii. The following screen with the text **Restore Completed Successfully** shows when the restoration is completed.

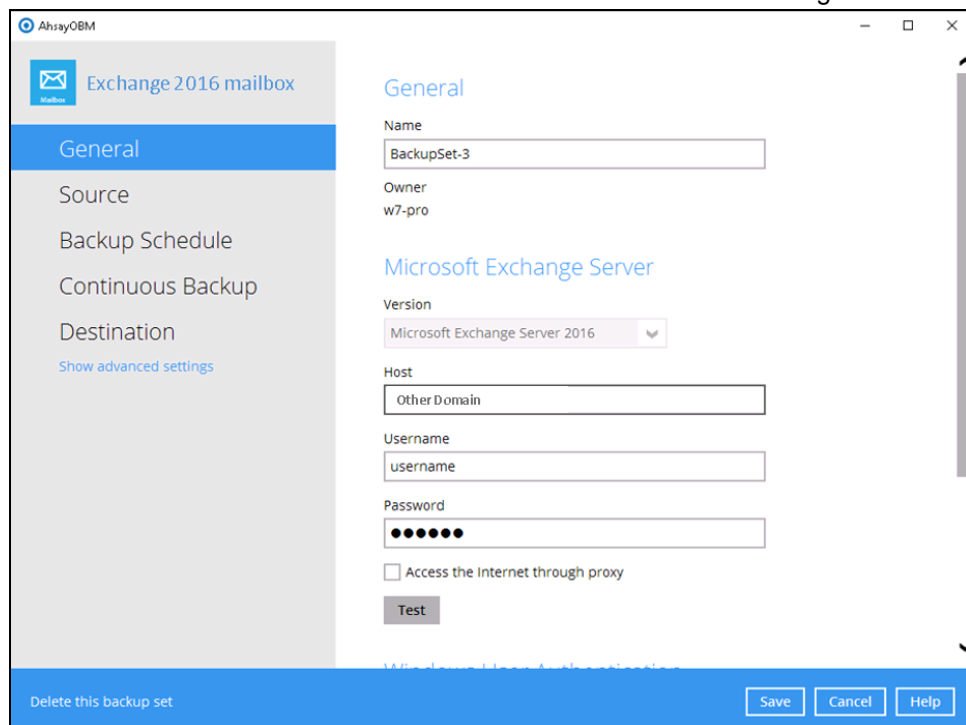


2. Restore Backed up Items to Other Domain

- i. In the AhsayOBM main interface, click **Backup Sets** icon.
- ii. Select the backup set that you would like to restore mail from.

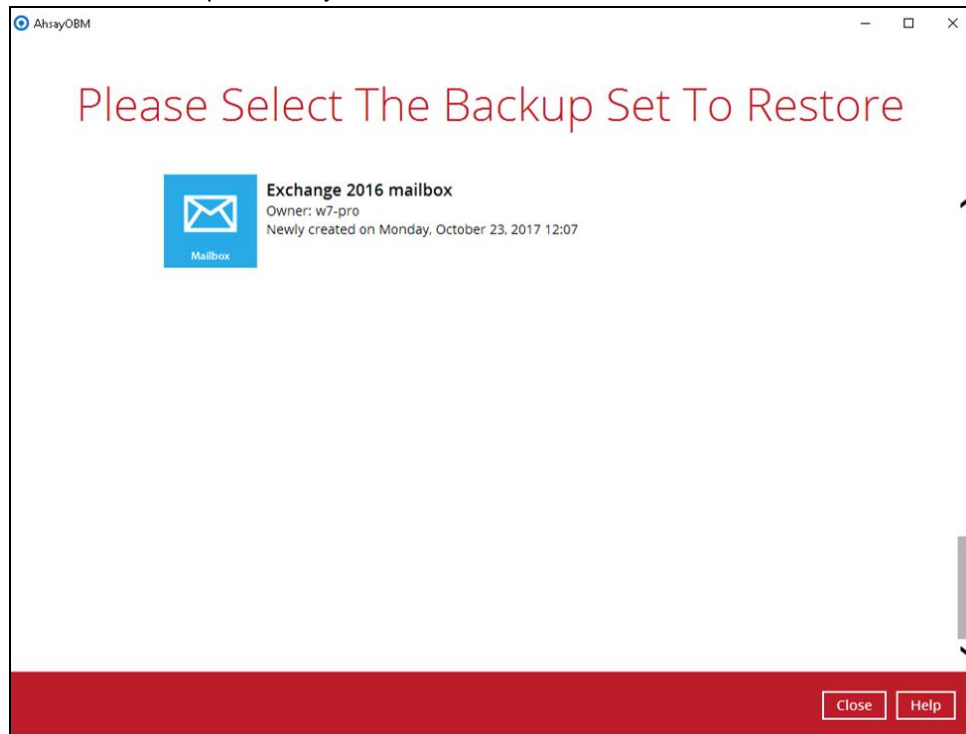


- iii. Change the Host to be other domain, and also the Username and Password of user account used for restore on the other domain. Click **Save** after setting is done.

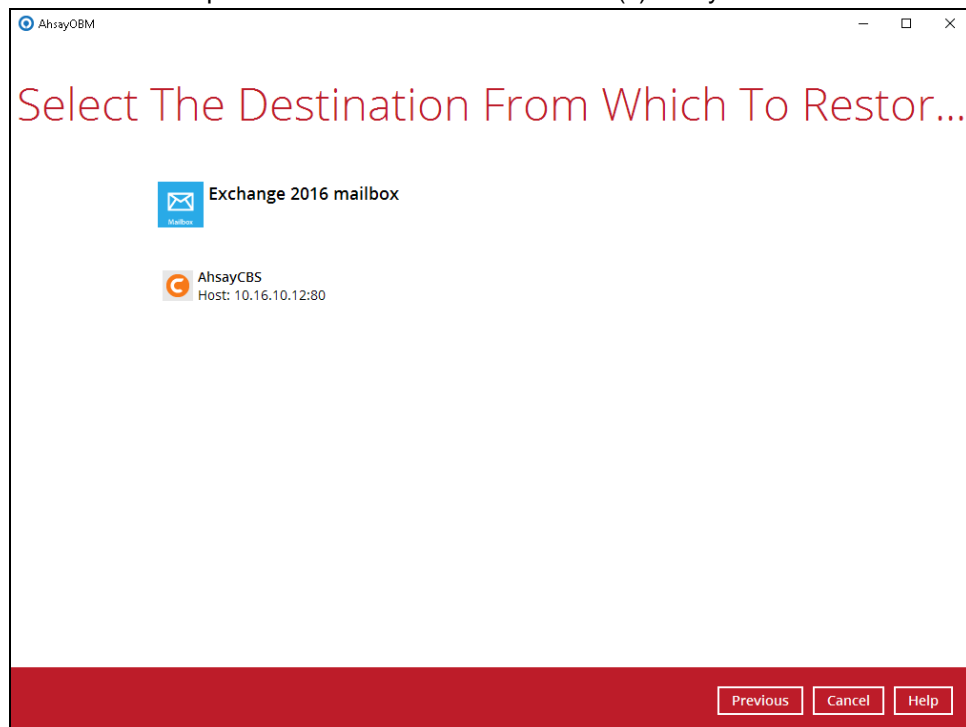


- iv. In the AhsayOBM main interface, click the **Restore** icon.

- v. Select the backup set that you would like to restore mail from.

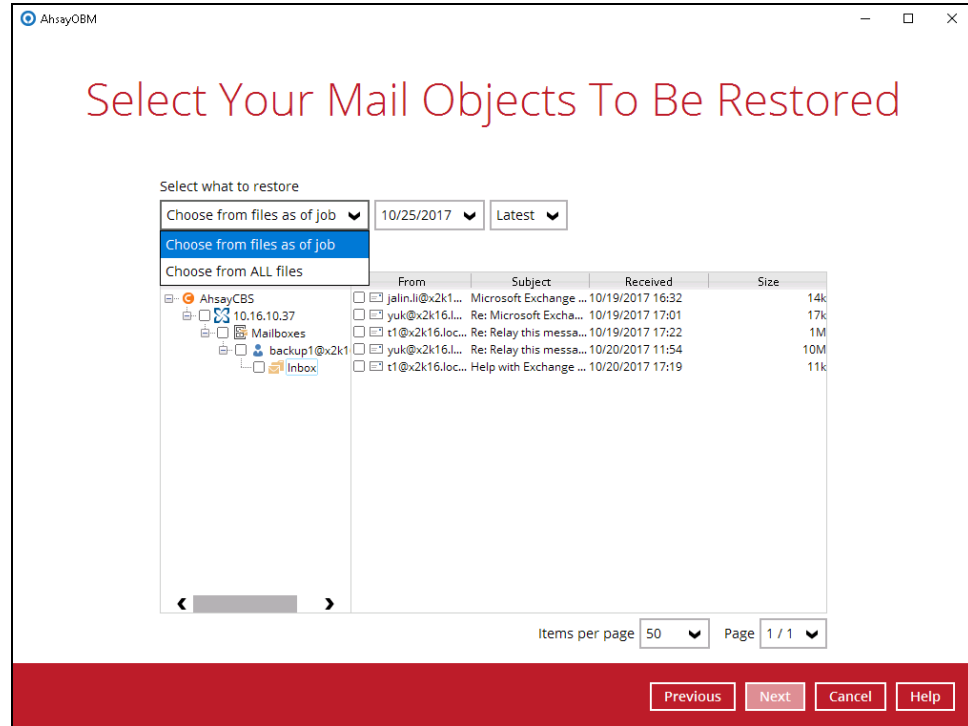


- vi. Select the backup destination that contains the mail(s) that you would like to restore.

