Quick Start Guide - Exchange Public Folder Archiver Agent

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System Requirements - Exchange Public Folder Archiver Agent

System Requirements | Supported Features

The following requirements are for the Exchange Public Folder Archiver Agent:

APPLICATION

Microsoft Exchange 2003 32-bit Server up to the latest service pack
Microsoft Exchange 2007 64-bit Server up to the latest service pack
Microsoft Exchange 2010 64-bit Server up to the latest service pack

OPERATING SYSTEM

WINDOWS SERVER 2008

Microsoft Windows Server 2008 x64 Editions*

*Core Editions not supported

WINDOWS SERVER 2003

Microsoft Windows Server 2003 32-bit and x64 Editions with a minimum of Service Pack 1

CLUSTER - SUPPORT

The software can be installed on a Cluster if clustering is supported by the above-mentioned operating systems.

For information on supported cluster types, see Clustering - Support.

HARD DRIVE

1 GB of minimum disk space is required for installing the software.

256 MB of free disk space is required for job result directory.

256 MB of free disk space is required for log directory.

OWA PROXY ENABLER

256 MB minimum of hard disk space for installing the software.

OUTLOOK ADD-IN CLIENT

50 MB minimum of hard disk space for installing the software.

721 MB of temp space required for install.

Ensure that your setup has disk space to install the following:

Visual Studio Tools for Office

.NET Framework 4

MEMORY

32 MB RAM minimum required beyond the requirements of the operating system and running applications

PROCESSOR

All Windows-compatible processors supported

SUPPORTED COMPONENTS

OWA PROXY ENABLER

The OWA Proxy Enabler is supported on any platform supported by the Microsoft Exchange Server.

WEB PROXY AGENT

The Web Proxy Agent is supported on any platform supported by the Microsoft Exchange Server.

OUTLOOK ADD-IN CLIENT

The Outlook Add-In Client is supported with any version of Microsoft Outlook supported by the Microsoft Exchange Server.

PERIPHERALS

DVD-ROM drive

Network Interface Card

MISCELLANEOUS

NETWORK

TCP/IP Services configured on the computer.

MICROSOFT VISUAL C++

Microsoft Visual C++ 2008 Redistributable Package is automatically installed. Note that Visual C++ 2008 Redistributable Package can co-exist with other versions of this software.

.NET FRAMEWORK

.NET Framework 2.0 is automatically installed. Note that .NET Framework 2.0 can co-exist with other versions of this software.

NOTES ON MICROSOFT EXCHANGE SERVER *i*DATAAGENT INSTALLATION

Microsoft Exchange 2007 64-bit Server Agents are 32-bit MAPI-based Agents installed on a Microsoft Windows x64 platform. See Installing 32-bit Components on a Microsoft Windows x64 Platform for information on installation and configuration requirements for these Agents.

- The Microsoft Exchange 2003 and 2007 Mailbox and Public Folder-based Agents can be installed in two ways:
  - directly on the Microsoft Exchange Server computer
  - as Proxy Agents on a separate computer running a supported 32-bit operating system

NOTES ON OUTLOOK OWA PROXY ENABLER INSTALLATION

Prior to configuring Web Access for Exchange 2007 Mailbox/Public Folder Archiver, Exchange WebProxy Archiver Agent, or OWA Proxy Enabler, ensure that the Client Access Role has been configured on the Exchange Server.

NOTES ON OUTLOOK ADD-IN CLIENT INSTALLATION

For Windows clients, JRE 1.7.0_17 is installed automatically with the Outlook Add-In software if it is not already installed.

.NET Framework is needed to support RPC over HTTP connection mode, as well as support for the Exchange Offline Mining Tool. It is not automatically installed by the MSI package and must be manually installed.

Update 331320 must be installed on the client in order to use RPC over HTTP. Contact Microsoft Product Support Services and refer to KB 331320 to obtain this patch.

The Microsoft Visual C++ 2008 Redistributable Package is not automatically installed for MSI installs. However, the required subset of files from Microsoft Visual C++ 2008 Redistributable Package are provided as part of the software and therefore, manual installation is not required.

DISCLAIMER

Minor revisions and/or service packs that are released by application and operating system vendors are supported by our software but may not be individually listed in our System Requirements. We will provide information on any known caveat for the revisions and/or service packs. In some cases, these revisions and/or service packs affect the working of our software. Changes to the behavior of our software resulting from an application or operating system revision/service pack may be beyond our control. The older releases of our software may not support the platforms supported in the current release. However, we will make every effort to correct the behavior in the current or future releases when necessary. Please contact your Software Provider for any problem with a specific application or operating system.

Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable

Deployment - Exchange Server Agents

PLANNING YOUR INSTALLATION

The Microsoft Exchange Server Agents can be installed individually or in any combination. However, your installation options will differ depending on your environment and the combination of Agents you intend to install.

To ensure you select the appropriate installation option for your environment, first compile the following information:

EXCHANGE AGENTS TO BE INSTALLED

For complete protection, it is recommended all Agents be installed in your environment.

EXCHANGE SERVER VERSION

The Exchange Server Version can be 2010, 2007, or 2003.

WILL THE AGENTS BE INSTALLED ON THE EXCHANGE SERVER?

You can install Agents on the Exchange Server or another computer (Non-Exchange Server). The Database iDataAgent, however, must be installed on the Exchange Server.

IS THE COMPUTER 32-BIT OR 64-BIT?

Whether installing on the Exchange Server or a Non-Exchange Server, the bit-rate can be 32-bit or 64-bit.

WHAT VERSION OF OUTLOOK IS INSTALLED ON THE COMPUTER?

Outlook must be installed on the computer for all Agents except the Database iDataAgent and can be version 2010 or 2007.

IS THE OUTLOOK VERSION 32-BIT OR 64-BIT?

The Outlook bit-rate can be 32-bit or 64-bit.

WILL YOU BE INSTALLING THE AGENTS IN A CLUSTERED ENVIRONMENT?

INSTALLATION OPTIONS

Once you have compiled the above information, choose the appropriate installation procedure as described in the tables below.

EXCHANGE SERVER 2013

SERVER SETUP	OUTLOOK VERSION	INSTALLATION PROCEDURE	SUPPORTED AGENTS
INSTALLING ON THE EXCHANGE SERVER			
64-bit Exchange Server	N/A	Install the 64-bit Exchange Agents for Exchange Server 2013	Database Agent for Database Availability Group (DAG) Configuration

EXCHANGE SERVER 2010

SERVER SETUP	OUTLOOK VERSION	INSTALLATION PROCEDURE	SUPPORTED AGENTS
INSTALLING ON THE EXCHANGE SERVER			
64-bit Exchange Server	Outlook 2010 64-bit	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Exchange Server	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents for Exchange Server 2010 or 2007	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers

64-bit Exchange Server	N/A	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007	Database Agent for Database Availability Group (DAG) Configuration
INSTALLING ON A NON-EXCHANGE SERVER			
32-bit Non-Exchange Server	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents on a Non-Exchange Server	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Non-Exchange Server	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents for Exchange Server 2010 or 2007	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Non-Exchange Server	Outlook 2010 64-bit	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers

EXCHANGE SERVER 2007

SERVER SETUP	OUTLOOK VERSION	INSTALLATION PROCEDURE	SUPPORTED AGENTS
INSTALLING ON THE EXCHANGE SERVER			
64-bit Exchange Server	Outlook 2010 64-bit	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Exchange Server - Cluster	Outlook 2010 64-bit	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007 - Clustered Environment	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Exchange Server	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents for Exchange Server 2010 or 2007	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Exchange Server - Cluster	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents for Exchange Server 2010 or 2007 - Clustered Environment	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
INSTALLING ON A NON-EXCHANGE SERVER			
32-bit Non-Exchange Server	Outlook 2010/2007 32-bit	Install the 32-bit Exchange Agents on a Non-Exchange Server	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
64-bit Non-Exchange Server	Outlook 2010/2007 64-bit	Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers

EXCHANGE SERVER 2003

SERVER SETUP	OUTLOOK VERSION	INSTALLATION PROCEDURE	SUPPORTED AGENTS
INSTALLING ON THE EXCHANGE SERVER			
Exchange Server	Not Required	Install the Exchange Agents on Exchange Server 2003	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
Exchange Server - Cluster	Not Required	Install the Exchange Agents on Exchange Server 2003 - Clustered Environment	Database, Mailbox, and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers
INSTALLING ON A NON-EXCHANGE SERVER			
Non-Exchange Server	Outlook 2010/2007 32-bit	Install the Exchange Agents for Exchange Server 2003 on a Non-Exchange Server	Mailbox and Public Folder iDataAgents Compliance, Mailbox, and Public Folder Archivers

Install the 64-bit Exchange Agents for Exchange Server 2010 or 2007

Previous Next

Follow the steps given below to install Exchange Agents on one of the following:

- 64-bit Exchange Server 2010
- 64-bit Exchange Server 2007
- 64-bit Non-Exchange Server

WHERE TO INSTALL

The Exchange Agents can be installed in one of two ways:

- Directly onto the Exchange Server. This method is referred to as an on-host installation and is useful if you want to preserve hardware resources.
- On a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

  Install the Exchange Agents on all the nodes on which backups have to be run in a DAG configuration.

INSTALLATION

The software can be installed using one of the following methods:

METHOD 1: INTERACTIVE INSTALL

Use this procedure to directly install the software from the installation package or a network drive.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a client computer.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

If you are installing the Exchange Agents on a 64-bit off-host proxy computer, perform the following pre-requisite task before installing these agents:

- Ensure that the proxy computer has been added to the same Domain in which the Exchange Server 2007 resides.
- Install Microsoft Outlook 2007 or higher on the off-host proxy computer in order to supply the software drivers necessary for Exchange-based agents to function in an off-host proxy configuration.

FOR EXCHANGE SERVER 2010

- Ensure that the service account is a member of Organization Management group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

To assign full access follow the steps given below:

- Using ADSIEDIT navigate to Configuration | Services | Microsoft Exchange.
- Right-click your organization name, click Properties | Securities and click the Advanced tab.
- Click Edit to modify the permissions set for Organization Management group.
- Click to select Full Control, Receive As and Send As permissions and wait for replication.
- Click the Effective Permission tab and Select the name of the backup account.
- The backup account should display the following as selected:

  Full Control

  All Extended Rights

  Send As

  Receive As

- Start the PowerShell and type the following to add the backup account so it has full control over all the databases:

```
Get-MailboxDatabase -server (server name) | Add-ADPermission -user "backup account" -ExtendedRights Receive-As
```

Run the above PowerShell every time a new database is added.

- Navigate to the Exchange Management Console, right-click the <mailbox> and click Manage Full Access Permissions to view the mailbox listed under Full Access Permissions.

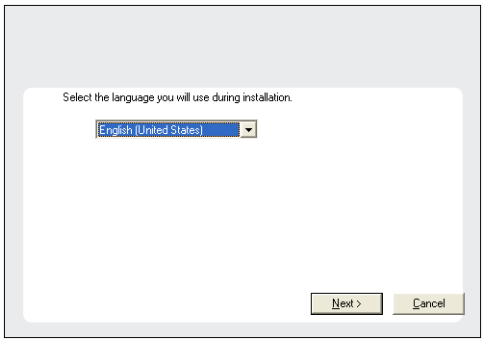
FOR EXCHANGE SERVER 2007

- Service account should be a member of Exchange Organization Administrators group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

METHOD 1: INTERACTIVE INSTALL

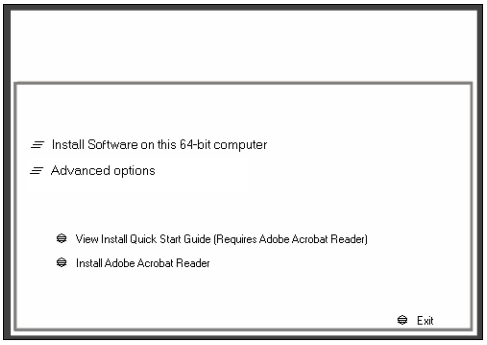
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from the Software Installation Package.
3. Select the required language.

   Click **Next**.



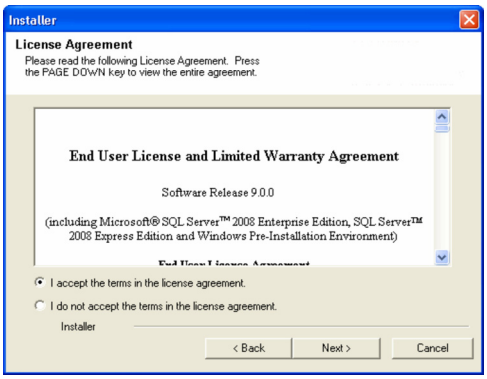
4. Select the option to **Install Calypso on this 64-bit computer**.

   Your screen may look different from the example shown.



5. Select **I accept the terms in the license agreement**.

   Click **Next**.

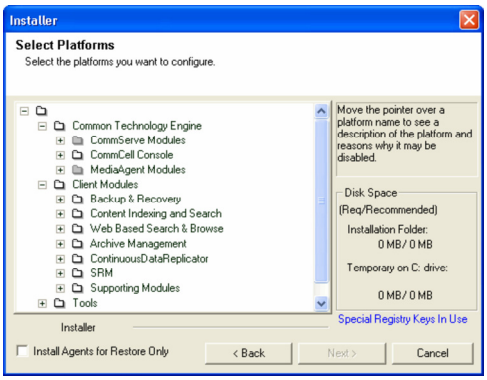


6. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:
   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

   To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:
   - **Exchange Compliance Archiver**
   - **Exchange Mailbox Archiver Agent**
   - **Exchange Public Folder Archiver Agent**

Click **Next**.

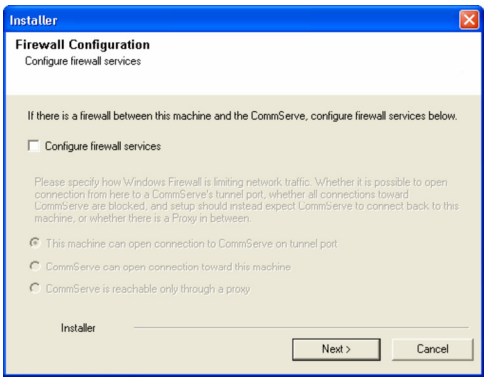
For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



7. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

   For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

   If firewall configuration is not required, click **Next**.

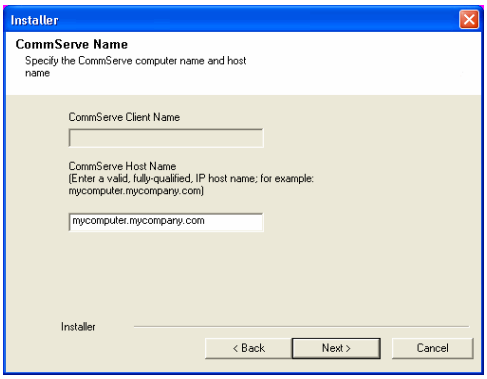


8. Enter the fully qualified domain name of the **CommServe Host Name**.

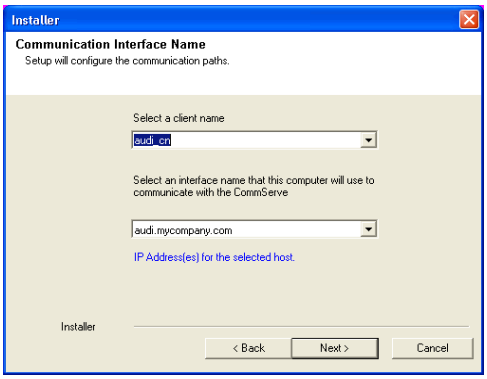
   Click **Next**.

   Do not use space and the following characters when specifying a new name for the CommServe Host Name:

   \|`~!@#$%^&*()+=<>/?,[]{}:;'"



9. Click **Next**.

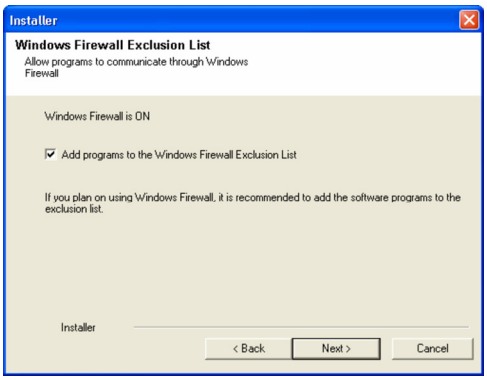


10. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



11. Verify the default location for software installation.

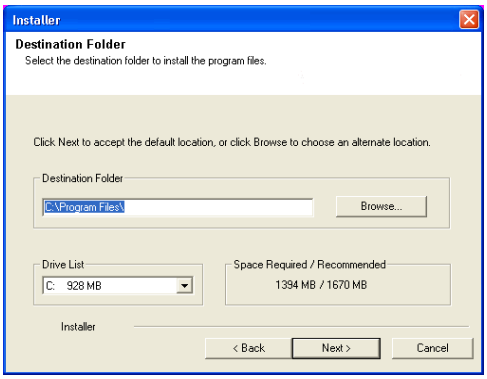
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

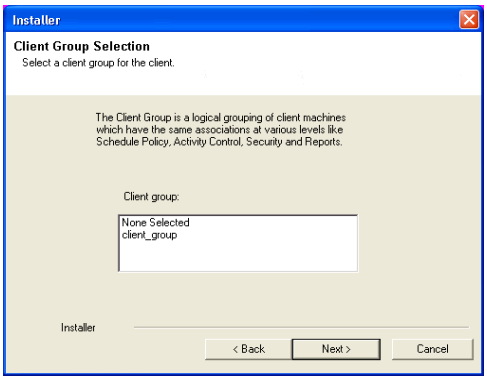
      It is recommended that you use alphanumeric characters only.



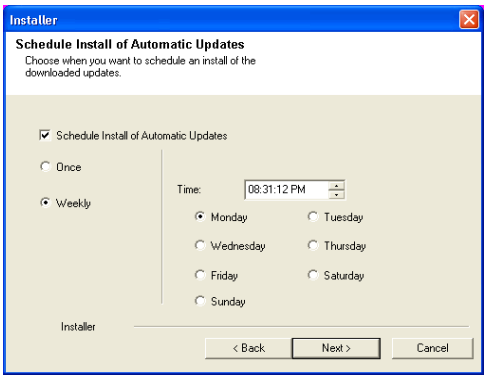
12. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

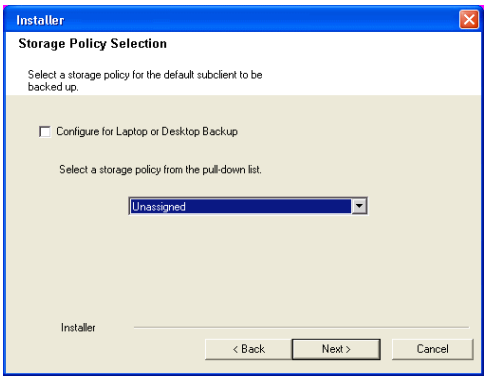


13. Click **Next**.



14. Select a **Storage Policy**.

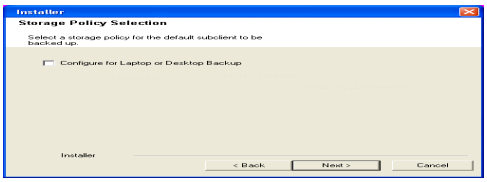
    Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

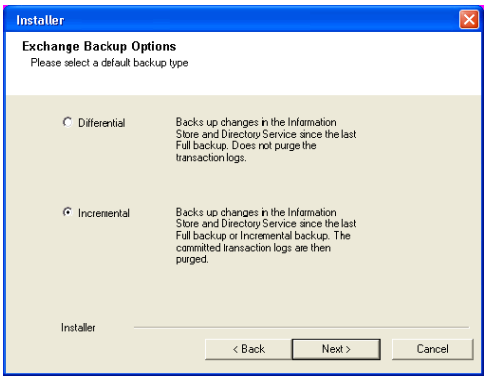
You can create the Storage Policy later in step 24.



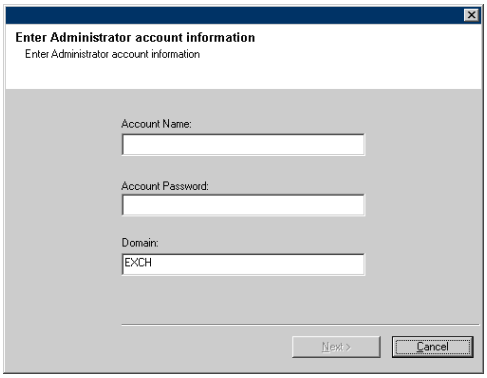
- If you are installing the Exchange Database *i*DataAgent on the Exchange Server, click Configure Exchange Database Specific Information.
- If you are installing the Exchange Agents on the Non-Exchange Server, skip to Configure Exchange Agents Specific Information.

CONFIGURE EXCHANGE DATABASE SPECIFIC INFORMATION

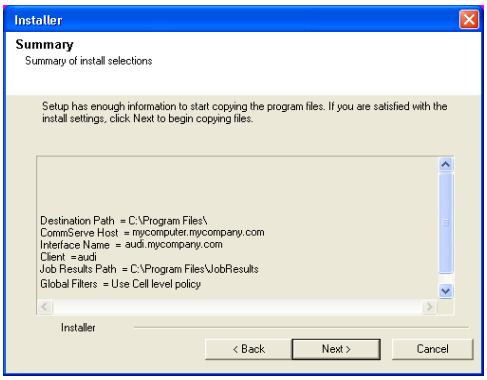
15. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



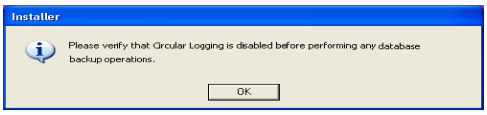
16. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.



17. Click **Next**.



18. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is disabled:



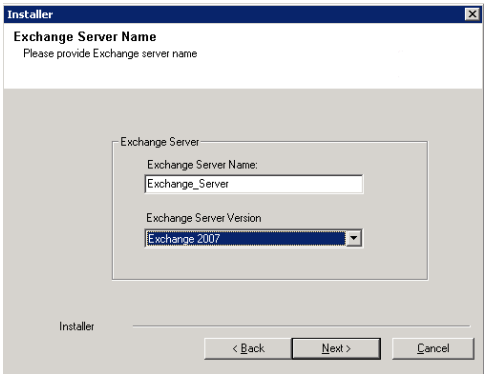
- From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
- Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

Click **OK**.

- If you are installing the Exchange Agents, then click Configure Exchange Agents Specific Information.
- If you are installing the Exchange Database *i*DataAgent, skip to Verify Summary of Install Options.

CONFIGURE EXCHANGE AGENTS SPECIFIC INFORMATION

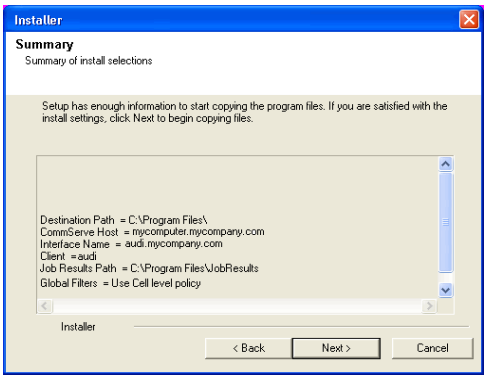
19. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.



Click **Next**.

This screen will appear when you are installing Exchange Agents on Non-Exchange Server.

20. Click **Next**.

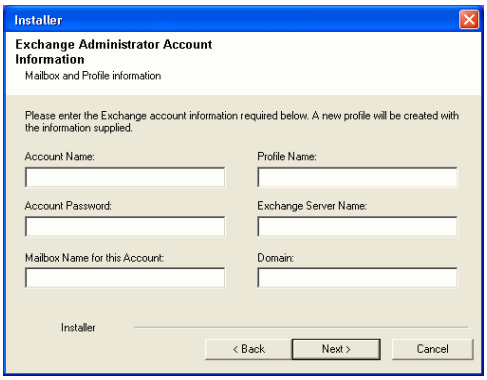


21. Enter the following Exchange Administrator information then click **Next**.
- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.

- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

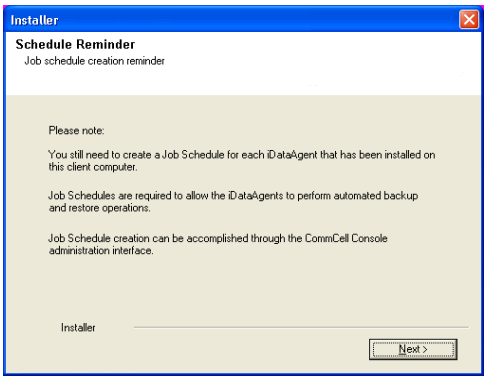
  Enter the Mailbox Role Server name (NetBIOS). After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.

- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.

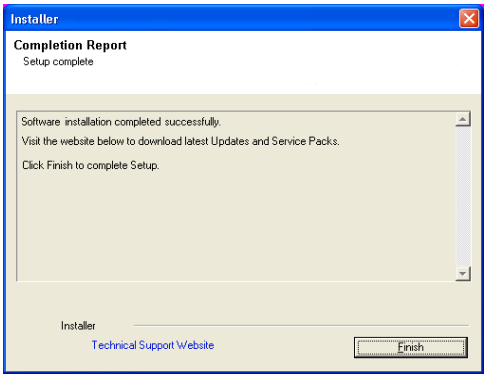


VERIFY SUMMARY OF INSTALL OPTIONS

22. Click **Next**.



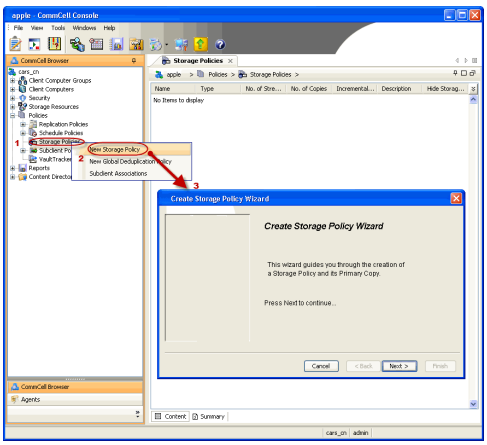
23. Click **Finish**.



CHOICE If you already have a storage policy selected in step 14, Click Next ➤ button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

24. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.

   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.

- Select **Yes** to enable deduplication for the primary copy.
- From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

  Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
- Review the details and click **Finish** to create the Storage Policy.

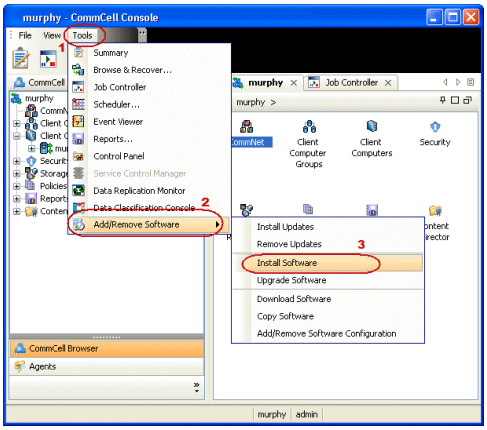
25. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

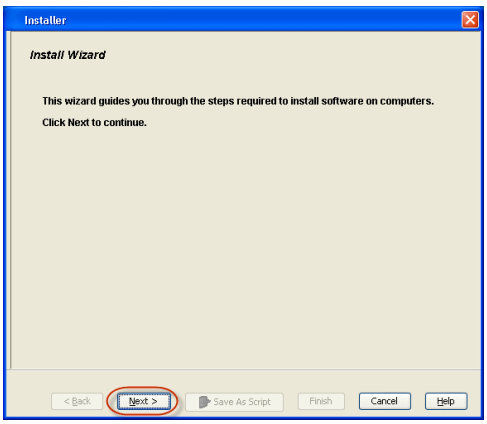
  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

1. From the CommCell Browser, select **Tools**, point to **Add/Remove Software**, and then click **Install Software.**

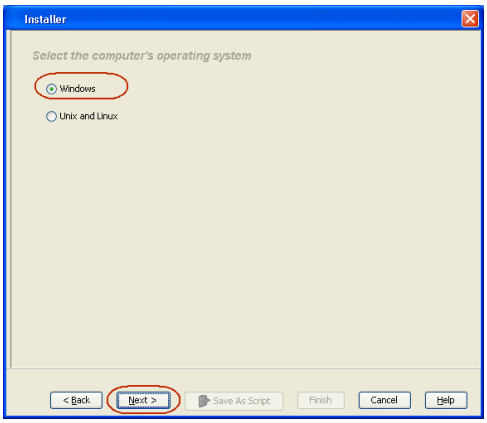


2. Click **Next**.



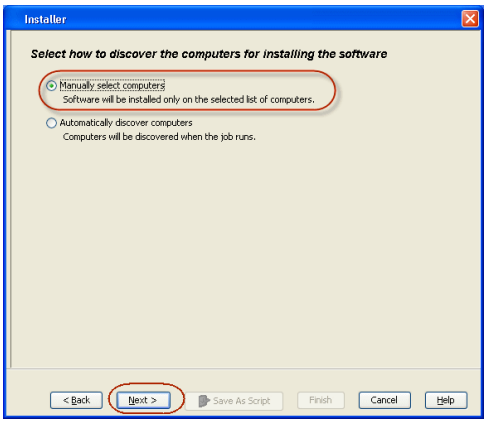
3. Select **Windows**.

   Click **Next**.



4. Select **Manually Select Computers**.

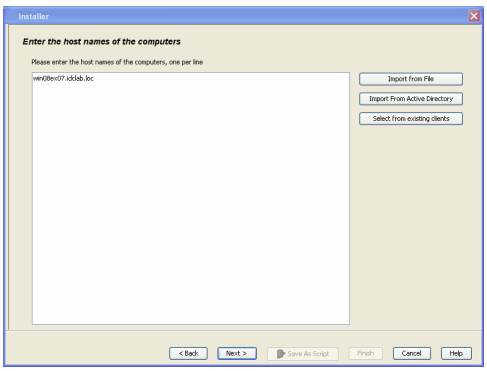
   Click **Next**.



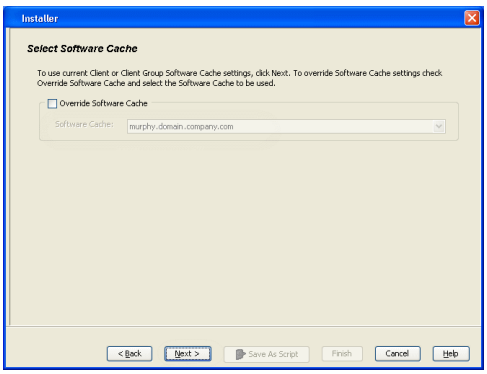
5. Enter the fully qualified domain name of the computer on which you have Exchange Server.

   For example: `win08ex07.idclab.loc`

   Click **Next**.

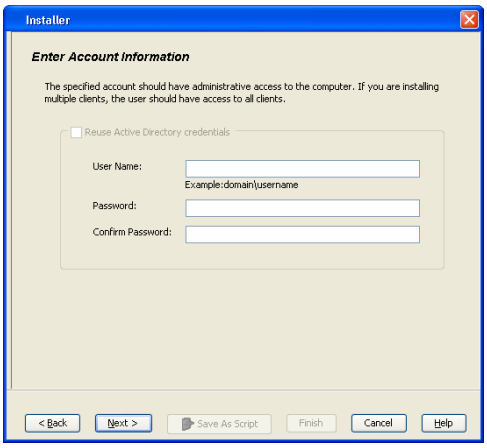


6. Click **Next**.



7. Specify **User Name** and **Password** that must be used to access the computer.

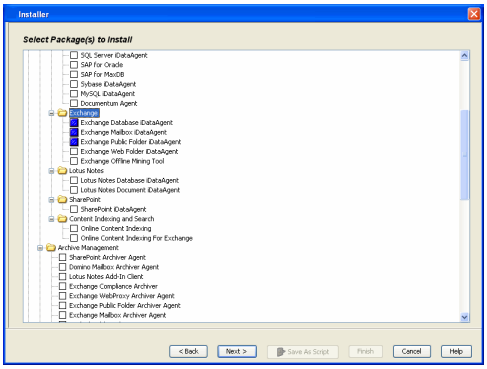
   Click **Next**.



8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:
   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

   Click **Next**.

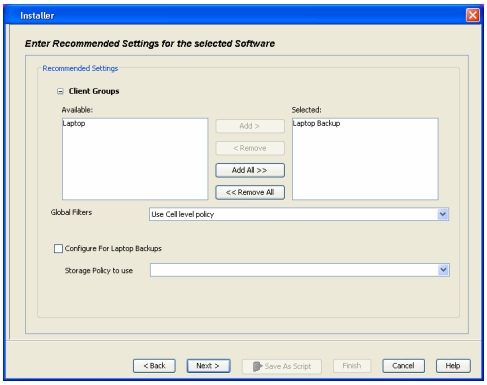
   For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



9. - Select **Client Group** from **Available** and click **Add**.
   - Select a **Storage Policy** from the drop-down list. Click **Next**.

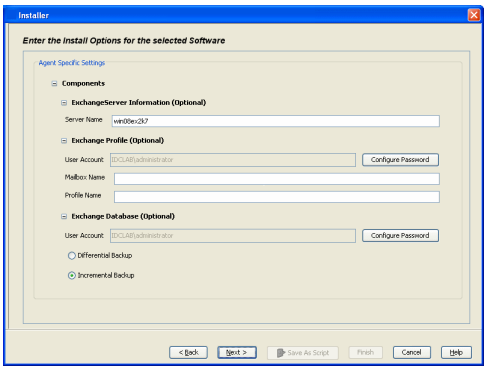
   NOTES:

   - Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.

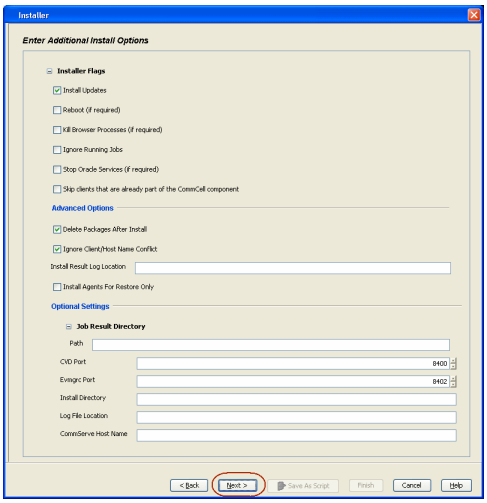


10. Type the Agent Specific Settings information.

    Click **Next**.