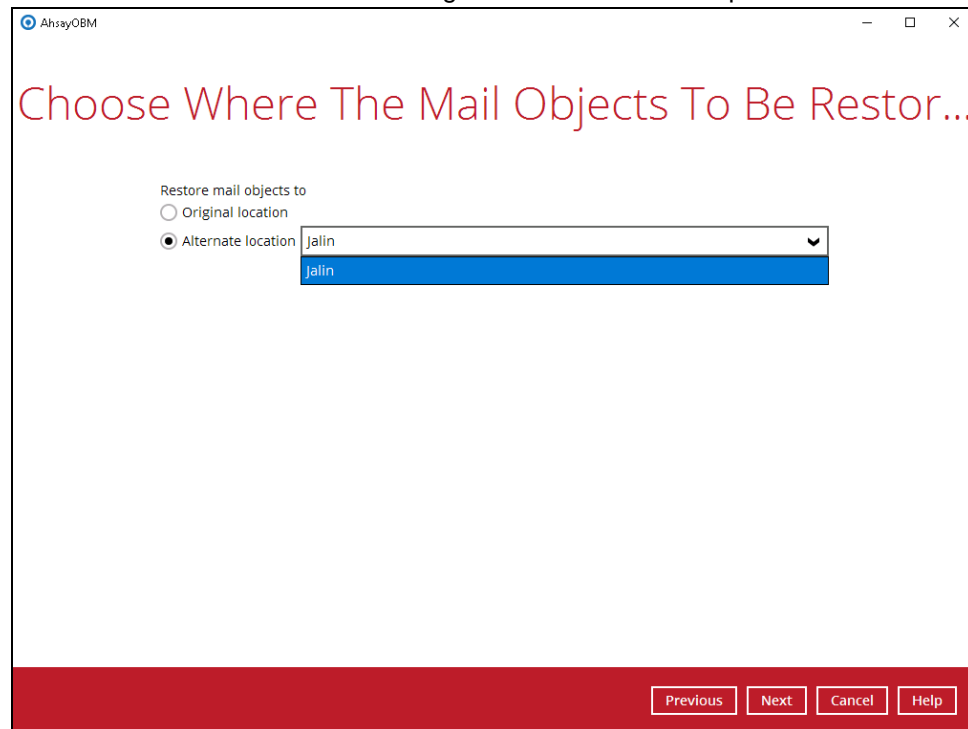


- vii. Click to expand the menu tree to select which mailbox to restore. You can also select mail item(s) from a specific backup job or all mail items that you have backed up to

restore. Click **Next** to proceed.

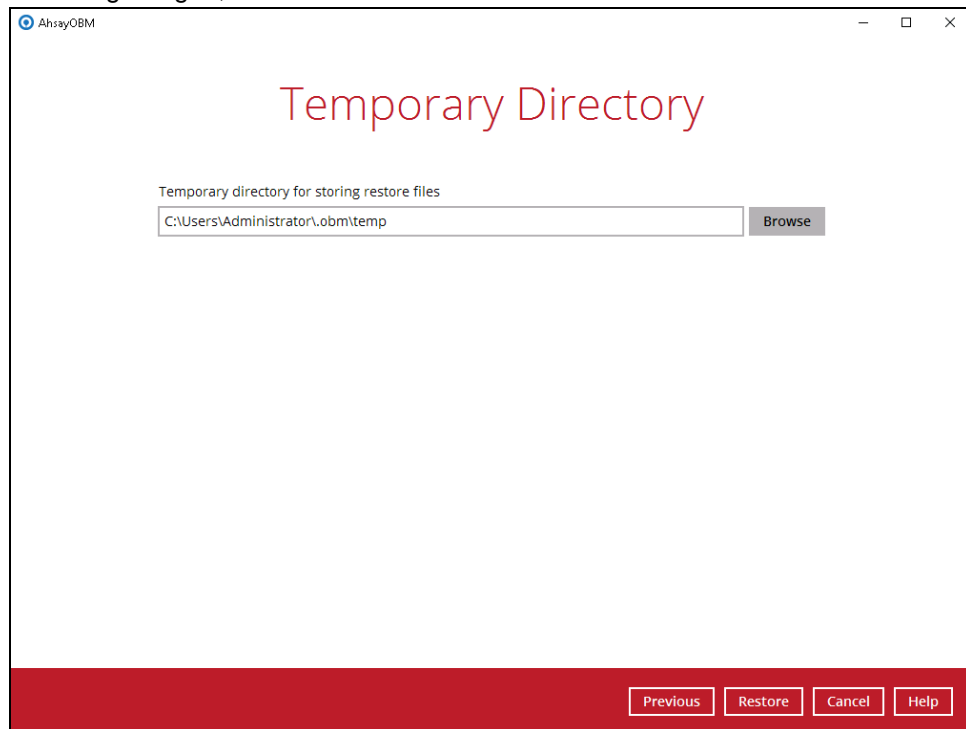


- viii. Select to restore the mail to an Alternate mailbox, which would enable restore the items to the mailbox of other Exchange server. Click **Next** to proceed.

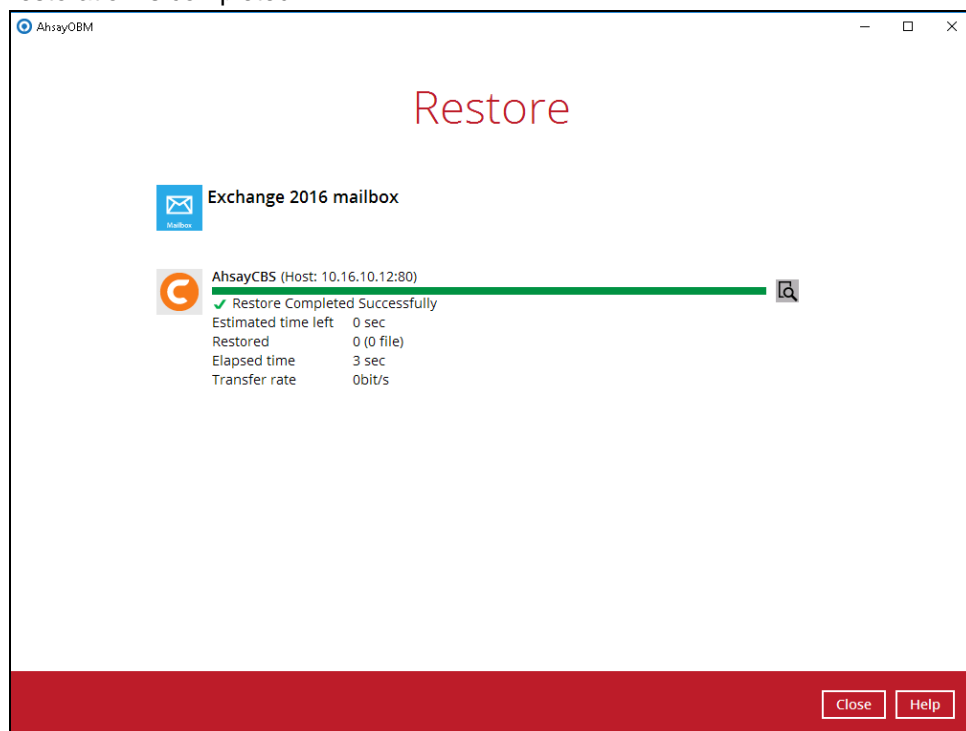


Please refer to the [Limitation](#) part to check the limitation of restore process.

- ix. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.



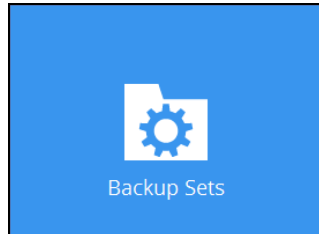
- x. The following screen with the text **Restore Completed Successfully** shows when the restoration is completed.



5.2 Database Availability Group (DAG) Backup Option

5.2.1 Create Mail Level Backup Set

1. Click the **Backup Sets** icon on the main interface of AhsayOBM.



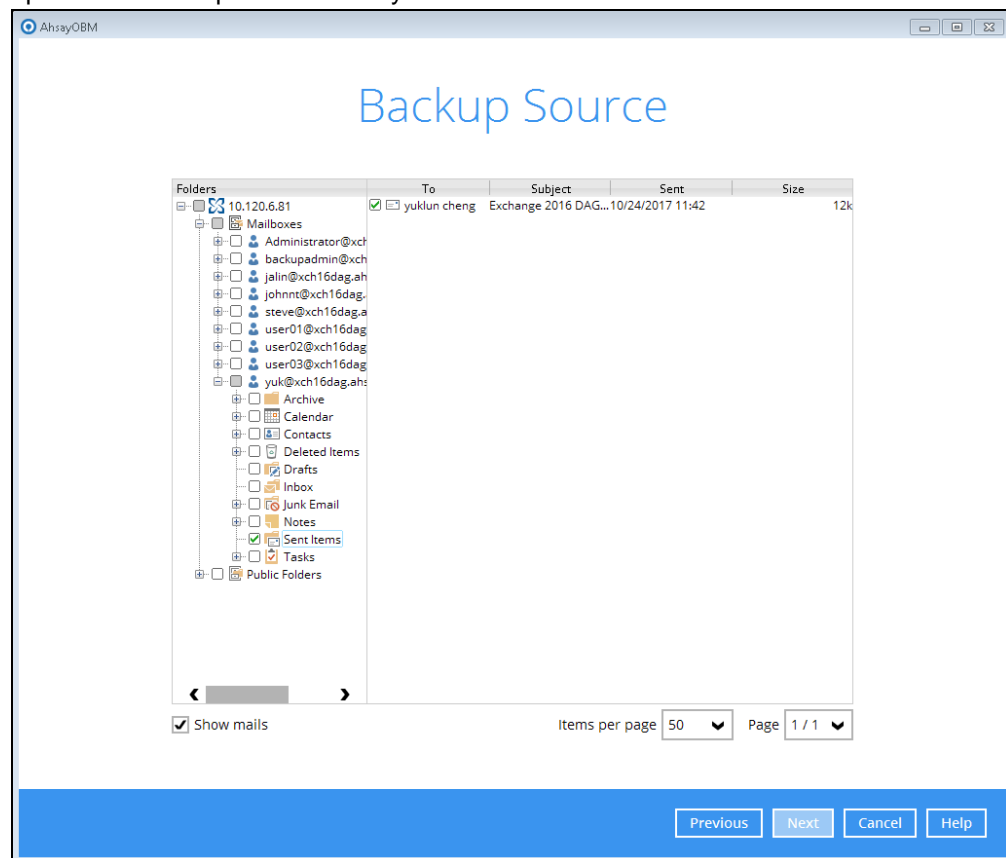
2. Create a new backup set by clicking the "+" icon next to **Add new backup set**.
3. Select the Backup set type as **MS Exchange Mail Level Backup**. The system will automatically detect and select the Exchange Server version, make sure the version selected is correct.
 - Select Microsoft Exchange Server version as **Microsoft Exchange Server 2016 (DAG)**
 - Name your new backup set.
 - Enter the IP address of all the DAG Member Server.
 - Enter the username and password of the Windows user account used for backup.
 - Check the "Access the Internet through proxy" if required. Then click **Next** to proceed.

The screenshot shows a window titled "AhsayOBM" with a "Create Backup Set" dialog. The dialog has a light blue header and a white body. It contains the following fields and controls:

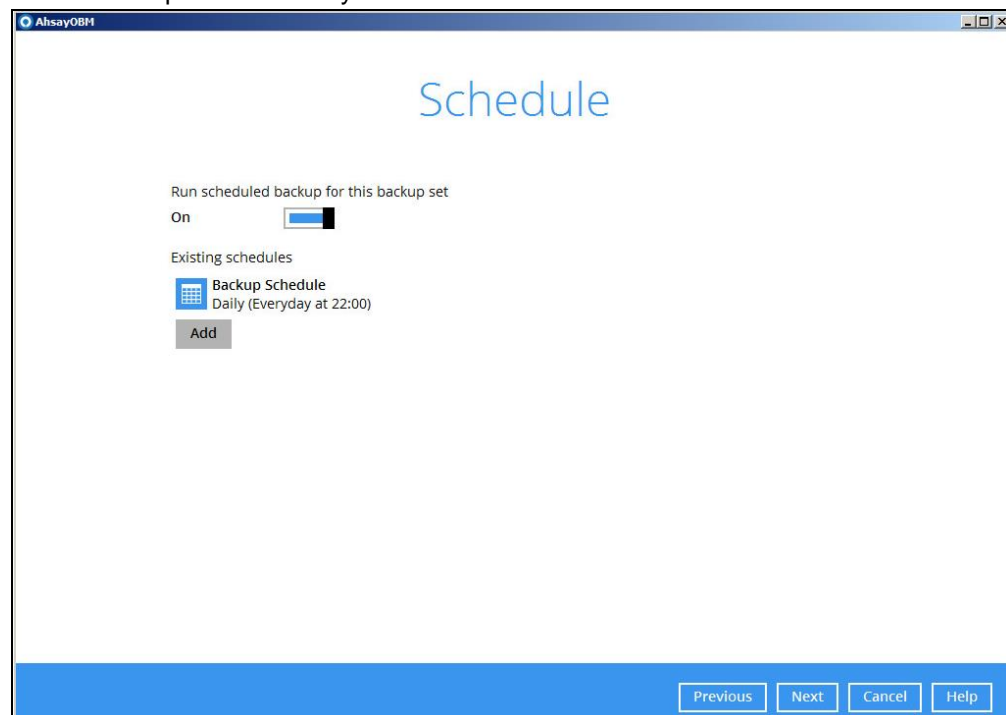
- Name:** A text box containing "MS Exchange 2016 Mail Level Backup (DAG)".
- Backup set type:** A dropdown menu with "MS Exchange Mail Level Backup" selected.
- Version:** A dropdown menu with "Microsoft Exchange Server 2016 (DAG)" selected.
- Host (DAG Member Server):** Two text boxes, each containing "IP Address of DAG Member Server", with a red 'X' icon to the right of each.
- Add:** A button below the host fields.
- Username:** A text box containing "username".
- Password:** A text box with masked characters (dots).
- Access the Internet through proxy:** An unchecked checkbox.
- Test:** A button below the password field.

At the bottom right of the dialog are three buttons: "Next", "Cancel", and "Help".

4. In the **Backup Source** menu, select the mails from Mailboxes or public folders for backup. You can click to expand the according mailbox or public folder to select which mail folder to back up. You can also click **Show mails** to select individual mail to back up. Click **Next** to proceed when you are done.

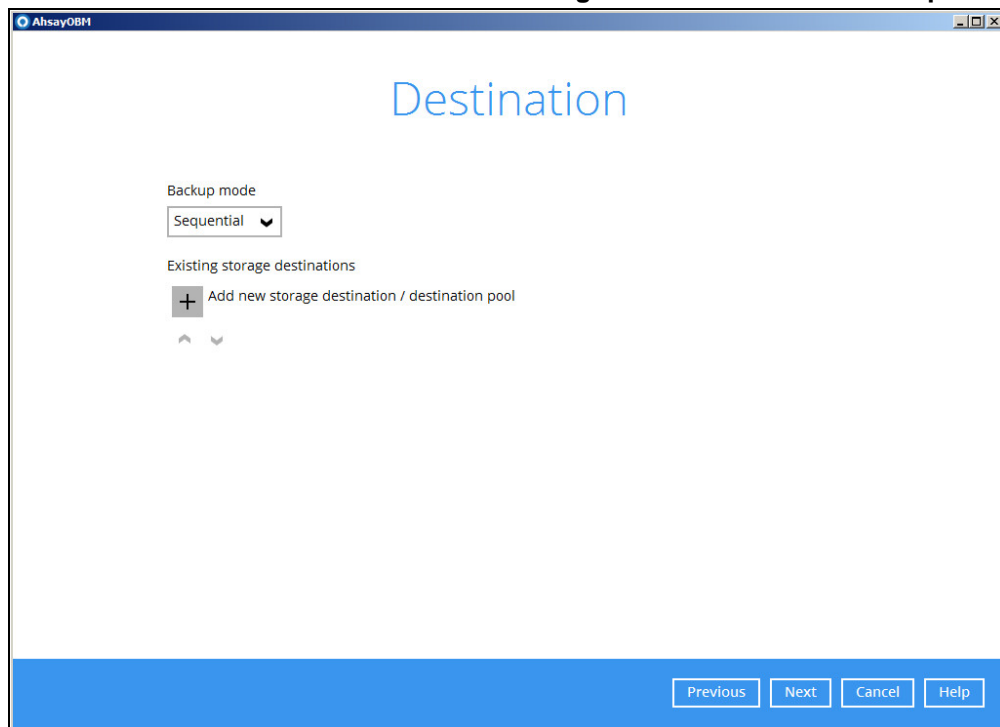


5. In the Schedule menu, you can configure a backup schedule for backup job to run automatically at your specified time interval. Click **Add** to add a new schedule, then click **Next** to proceed when you are done.