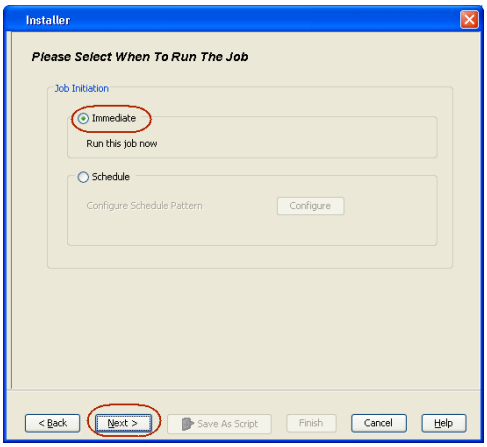


11. Click **Next**.

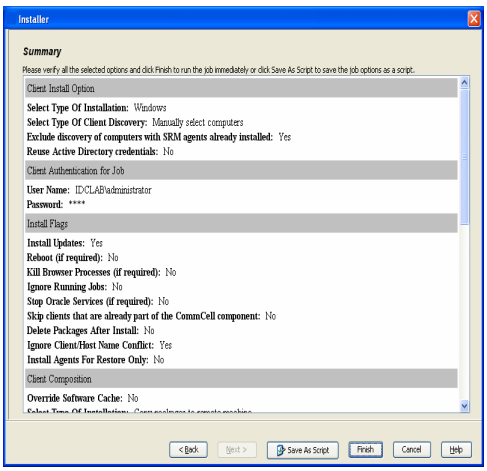


12. Select **Immediate**.

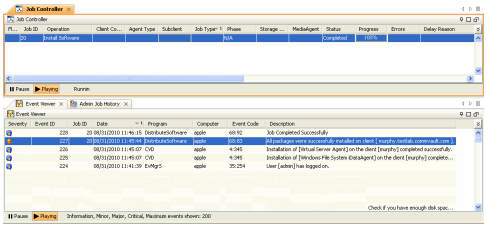
    Click **Next**.



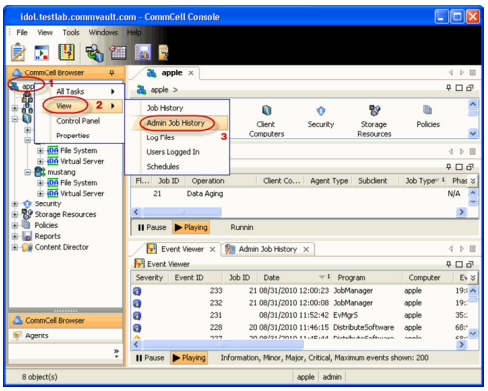
13. Click **Finish**.



14. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

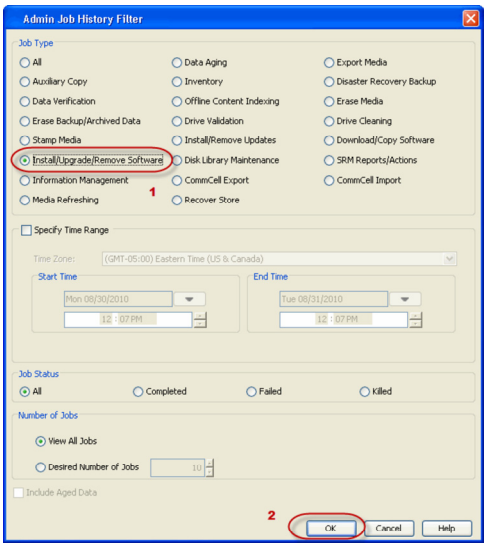


15. Once the job is complete, right-click the **CommServe** computer, click **View** and then click **Admin Job History**.

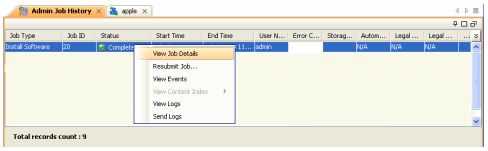


16. Select **Install/Upgrade/Remove Software**.

    Click **OK**.



17. You can view the following details about the job by right-clicking the job:
    - Items that succeeded during the job
    - Items that failed during the job
    - Details of the job
    - Events of the job
    - Log files of the job



18. Enable the following registry key to create job specific profiles:
    - From the CommCell Browser, navigate to Client Computers.
    - Right-click the <Client> in which you want to add the registry key, and then click Properties.
    - Click the Registry Key Settings tab.
    - Click Add.
    - Enter CreateProcessSpecificProfile in the Name field.
    - Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

      Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
    - Enter REG_DWORD in the Type filed.
    - Enter 1 to enable and 0 to disable the key in the Value field.
    - Click OK.

Previous Next

Install the 64-bit Exchange Agents for Exchange Server 2007 - Clustered Environment

Previous Next

Follow the steps given below to install the 64-bit Exchange Agents on Exchange Server 2007 or on Non-Exchange Server in a clustered environment.

WHERE TO INSTALL

The Exchange Agents can be installed in one of two ways:

- Directly onto the Exchange Server. This method is referred to as an on-host installation and is useful if you want to preserve hardware resources.
- On a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

If you are installing the Exchange Agents on a 64-bit off-host proxy computer, perform the following pre-requisite task before installing these agents:

- Ensure that the proxy computer has been added to the same Domain in which the Exchange Server 2007 resides.
- Install Microsoft Outlook 2007 or higher on the off-host proxy computer in order to supply the software drivers necessary for Exchange-based agents to function in an off-host proxy configuration.

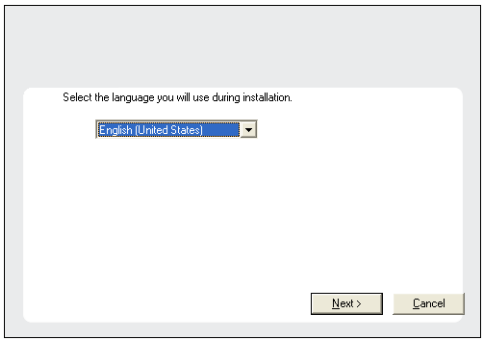
The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

- Service account is a member of Exchange Organization Administrators group.
- The mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.
- Ensure that you assign full access to all mailboxes on the server. For details, see How do I Assign Full Access to All Mailboxes on a Server.

INSTALL PROCEDURE

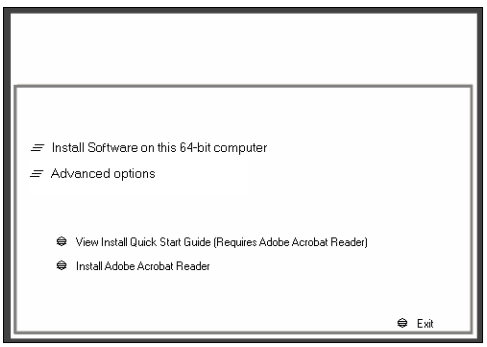
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from the Software Installation Package.
3. Select the required language.

   Click **Next**.



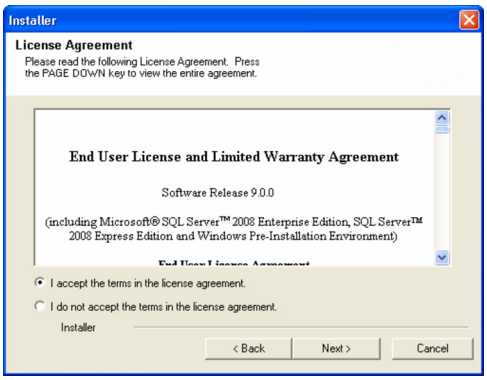
4. Select the option to **Install Calypso on this 64-bit computer**.

   NOTES:
   - Your screen may look different from the example shown.



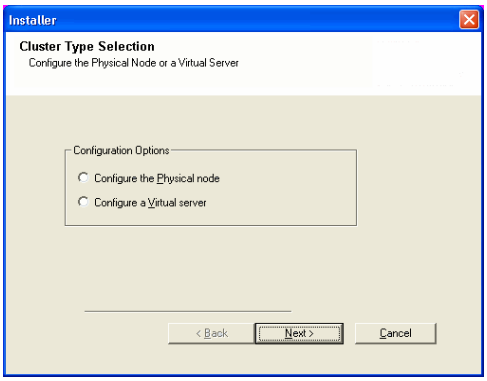
5. Select **I accept the terms in the license agreement**.

   Click **Next**.



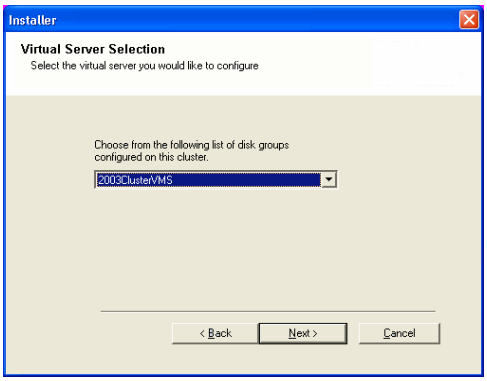
6. Select **Configure a Virtual Server**.

   Click **Next**.



7. Select the disk group in which the virtual server resides.

   Click **Next**.



8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:

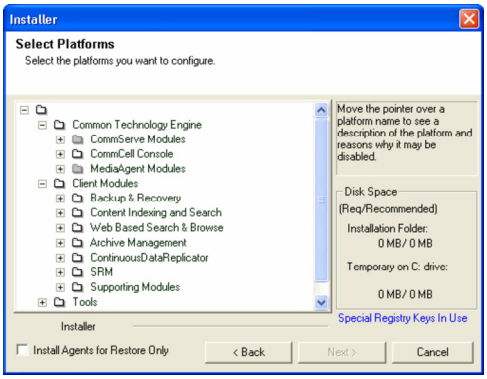
   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

   To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:

   - **Exchange Compliance Archiver**
   - **Exchange Mailbox Archiver Agent**
   - **Exchange Public Folder Archiver Agent**

   Click **Next**.

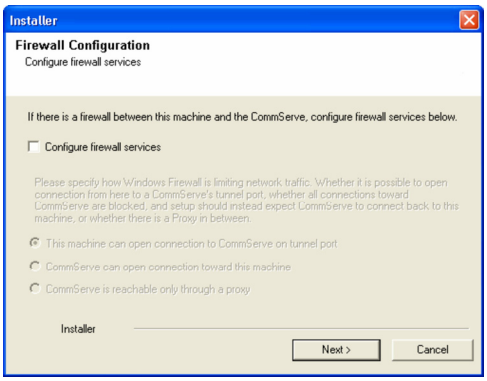
   For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



9. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

   For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

   If firewall configuration is not required, click **Next**.

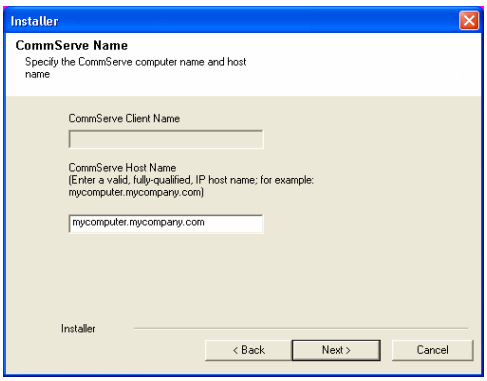


10. Enter the fully qualified domain name of the **CommServe Host Name**.

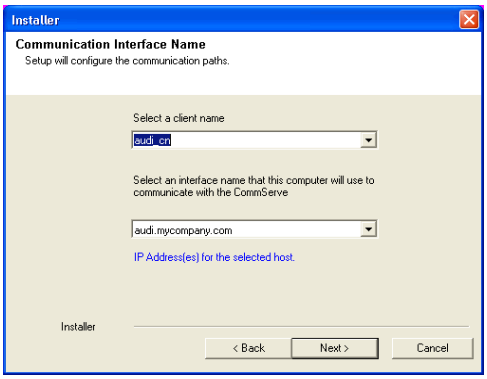
    Click **Next**.

    Do not use space and the following characters when specifying a new name for the CommServe Host Name:

    \|`~!@#$%^&*()+=<>/?,[]{}:;'"



11. Click **Next**.

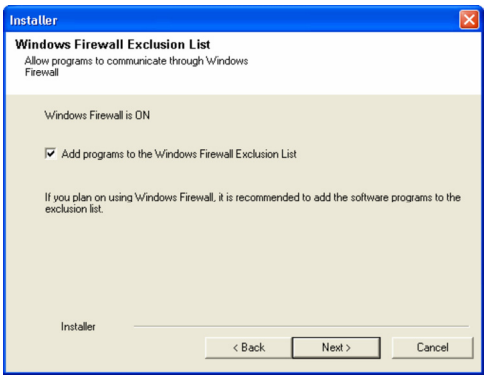


12. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



13. Verify the default location for software installation.

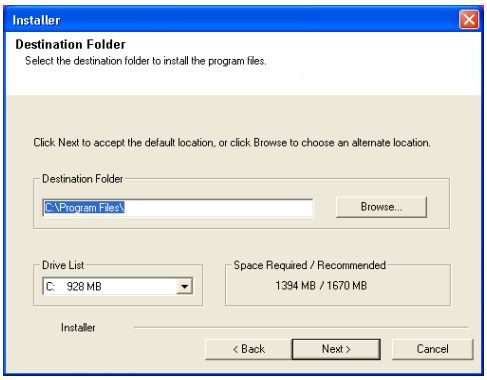
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

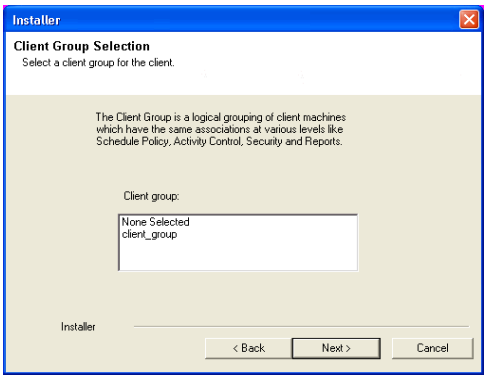
It is recommended that you use alphanumeric characters only.



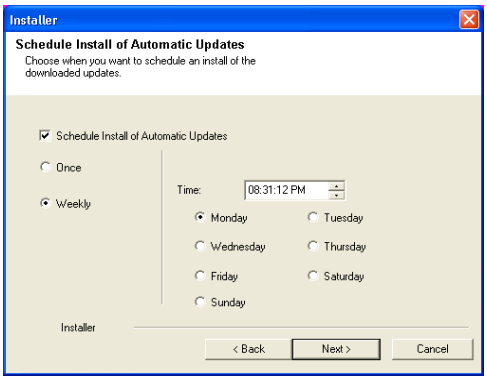
14. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

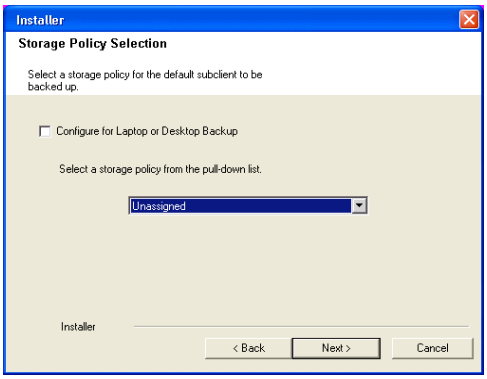


15. Click **Next**.



16. Select a **Storage Policy**.

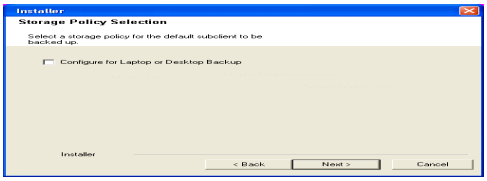
    Click **Next**.



    If you do not have Storage Policy created, this message will be displayed.

    Click **OK**.

    You can create the Storage Policy later in step 31.

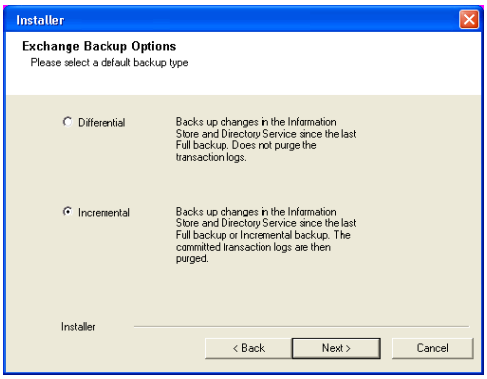


- If you are installing the Exchange Database *i*DataAgent on the Exchange Server, click Configure Exchange Database Specific Information.

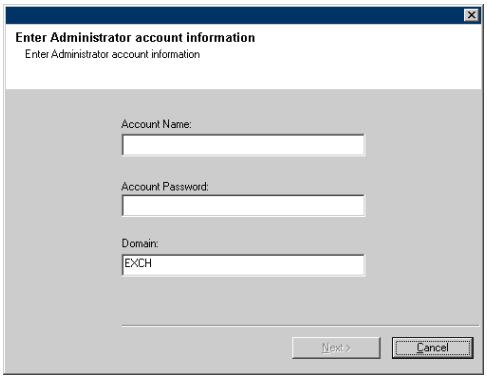
- If you are installing the Exchange Agents on the Non-Exchange Server, skip to Configure Exchange Agents Specific Information.

CONFIGURE EXCHANGE DATABASE SPECIFIC INFORMATION

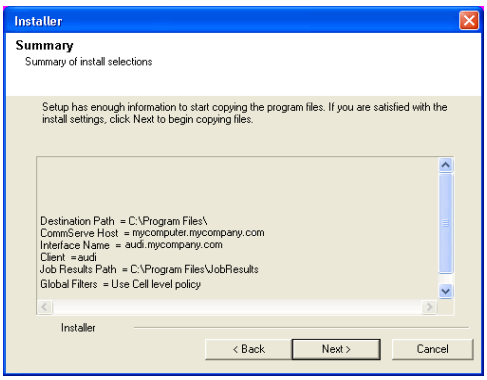
17. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



18. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.

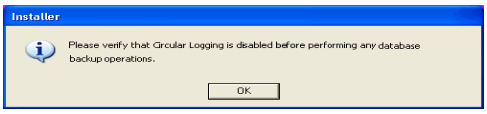


19. Click **Next**.



20. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is disabled:
    - From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
    - Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

    Click **OK**.



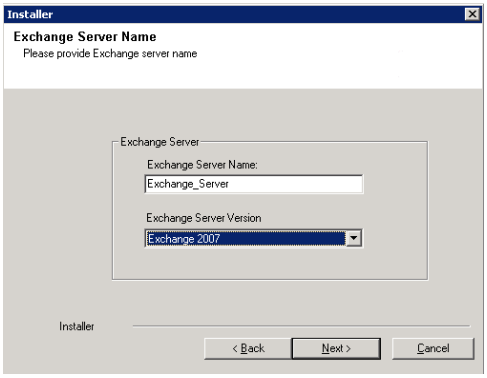
- If you are installing the Exchange Agents, then click Configure Exchange Agents Specific Information.
- If you are installing the Exchange Database *i*DataAgent, skip to Install Remaining Cluster Nodes.

CONFIGURE EXCHANGE AGENTS SPECIFIC INFORMATION

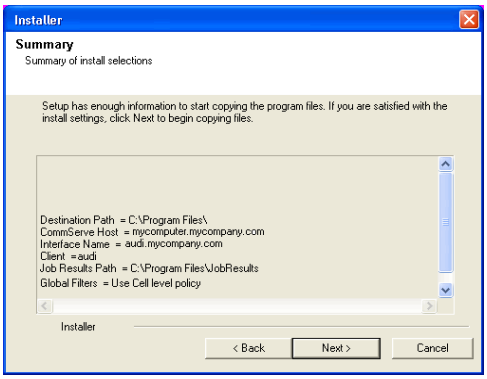
21. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

Click **Next**.

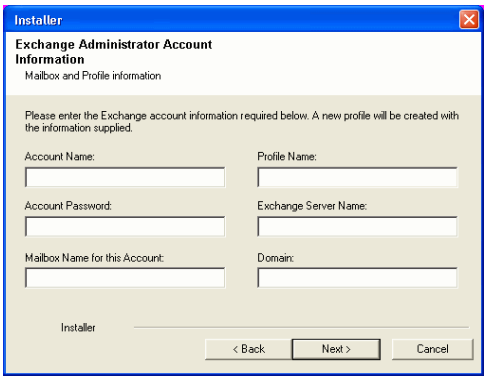
This screen will appear when you are installing Exchange Agents on Non-Exchange Server.



22. Click **Next**.



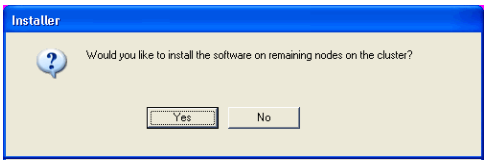
23. Enter the following Exchange Administrator information then click **Next**.
- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.
- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



INSTALL REMAINING CLUSTER NODES

24. To install the software on the remaining nodes of the cluster, click **Yes**.

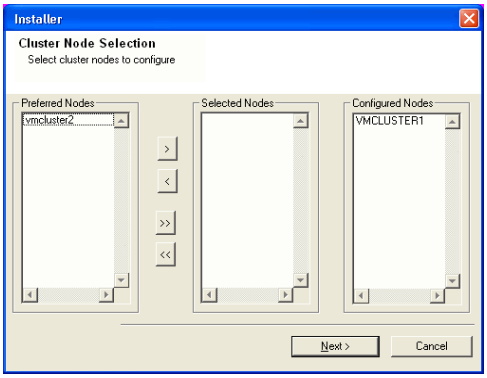
To complete the install for this node only, click **No**.



25. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

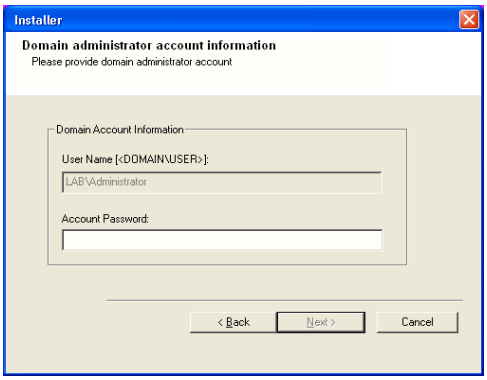
Once you complete your selections, click **Next**.

- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed.



26. Specify **User Name** and **Password** for the **Domain Administrator account Information** to perform the remote install on the cluster nodes you selected in the previous step.

Click **Next**.



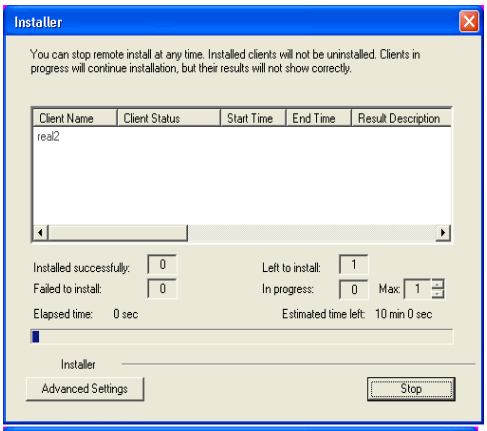
27. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

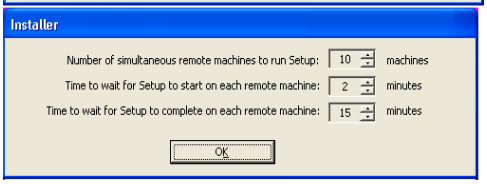
Click **Stop** to prevent installation to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt will fail.

> If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see Manually Installing the Software on a Passive Node.

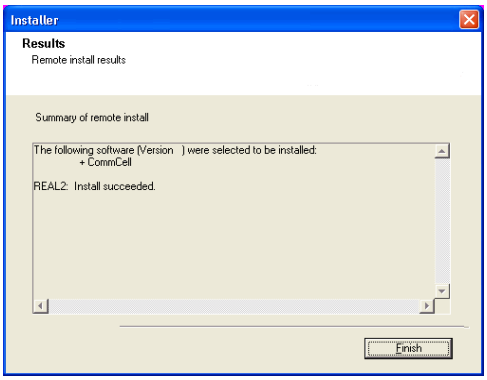




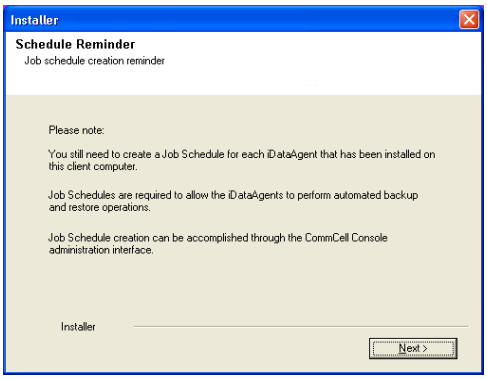
28. Read the summary for remote installation to verify that all selected nodes were installed successfully.

Click **Next**.

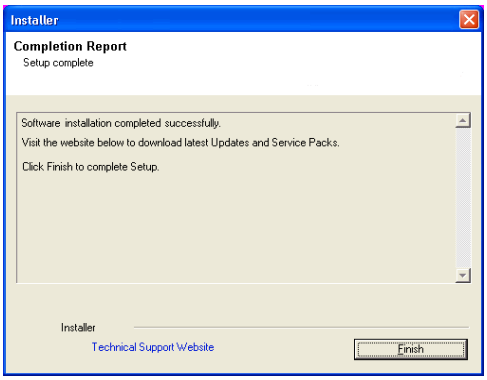
- If any node installation fails, you must manually install the software on that node once the current installation is complete. See Manually Installing the Software on a Passive Node for step-by-step instructions.
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.



29. Click **Next**.



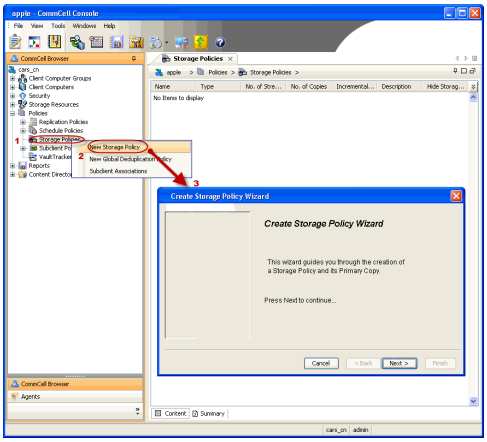
30. Click **Finish**.



CHOICE If you already have a storage policy selected in step 16, Click Next button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

31. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

     Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
   - Review the details and click **Finish** to create the Storage Policy.

32. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the 32-bit Exchange Agents for Exchange Server 2010 or 2007

Previous Next

Follow the steps given below to install Exchange Agents on one of the following:

- 64-bit Exchange Server 2010
- 64-bit Exchange Server 2007
- 64-bit Non-Exchange Server

WHERE TO INSTALL

The Exchange Agents can be installed in one of two ways:

- Directly onto the Exchange Server. This method is referred to as an on-host installation and is useful if you want to preserve hardware resources.
- On a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

  Install the Exchange Agents on all the nodes on which backups have to be run in a DAG configuration.

INSTALLATION

The software can be installed using one of the following methods:

METHOD 1: INTERACTIVE INSTALL

Use this procedure to directly install the software from the installation package or a network drive.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a client computer.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

If you are installing the Exchange Agents on a 64-bit off-host proxy computer, perform the following pre-requisite task before installing these agents:

- Ensure that the proxy computer has been added to the same Domain in which the Exchange Server 2007 resides.
- Install Microsoft Outlook 2007 or higher on the off-host proxy computer in order to supply the software drivers necessary for Exchange-based agents to function in an off-host proxy configuration.

The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

FOR EXCHANGE SERVER 2010

- Ensure that the service account is a member of Organization Management group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

To assign full access follow the steps given below:

- Using ADSIEDIT navigate to Configuration | Services | Microsoft Exchange.
- Right-click your organization name, click Properties | Securities and click the Advanced tab.
- Click Edit to modify the permissions set for Organization Management group.
- Click to select Full Control, Receive As and Send As permissions and wait for replication.
- Click the Effective Permission tab and Select the name of the backup account.
- The backup account should display the following as selected:

  Full Control

  All Extended Rights

  Send As

  Receive As

- Start the PowerShell and type the following to add the backup account so it has full control over all the databases:

Get-MailboxDatabase -server (server name) | Add-ADPermission -user "backup account" -ExtendedRights Receive-As

Run the above PowerShell every time a new database is added.

- Navigate to the Exchange Management Console, right-click the <mailbox> and click Manage Full Access Permissions to view the mailbox listed under Full Access Permissions.

FOR EXCHANGE SERVER 2007

- Service account should be a member of Exchange Organization Administrators group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

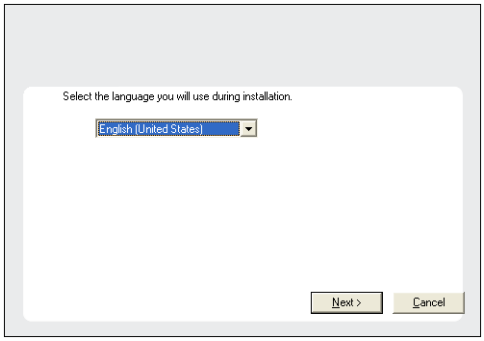
METHOD 1: INTERACTIVE INSTALL

INSTALL THE EXCHANGE DATABASE *i*DATAAGENT

The Exchange Database *i*DataAgent must be installed first. Follow the steps described below to install Exchange Database *i*DataAgent.

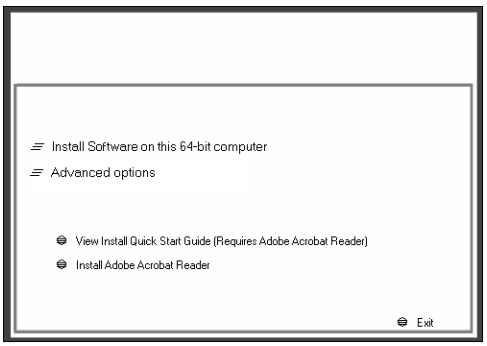
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from **Software Installation Package**.
3. Select the required language.

   Click **Next**.



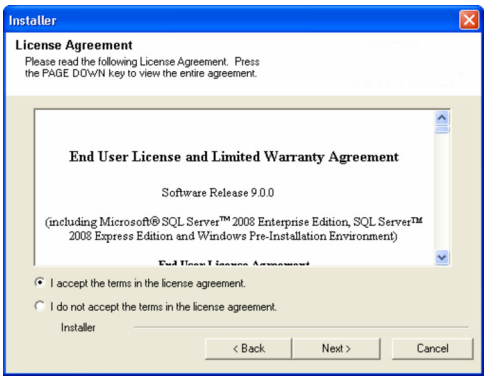
4. Select the option to **Install Calypso on this 64-bit computer**.

   Your screen may look different from the example shown.

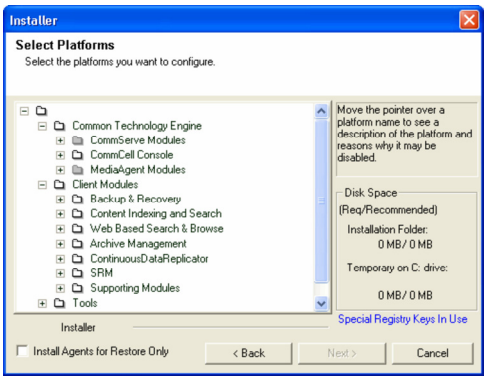


5. Select **I accept the terms in the license agreement**.

   Click **Next**.



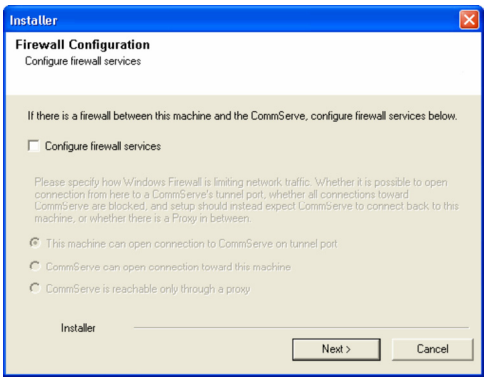
6. Expand **Client Modules | Backup & Recovery | Exchange | File System** and select **Exchange Database *i*DataAgent**.



7. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

   For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

   If firewall configuration is not required, click **Next**.

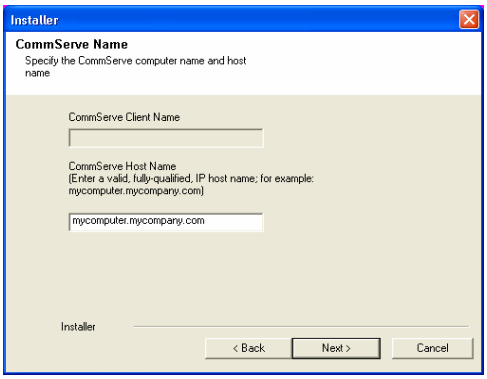


8. Enter the fully qualified domain name of the **CommServe Host Name**.

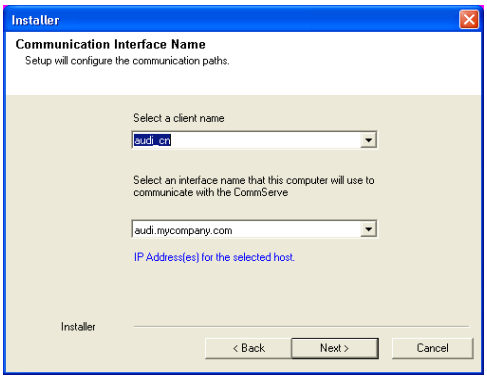
   Click **Next**.

   Do not use space and the following characters when specifying a new name for the CommServe Host Name:

   \|`~!@#$%^&*()+=<>/?,[]{}:;'"



9. Click **Next**.

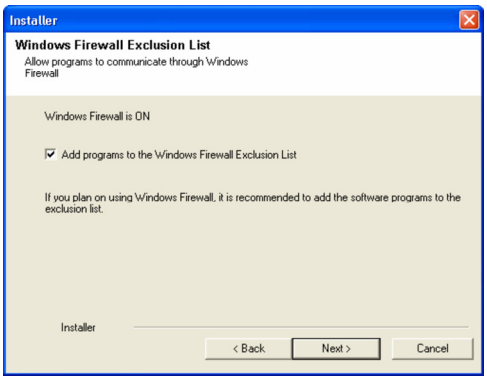


10. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



11. Verify the default location for software installation.

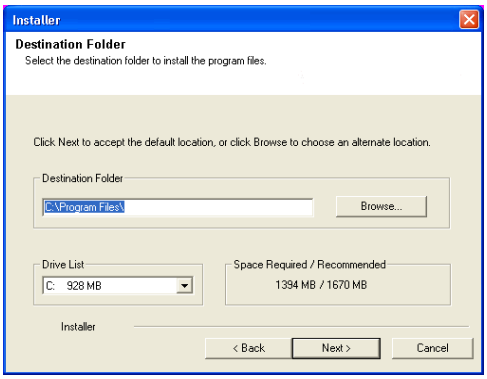
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

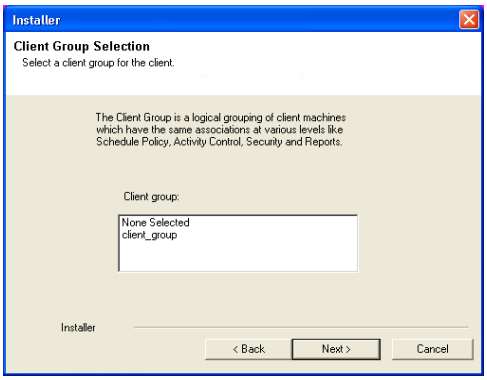
      It is recommended that you use alphanumeric characters only.



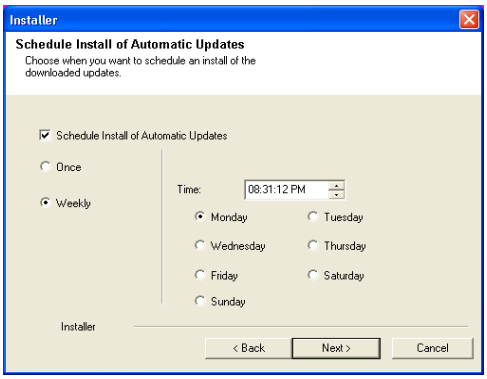
12. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

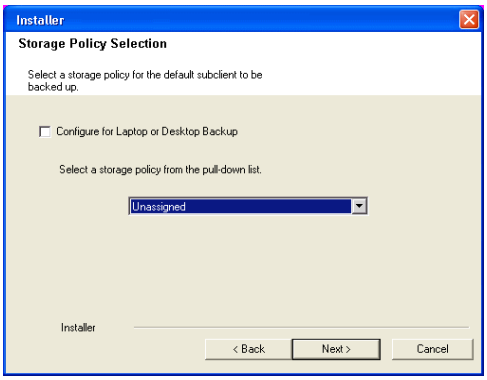


13. Click **Next**.



14. Select a **Storage Policy**.

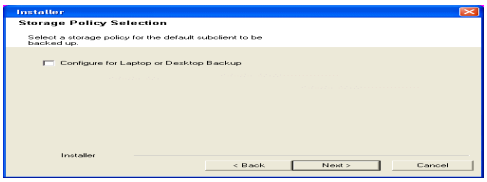
    Click **Next**.



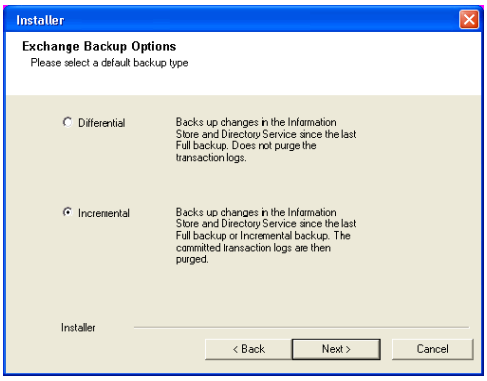
If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

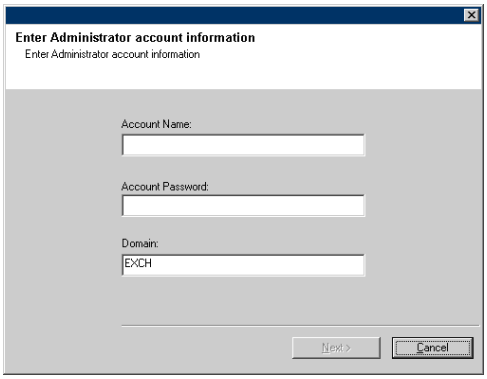
You can create the Storage Policy later in step 21.



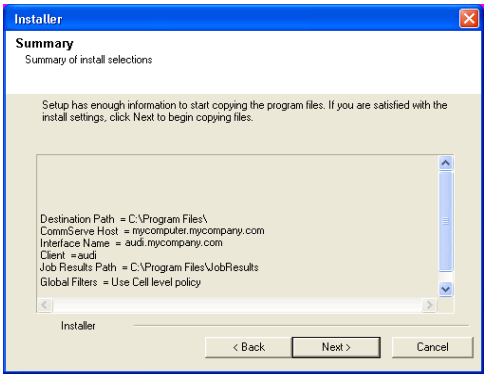
15. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



16. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.



17. Click **Next**.

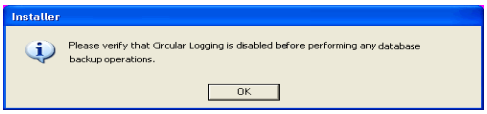


18. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is

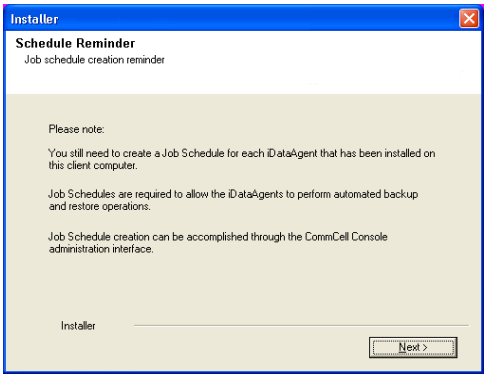
disabled:

- From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
- Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

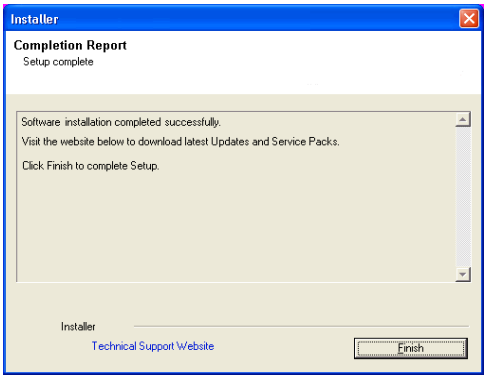
Click **OK**.



19. Click **Next**.



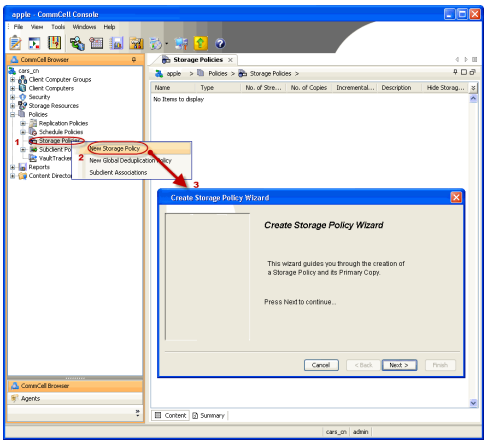
20. Click **Finish**.



CHOICE If you already have a storage policy selected in step 14, Click Next ➤ button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

21. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

     Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
   - Review the details and click **Finish** to create the Storage Policy.

- If you want to install Exchange Agents (such as Exchange Mailbox *i*DataAgent, Exchange Public Folder *i*DataAgent, Exchange Mailbox Archiver

and/or Exchange Public Folder Archiver), click Create the Registry Keys.

- If you are installing the Exchange Database *i*DataAgent, click Next button available at the bottom of the page to proceed to the **Configuration** section.

CREATE THE REGISTRY KEYS

Create the `bAllowMultiInstances` and `bAllow32BitInstallOn64Bit` registry keys.

22. Create the bAllowMultiInstances registry key.

To create the registry key, see the following steps:

1. Start the Registry Editor (Regedit.exe or Redegt32.exe)
2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\`.
3. Right click the `SOFTWARE` and click **New -> Key**.
4. Name the key as `GalaxyInstallerFlags`.
5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllowMultiInstances` and by double clicking the `bAllowMultiInstances` key modify the **Value data** to 1.

23. Create the bAllow32BitInstallOn64Bit registry key.

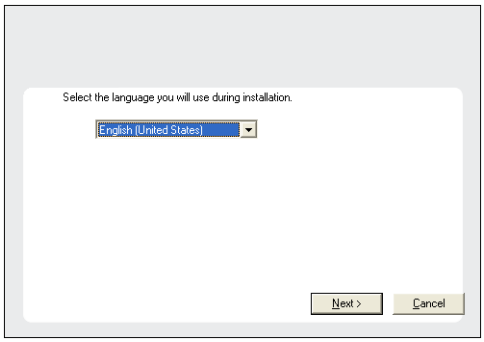
To create the registry key, see the following steps:

1. Start the Registry Editor (Regedit.exe or Regedit32.exe)
2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node`.
3. Right click the `SOFTWARE` and click **New -> Key**.
4. Name the key as `GalaxyInstallerFlags`.
5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllow32BitInstallOn64Bit` and by double clicking the `bAllow32BitInstallOn64Bit` key modify the **Value data** to 1.

24. Run **Setup.exe** from Software Installation Package.

25. Select the required language.

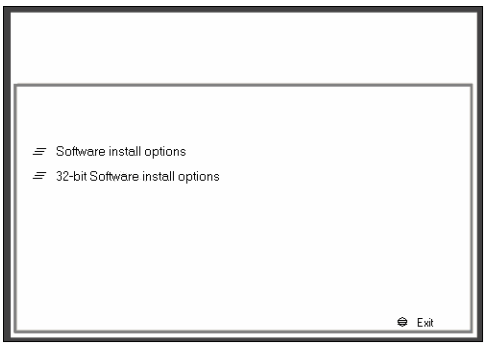
Click **Next**.



26. Select the **Calypso 32-bit Software install options** to install software.

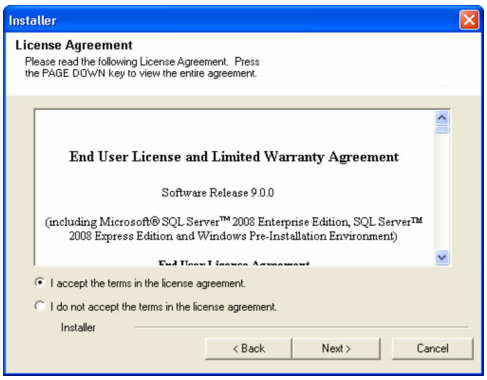
NOTES

- This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.

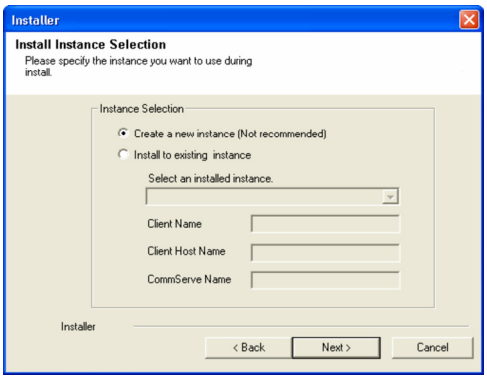


27. Select **I accept the terms in the license agreement**.

Click **Next**.



28. Select **Create a new instance** option to install the Exchange Agents on separate instance.



NOTES

- This screen will appear when the bAllowMultiInstances registry key has enabled on this computer.
- This screen will not appear if no other software components are installed on the computer.

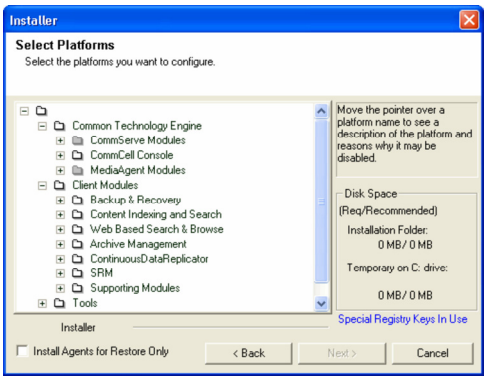
29. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:

- **Exchange Mailbox *i*DataAgent**
- **Exchange Public Folder *i*DataAgent**

To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:

- **Exchange Compliance Archiver**
- **Exchange Mailbox Archiver Agent**
- **Exchange Public Folder Archiver Agent**

Click **Next**.

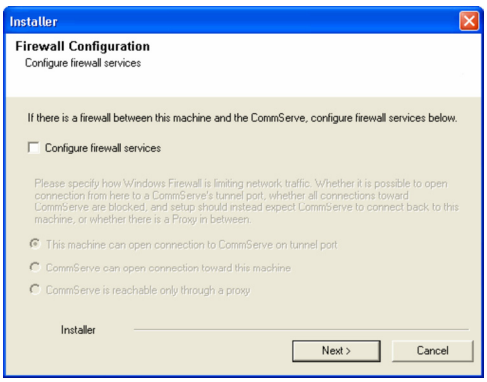


Note that the Exchange Database *i*DataAgents must be installed on the Exchange Server, see Install the Exchange Database *i*DataAgent for step-by-step procedure.

30. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

If firewall configuration is not required, click **Next**.

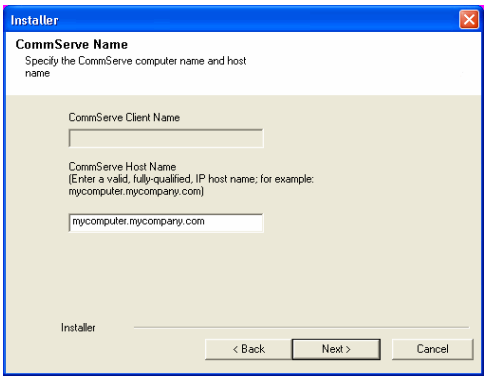


31. Enter the fully qualified domain name of the **CommServe Host Name**.

Click **Next**.

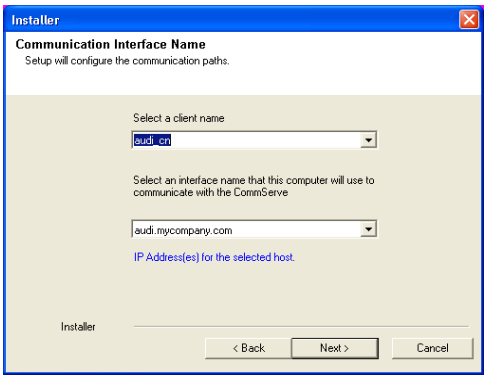
Do not use space and the following characters when specifying a new name for the CommServe Host Name:

\|`~!@#$%^&*()+=<>/?,[]{}:;'"



32. Click **Next**.

If there is any other instance installed on the computer, make sure that the host name does not match the client name entered in the **Select a client name** field in the previous instance.

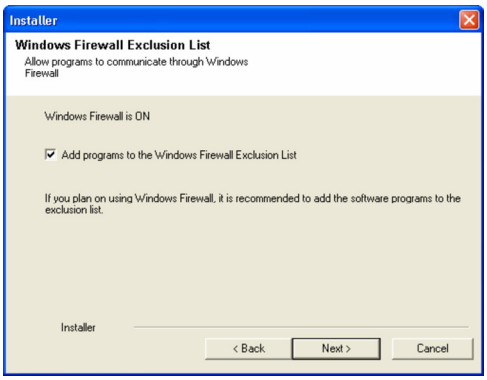


33. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

Click **Next**.

This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



34 Verify the default location for software installation.

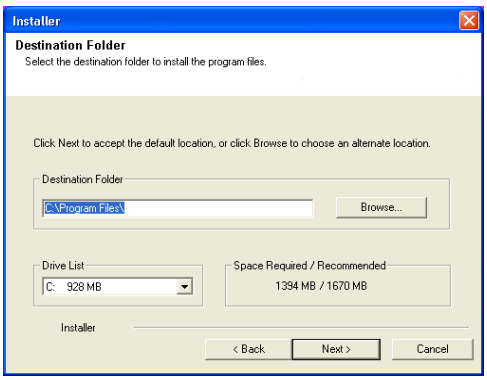
Click **Browse** to change the default location.

Click **Next**.

- Do not install the software to a mapped network drive.
- Do not use the following characters when specifying the destination path:

  / : * ? " < > | #

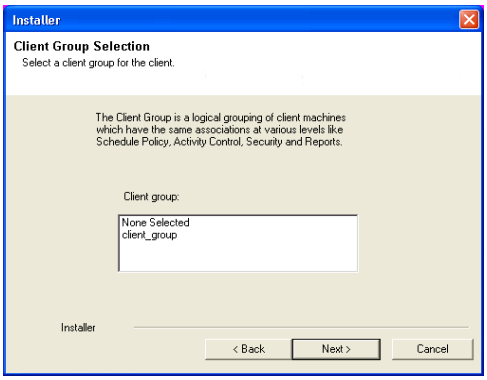
  It is recommended that you use alphanumeric characters only.



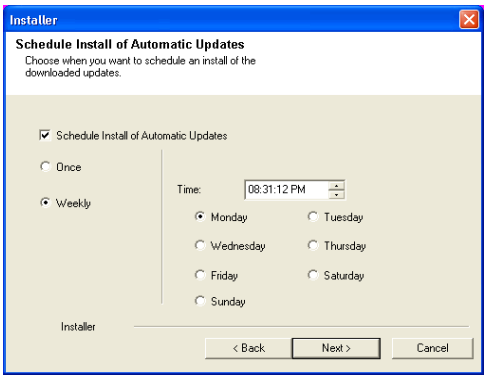
35. Select a Client Group from the list.

Click **Next**.

This screen will be displayed if Client Groups are configured in the CommCell Console.

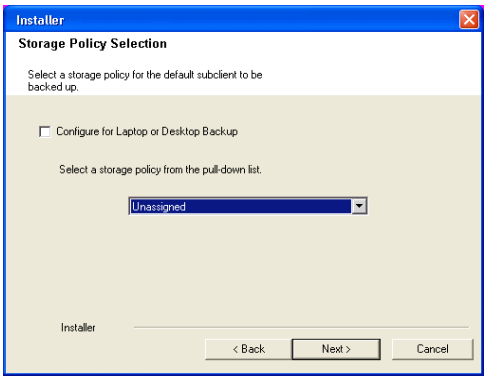


36. Click **Next**.



37. Select a **Storage Policy**.

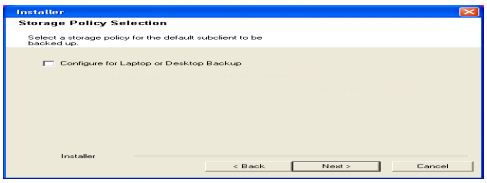
Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

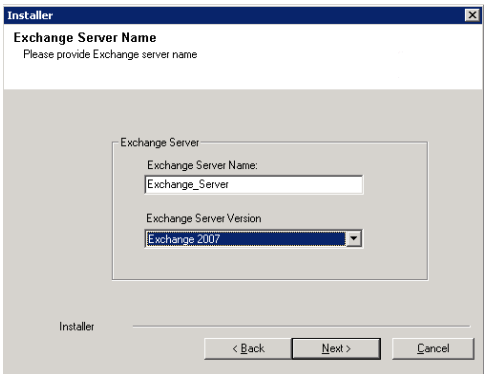
You can create the Storage Policy later in step 43.



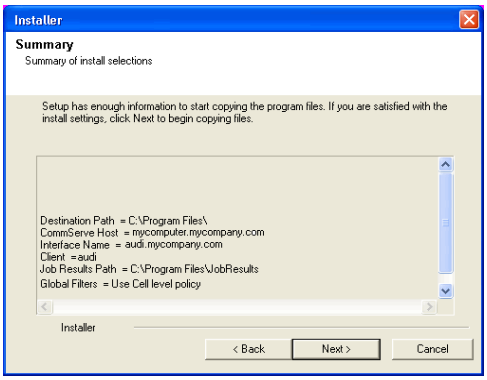
38. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

Click **Next**.

This screen will appear when you are installing Exchange Agents on Non-Exchange Server.



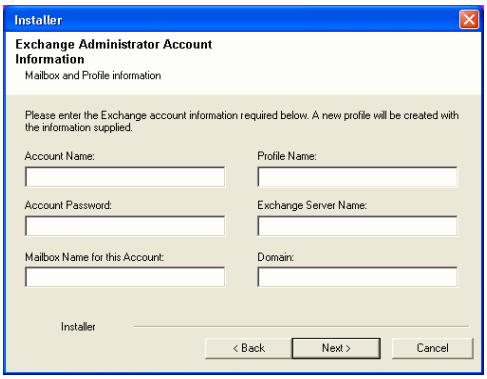
39. Click **Next**.



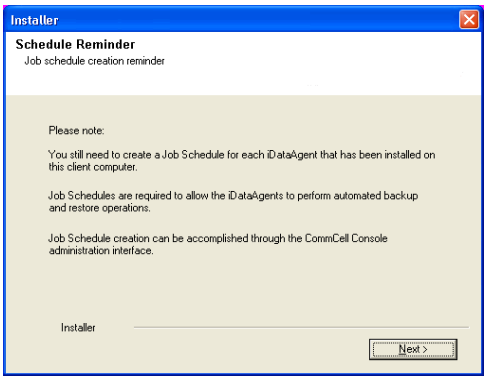
40. Enter the following Exchange Administrator information then click **Next**.

- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

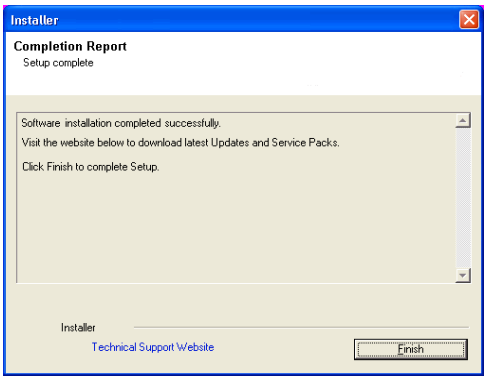
  Enter the Mailbox Role Server name (NetBIOS). After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.
- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



41. Click **Next**.



42. Click **Finish**.



If you already have a storage policy selected in step 37, Click Next ➤ button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

43. Create a Storage Policy:

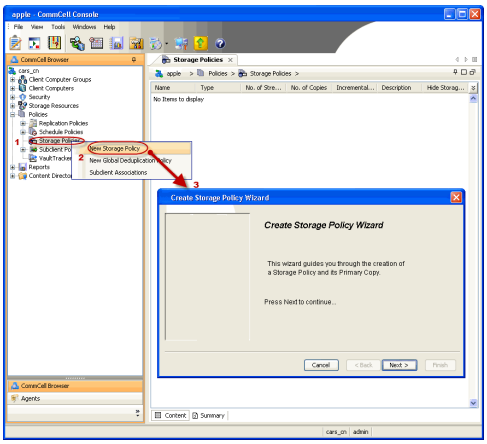
1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options

are mentioned below:

- Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
- Enter the name in the **Storage Policy Name** box and click **Next**.
- From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

  Ensure that you select a library attached to a MediaAgent operating in the current release.
- From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
- For the device streams and the retention criteria information, click **Next** to accept default values.
- Select **Yes** to enable deduplication for the primary copy.
- From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

  Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
- Review the details and click **Finish** to create the Storage Policy.



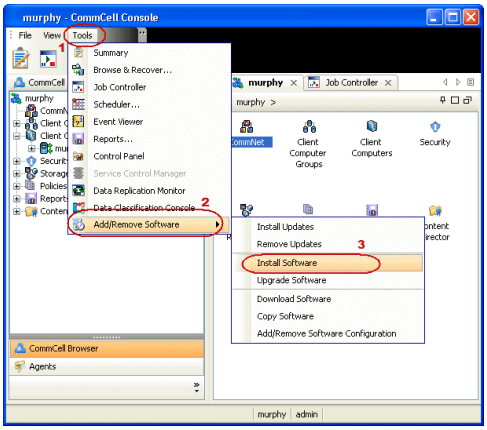
44. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

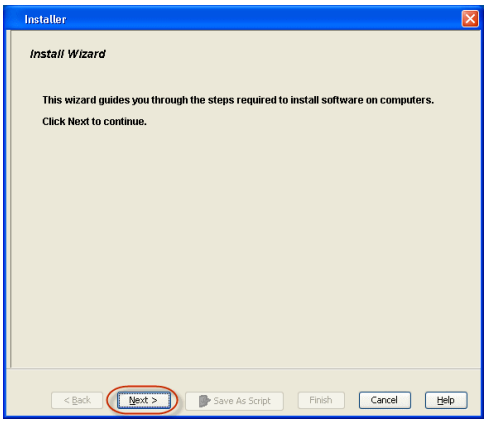
  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

1. From the CommCell Browser, select **Tools**, point to **Add/Remove Software**, and then click **Install Software.**

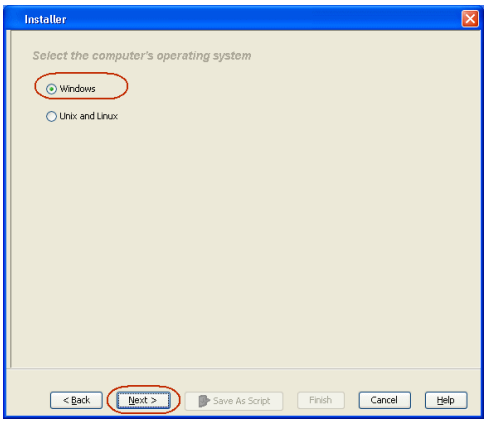


2. Click **Next**.



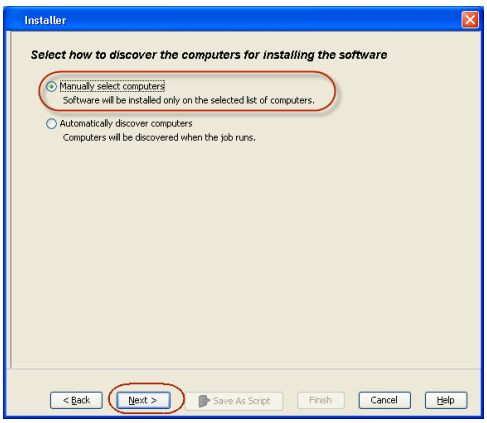
3. Select **Windows**.

   Click **Next**.



4. Select **Manually Select Computers**.

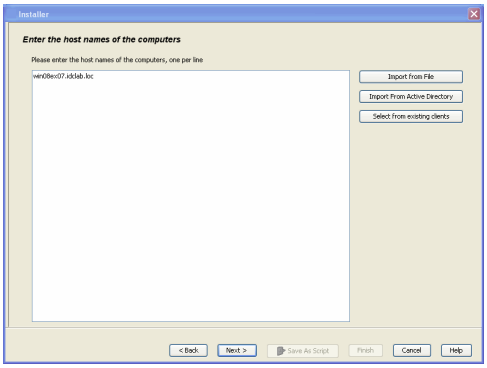
   Click **Next**.



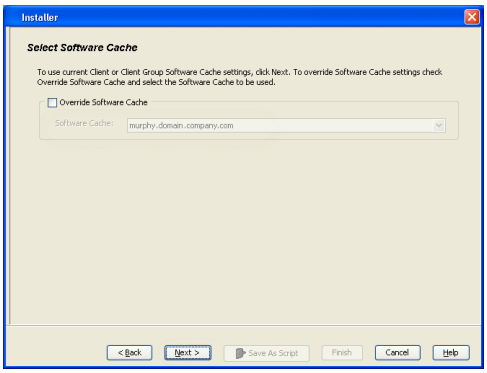
5. Enter the fully qualified domain name of the computer on which you have Exchange Server.

   For example: `win08ex07.idclab.loc`

   Click **Next**.

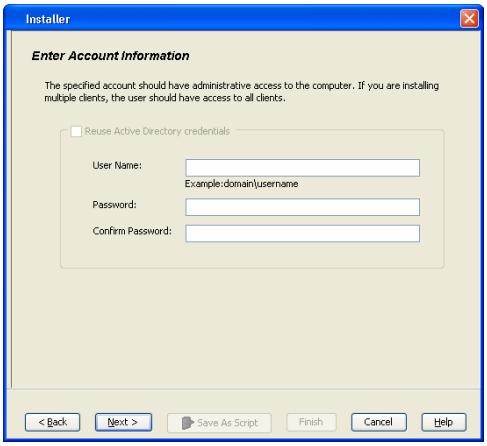


6. Click **Next**.



7. Specify **User Name** and **Password** that must be used to access the computer.

   Click **Next**.

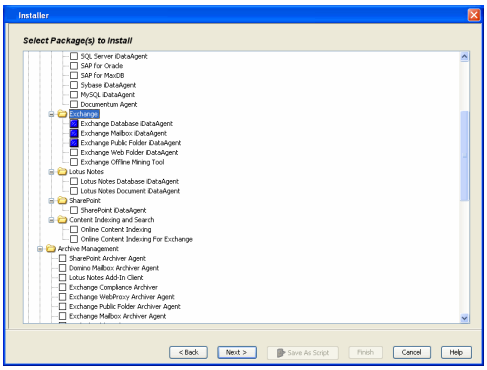


8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:

   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

   Click **Next**.

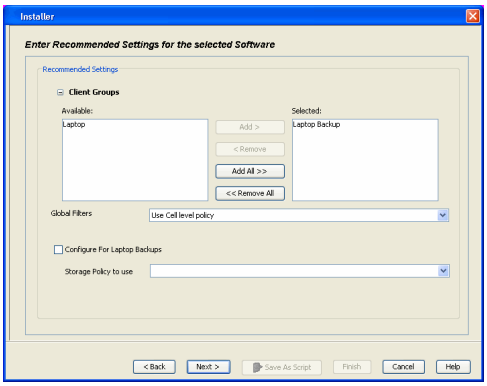
   For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



9. - Select **Client Group** from **Available** and click **Add**.
   - Select a **Storage Policy** from the drop-down list. Click **Next**.

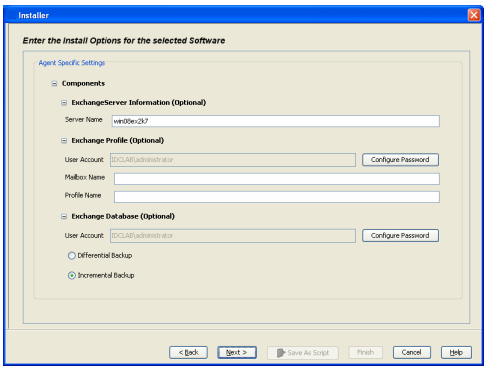
   NOTES:

   - Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.

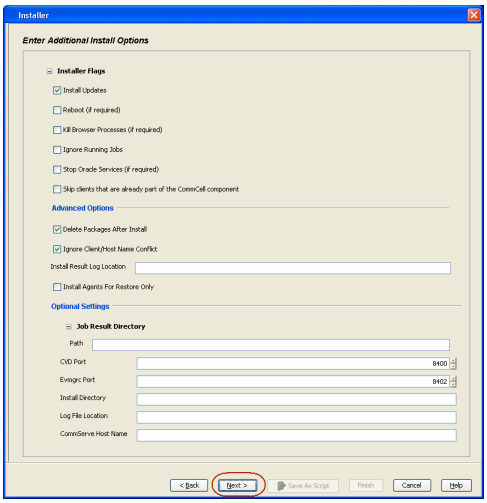


10. Type the Agent Specific Settings information.

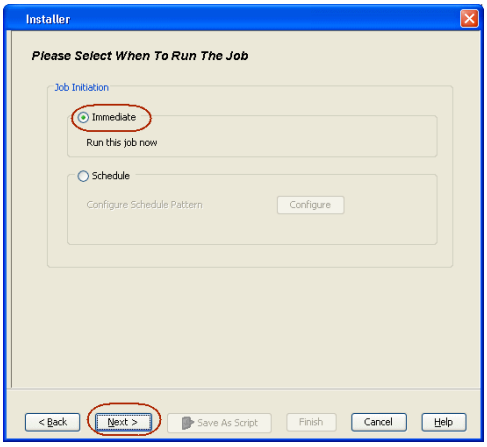
    Click **Next**.



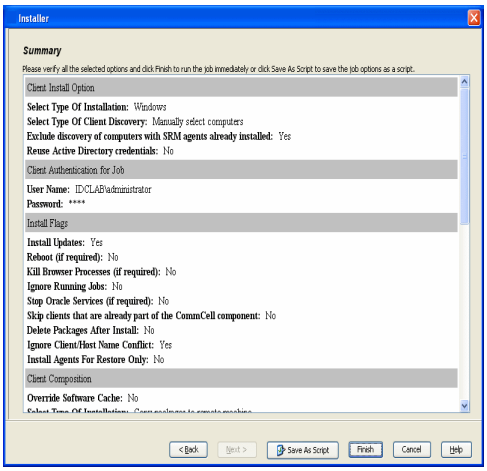
11. Click **Next**.



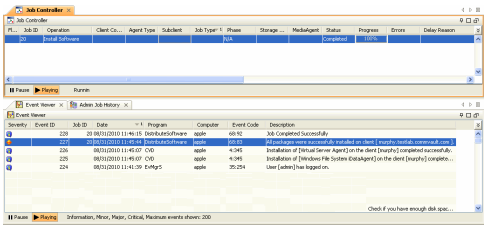
12. Select **Immediate**.
    Click **Next**.



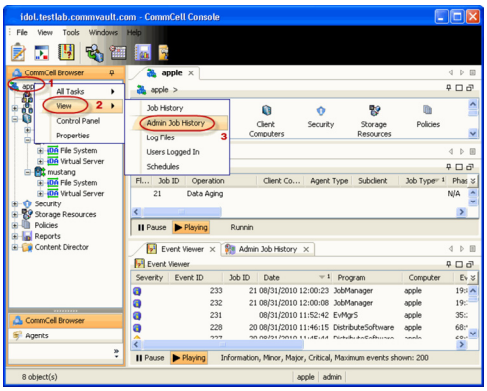
13. Click **Finish**.



14. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

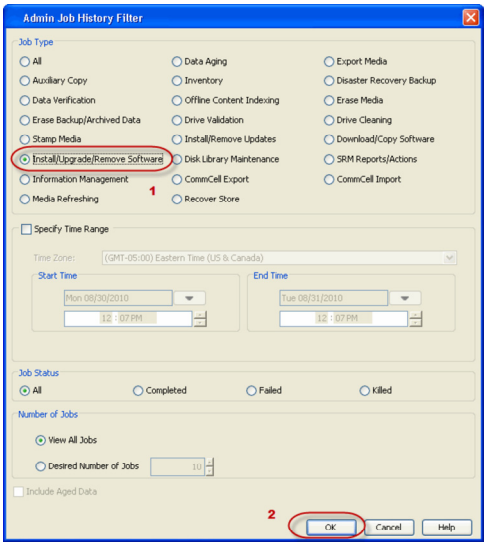


15. Once the job is complete, right-click the **CommServe** computer, click **View** and then click **Admin Job History**.



16. Select **Install/Upgrade/Remove Software**.

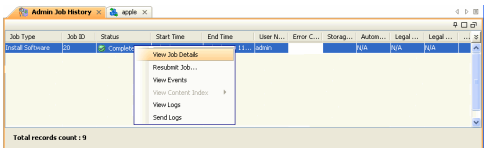
Click **OK**.



17. You can view the following details about the job by right-clicking the job:

- Items that succeeded during the job
- Items that failed during the job
- Details of the job

- Events of the job
- Log files of the job



18. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the 32-bit Exchange Agents on Exchange Server 2007/2010 or 64-bit Non-Exchange Server - Clustered Environment

Previous Next

The Exchange Agents are designed to protect an entire Exchange Server database. Follow the steps given below to install the 64-bit Exchange Agents on Exchange Server 2007/2010 or on Non-Exchange Server.

WHERE TO INSTALL

The Exchange Agents can be installed in one of two ways:

- Directly onto the Exchange Server. This method is referred to as an on-host installation and is useful if you want to preserve hardware resources.
- On a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

Make sure the computer satisfies the minimum requirements specified in the System Requirements.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

FOR EXCHANGE SERVER 2010

- Ensure that the service account is a member of Organization Management group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

To assign full access follow the steps given below:

- Using ADSIEDIT navigate to Configuration | Services | Microsoft Exchange.
- Right-click your organization name, click Properties | Securities and click the Advanced tab.
- Click Edit to modify the permissions set for Organization Management group.
- Click to select Full Control, Receive As and Send As permissions and wait for replication.
- Click the Effective Permission tab and Select the name of the backup account.
- The backup account should display the following as selected:

  Full Control

  All Extended Rights

  Send As

  Receive As

- Start the PowerShell and type the following to add the backup account so it has full control over all the databases:

```
Get-MailboxDatabase -server (server name) | Add-ADPermission -user "backup account" -ExtendedRights Receive-As
```

Run the above PowerShell every time a new database is added.

- Navigate to the Exchange Management Console, right-click the <mailbox> and click Manage Full Access Permissions to view the mailbox listed under Full Access Permissions.

FOR EXCHANGE SERVER 2007

- Service account should be a member of Exchange Organization Administrators group.
- Ensure that the mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.

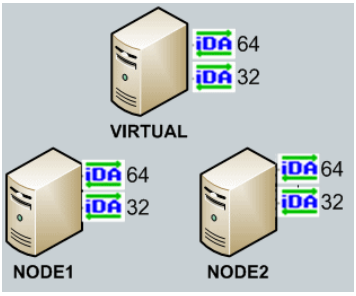
EXCHANGE AGENTS IN X64 CLUSTERS

When installing 32-bit agents on a x64 virtual server, the 32-bit File System *i*DataAgent must be installed on each physical node in the cluster prior to installing the 32-bit agents on the virtual server.

For example, to support a two-node cluster with one Exchange virtual server instance supporting both x64 and 32-bit Agents, a minimum of two installation instances (one 32-bit

and one x64) are required on the virtual server and each physical node. This configuration will result in six client objects in the CommCell console; three x64 instances and three 32-bit instances.

The sample image shown on the right illustrates the required configuration for installing 32-bit Exchange Agents in an x64 cluster.

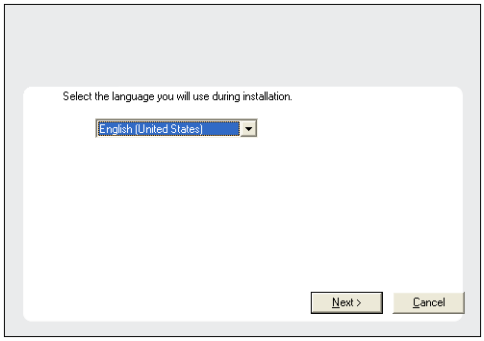


INSTALL THE EXCHANGE DATABASE *i*DATAAGENT

The Exchange Database *i*DataAgent must be installed first. Follow the steps described below to install Exchange Database *i*DataAgent.

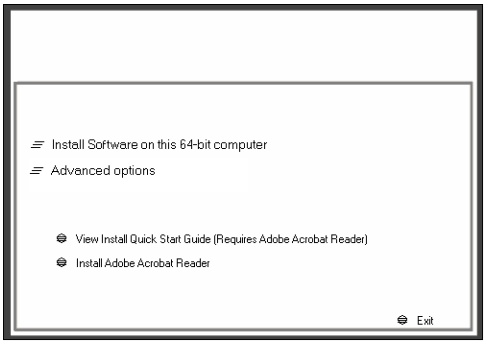
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from **Software Installation Package**.
3. Select the required language.

   Click **Next**.

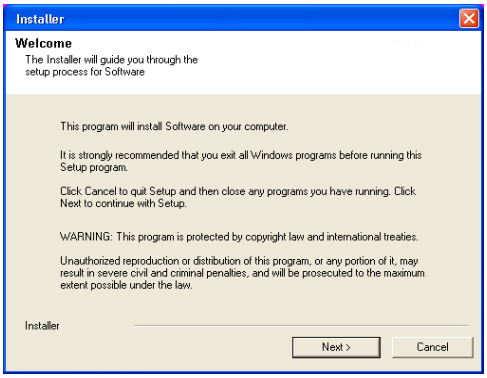


4. Select the option to **Install Calypso on this 64-bit computer**.

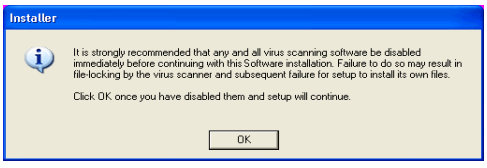
   NOTES:
   - Your screen may look different from the example shown.



5. Click **Next**.

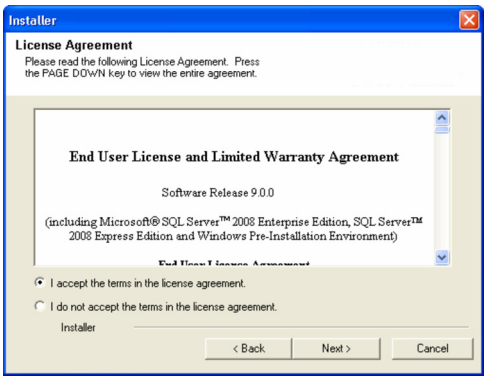


6. Click **OK**.



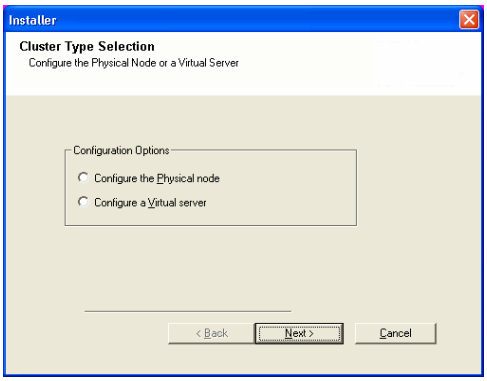
7. Select **I accept the terms in the license agreement**.

   Click **Next**.



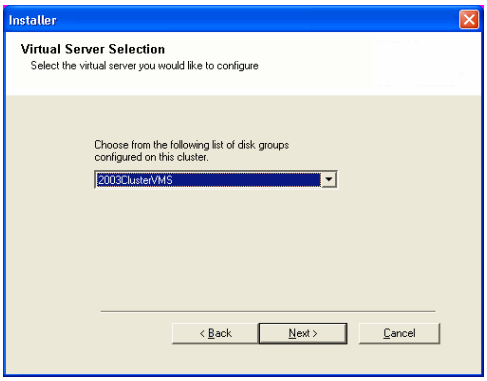
8. Select **Configure a Virtual Server**.

   Click **Next** to continue.

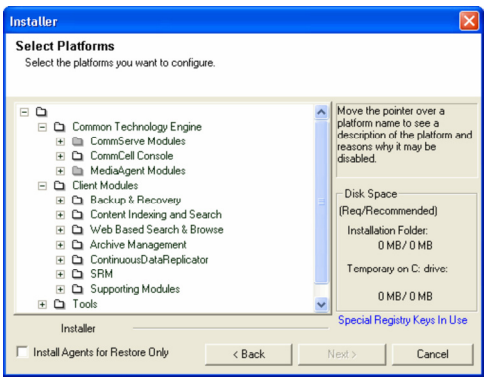


9. Select the disk group in which the cluster group resides.

   Click **Next** to continue.



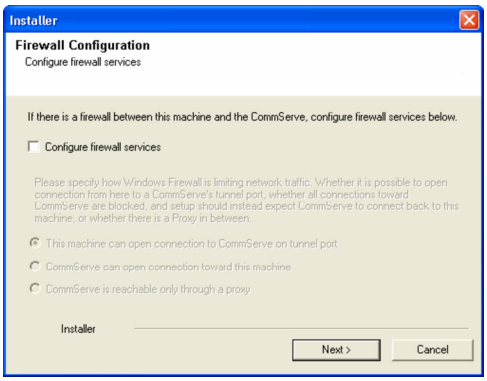
10. Expand **Client Modules** | **Exchange** | **File System** and select **Exchange Database *i*DataAgent**.



11. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

    For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

    If firewall configuration is not required, click **Next**.

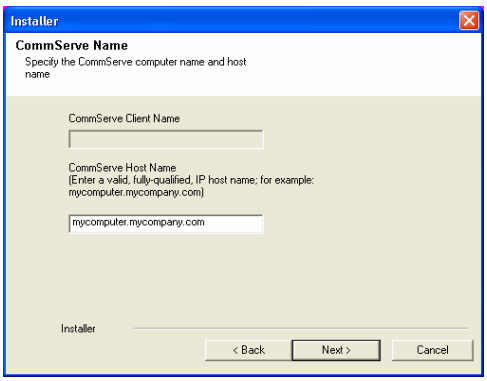


12. Enter the fully qualified domain name of the **CommServe Host Name**.

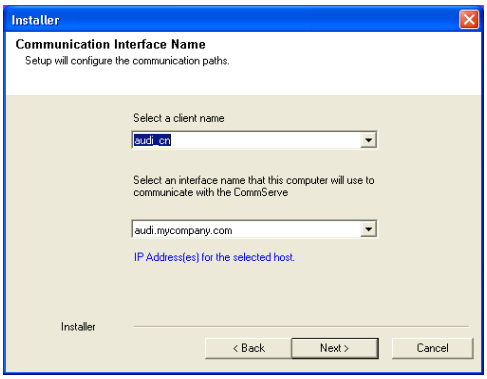
    Click **Next**.

    Do not use space and the following characters when specifying a new name for the CommServe Host Name:

    \|`~!@#$%^&*()+=<>/?,[]{}:;'"



13. Click **Next**.

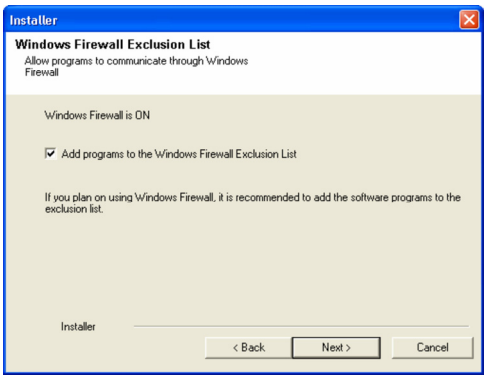


14. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

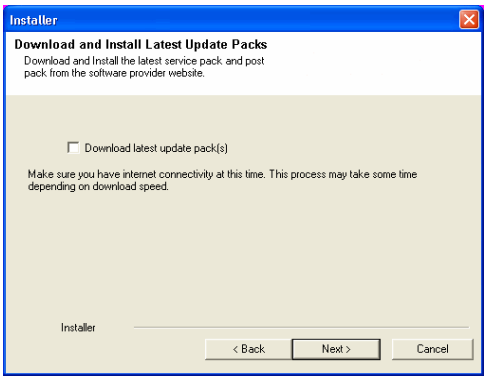
    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



15. Click **Next**.

    NOTES

    - It is recommended to select the Download latest update pack(s) option to automatically install the available updates during installation.



16. Verify the default location for software installation.

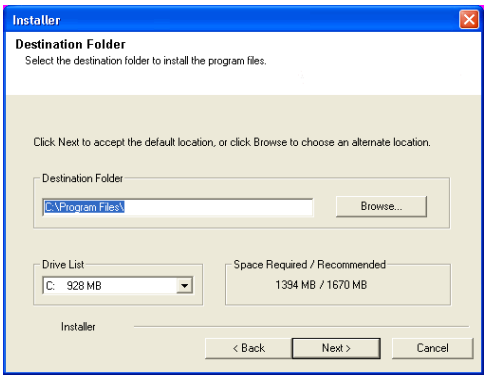
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

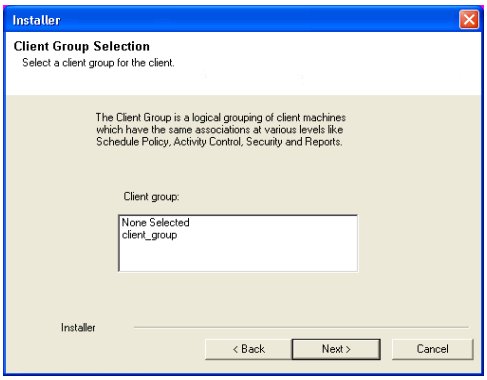
      It is recommended that you use alphanumeric characters only.



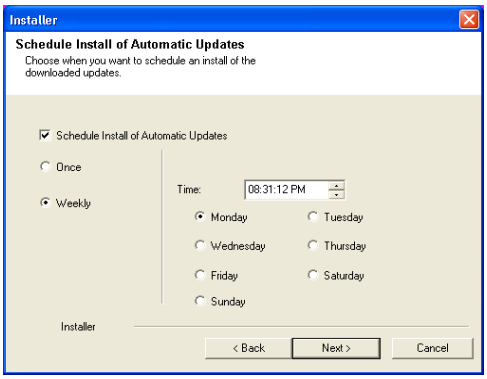
17. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

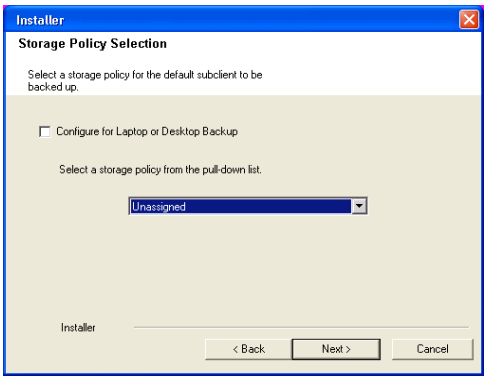


18. Click **Next**.



19. Select a **Storage Policy**.

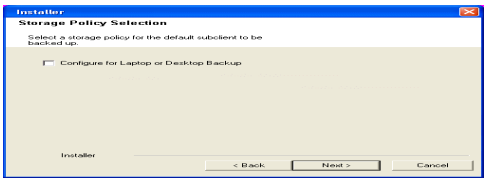
    Click **Next**.



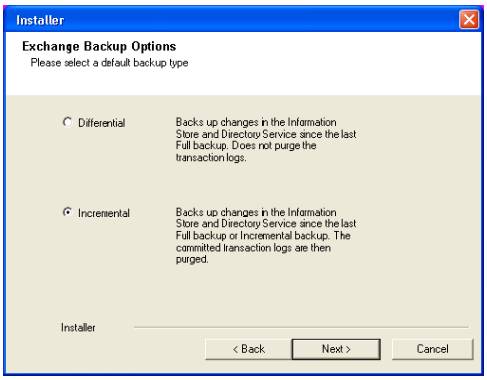
If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

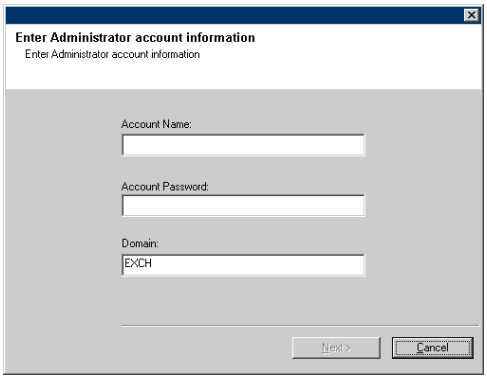
You can create the Storage Policy later in step 31.



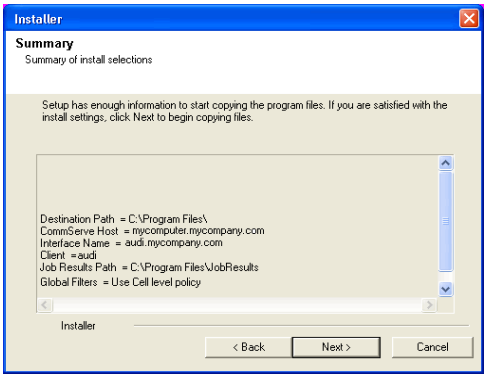
20. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



21. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.



22. Click **Next**.

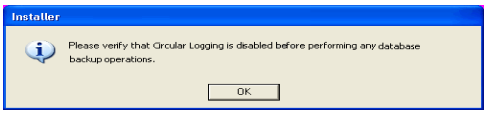


23. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is

disabled:

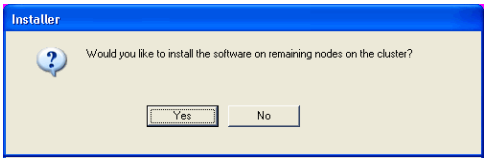
- From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
- Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

Click **OK**.



24. To install the software on the remaining nodes of the cluster, click **Yes**.

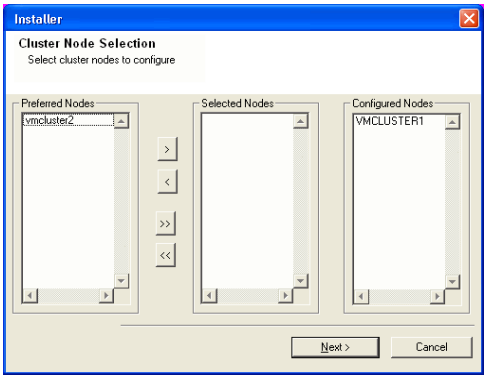
To complete the install for this node only, click **No**.



25. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

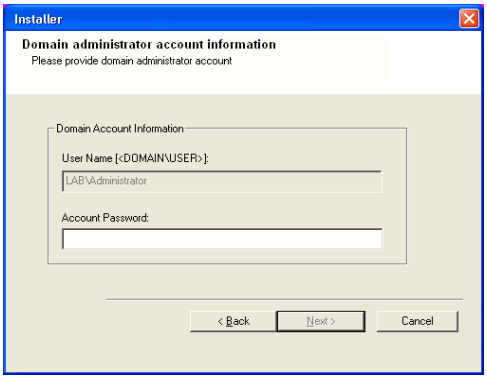
Once you complete your selections, click **Next**.

- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed.



26. Specify **User Name** and **Password** for the **Domain Administrator account Information** to perform the remote install on the cluster nodes you selected in the previous step.

Click **Next**.



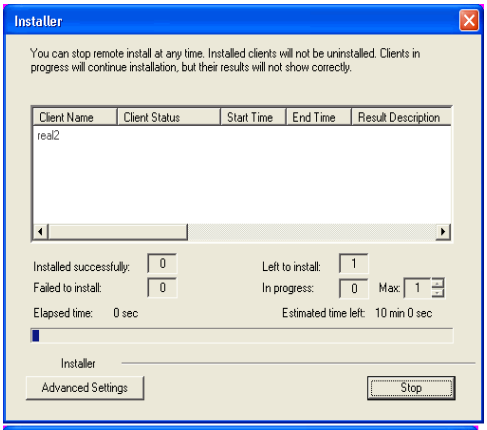
27. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

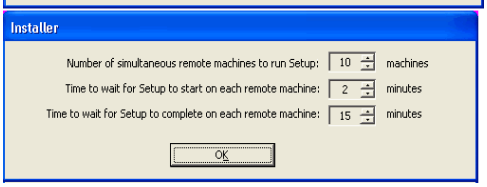
Click **Stop** to prevent installation to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt will fail.

  If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see Manually Installing the Software on a Passive Node.

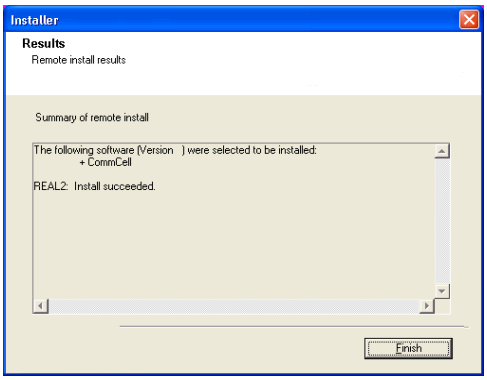




28. Read the summary for remote installation to verify that all selected nodes were

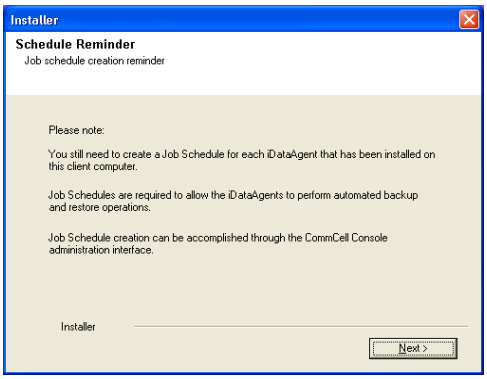
installed successfully.

Click **Next**.

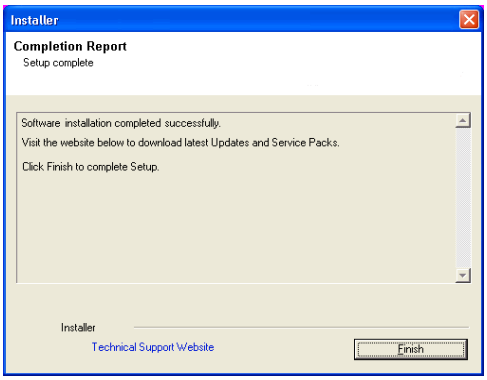


- If any node installation fails, you must manually install the software on that node once the current installation is complete. See Manually Installing the Software on a Passive Node for step-by-step instructions.
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.

29. Click **Next**.



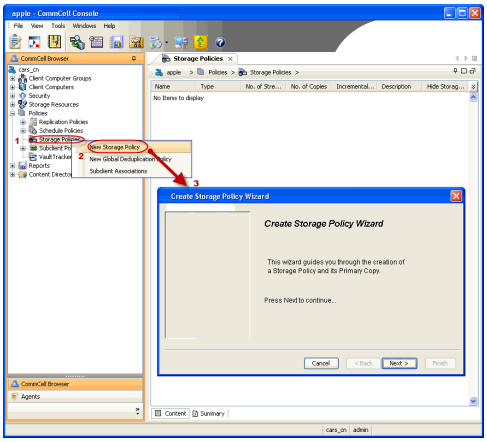
30. Click **Finish**.



CHOICE If you already have a storage policy selected in step 19, Click Next button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

31. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.

- Review the details and click **Finish** to create the Storage Policy.

32. Enable the following registry key to create job specific profiles:
    - From the CommCell Browser, navigate to Client Computers.
    - Right-click the <Client> in which you want to add the registry key, and then click Properties.
    - Click the Registry Key Settings tab.
    - Click Add.
    - Enter CreateProcessSpecificProfile in the Name field.
    - Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

      Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
    - Enter REG_DWORD in the Type filed.
    - Enter 1 to enable and 0 to disable the key in the Value field.
    - Click OK.

INSTALL THE EXCHANGE AGENTS

The Windows File System *i*DataAgent must be first installed onto all of the physical nodes of the cluster. See Install the Microsoft Windows File System *i*DataAgent if you have not installed it on all of the physical nodes.

Once it has been installed onto the physical nodes, the Exchange Agents (such as Exchange Mailbox *i*DataAgent, Exchange Public Folder *i*DataAgent, Exchange Mailbox Archiver and/or Exchange Public Folder Archiver) and Windows File System *i*DataAgent can be installed from the active node to the virtual server using the following steps described below to install Exchange Agents.

The software can also be automatically installed on all available passive nodes when the software is installed onto the virtual server, or you can choose to install any passive node(s) separately.

CREATE THE REGISTRY KEYS

Before installing the Exchange Agents, create the `bAllowMultiInstances` and `bAllow32BitInstallOn64Bit` registry keys.

1. Create the bAllowMultiInstances registry key.

   To create the registry key, see the following steps:
   1. Start the Registry Editor (Regedit.exe or Redegt32.exe)
   2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\`.
   3. Right click the `SOFTWARE` and click **New -> Key**.
   4. Name the key as `GalaxyInstallerFlags`.
   5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllowMultiInstances` and by double clicking the `bAllowMultiInstances` key modify the **Value data** to 1.

2. Create the bAllow32BitInstallOn64Bit registry key.

   To create the registry key, see the following steps:
   1. Start the Registry Editor (Regedit.exe or Regedit32.exe)
   2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node`.
   3. Right click the `SOFTWARE` and click **New -> Key**.
   4. Name the key as `GalaxyInstallerFlags`.
   5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllow32BitInstallOn64Bit` and by double clicking the `bAllow32BitInstallOn64Bit` key modify the **Value data** to 1.

INSTALL PROCEDURE

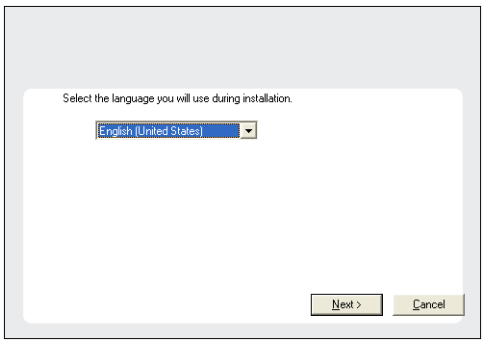
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer

- Administrator of the Exchange Server

2. Run **Setup.exe** from Software Installation Package.

3. Select the required language.

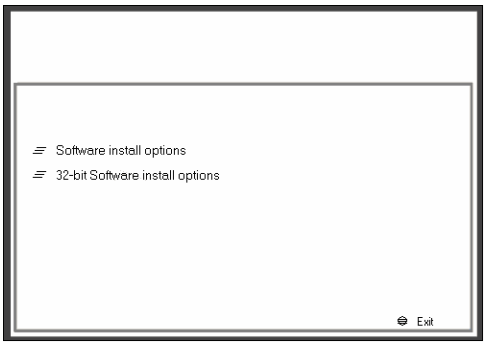
   Click **Next**.



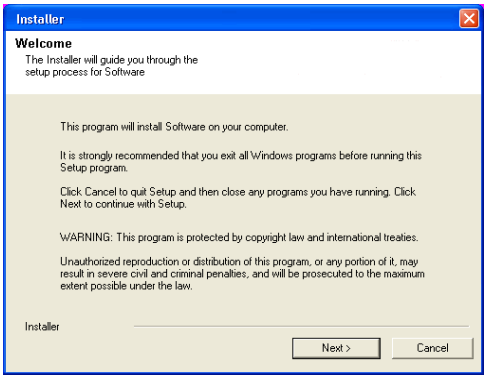
4. Select the **Calypso 32-bit Software install options** to install software.

   NOTES

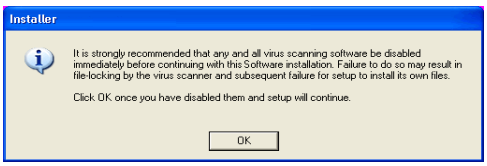
   - This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.



5. Click **Next**.

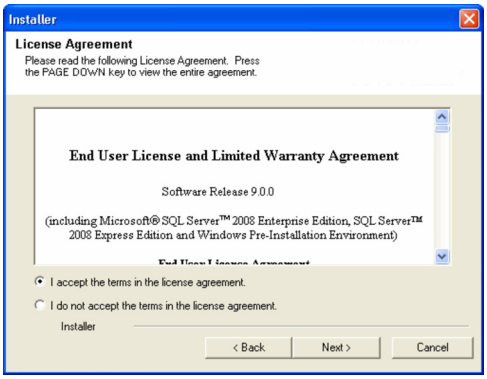


6. Click **OK**.



7. Select **I accept the terms in the license agreement**.

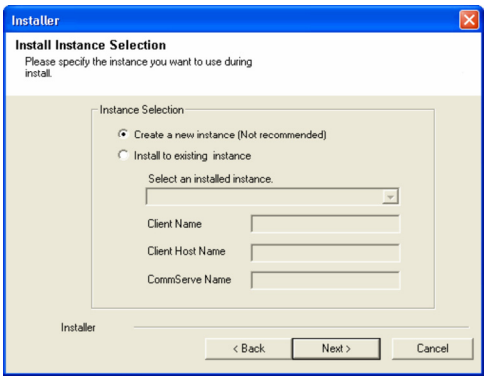
   Click **Next**.



8. Select **Create a new instance** option to install the Exchange Agents on separate instance.

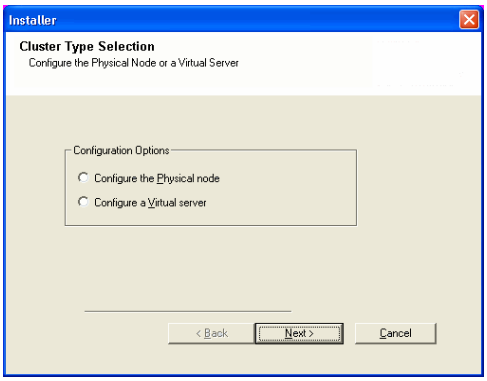
NOTES

- This screen will appear when the bAllowMultiInstances registry key has enabled on this computer.
- This screen will not appear if no other software components are installed on the computer.



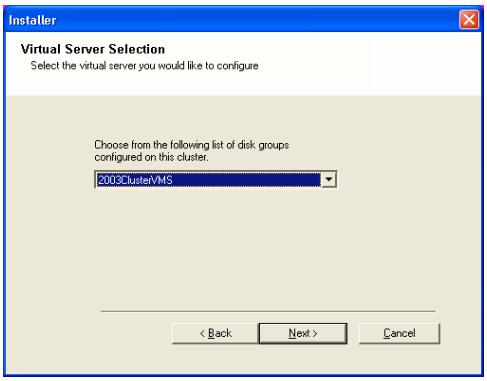
9. Select **Configure a Virtual Server**.

   Click **Next** to continue.



10. Select the disk group in which the cluster group resides.

    Click **Next** to continue.



11. To install the **Exchange *i*DataAgents** expand **Client Modules | Exchange,** and select one or more of the following:

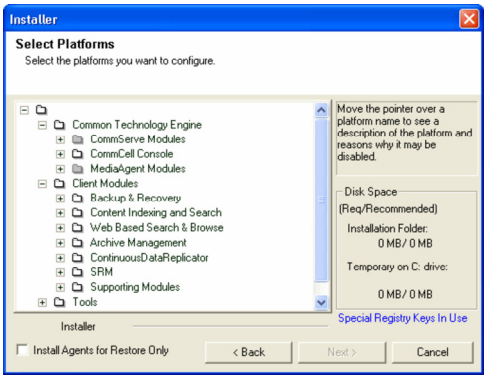
    - **Exchange Mailbox *i*DataAgent**
    - **Exchange Public Folder *i*DataAgent**

    To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:

    - **Exchange Compliance Archiver**
    - **Exchange Mailbox Archiver Agent**
    - **Exchange Public Folder Archiver Agent**

    Click **Next**.

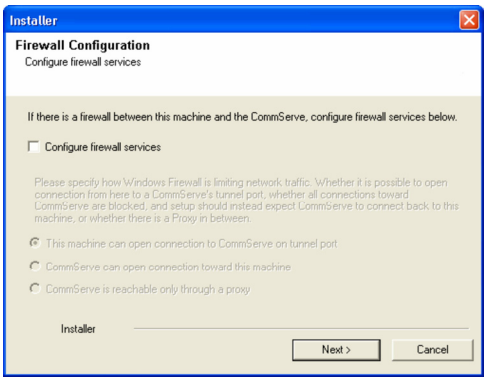
    Note that the Exchange Database *i*DataAgents must be installed on the Exchange Server, see Install the Exchange Database *i*DataAgent for step-by-step procedure.



12. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

    For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

    If firewall configuration is not required, click **Next**.

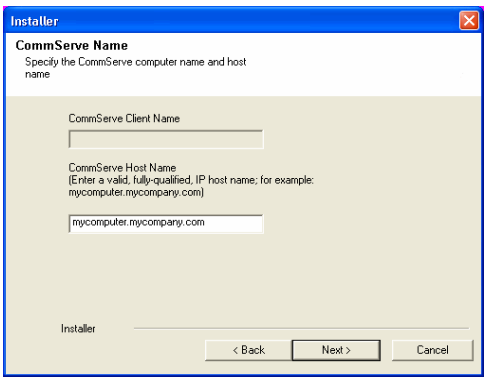


13. Enter the fully qualified domain name of the **CommServe Host Name**.

    Click **Next**.