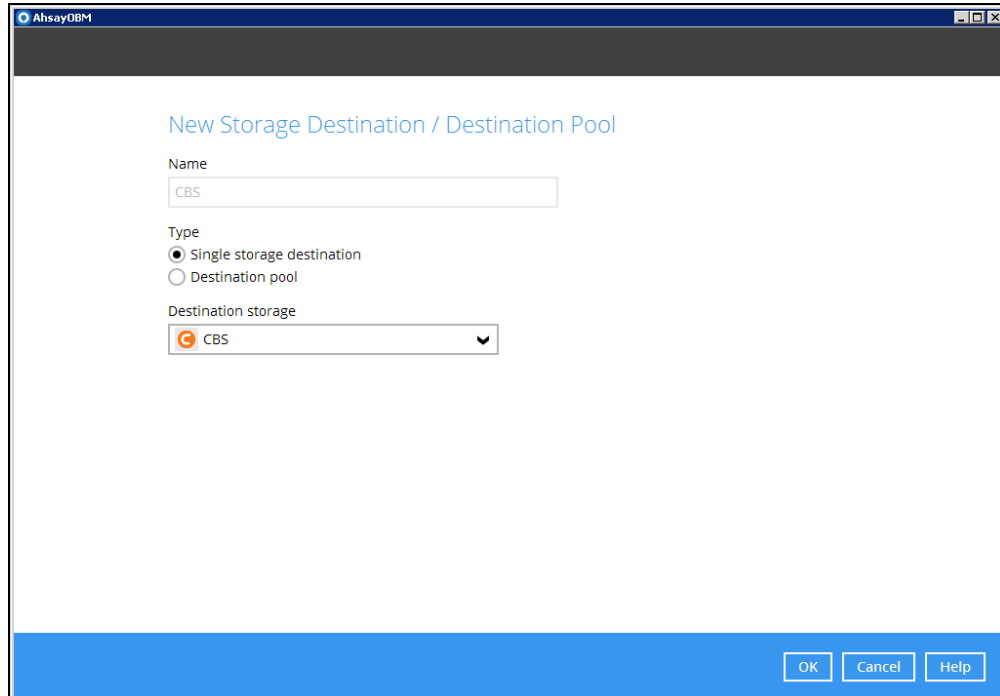


Note: By default, a daily backup scheduled for 22:00 is created automatically.

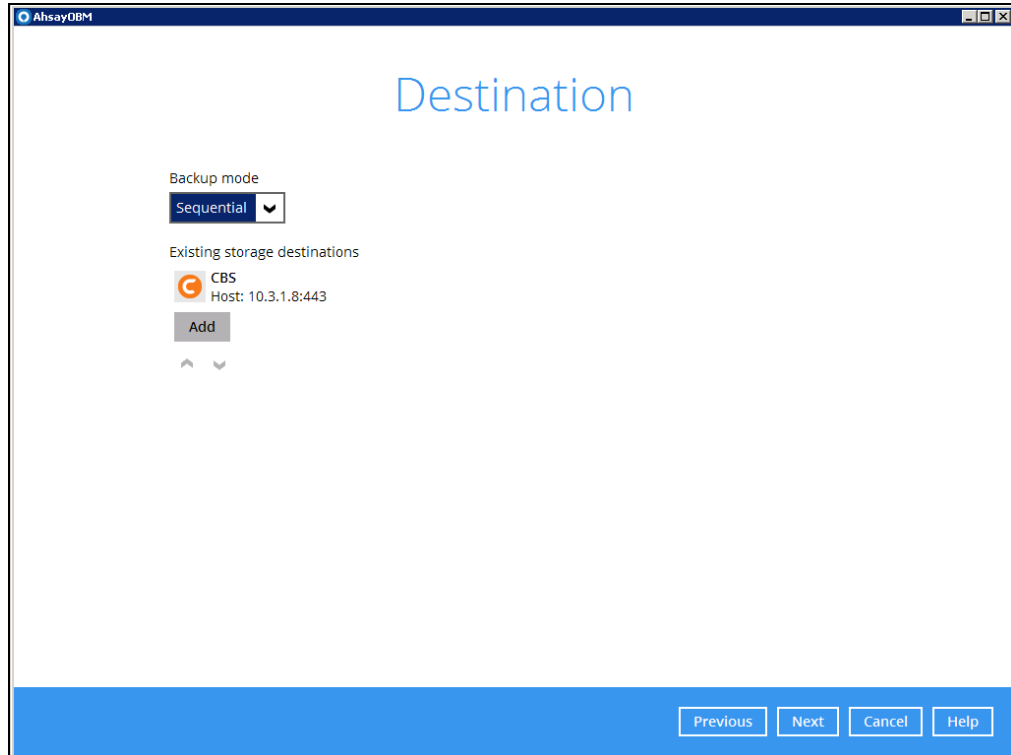
6. In the Destination menu, select a backup destination where the backup mail will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



7. Select the destination type and destination storage, then click **OK** to proceed.

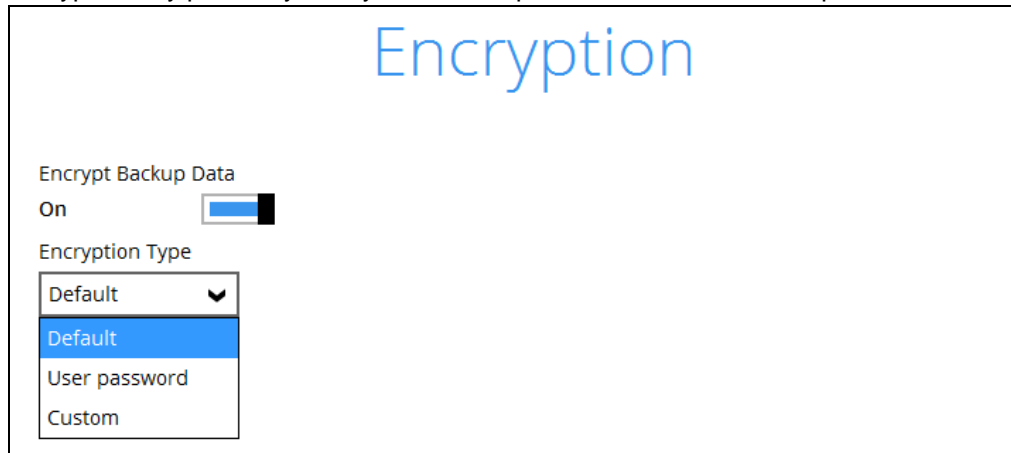


8. Click **Next** on the Destination menu page to proceed.



The screenshot shows the 'Destination' configuration window in AhsayOBM. The title bar reads 'AhsayOBM'. The main heading is 'Destination'. Below it, the 'Backup mode' is set to 'Sequential' with a dropdown arrow. Under 'Existing storage destinations', there is a list showing 'CBS' with 'Host: 10.3.1.8:443' and an 'Add' button. At the bottom right, there are four buttons: 'Previous', 'Next', 'Cancel', and 'Help'.