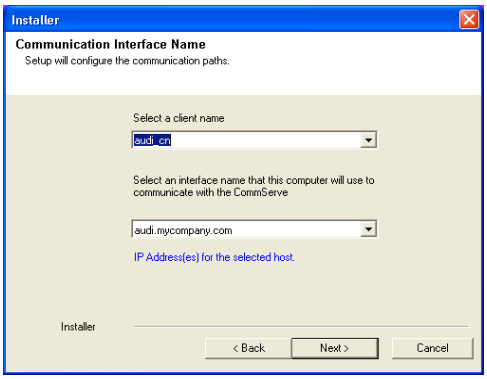
    Do not use space and the following characters when specifying a new name for the CommServe Host Name:

    \|`~!@#$%^&*()+=<>/?,[]{}:;'"



14. Click **Next**.

    If there is any other instance installed on the computer, make sure that the host name does not match the client name entered in the **Select a client name** field in the previous instance.

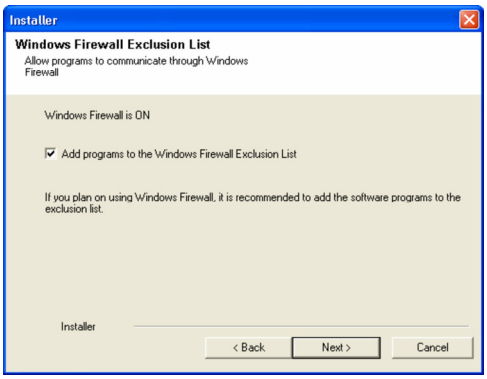


15. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

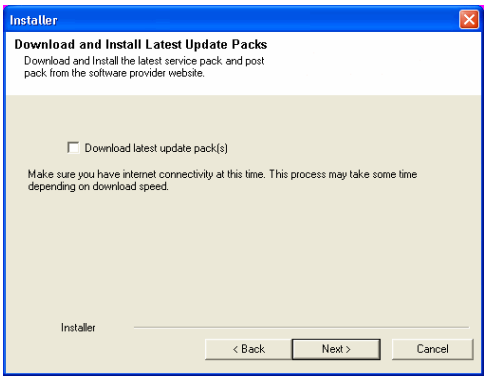
    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



16. Click **Next**.



17. Verify the default location for software installation.

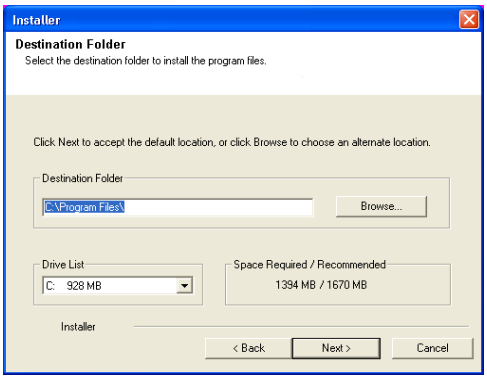
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

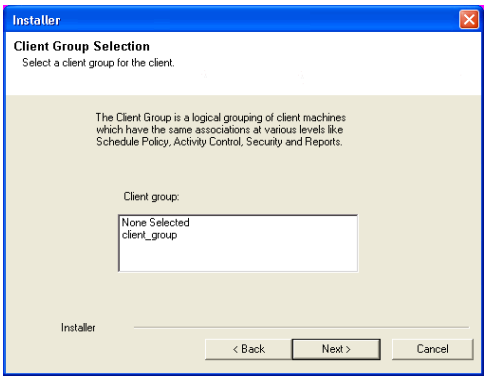
      It is recommended that you use alphanumeric characters only.



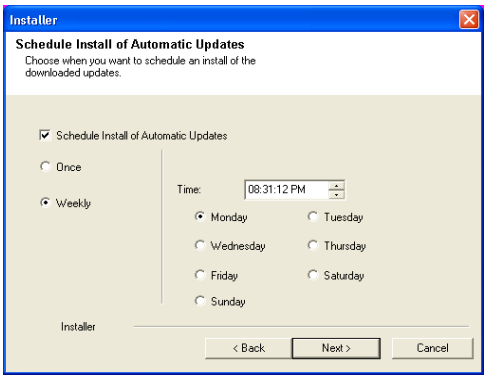
18. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

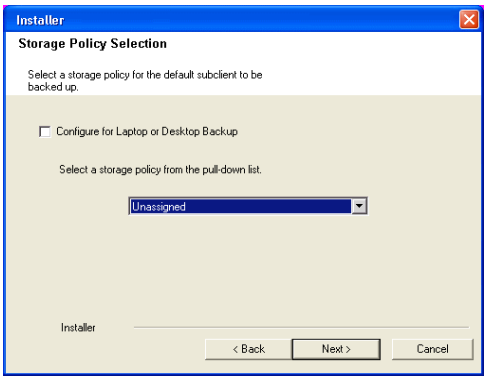


19. Click **Next**.



20. Select a **Storage Policy**.

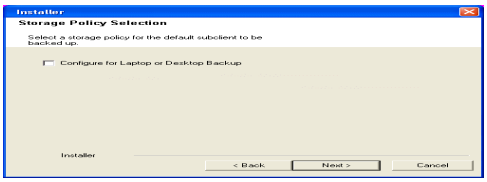
    Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

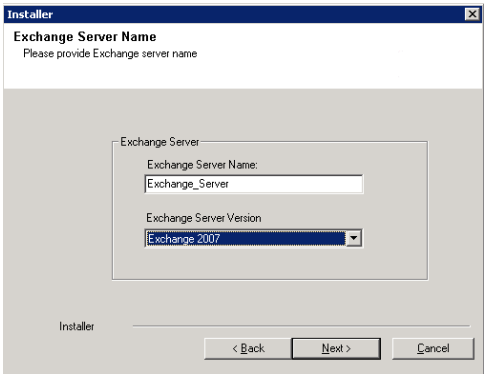
You can create the Storage Policy later in step 31.



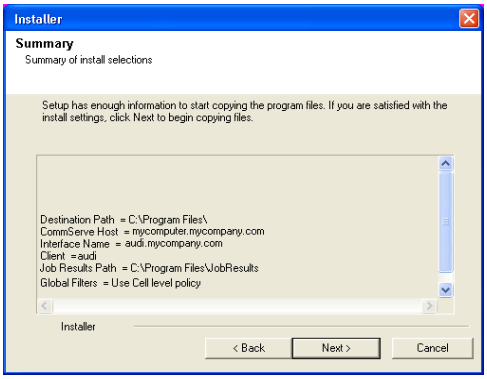
21. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

    Click **Next**.

    This screen will appear when you are installing Exchange Agents on Non-Exchange Server.



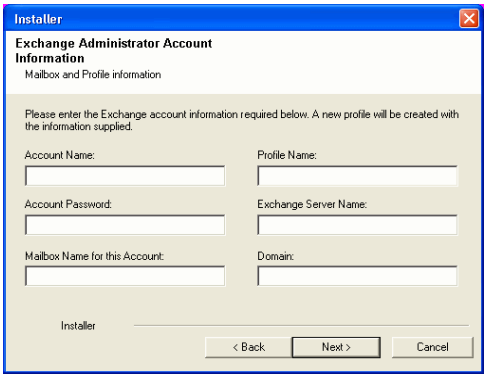
22. Click **Next**.



23. Enter the following Exchange Administrator information then click **Next**.

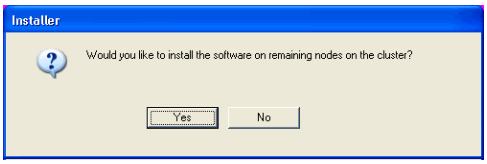
- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

  For Exchange Server 2010, enter the Client Access Role. After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.
- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



24. To install the software on the remaining nodes of the cluster, click **Yes**.

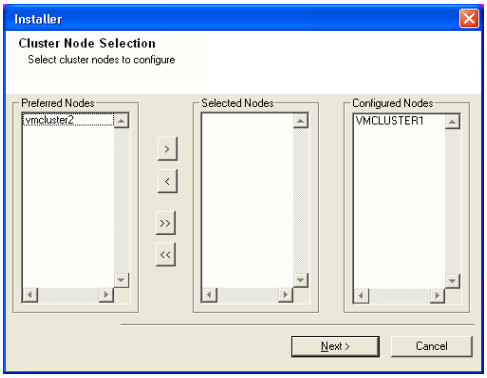
To complete the install for this node only, click **No**.



25. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

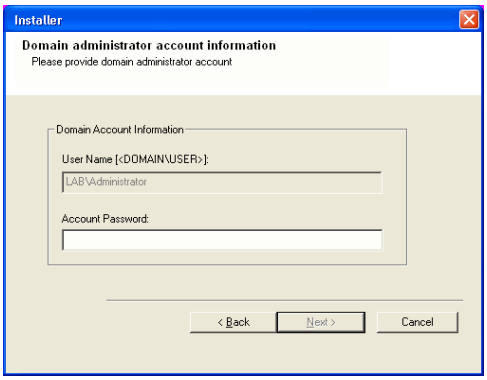
    Once you complete your selections, click **Next**.

    - The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
    - Do not select nodes that already have multiple instances installed.



26. Specify **User Name** and **Password** for the **Domain Administrator account Information** to perform the remote install on the cluster nodes you selected in the previous step.

    Click **Next**.



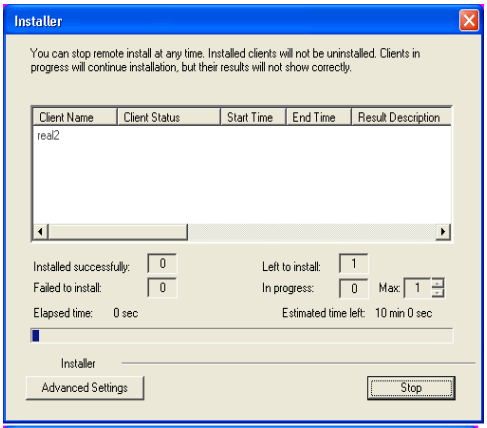
27. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

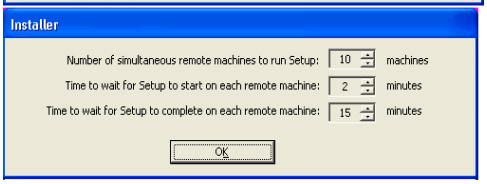
    Click **Stop** to prevent installation to any nodes after the current ones complete.

    Click **Advanced Settings** to specify any of the following:

    - Maximum number of nodes on which Setup can run simultaneously.
    - Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
    - Time allocated for Setup to complete on each node, after which the install attempt will fail.

      If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see Manually Installing the Software on a Passive Node.

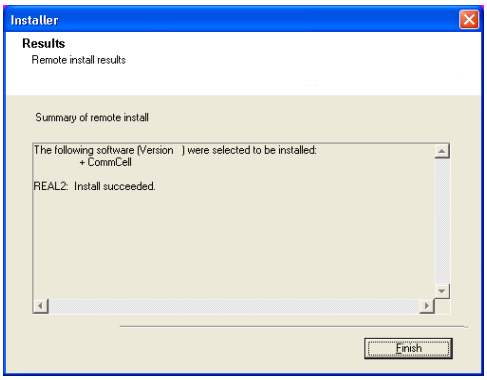




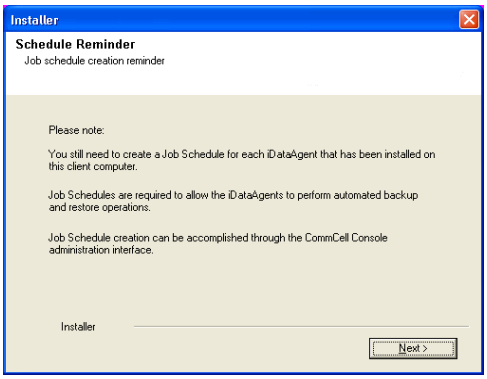
28. Read the summary for remote installation to verify that all selected nodes were installed successfully.

    Click **Next**.

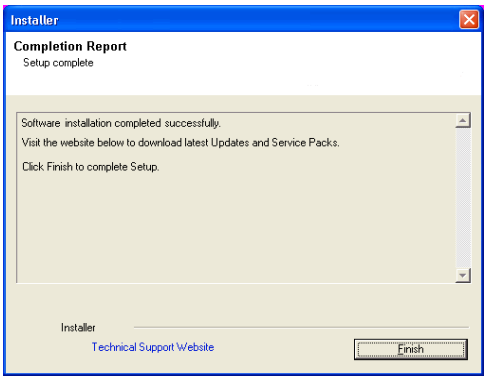
    - If any node installation fails, you must manually install the software on that node once the current installation is complete. See Manually Installing the Software on a Passive Node for step-by-step instructions.
    - The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.



29. Click **Next**.



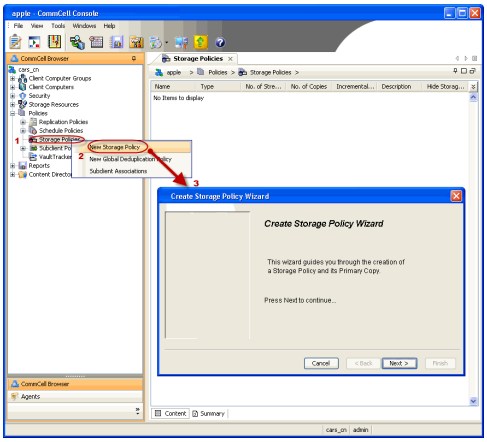
30. Click **Finish**.



CHOICE If you already have a storage policy selected in step 20, Click Next button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

31. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.

- Review the details and click **Finish** to create the Storage Policy.

32. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the 32-bit Exchange Agents on a Non-Exchange Server

Previous Next

The following procedure describes the steps involved in installing the 32-bit Exchange Agents on 32-bit Non-Exchange Server computer.

WHERE TO INSTALL

The 32-bit Exchange Agents can be installed on a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

INSTALLATION

The software can be installed using one of the following methods:

METHOD 1: INTERACTIVE INSTALL

Use this procedure to directly install the software from the installation package or a network drive.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a client computer.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

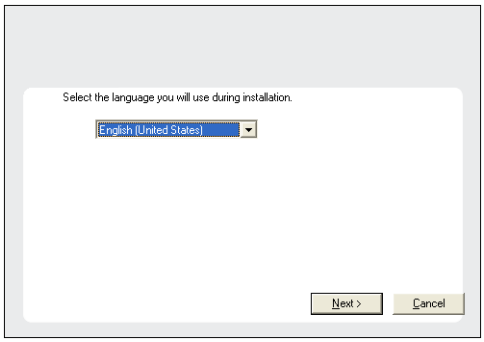
The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

- Service account is a member of Exchange Organization Administrators group.
- The mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.
- Ensure that you assign full access to all mailboxes on the server. For details, see How do I Assign Full Access to All Mailboxes on a Server.

METHOD 1: INTERACTIVE INSTALL

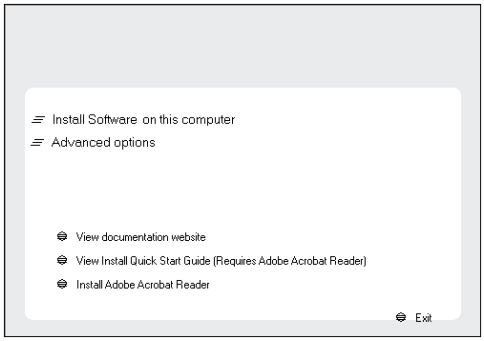
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from Software Installation Package.
3. Select the required language.

   Click **Next**.



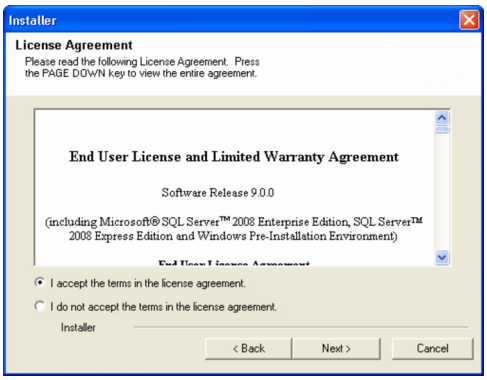
4. Select the option to **Install Calypso on this computer**.

   NOTES:
   - Your screen may look different from the example shown.

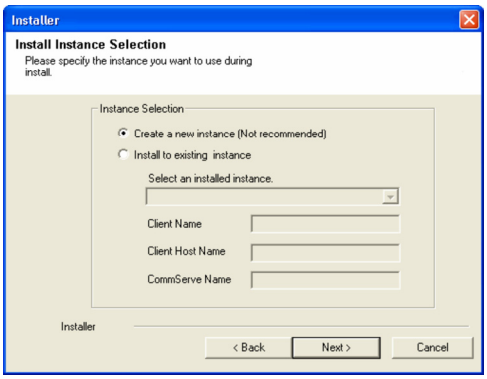


5. Select **I accept the terms in the license agreement**.

   Click **Next**.



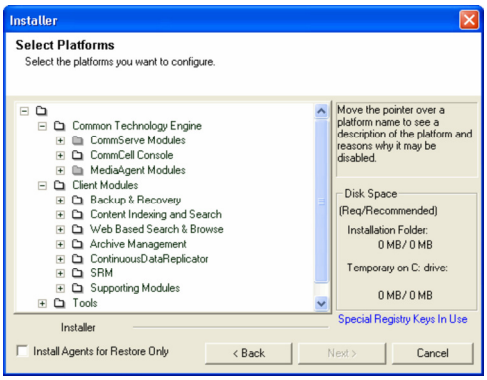
6. Select **Create a new instance** option to install the Exchange Agents on separate instance for the purpose of different Exchange Servers.



NOTES

- This screen will appear when the bAllowMultiInstances registry key has enabled on this computer.
- This screen will not appear if no other software components are installed on the computer.

7. To install the **Exchange *i*DataAgents** expand **Client Modules | Exchange,** and select one or more of the following:



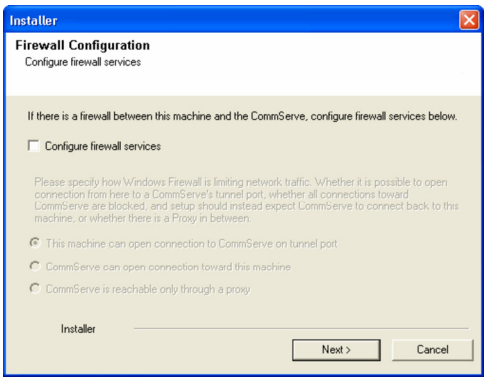
- **Exchange Mailbox *i*DataAgent**
- **Exchange Public Folder *i*DataAgent**

To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:

- **Exchange Compliance Archiver**
- **Exchange Mailbox Archiver Agent**
- **Exchange Public Folder Archiver Agent**

Click **Next**.

8. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.



For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

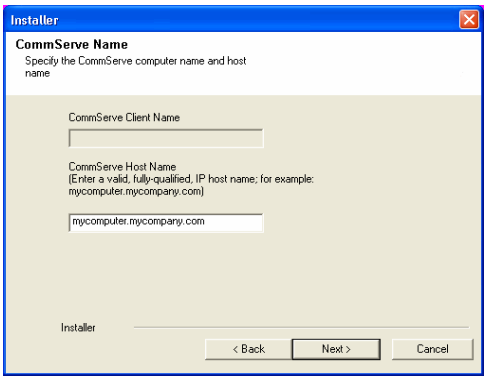
If firewall configuration is not required, click **Next**.

9. Enter the fully qualified domain name of the **CommServe Host Name**.

Click **Next**.

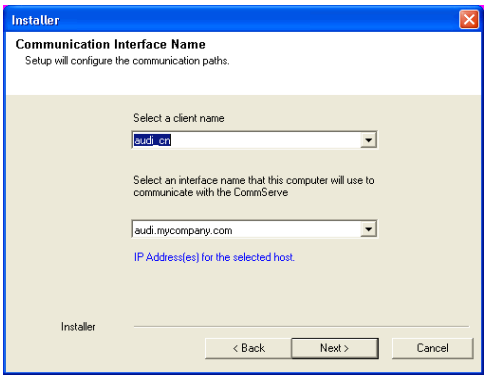
Do not use space and the following characters when specifying a new name for the CommServe Host Name:

\|`~!@#$%^&*()+=<>/?,[]{}:;'"



10. Click **Next**.

    If there is any other instance installed on the computer, make sure that the host name does not match the client name entered in the **Select a client name** field in the previous instance.

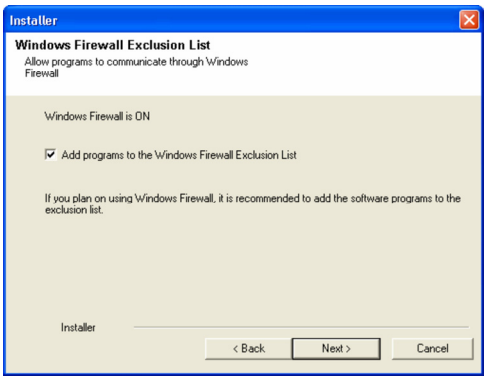


11. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



12. Verify the default location for software installation.

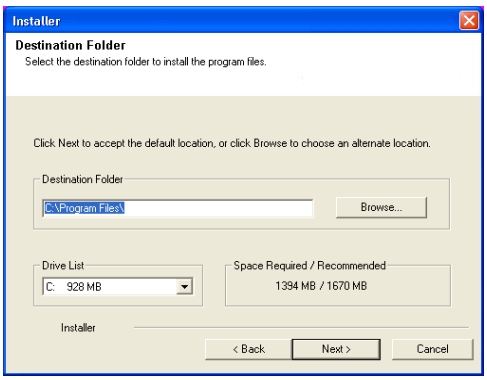
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

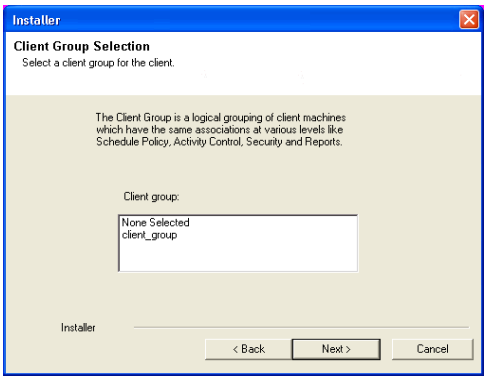
      It is recommended that you use alphanumeric characters only.



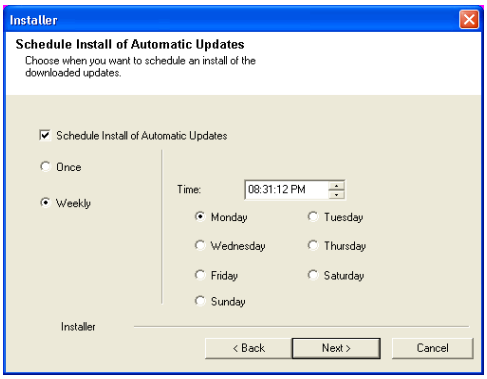
13. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

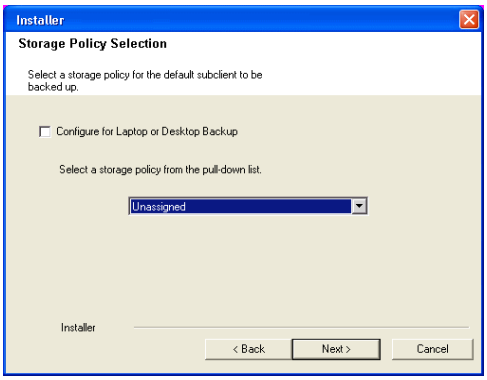


14. Click **Next**.



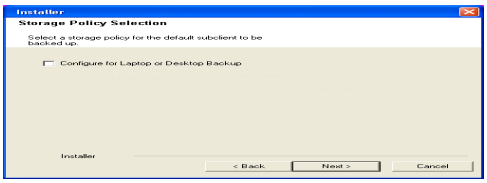
15. Select a **Storage Policy**.

Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

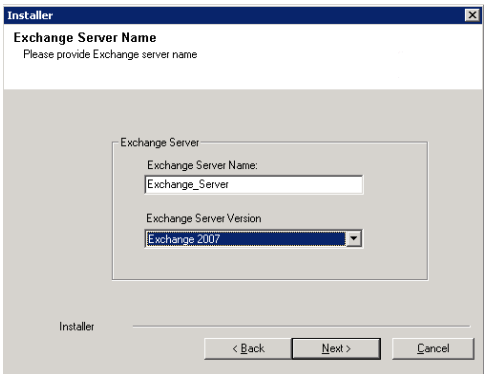
Click **OK**.



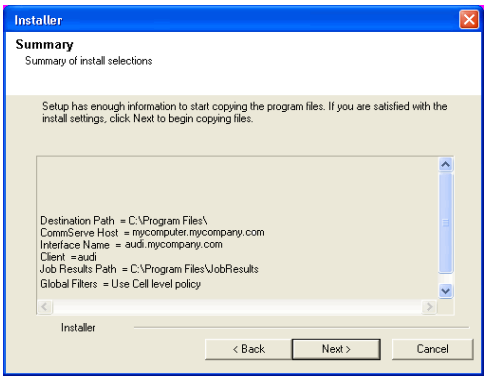
You can create the Storage Policy later in step 21.

16. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

Click **Next**.



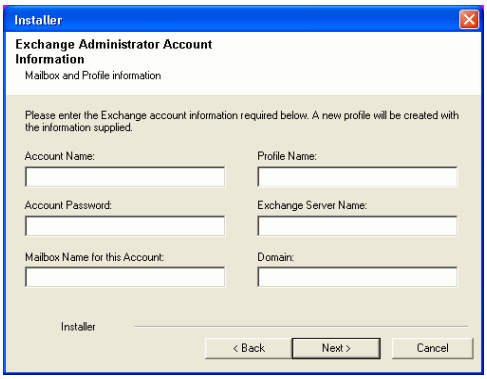
17. Click **Next**.



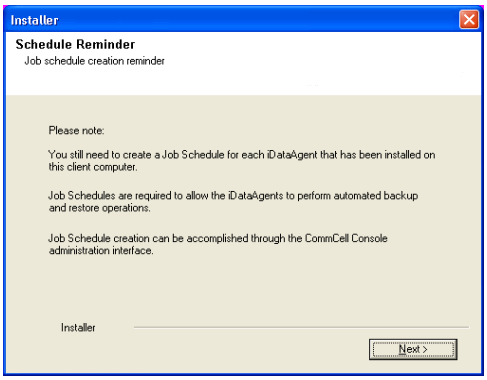
18. Enter the following Exchange Administrator information then click **Next**.

- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

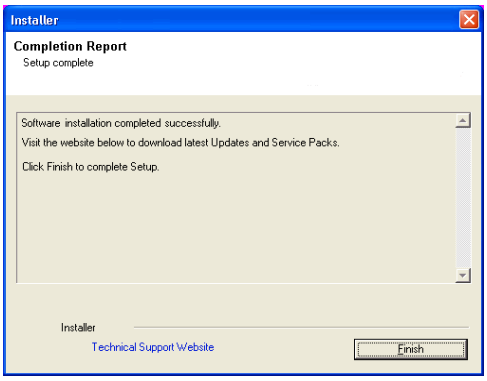
  Enter the Mailbox Role Server name (NetBIOS). After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.
- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



19. Click **Next**.



20. Click **Finish**.



If you already have a storage policy selected in step 15, Click Next ➤ button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

21. Create a Storage Policy:

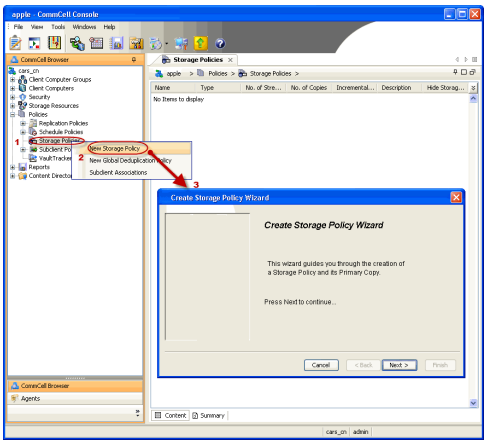
1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options

are mentioned below:

- Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
- Enter the name in the **Storage Policy Name** box and click **Next**.
- From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

  Ensure that you select a library attached to a MediaAgent operating in the current release.
- From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
- For the device streams and the retention criteria information, click **Next** to accept default values.
- Select **Yes** to enable deduplication for the primary copy.
- From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

  Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
- Review the details and click **Finish** to create the Storage Policy.



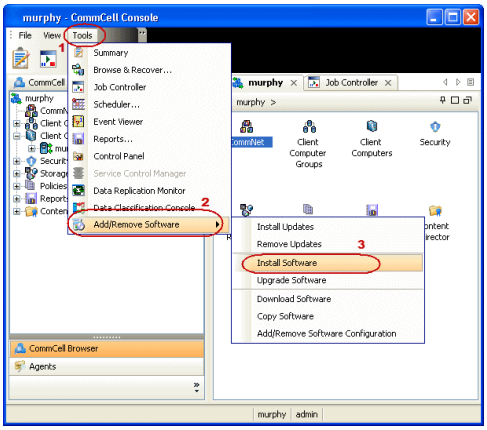
22. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

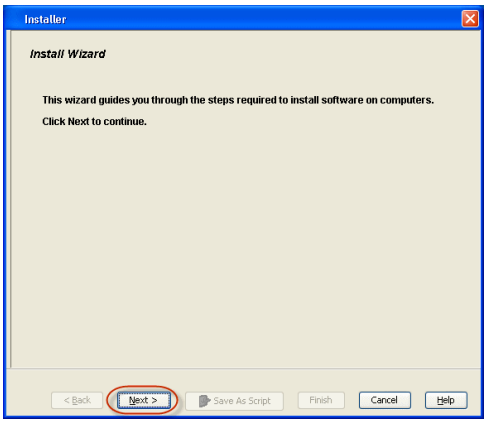
  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

1. From the CommCell Browser, select **Tools**, point to **Add/Remove Software**, and then click **Install Software.**

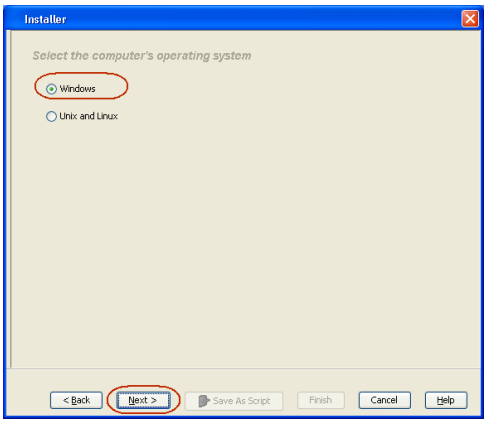


2. Click **Next**.



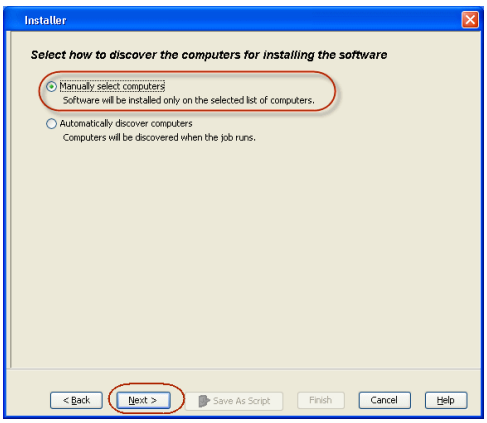
3. Select **Windows**.

   Click **Next**.



4. Select **Manually Select Computers**.

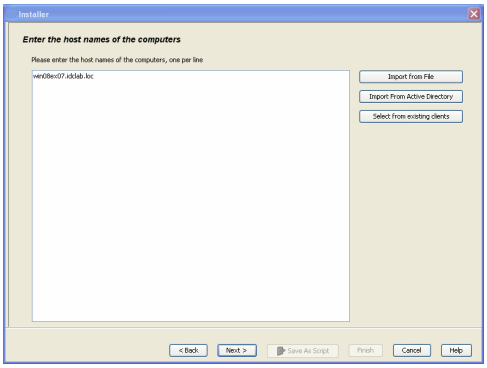
   Click **Next**.



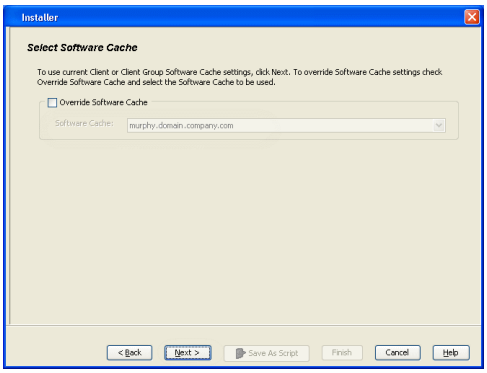
5. Enter the fully qualified domain name of the computer on which you have Exchange Server.

   For example: `win08ex07.idclab.loc`

   Click **Next**.

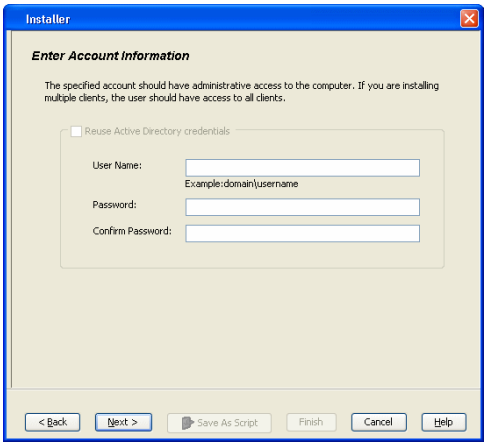


6. Click **Next**.



7. Specify **User Name** and **Password** that must be used to access the computer.

   Click **Next**.

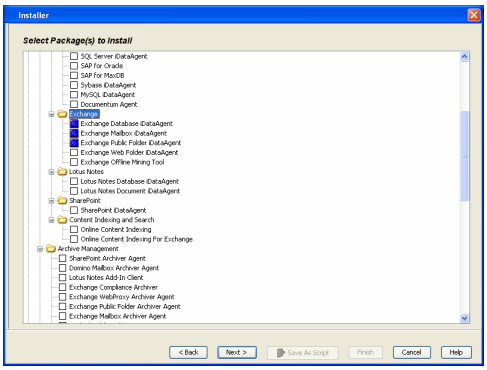


8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:

   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

   Click **Next**.