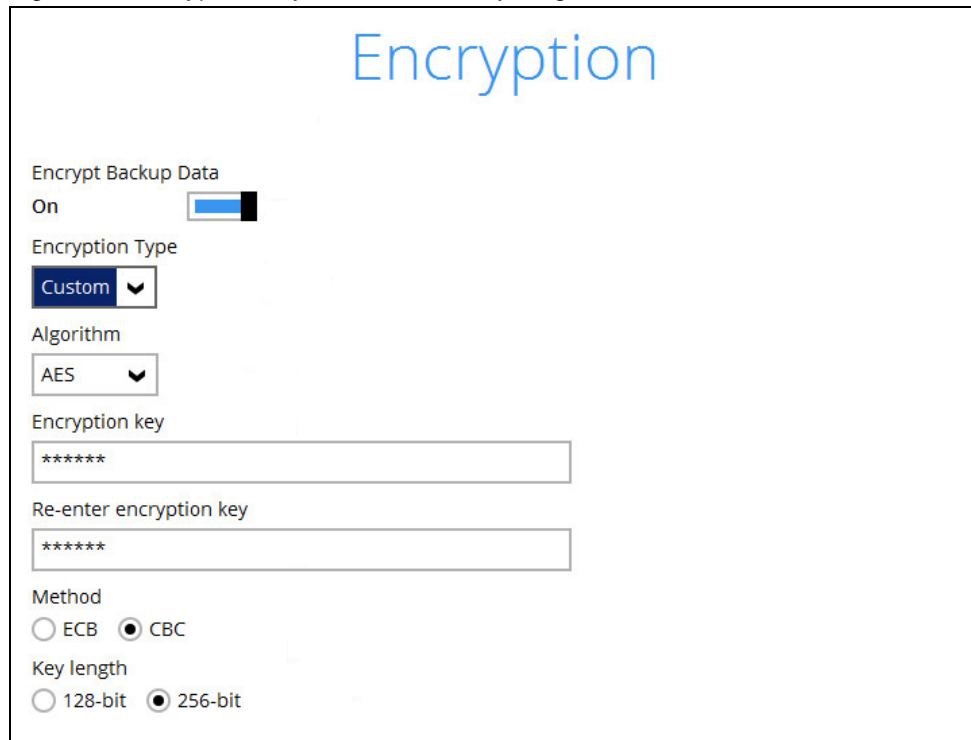
9. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



The screenshot shows the 'Encryption' configuration window in AhsayOBM. The title bar reads 'AhsayOBM'. The main heading is 'Encryption'. Below it, the 'Encrypt Backup Data' option is 'On' with a toggle switch. Under 'Encryption Type', there is a dropdown menu with 'Default' selected. The dropdown list shows 'Default', 'User password', and 'Custom'.

10. You can choose from one of the following three Encryption Type options:
- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
 - **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

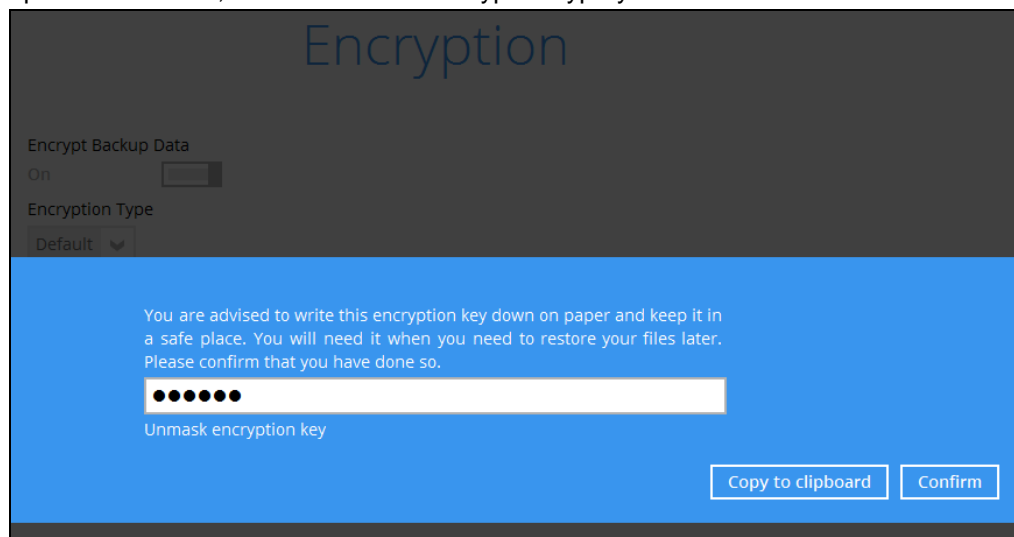
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



Note: For best practice on managing your encryption key, refer to the following KB article: [Best Practices for Managing Encryption Key on AhsayOBM or AhsayCBS Version 7](#)

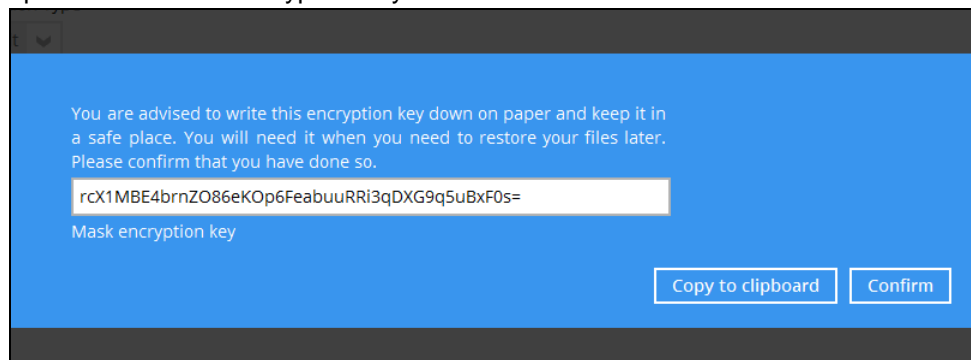
Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



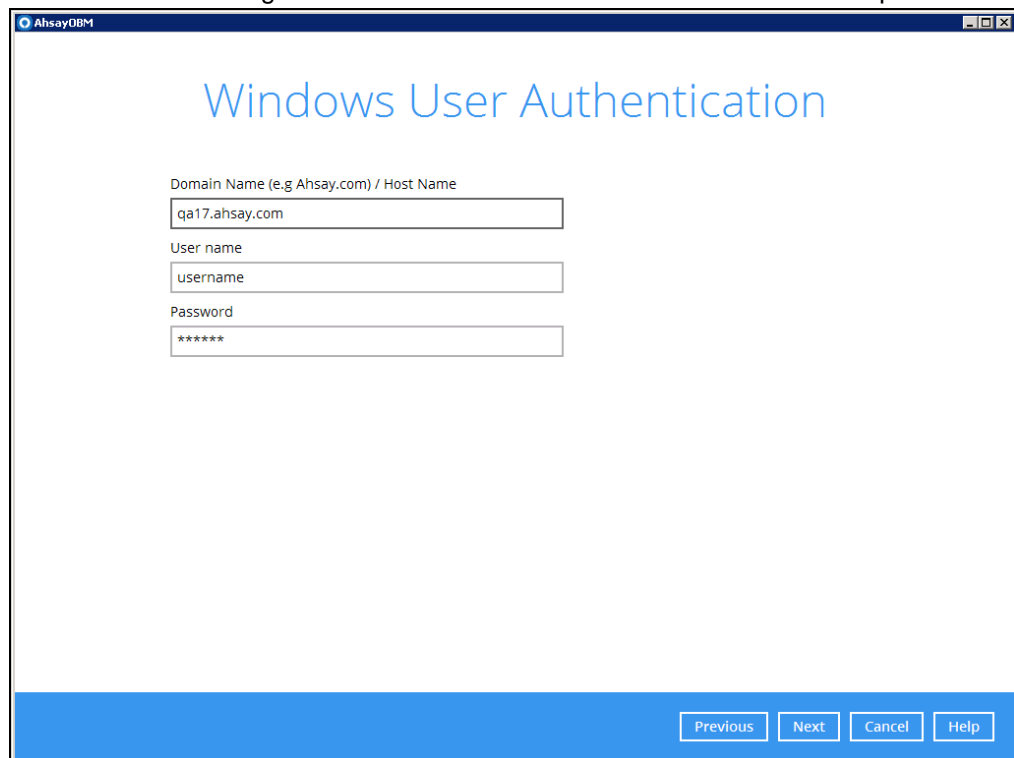
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.

A blue pop-up window with a dark grey header and footer. The main area is blue and contains the following text: "You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so." Below this text is a white text box containing the encryption key: "rcX1MBE4brnZO86eKOp6FeabuuRRI3qDXG9q5uBxF0s=". Below the text box is the label "Mask encryption key". At the bottom right, there are two buttons: "Copy to clipboard" and "Confirm".

- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step

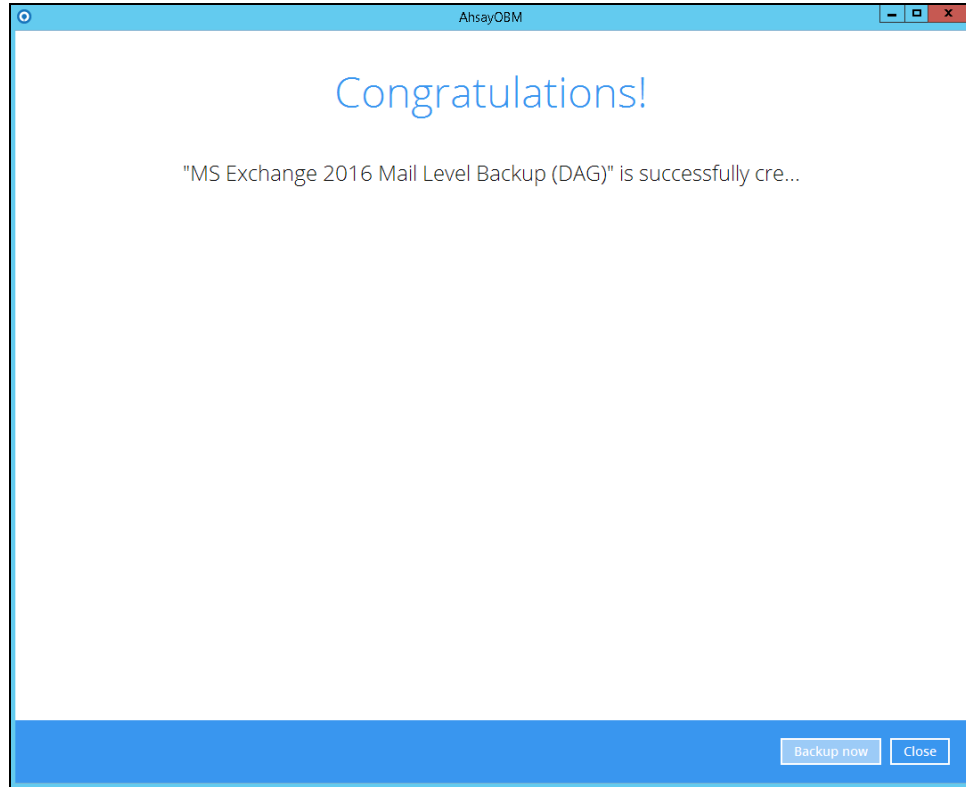
12. Enter the Windows login credentials for user authentication. Click **Next** to proceed.

A window titled "AhsayDBM" with a blue header bar. The main area is white and contains the title "Windows User Authentication" in blue. Below the title are three input fields: "Domain Name (e.g Ahsay.com) / Host Name" with the value "qa17.ahsay.com", "User name" with the value "username", and "Password" with the value "*****". At the bottom, there is a blue bar with four buttons: "Previous", "Next", "Cancel", and "Help".

Note

The Windows User Authentication interface will show only if scheduled backup is enabled and set successfully.

13. The following screen shows when the new backup set is created successfully.



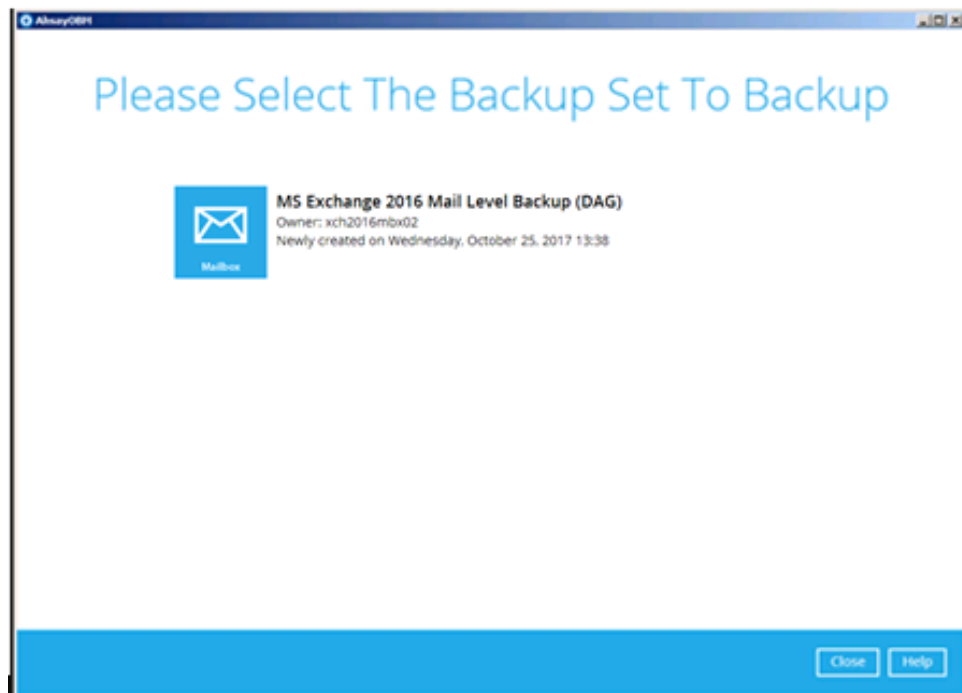
14. Click **Backup now** to start a backup immediately, or you can run a backup job later by following the instructions in [Run Mail Level Backup Job](#)

5.2.2 Run Mail Level Backup Job

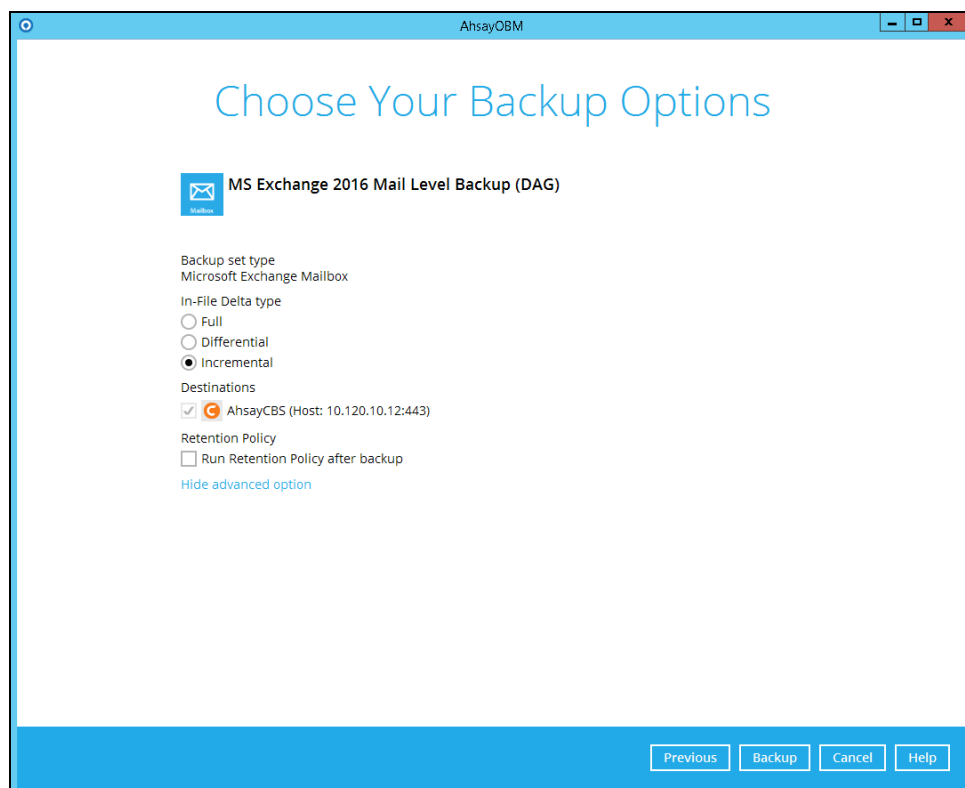
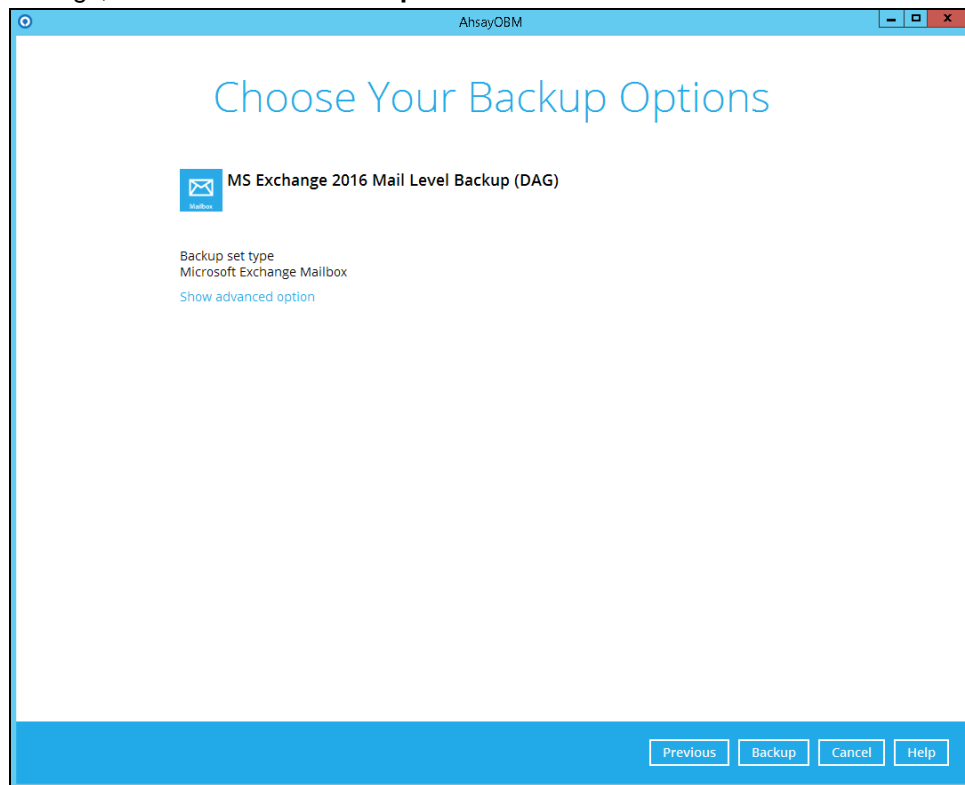
1. Log in to AhsayOBM.
2. Click the Backup icon on the main interface of AhsayOBM.



3. Select the backup set which you would like to start a backup for.



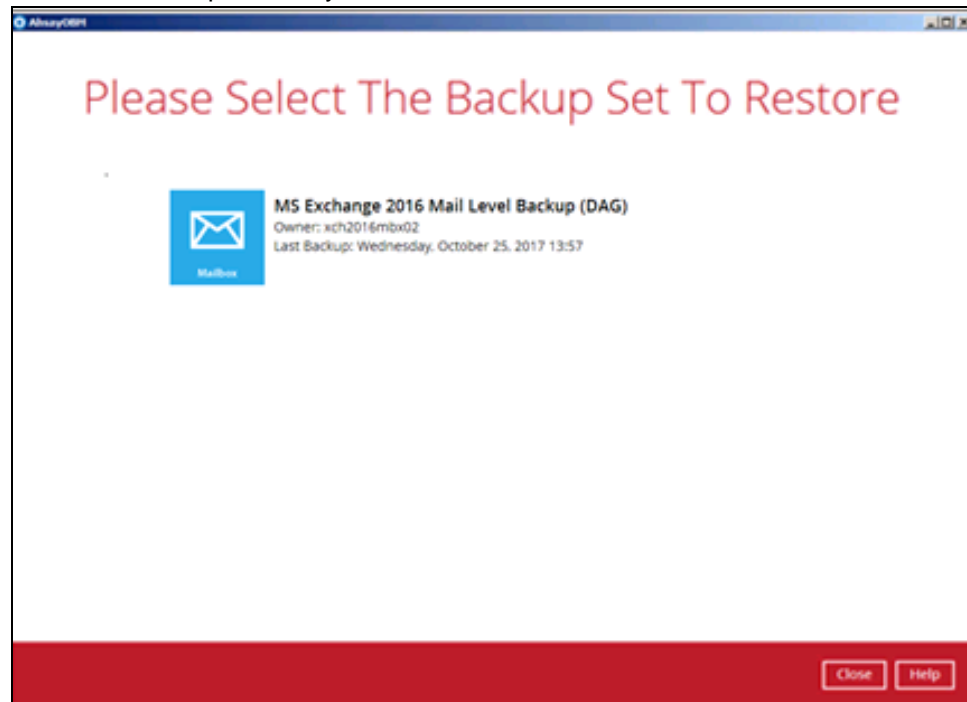
4. If you would like to modify the In-File Delta type, Destinations and Retention Policy settings, click **Show advanced option**.



5. Click **Backup** to start the backup.

5.2.3 Restore Mail Level Backup

1. In the AhsayOBM main interface, click the **Restore** icon.
2. Select the backup set that you would like to restore mail from.

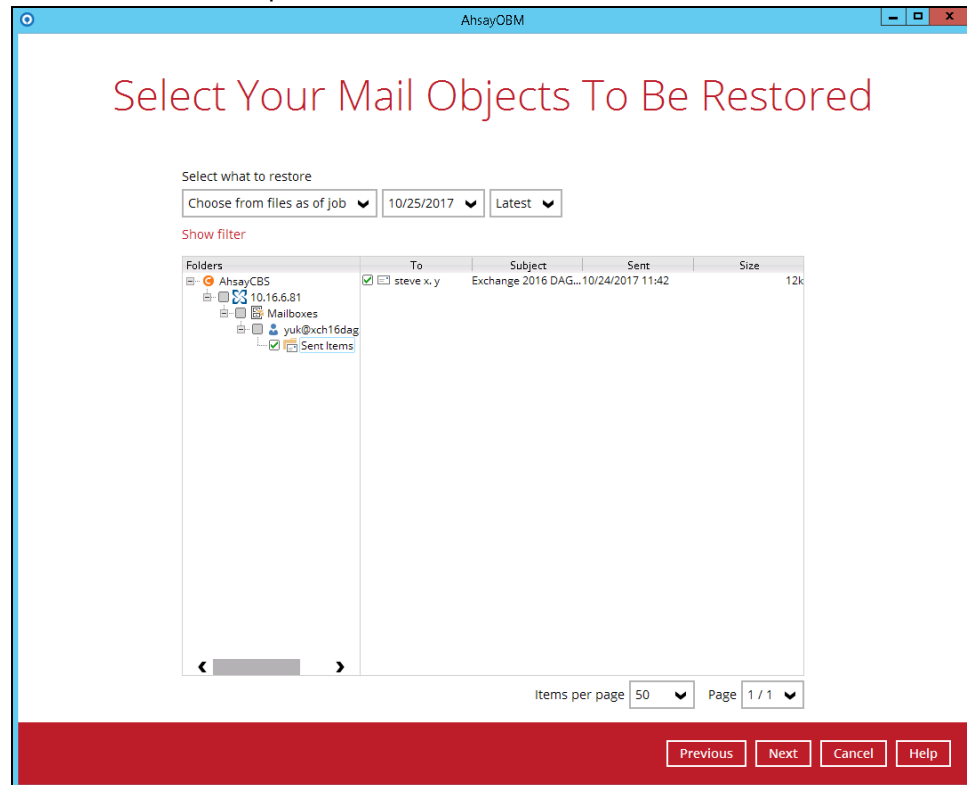


3. Select the backup destination that contains the mail(s) that you would like to restore.



4. Click to expand the menu tree to select which mailbox to restore. You can also select mail item(s) from a specific backup job or all mail items that you have backed up to

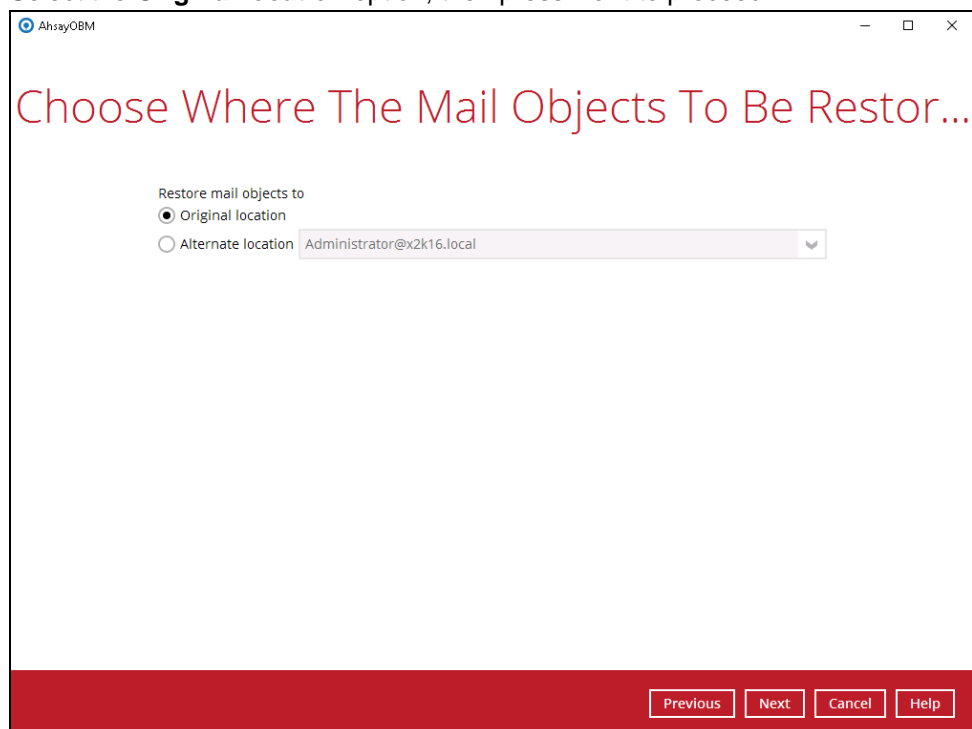
restore. Click **Next** to proceed.