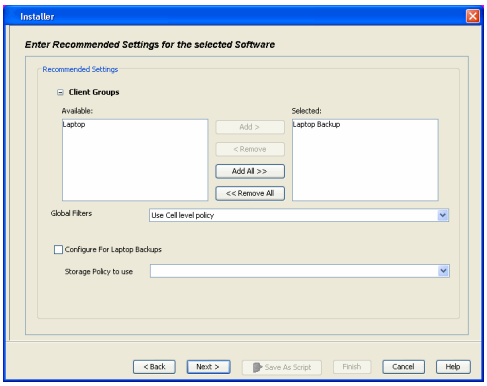
   For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



9. - Select **Client Group** from **Available** and click **Add**.
   - Select a **Storage Policy** from the drop-down list. Click **Next**.

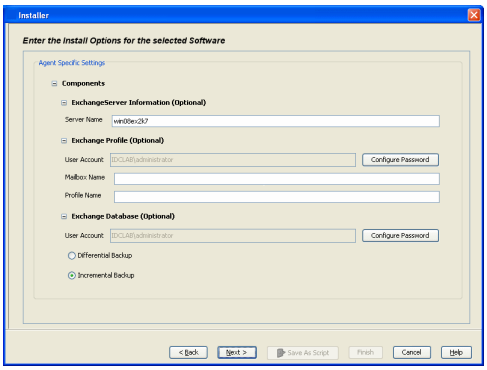
   NOTES:

   - Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.

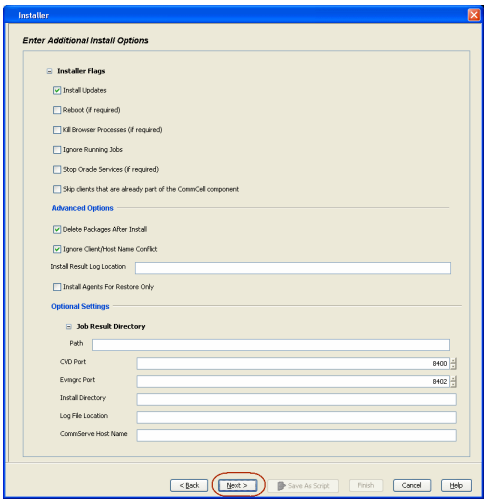


10. Type the Agent Specific Settings information.

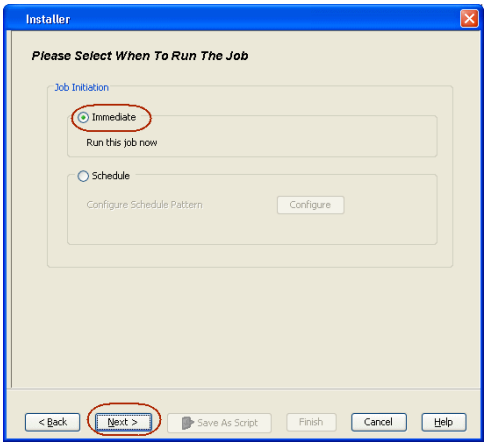
    Click **Next**.



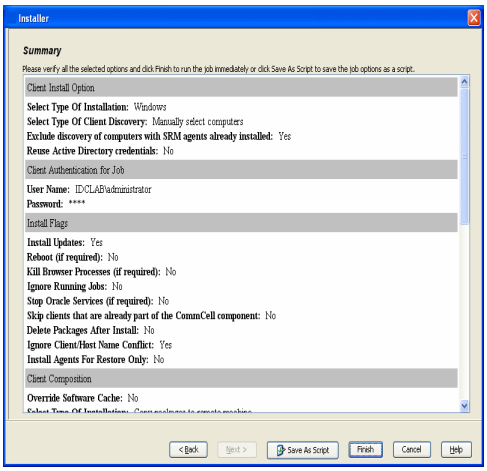
11. Click **Next**.



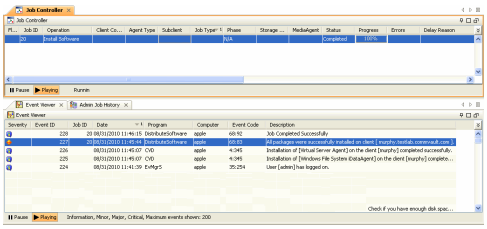
12. Select **Immediate**.
    Click **Next**.



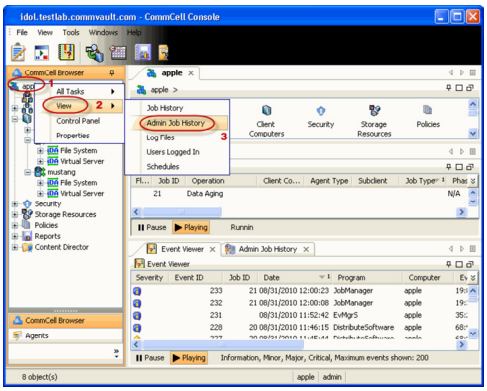
13. Click **Finish**.



14. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

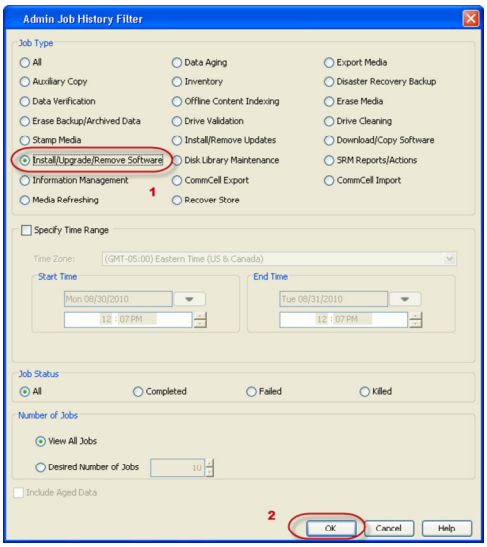


15. Once the job is complete, right-click the **CommServe** computer, click **View** and then click **Admin Job History**.



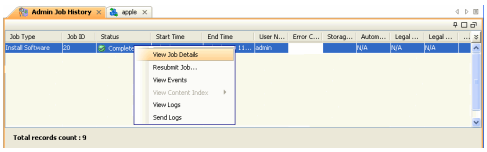
16. Select **Install/Upgrade/Remove Software**.

    Click **OK**.



17. You can view the following details about the job by right-clicking the job:
    - Items that succeeded during the job
    - Items that failed during the job
    - Details of the job

- Events of the job
- Log files of the job



18. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the Exchange Agents on Exchange Server 2003

Previous Next

Follow the steps given below to install the Exchange Agents on Exchange Server 2003.

WHERE TO INSTALL

Install the software directly on the Exchange Server you wish to protect

INSTALLATION

The software can be installed using one of the following methods:

METHOD 1: INTERACTIVE INSTALL

Use this procedure to directly install the software from the installation package or a network drive.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a client computer.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

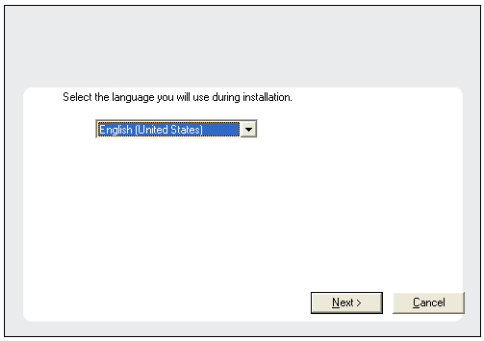
The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

- The mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.
- Using the Exchange System Manager snap-in, right-click the organization object and delegate control.
- Using the Wizard, assign the MailboxAdmin user Exchange Full Administrator privileges.
- Ensure that you assign full access to all mailboxes on the server. For details, see How do I Assign Full Access to All Mailboxes on a Server.

METHOD 1: INTERACTIVE INSTALL

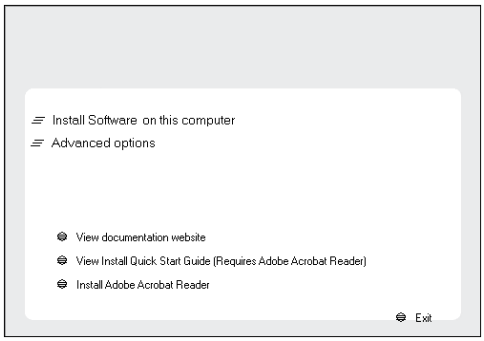
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from the Software Installation Package.
3. Select the required language.

   Click **Next**.



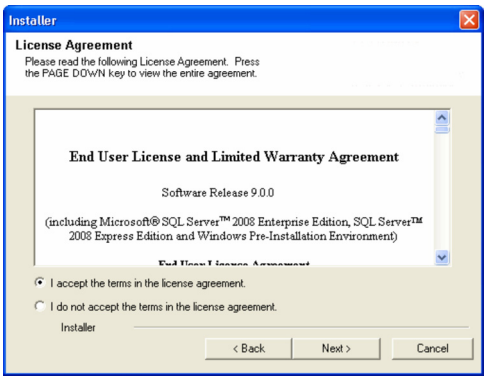
4. Select the option to install software on this computer.

   The options that appear on this screen depend on the computer in which the software is being installed.



5. Select **I accept the terms in the license agreement**.

Click **Next**.



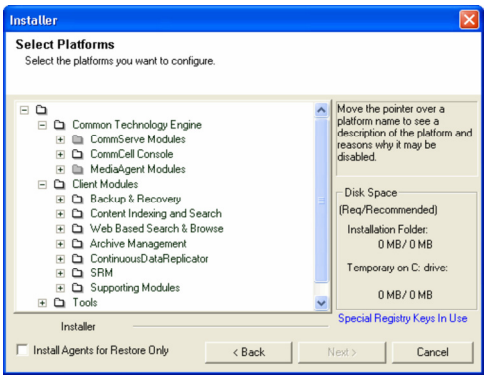
6. To install the Exchange *i*DataAgents expand **Client Modules | Backup & Recovery | Exchange**, and select one or more of the following:

   - **Exchange Database iDataAgent**
   - **Exchange Mailbox iDataAgent**
   - **Exchange Public Folder iDataAgent**

   To install the Exchange Archiver Agents, expand **Client Modules | Archive Management**, and select one or more of the following:

   - **Exchange Compliance Archiver**
   - **Exchange Mailbox Archiver Agent**
   - **Exchange Public Folder Archiver Agent**

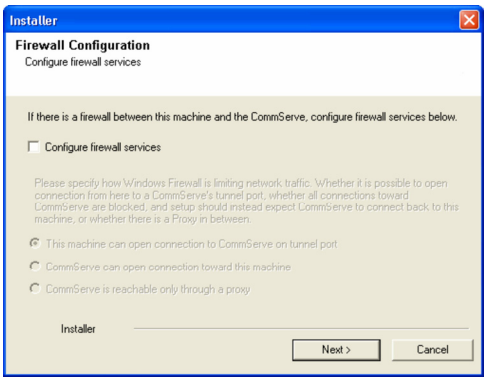
   Click **Next**.



7. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

   For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

   If firewall configuration is not required, click **Next**.

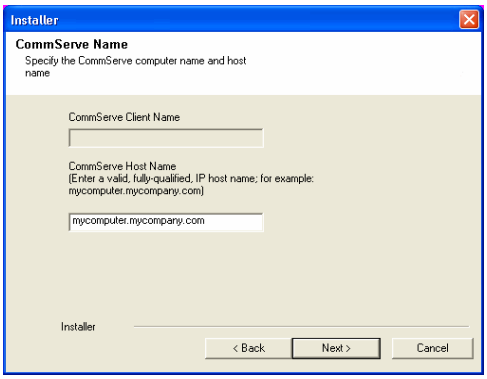


8. Enter the fully qualified domain name of the **CommServe Host Name**.

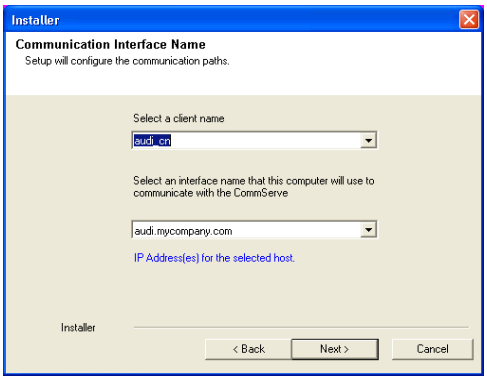
   Click **Next**.

   Do not use space and the following characters when specifying a new name for the CommServe Host Name:

   \|`~!@#$%^&*()+=<>/?,[]{}:;'"



9. Click **Next**.

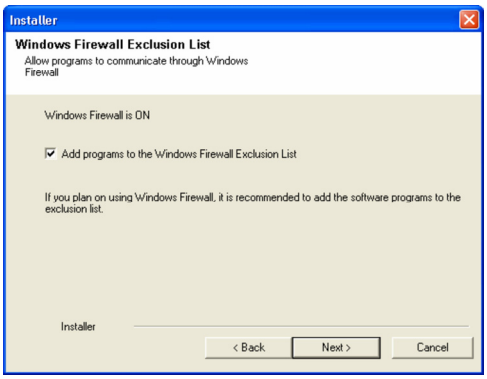


10. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



11. Verify the default location for software installation.

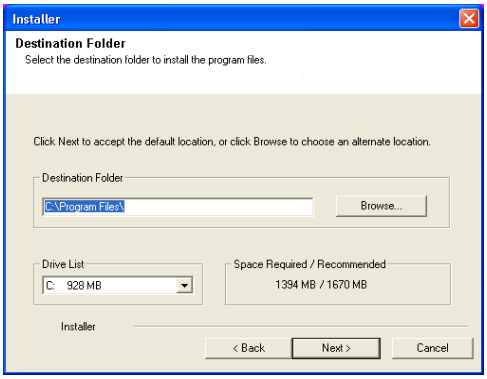
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

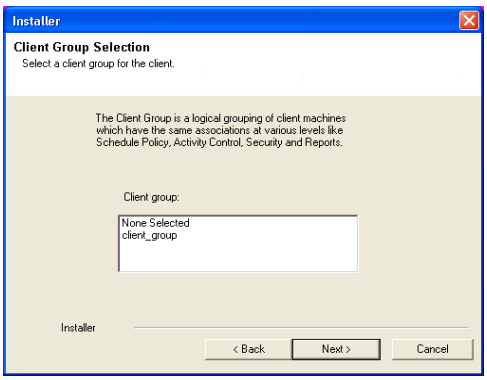
      It is recommended that you use alphanumeric characters only.



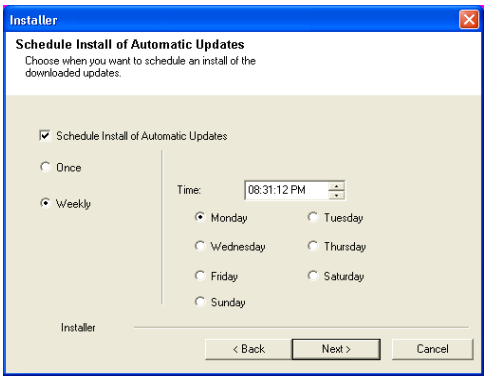
12. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

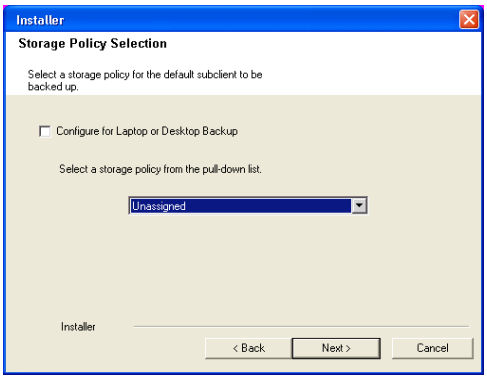


13. Click **Next**.



14. Select a **Storage Policy**.

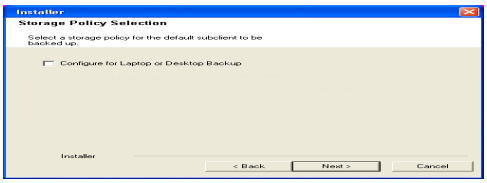
    Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

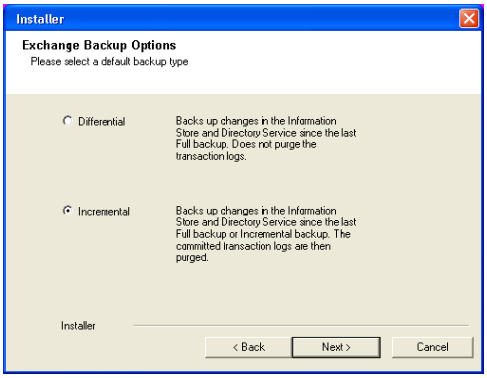
You can create the Storage Policy later in step 25.



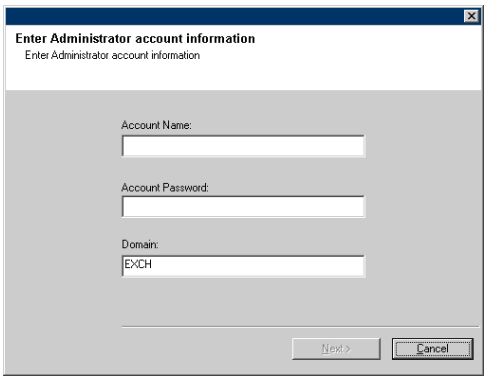
- If you are installing the Exchange Database *i*DataAgent, click Configure Exchange Database Specific Information.
- If you are installing the Exchange Agents, skip to Configure Exchange Agents Specific Information.

CONFIGURE EXCHANGE DATABASE SPECIFIC INFORMATION

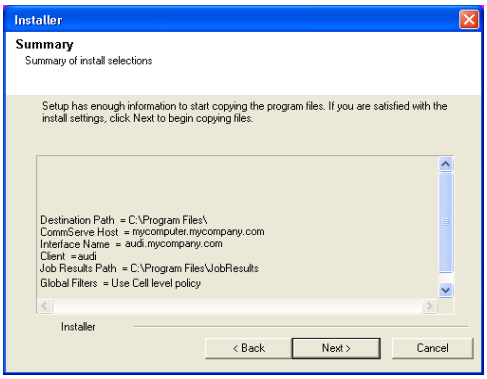
15. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



16. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.

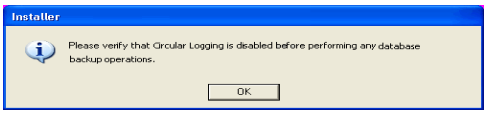


17. Click **Next**.



18. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is disabled:
    - From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
    - Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

    Click **OK**.



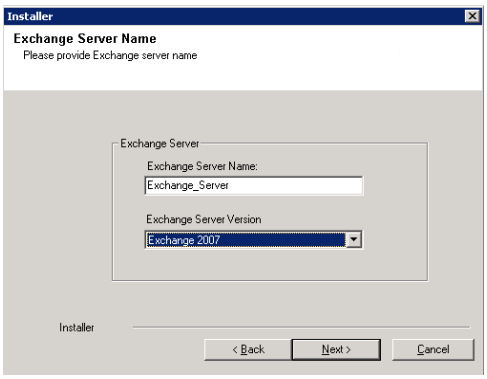
- If you are installing the Exchange Agents, then click Configure Exchange Agents Specific Information.
- If you are installing the Exchange Database *i*DataAgent, skip to Verify Summary of Install Options.

CONFIGURE EXCHANGE AGENTS SPECIFIC INFORMATION

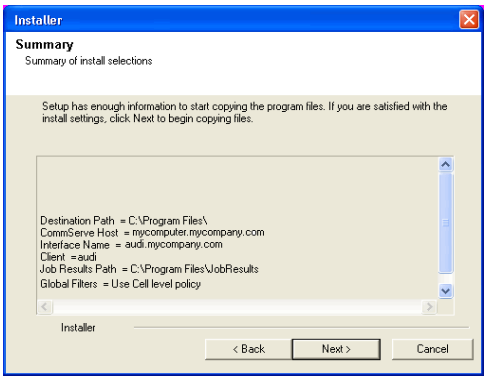
19. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

    Click **Next**.

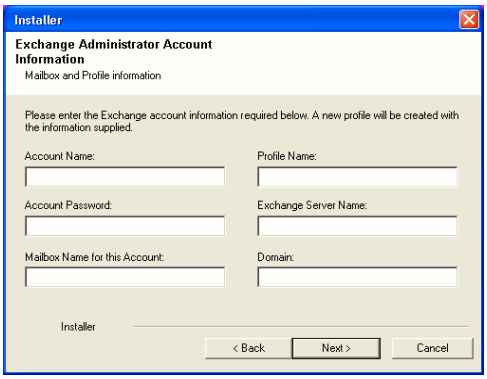
    This screen will appear when you are installing Exchange Agents on Non-Exchange Server.



20. Click **Next**.

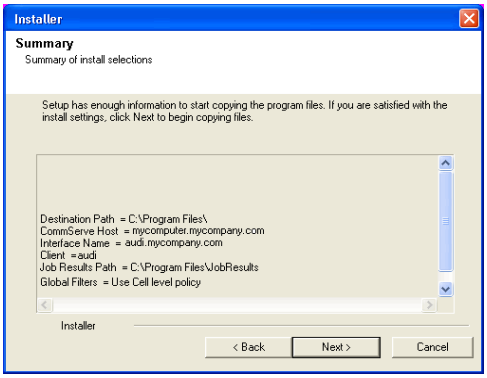


21. Enter the following Exchange Administrator information then click **Next**.
    - **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
    - **Account Password** - The password assigned to the domain user.
    - **Mailbox Name for this Account** - Mailbox associated with the user above.
    - **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
    - **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.
    - **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.

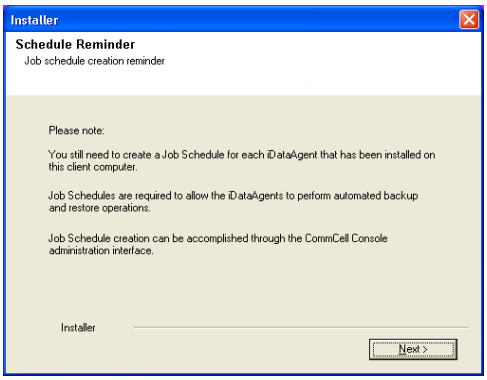


VERIFY SUMMARY OF INSTALL OPTIONS

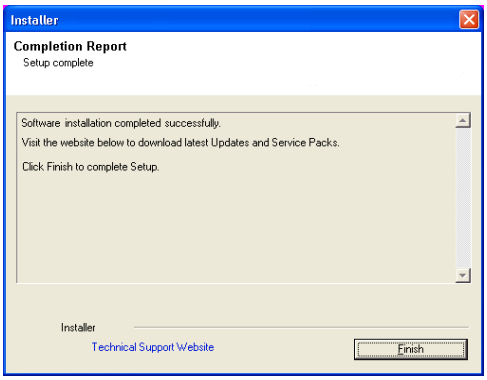
22. Click **Next**.



23. Click **Next**.



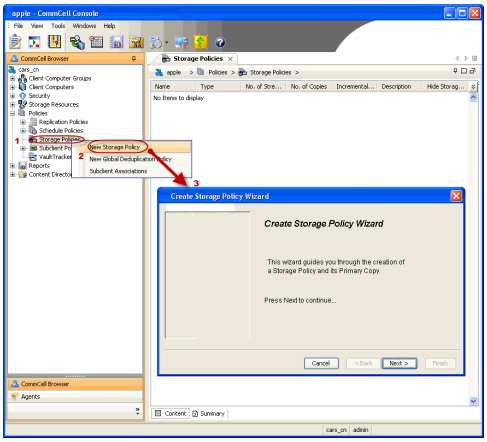
24. Click **Finish**.



CHOICE If you already have a storage policy selected in step 14, Click Next button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

25. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

     Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
   - Review the details and click **Finish** to create the Storage Policy.

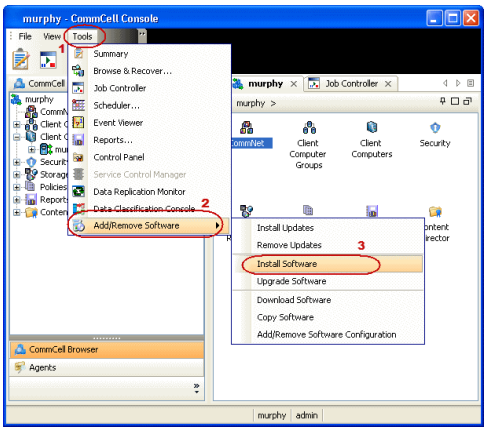
26. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

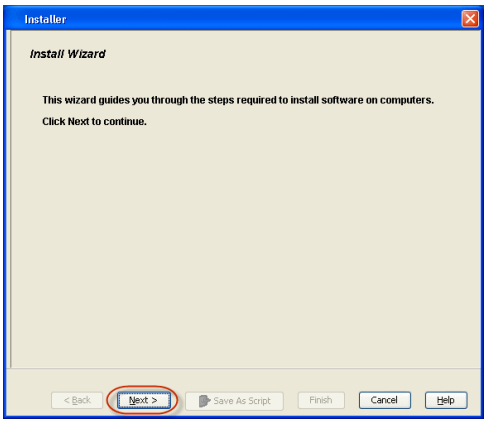
  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

1. From the CommCell Browser, select **Tools**, point to **Add/Remove Software**, and then click **Install Software.**

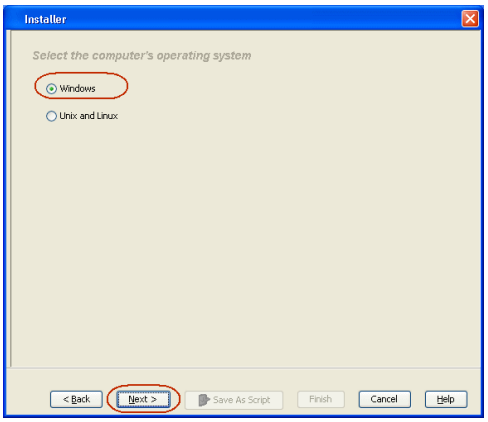


2. Click **Next**.



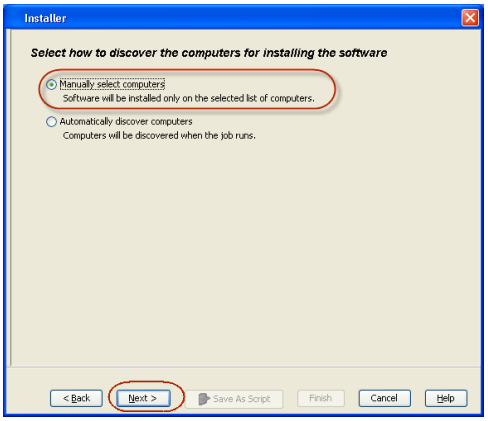
3. Select **Windows**.

   Click **Next**.



4. Select **Manually Select Computers**.

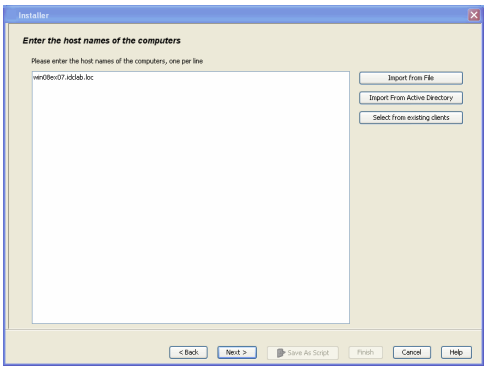
   Click **Next**.



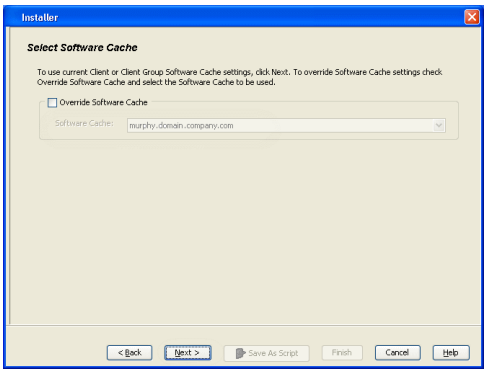
5. Enter the fully qualified domain name of the computer on which you have Exchange Server.

For example: `win08ex07.idclab.loc`

Click **Next**.

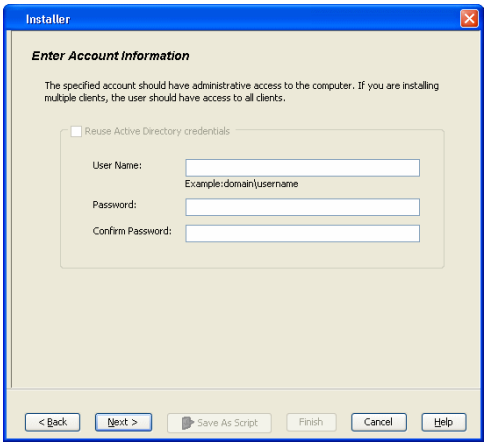


6. Click **Next**.



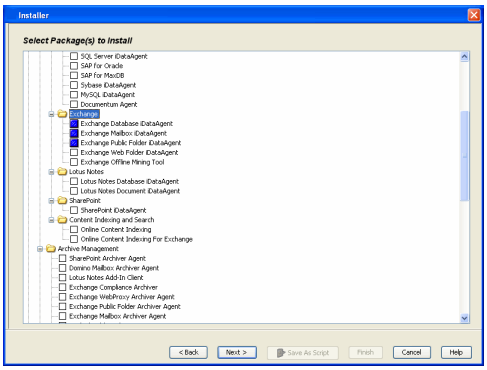
7. Specify **User Name** and **Password** that must be used to access the computer.

   Click **Next**.



8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:
   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

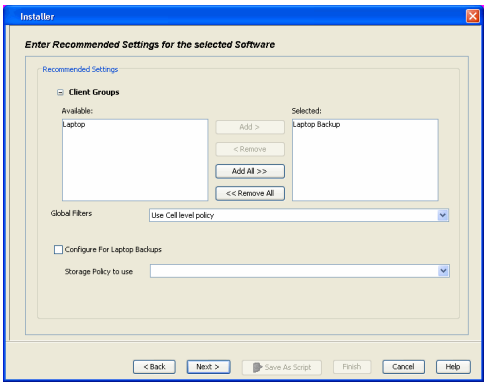
   Click **Next**.



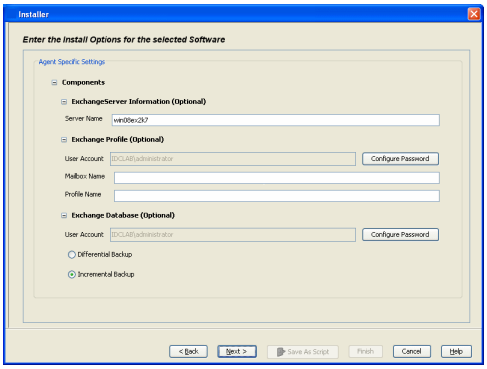
9. - Select **Client Group** from **Available** and click **Add**.
   - Select a **Storage Policy** from the drop-down list. Click **Next**.

   NOTES:

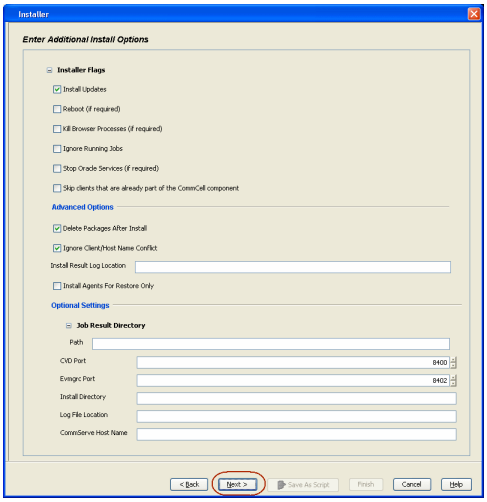
   - Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.



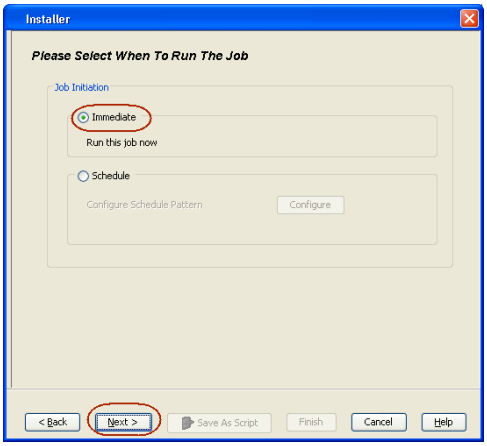
10. Type the Agent Specific Settings information.
    Click **Next**.



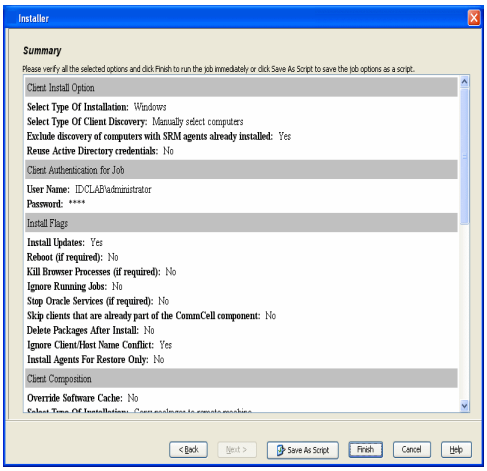
11. Click **Next**.



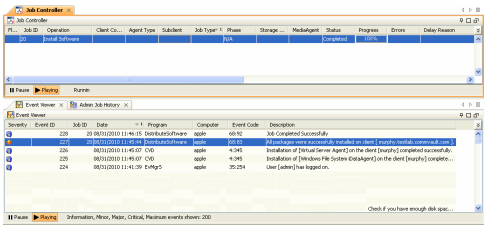
12. Select **Immediate**.
    Click **Next**.



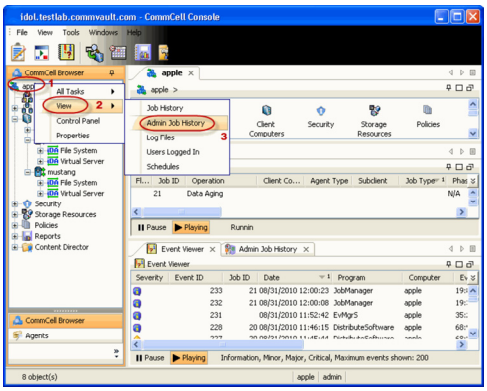
13. Click **Finish**.



14. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

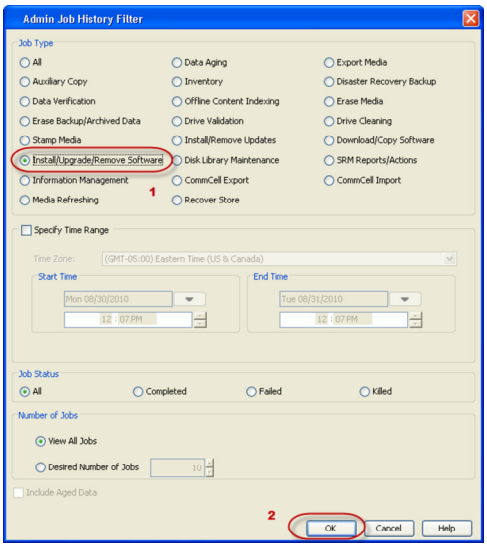


15. Once the job is complete, right-click the **CommServe** computer, click **View** and then click **Admin Job History**.



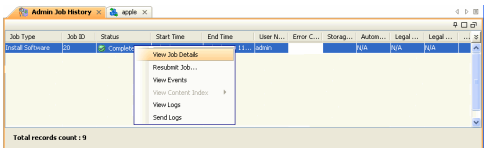
16. Select **Install/Upgrade/Remove Software**.

    Click **OK**.



17. You can view the following details about the job by right-clicking the job:
    - Items that succeeded during the job
    - Items that failed during the job
    - Details of the job

- Events of the job
- Log files of the job



18. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the Exchange Agents for Exchange Server 2003 on a Non-Exchange Server

Previous Next

Follow the steps given below to install the Exchange Agents on Non-Exchange Server 2003.

WHERE TO INSTALL

The 32-bit Exchange Agents can be installed on a separate computer with connectivity to the Exchange Server. This method is referred to as an Non-Exchange Server installation and is useful if you want to offload the memory and processing resources required for backups and restores from the Exchange Server.

INSTALLATION

The software can be installed using one of the following methods:

METHOD 1: INTERACTIVE INSTALL

Use this procedure to directly install the software from the installation package or a network drive.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

Use this procedure to remotely install the software on a client computer.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

- The mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.
- Using the Exchange System Manager snap-in, right-click the organization object and delegate control.
- Using the Wizard, assign the MailboxAdmin user Exchange Full Administrator privileges.
- Ensure that you assign full access to all mailboxes on the server. For details, see How do I Assign Full Access to All Mailboxes on a Server.

METHOD 1: INTERACTIVE INSTALL

1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Create the bAllowMultiInstances registry key.

   NOTES:

   - If any 64-bit agent software is already installed on the Proxy Server, create `bAllowMultiInstances` registry key to install the Exchange *i*DataAgents on separate instance.

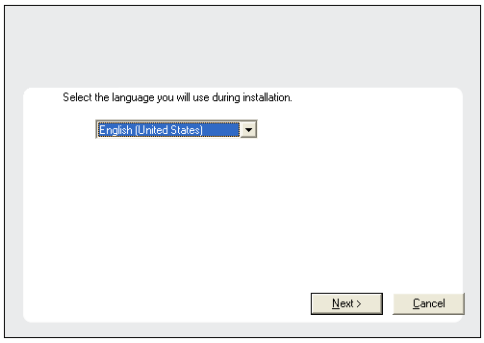
   To create the registry key, see the following steps:

   1. Start the Registry Editor (Regedit.exe or Redegt32.exe)
   2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\`.
   3. Right click the `SOFTWARE` and click **New -> Key**.
   4. Name the key as `GalaxyInstallerFlags`.
   5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllowMultiInstances` and by double clicking the `bAllowMultiInstances` key modify the **Value data** to 1.
3. Create the bAllow32BitInstallOn64Bit registry key.

   To create the registry key, see the following steps:

   1. Start the Registry Editor (Regedit.exe or Regedit32.exe)
   2. Locate the directory under which you want to create a key, e.g., `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node`.
   3. Right click the `SOFTWARE` and click **New -> Key**.
   4. Name the key as `GalaxyInstallerFlags`.
   5. Right click the `GalaxyInstallerFlags` and select **New -> DWORD** value, name it as `bAllow32BitInstallOn64Bit` and by double clicking the `bAllow32BitInstallOn64Bit` key modify the **Value data** to 1.
4. Run **Setup.exe** from the Software Installation Package.
5. Select the required language.

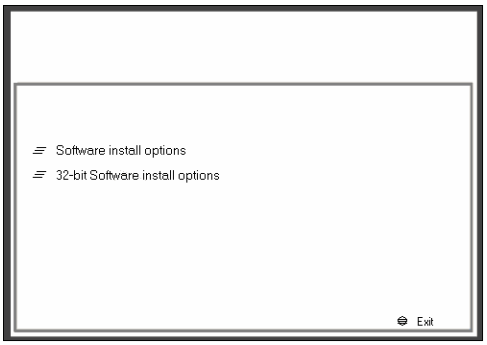
Click **Next**.



6. Select the **Calypso 32-bit Software install options** to install software.

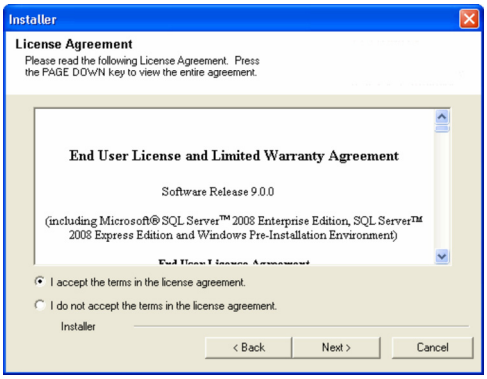
NOTES

- This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.



7. Select **I accept the terms in the license agreement**.

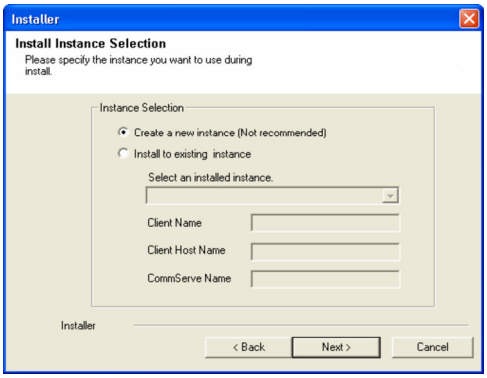
Click **Next**.



8. If any agent software is already installed on the Proxy Server, select **Create a new instance** option to install the Exchange *i*DataAgents on separate instance.

NOTES

- This screen will appear when the bAllowMultiInstances registry key has enabled on this computer.



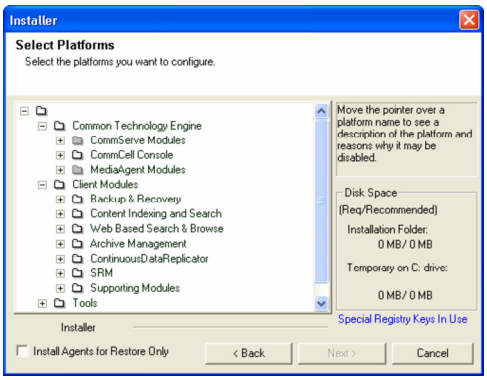
9. To install the Exchange ***i*DataAgents** expand **Client Modules | Exchange**, and select one or more of the following:

- **Exchange Mailbox *i*DataAgent**
- **Exchange Public Folder *i*DataAgent**

To install the **Exchange Archiver Agents**, expand **Client Modules | Archive Management**, and select one or more of the following:

- **Exchange Compliance Archiver**
- **Exchange Mailbox Archiver Agent**
- **Exchange Public Folder Archiver Agent**

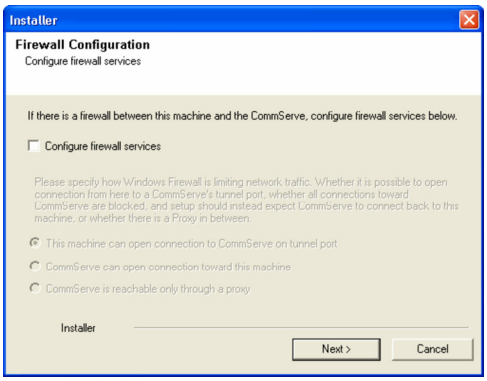
Click **Next**.



10. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

    For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

    If firewall configuration is not required, click **Next**.

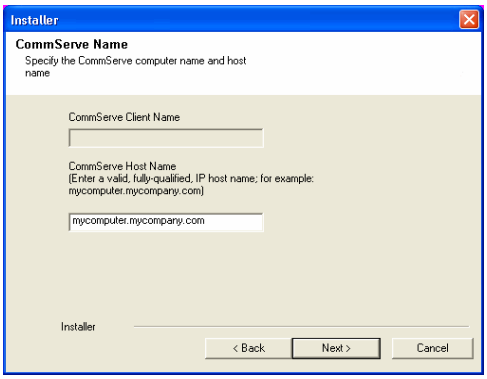


11. Enter the fully qualified domain name of the **CommServe Host Name**.

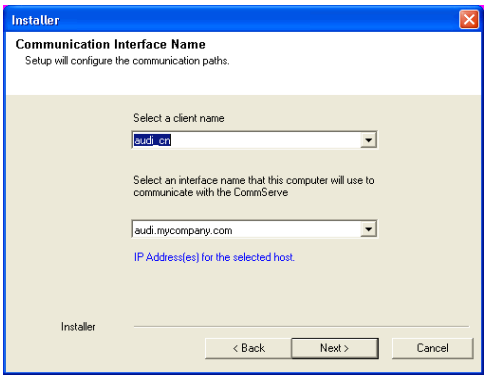
    Click **Next**.

    Do not use space and the following characters when specifying a new name for the CommServe Host Name:

    \|`~!@#$%^&*()+=<>/?,[]{}:;'"



12. Click **Next**.

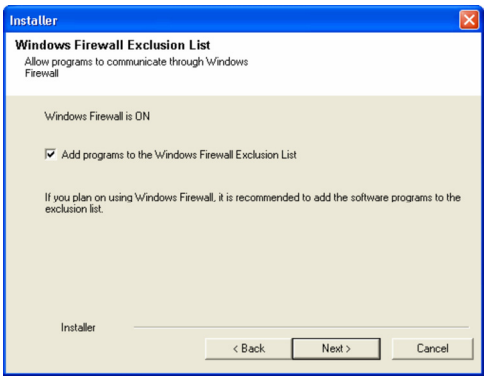


13. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



14. Verify the default location for software installation.

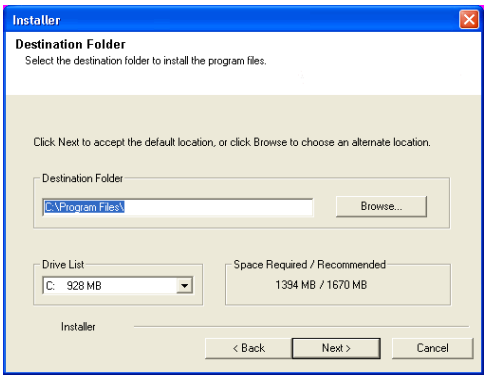
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

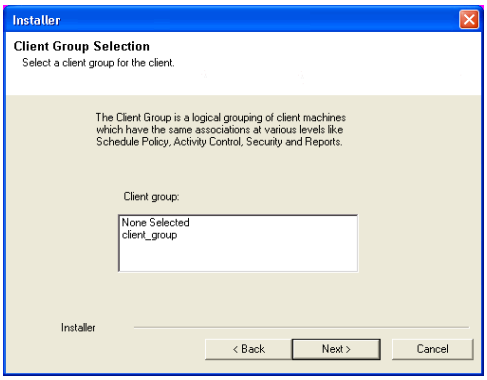
      It is recommended that you use alphanumeric characters only.



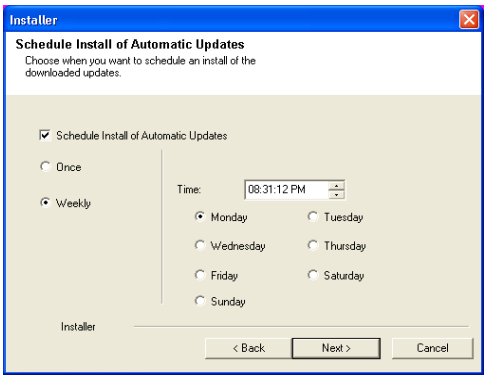
15. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.



16. Click **Next**.

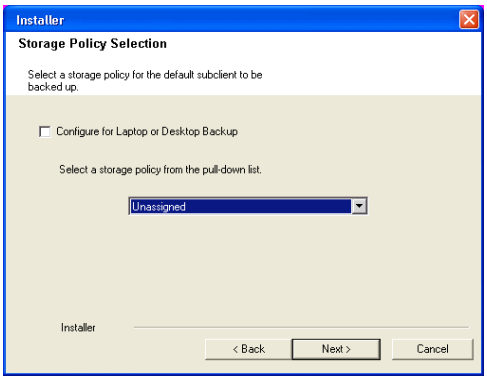


17. Select a **Storage Policy**.

    Click **Next**.

    NOTES

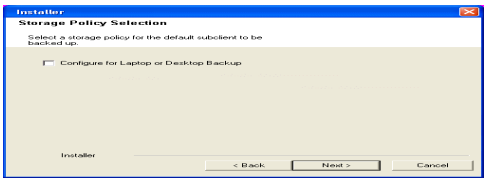
    - A storage policy directs backup data to a media library. Each library has a default storage policy.



If you do not have Storage Policy created, this message will be displayed.

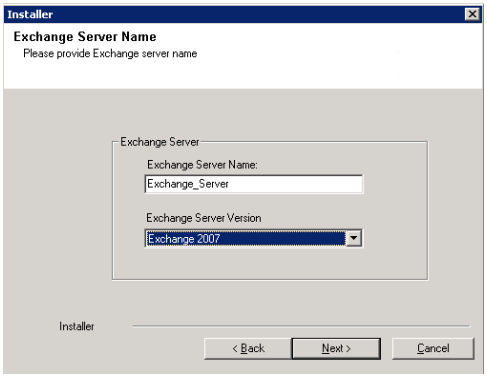
Click **OK**.

You can create the Storage Policy later in step 23.

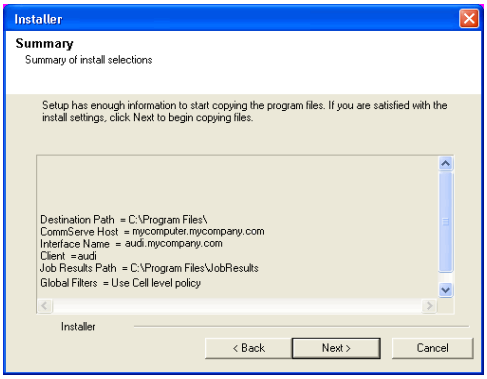


18. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

    Click **Next**.

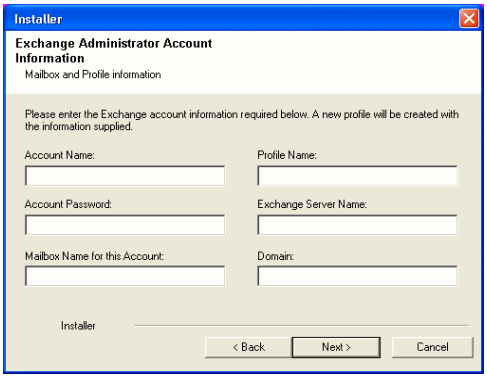


19. Click **Next**.

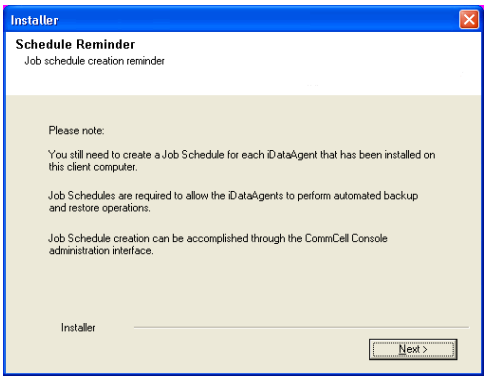


20. Enter the following Exchange Administrator information then click **Next**.
    - **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
    - **Account Password** - The password assigned to the domain user.
    - **Mailbox Name for this Account** - Mailbox associated with the user above.
    - **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
    - **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

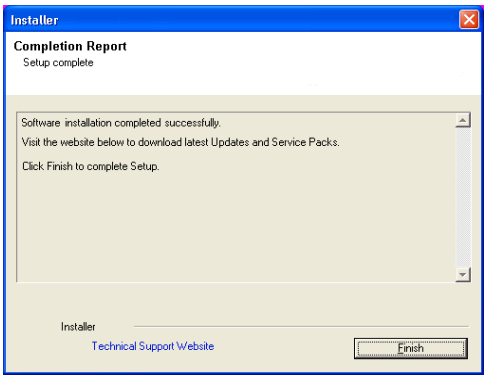
      For Exchange Server 2010, enter the Client Access Role. After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.
    - **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



21. Click **Next**.



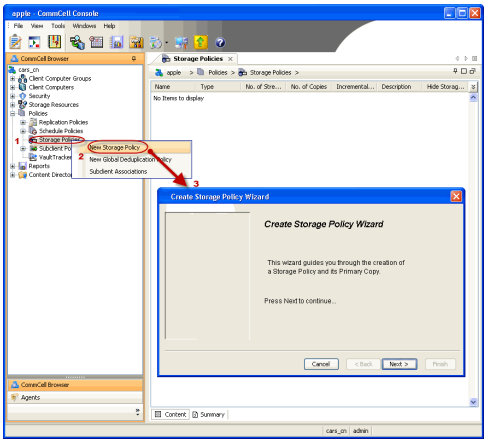
22. Click **Finish**.



CHOICE If you already have a storage policy selected in step 17, Click Next ➤ button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

23. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

     Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.
   - Review the details and click **Finish** to create the Storage Policy.

24. Enable the following registry key to create job specific profiles:

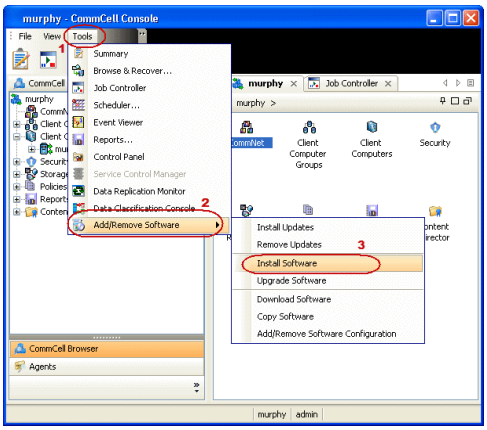
- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).

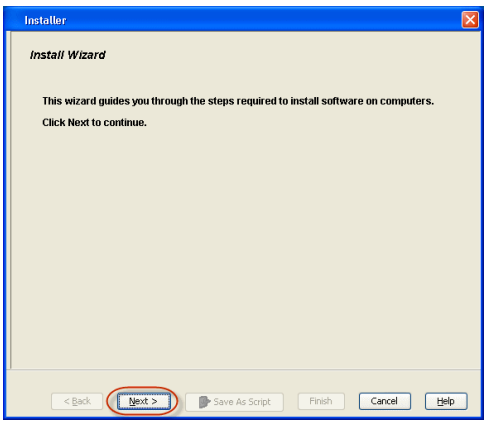
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

METHOD 2: INSTALL SOFTWARE FROM COMMCELL CONSOLE

1. From the CommCell Browser, select **Tools**, point to **Add/Remove Software**, and then click **Install Software.**

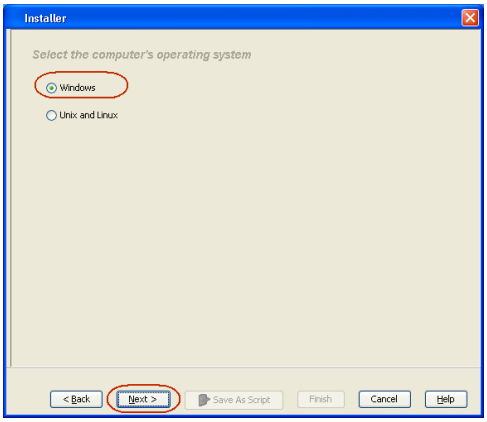


2. Click **Next**.



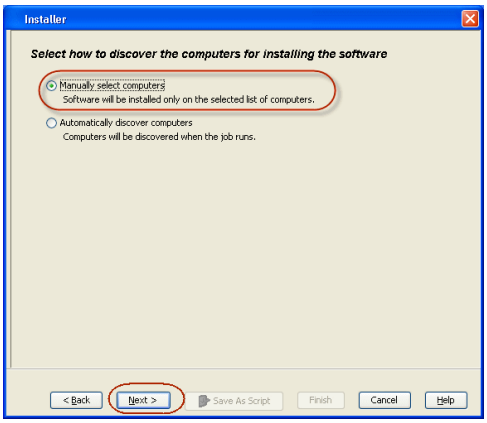
3. Select **Windows**.

   Click **Next**.



4. Select **Manually Select Computers**.

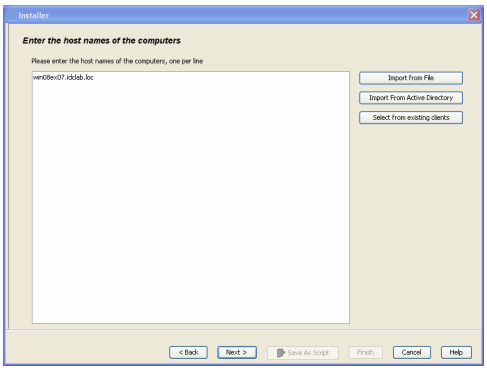
   Click **Next**.



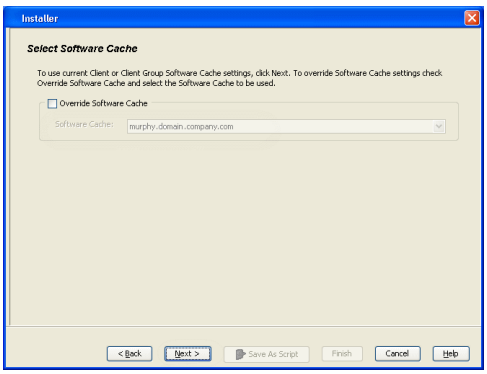
5. Enter the fully qualified domain name of the computer on which you have Exchange Server.

   For example: `win08ex07.idclab.loc`

   Click **Next**.

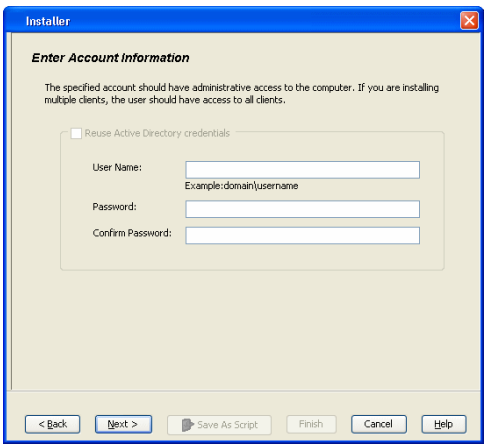


6. Click **Next**.



7. Specify **User Name** and **Password** that must be used to access the computer.

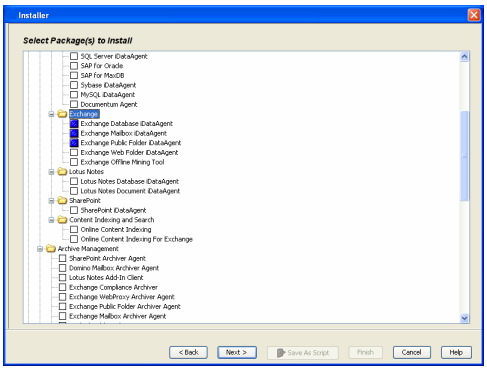
   Click **Next**.



8. To install the **Exchange *i*DataAgents** expand **Client Modules | Backup & Recovery | Exchange,** and select one or more of the following:
   - **Exchange Database *i*DataAgent**
   - **Exchange Mailbox *i*DataAgent**
   - **Exchange Public Folder *i*DataAgent**

Click **Next**.

For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.

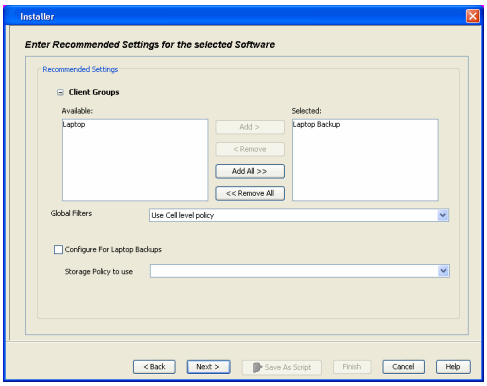


9.

- Select **Client Group** from **Available** and click **Add**.
- Select a **Storage Policy** from the drop-down list. Click **Next**.

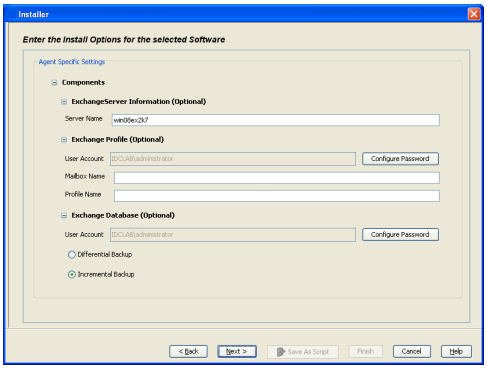
NOTES:

- Select the **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility. This utility allows you to view the backup job summary from the client computer without opening the CommCell Console. See Monitor - Laptop User for more information.

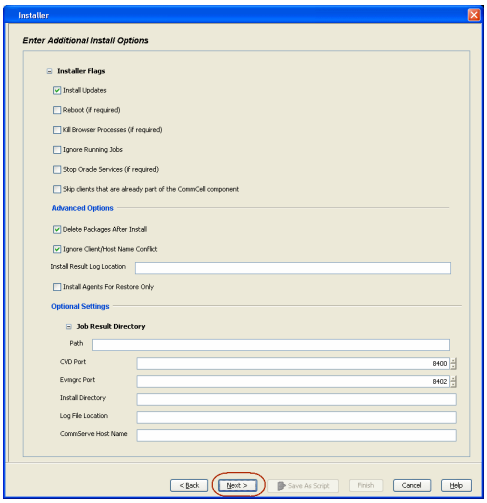


10. Type the Agent Specific Settings information.

Click **Next**.

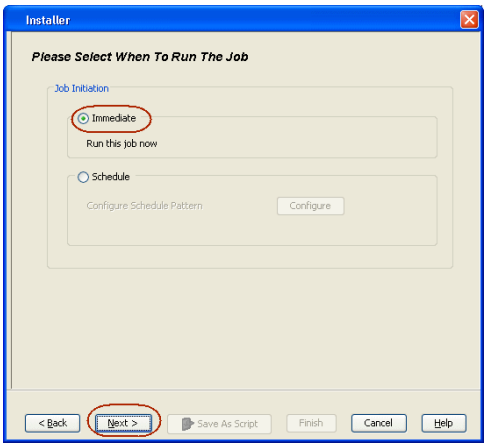


11. Click **Next**.

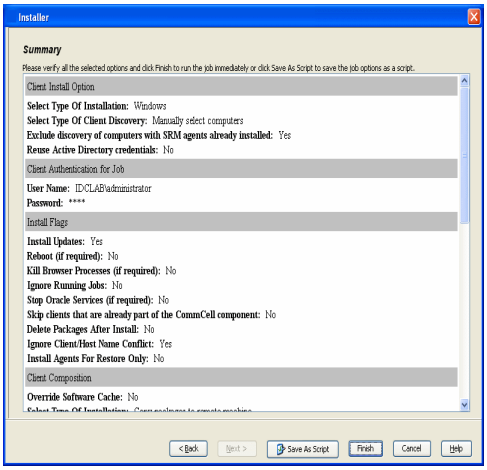


12. Select **Immediate**.

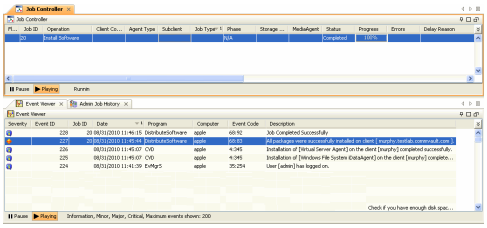
Click **Next**.



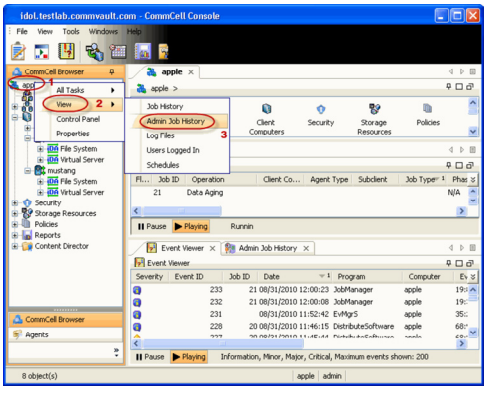
13. Click **Finish**.



14. You can track the progress of the job from the **Job Controller** or **Event Viewer** window.

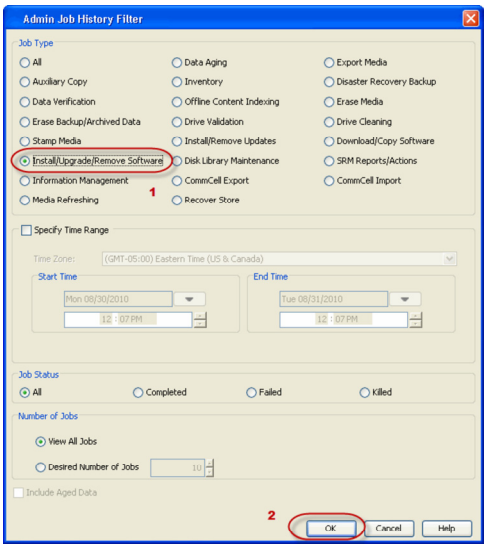


15. Once the job is complete, right-click the **CommServe** computer, click **View** and then click **Admin Job History**.

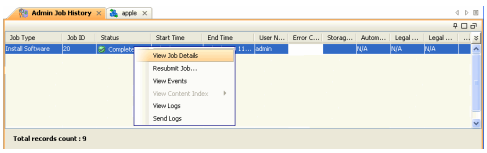


16. Select **Install/Upgrade/Remove Software**.

    Click **OK**.



17. You can view the following details about the job by right-clicking the job:



- Items that succeeded during the job
- Items that failed during the job
- Details of the job
- Events of the job
- Log files of the job

18. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

Previous Next

Install the Exchange Agents on Exchange Server 2003 - Clustered Environment

Previous Next

Follow the steps given below to install the Exchange Agents in clustered environment on the following:

- Exchange Server 2003
- Non-Exchange Server

WHERE TO INSTALL

The following procedure describes the steps involved in installing the Exchange Agents for Exchange Server 2003 on the following:

- Direct install on a Exchange Server or
- On an Non-Exchange Server computer. This may be used for the following circumstances:
  - In the configuration where a single non-Exchange client is used to backup multiple Exchange Servers.
  - To off-load the backup of Exchange Server, so that the performance of the Exchange Server will not be effected.

RELATED TOPICS

Download Software Packages
Provides step-by-step procedure to download the latest packages for software install.

System Requirements
Verify that the computer in which you wish to install the software satisfies the System Requirements.

Firewall
Provides comprehensive information on firewall.

PREREQUISITES

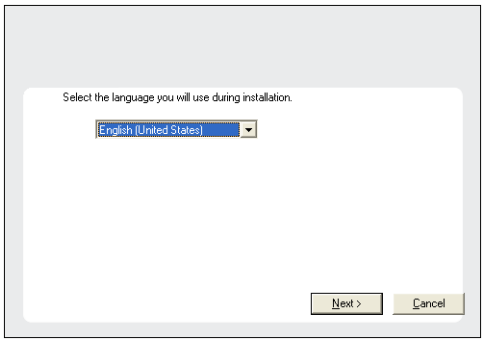
The below mentioned prerequisites are for Mailbox Agents only. Ensure that you have the following:

- The mail-enabled user is a member of the Local Administrator Group and have rights to all mailboxes on the server.
- Using the Exchange System Manager snap-in, right-click the organization object and delegate control.
- Using the Wizard, assign the MailboxAdmin user Exchange Full Administrator privileges.
- Ensure that you assign full access to all mailboxes on the server. For details, see How do I Assign Full Access to All Mailboxes on a Server.

INSTALL PROCEDURE

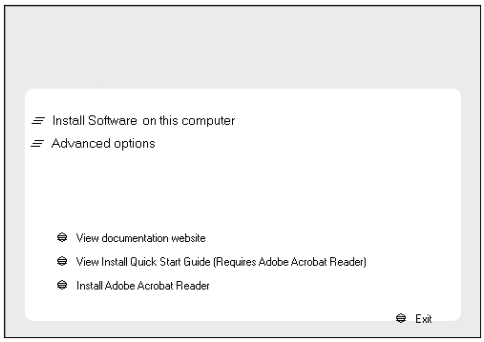
1. Log on to the computer using an account with the following privileges:
   - Administrator of the local computer
   - Administrator of the Exchange Server
2. Run **Setup.exe** from the Software Installation Package.
3. Select the required language.

   Click **Next**.



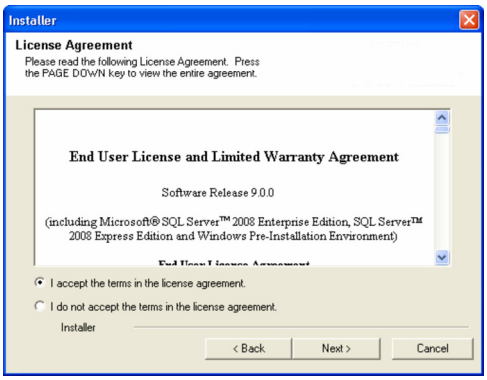
4. Select the option to install software on this computer.

   The options that appear on this screen depend on the computer in which the software is being installed.