5. Select to restore the mail to their Original mailbox, or to an Alternate mailbox.

• **Restore to Original Mailbox**

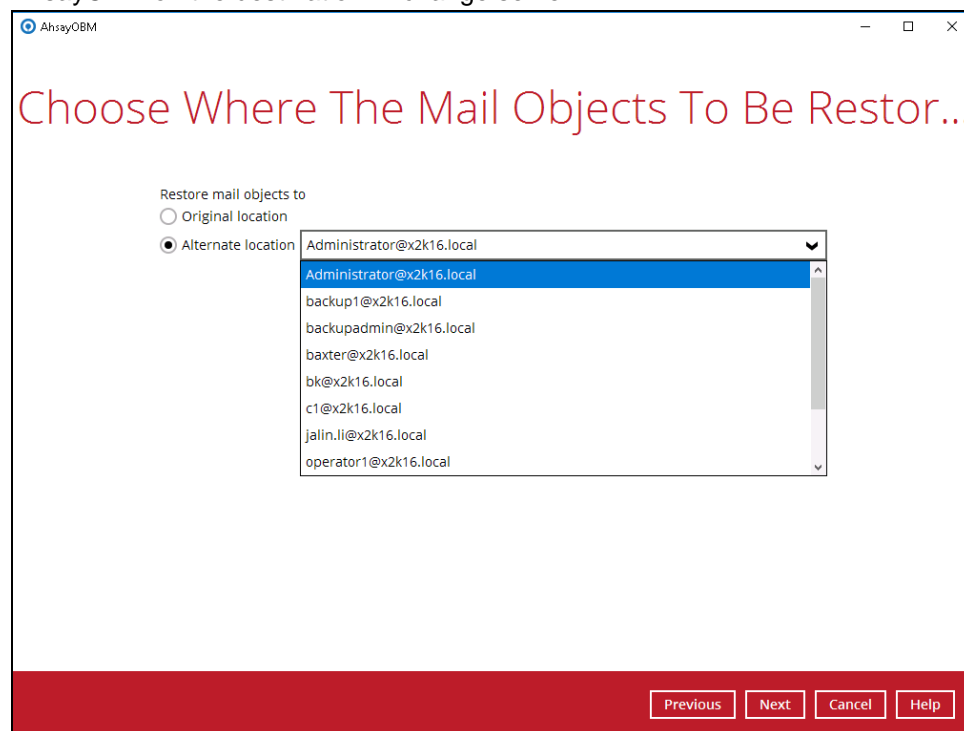
Select the **Original location** option, then press **Next** to proceed.



• **Restore to Alternate Mailbox**

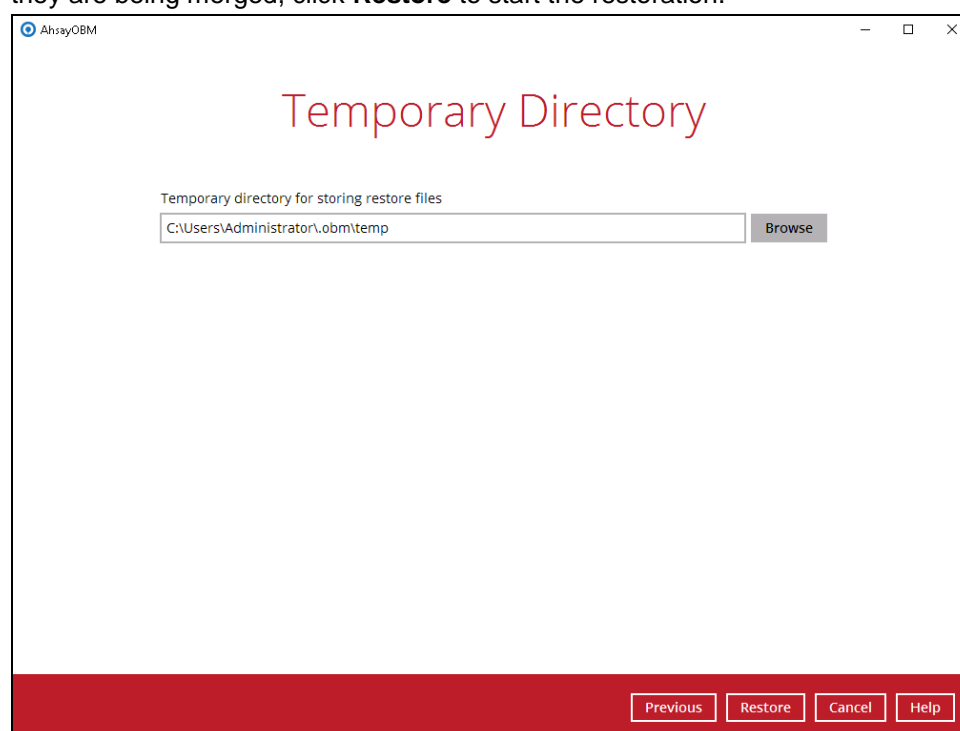
You can choose to restore mailbox item(s) to another mailbox in the same Exchange server. Select the **Alternate location** option and the desired mailbox destination, then press **Next** to proceed.

In addition, you can also restore mailbox item(s) to a different Exchange server of the same version. In this case, the restoration should be triggered by the AhsayOBM on the destination Exchange server.

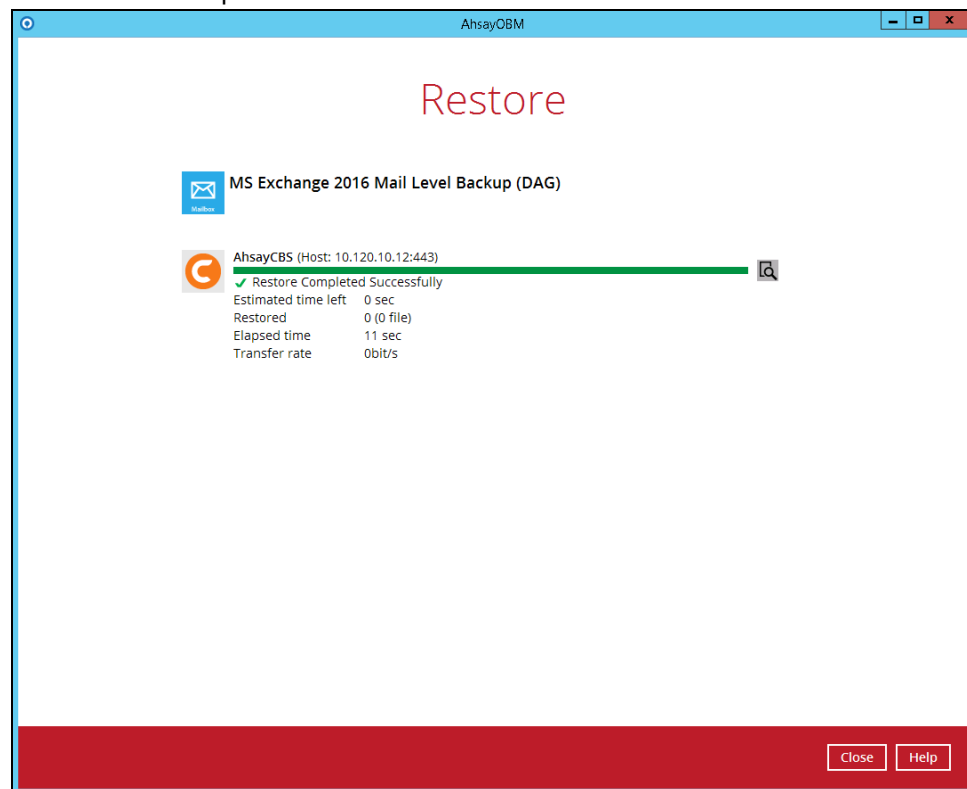


Please refer to the [Limitation](#) part to check the limitation of restore process.

6. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.



7. The following screen with the text **Restore Completed Successfully** shows when the restoration is completed.



6 Contact Ahsay

6.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<https://wiki.ahsay.com>

6.2 Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.