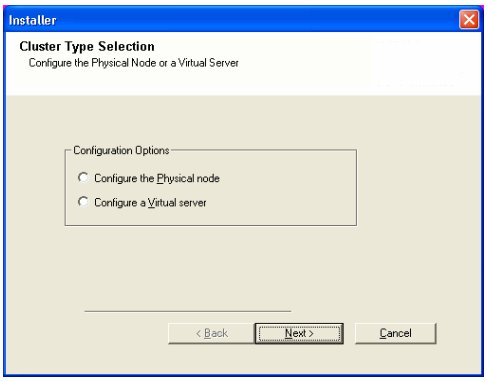
5. Select **I accept the terms in the license agreement**.

Click **Next**.



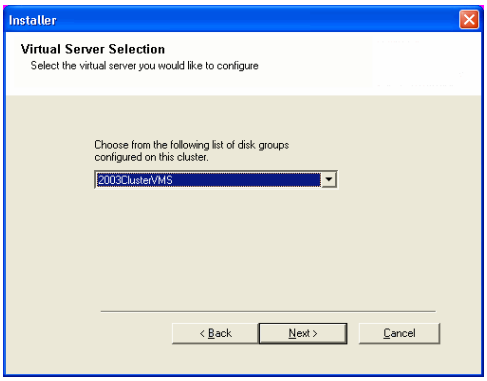
6. Select **Configure a Virtual Server**.

   Click **Next**.



7. Select the disk group in which the virtual server resides.

   Click **Next**.



8. To install the Exchange *i*DataAgents expand **Client Modules | Exchange**, and select one or more of the following:

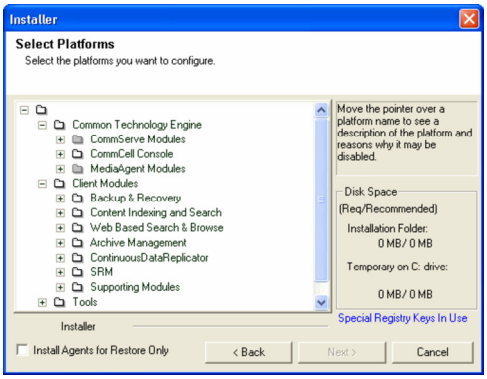
   - **Exchange Database iDataAgent**
   - **Exchange Mailbox iDataAgent**
   - **Exchange Public Folder iDataAgent**

   To install the Exchange Archiver Agents, expand **Client Modules | Archive Management**, and select one or more of the following:

   - **Exchange Compliance Archiver**
   - **Exchange Mailbox Archiver Agent**
   - **Exchange Public Folder Archiver Agent**

   Click **Next**.

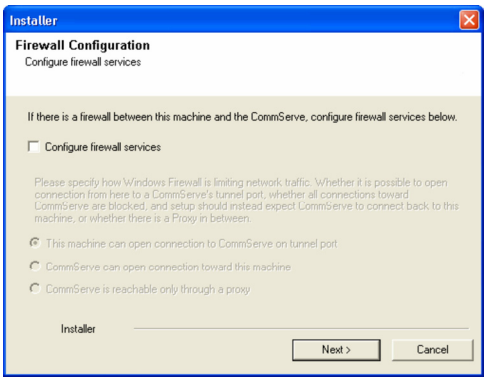
   For Non-Exchange Server, Exchange Database *i*DataAgent will not be applicable.



9. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next**.

   For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

   If firewall configuration is not required, click **Next**.

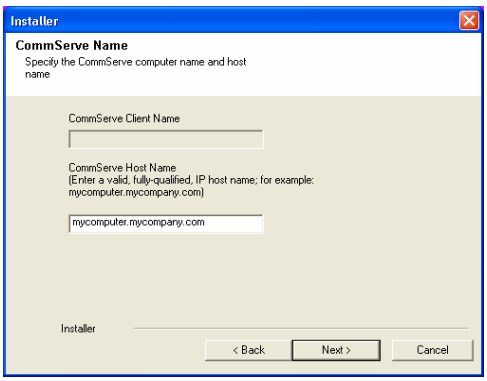


10. Enter the fully qualified domain name of the **CommServe Host Name**.

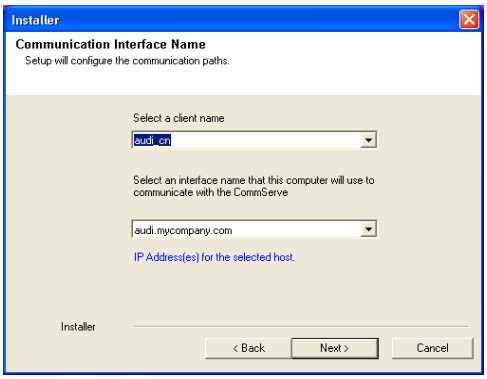
    Click **Next**.

    Do not use space and the following characters when specifying a new name for the CommServe Host Name:

    \|`~!@#$%^&*()+=<>/?,[]{}:;'"



11. Click **Next**.

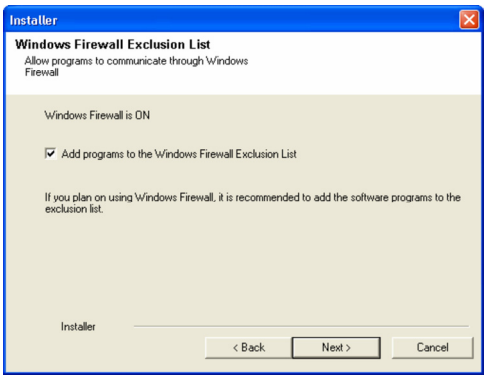


12. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

    Click **Next**.

    This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

    It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.



13. Verify the default location for software installation.

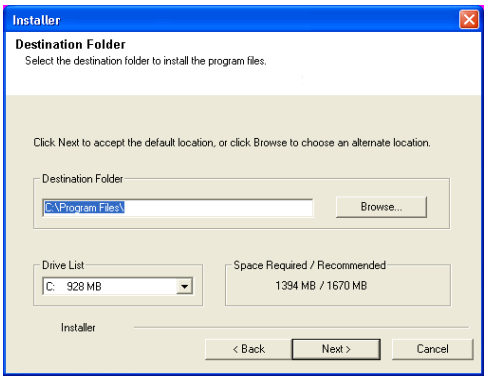
    Click **Browse** to change the default location.

    Click **Next**.

    - Do not install the software to a mapped network drive.
    - Do not use the following characters when specifying the destination path:

      / : * ? " < > | #

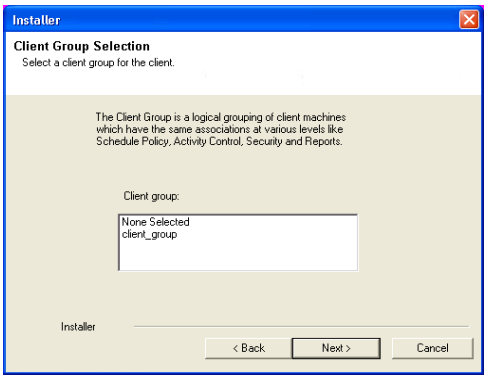
It is recommended that you use alphanumeric characters only.



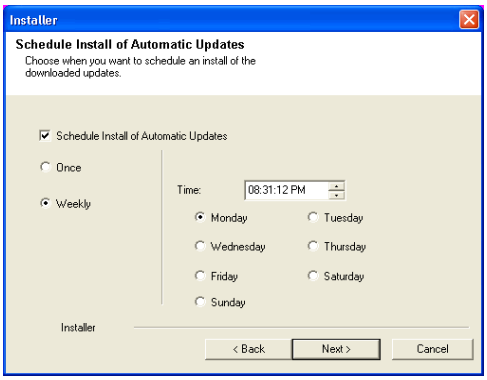
14. Select a Client Group from the list.

    Click **Next**.

    This screen will be displayed if Client Groups are configured in the CommCell Console.

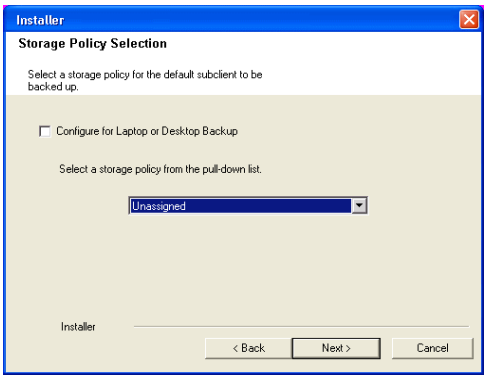


15. Click **Next**.



16. Select a **Storage Policy**.

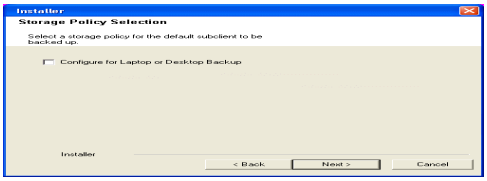
    Click **Next**.



If you do not have Storage Policy created, this message will be displayed.

Click **OK**.

You can create the Storage Policy later in step 32.

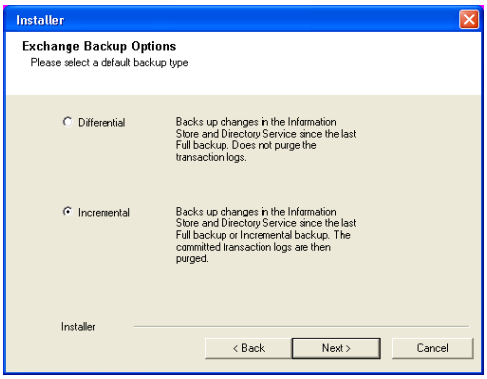


- If you are installing the Exchange Database *i*DataAgent on the Exchange Server, click Configure Exchange Database Specific Information.

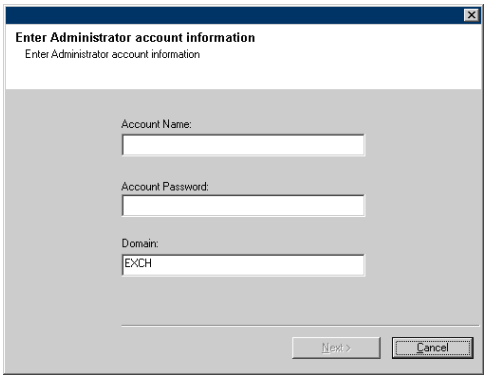
- If you are installing the Exchange Agents on the Non-Exchange Server, skip to Configure Exchange Agents Specific Information.

CONFIGURE EXCHANGE DATABASE SPECIFIC INFORMATION

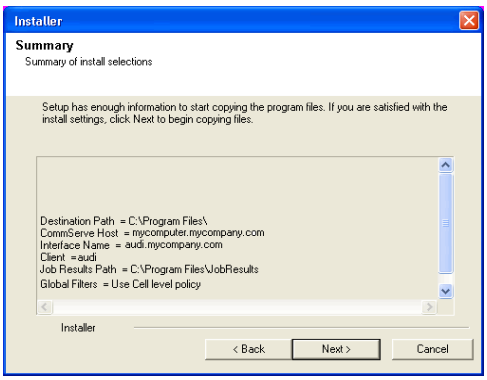
17. Select the backup type for Exchange Database backups. Choose either of the following options, then click **Next**.
    - **Differential** - Specifies that each non-full Exchange Database backup secures all data that has changed since the last full backup. Transaction lobs are not purged.
    - **Incremental** - Specifies that each non-full Exchange Database backup secures only that data that has changed since the last backup of any type. Committed transaction logs are purged.



18. Enter the user credentials to access the Exchange Server to perform the backup operation.
    - The User Account must have Exchange Administrator privileges.
    - The installation detects the domain name. If necessary, you can modify the domain name by specifying Windows domain that the Exchange Server resides in.

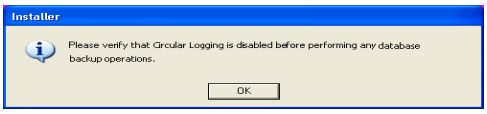


19. Click **Next**.



20. The install program displays a reminder to verify that Circular Logging is disabled before performing any database backup operations. To verify that Circular Logging is disabled:
    - From Exchange System Manager, navigate to and expand the server that the Database *i*DataAgent is being installed on.
    - Verify that the Circular Logging check box has not been selected for each Storage Group. If Circular Logging has been enabled for a Storage Group, disable it at this time.

    Click **OK**.



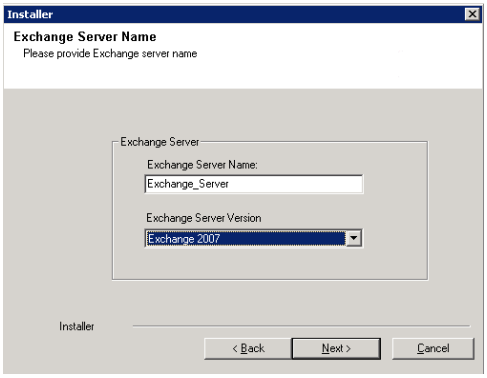
- If you are installing the Exchange Agents, then click Configure Exchange Agents Specific Information.
- If you are installing the Exchange Database *i*DataAgent, skip to Install Remaining Cluster Nodes.

CONFIGURE EXCHANGE AGENTS SPECIFIC INFORMATION

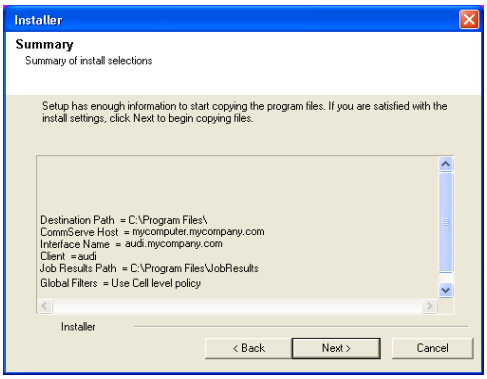
21. Select **Exchange Server Name** and **Exchange Server Version** from drop-down list.

Click **Next**.

This screen will appear when you are installing Exchange Agents on Non-Exchange Server.



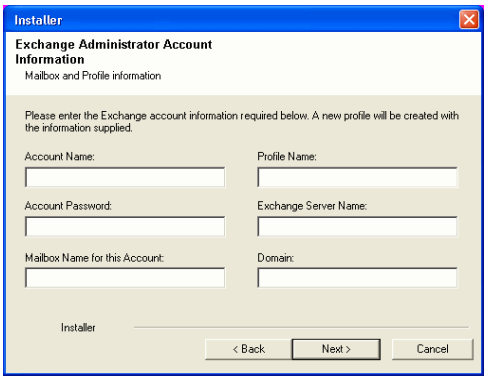
22. Click **Next**.



23. Enter the following Exchange Administrator information then click **Next**.

- **Account Name** - Domain user account created with the exchange server administrator permissions. Do not include the domain name here.
- **Account Password** - The password assigned to the domain user.
- **Mailbox Name for this Account** - Mailbox associated with the user above.
- **Profile Name** - Specify profile name to be created during agent install. This profile is associated with the domain user's mailbox.
- **Exchange Server Name** - Name of the Exchange Server that the agent will communicate with for data protection and recovery operations.

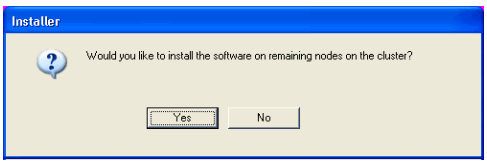
  For Exchange Server 2010, enter the Client Access Role. After installation configure the roles as described in Configure Mailboxes in Database Availability Group (DAG) Servers.
- **Domain** - The installation detects and enters a domain name. If necessary, modify the domain name by specifying Windows domain that the Exchange Server resides in.



INSTALL REMAINING CLUSTER NODES

24. To install the software on the remaining nodes of the cluster, click **Yes**.

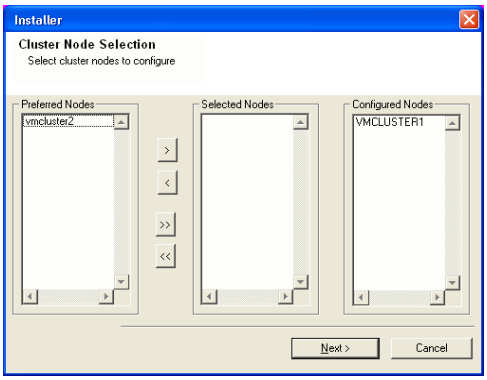
To complete the install for this node only, click **No**.



25. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

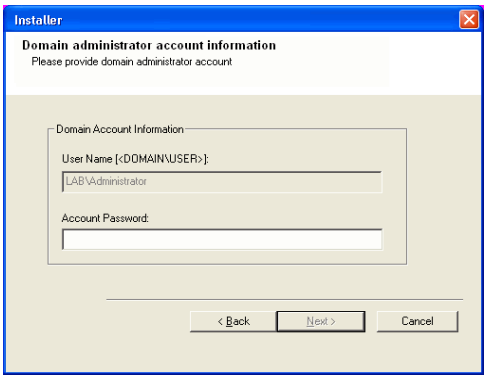
Once you complete your selections, click **Next**.

- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed.



26. Specify **User Name** and **Password** for the **Domain Administrator account Information** to perform the remote install on the cluster nodes you selected in the previous step.

Click **Next**.



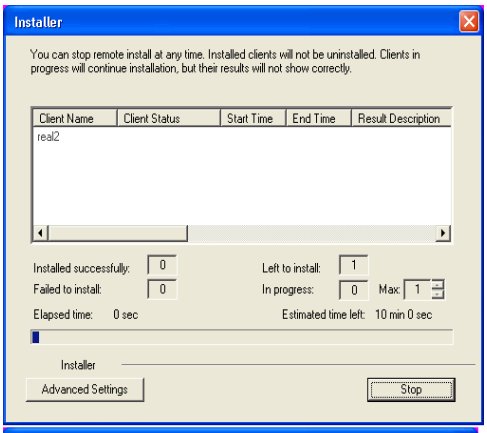
27. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

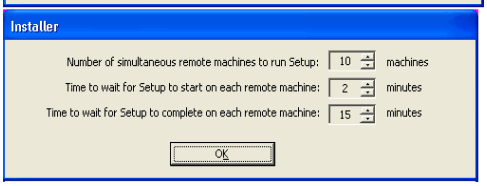
Click **Stop** to prevent installation to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt will fail.

If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see Manually Installing the Software on a Passive Node.

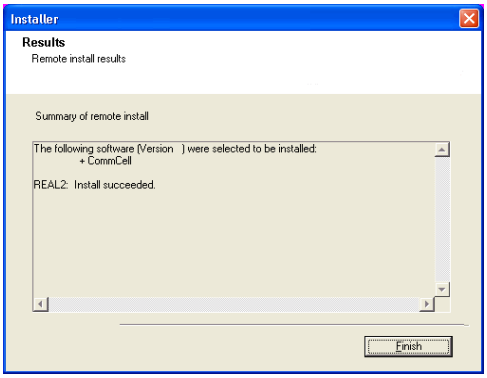




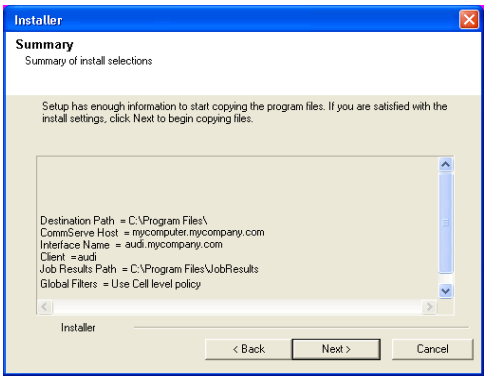
28. Read the summary for remote installation to verify that all selected nodes were installed successfully.

Click **Next**.

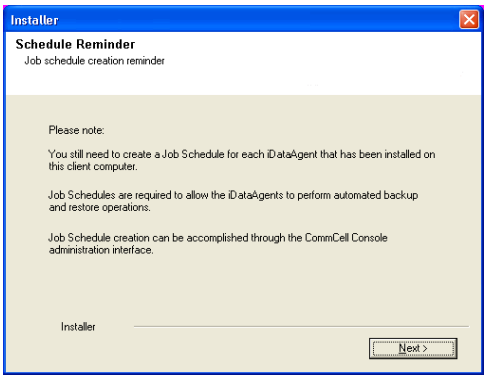
- If any node installation fails, you must manually install the software on that node once the current installation is complete. See Manually Installing the Software on a Passive Node for step-by-step instructions.
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.



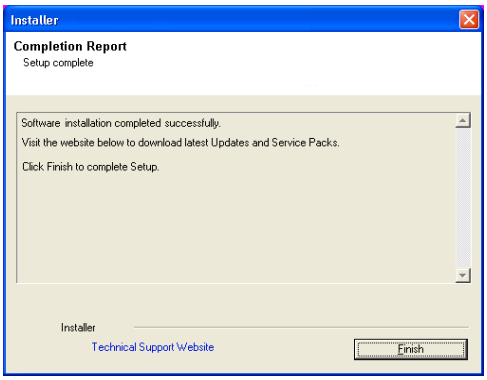
29. Click **Next**.



30. Click **Next**.



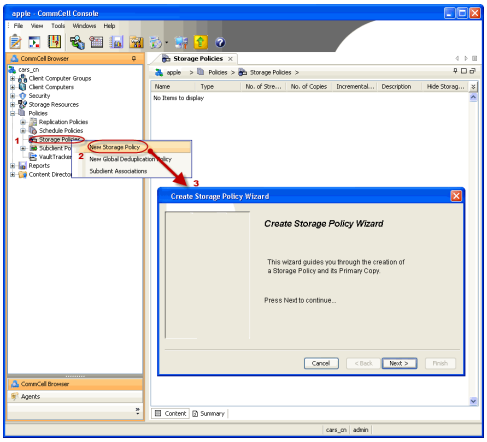
31. Click **Finish**.



CHOICE If you already have a storage policy selected in step 16, Click Next button available at the bottom of the page to proceed to the **Configuration** section.

If you do not have Storage Policy created, continue with the following step.

32. Create a Storage Policy:



1. From the CommCell Browser, navigate to **Policies**.
2. Right-click the **Storage Policies** and then click **New Storage Policy**.
3. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:
   - Select the Storage Policy type as **Data Protection and Archiving** and click **Next**.
   - Enter the name in the **Storage Policy Name** box and click **Next**.
   - From the **Library** list, click the name of a disk library to which the primary copy should be associated and then click **Next**.

     Ensure that you select a library attached to a MediaAgent operating in the current release.
   - From the **MediaAgent** list, click the name of a MediaAgent that will be used to create the primary copy and then click **Next**.
   - For the device streams and the retention criteria information, click **Next** to accept default values.
   - Select **Yes** to enable deduplication for the primary copy.
   - From the **MediaAgent** list, click the name of the MediaAgent that will be used to store the Deduplication store.

Type the name of the folder in which the deduplication database must be located in the Deduplication Store Location or click the Browse button to select the folder and then click **Next**.

- Review the details and click **Finish** to create the Storage Policy.

33. Enable the following registry key to create job specific profiles:

- From the CommCell Browser, navigate to Client Computers.
- Right-click the <Client> in which you want to add the registry key, and then click Properties.
- Click the Registry Key Settings tab.
- Click Add.
- Enter CreateProcessSpecificProfile in the Name field.
- Enter MSExchangeMBAgent in the Location field. (For Exchange Mailbox iDataAgent).

  Enter MSExchangeDMAgent in the Location field. (For Exchange Mailbox iDataAgent).
- Enter REG_DWORD in the Type filed.
- Enter 1 to enable and 0 to disable the key in the Value field.
- Click OK.

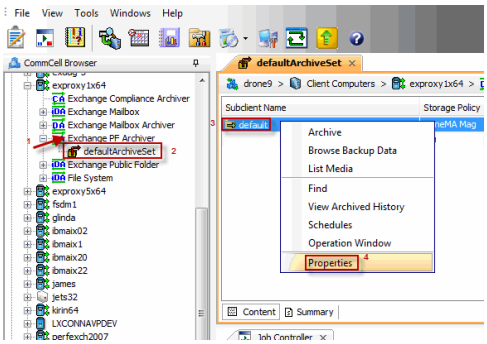
Previous Next

Getting Started Configuration – Exchange Public Folder Archiver Agent

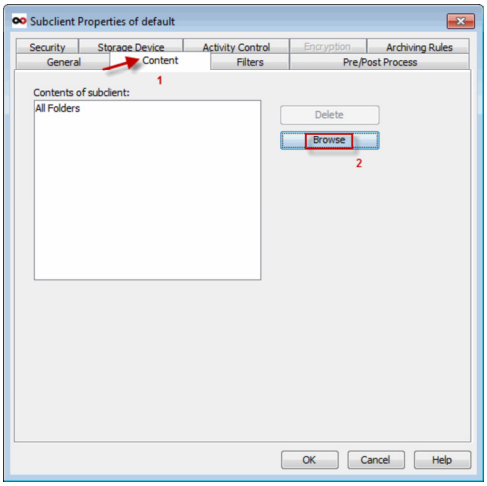
Previous Next

Once installed, configure an archive set and subclient as follows.

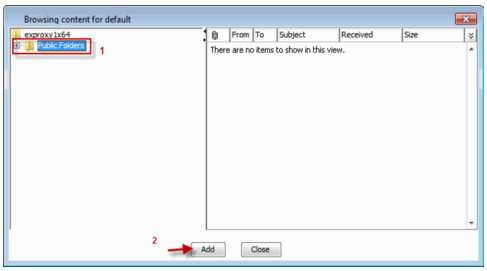
1.
   - From the CommCell Console, navigate to **Client Computers | <Client> | Exchange PF Archiver | defaultArchiveSet**.
   - Right-click the default subclient and then click **Properties**.



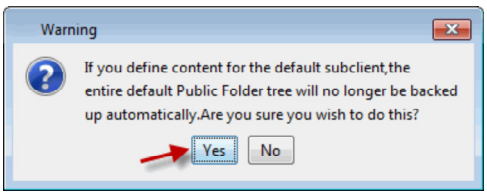
2.
   - Click the **Content** tab.
   - Click **Browse**.



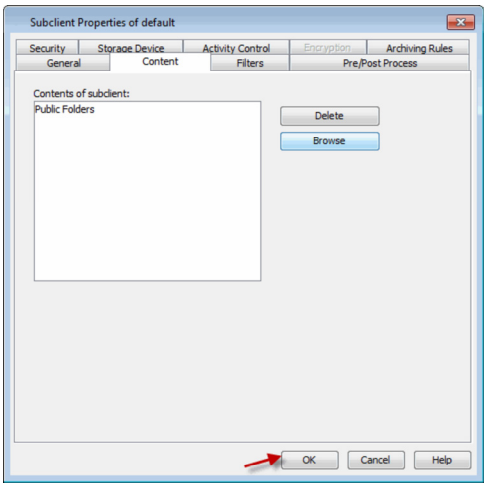
3. Select a folder and click **Add**.



4. Click **Yes**, then click **Close**.

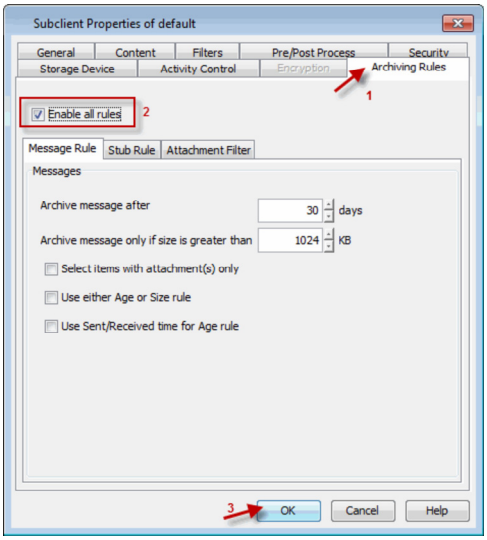


5. Click **OK**.



6.

- Click the **Archiving Rules** tab.
- Check the **Enable All Rules** check box.

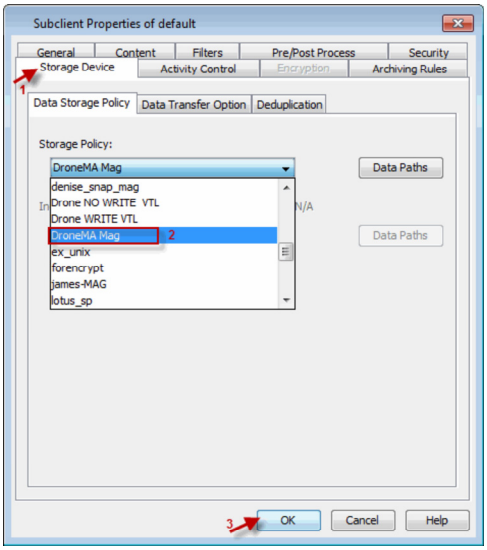


7.

- Click the **Storage Devices** tab.
- Select a **Storage Policy**.
- Click **OK**.

Click Next to continue.

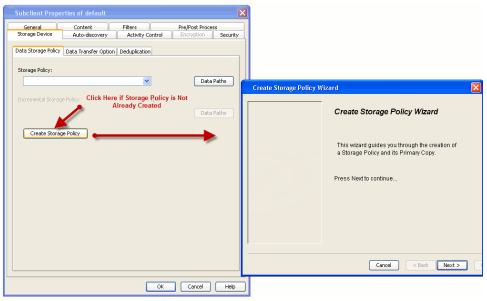
If you do not have Storage Policy created, click **Create Storage Policy** and proceed to the next step.



8. Follow the prompts displayed in the Storage Policy Wizard. The required options are mentioned below:

- Select the Storage Policy type as `Data Protection and Archiving`.
- Select `No` to allow legal hold to use the policy.
- Specify the name of the Storage Policy.
- Specify the name of the primary copy. The primary copy is automatically created along with the Storage Policy.

- Select `No` for use of an existing global deduplication policy.
- Specify name of the default library to which the Primary Copy should be associated. This must be a disk library. Ensure that you select a library attached to a MediaAgent operating in the current release.
- Select the MediaAgent.
- Verify the device streams and the retention criteria information.
- Select `Yes` to enable deduplication for the primary copy. Select the Enable Client Side Deduplication option.
- Name of the Deduplication Store, MediaAgent hosting the Deduplication Store, and the location of the Deduplication Store.
- Review the details and click **Finish** to create the Storage Policy. The primary copy is also created.



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Getting Started Archive - Exchange Public Folder Archiver Agent

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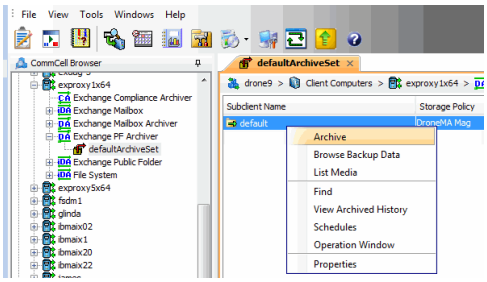
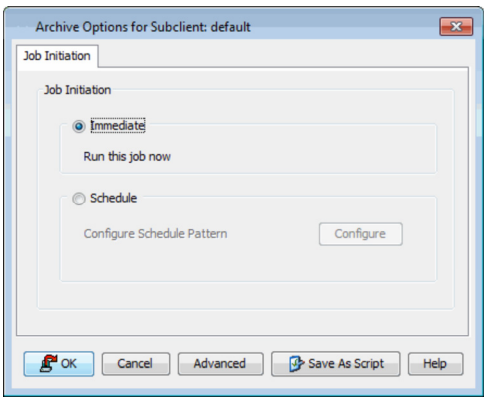
WHAT GETS ARCHIVED	WHAT DOES NOT GET ARCHIVED
By default, mailbox messages that meet the following criteria are archived: • Messages older than 30 days • Messages greater than 1024 KB in size	By default, the following are not included in archive operations: • Messages sent within the last 30 days (see Configuring Archive Rules for information on modifying this setting) • Messages less than 1024 KB in size (see Configuring Archive Rules for information on modifying this setting)

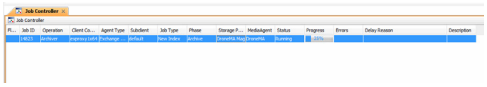
1.
   - From the CommCell Console, navigate to **Client Computers | <Client> | Exchange PF Archiver | defaultArchiveSet**.
   - Right-click the default subclient and click **Archive**.



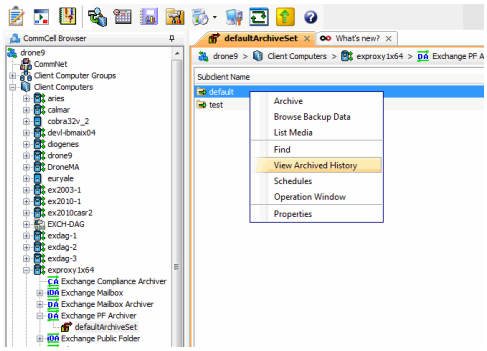
2.
   - Click **Immediate**.
   - Click **OK**.



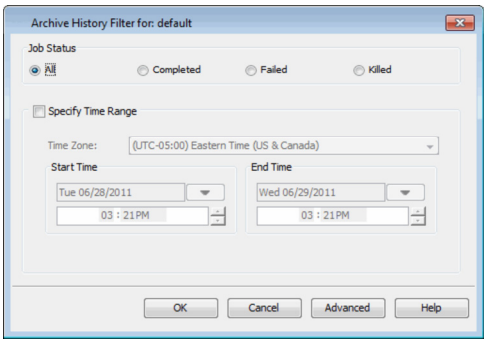
3. You can track the progress of the job from the **Job Controller**.



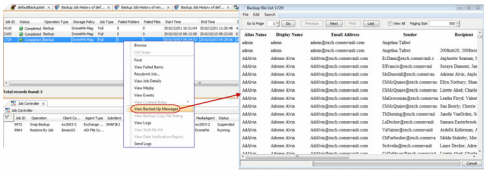
4. Once the job is complete, view the details of job from the **Archive History**. Right-click the default subclient and select **View Archived History**.



5. Click **OK**.



6. Right-click the job to:



- Browse the archived data.
- Find messages in the archives.
- View items that failed, if any, during the job.
- Resubmit the job.
- View job details, such as the number of mailboxes archived.
- View media associated with the job.
- View events associated with the job.
- View list of files that were archived.
- View logs associated with the job.
- Send the log file that is associated with the job.

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Getting Started Recover - Exchange Public Folder Archiver Agent

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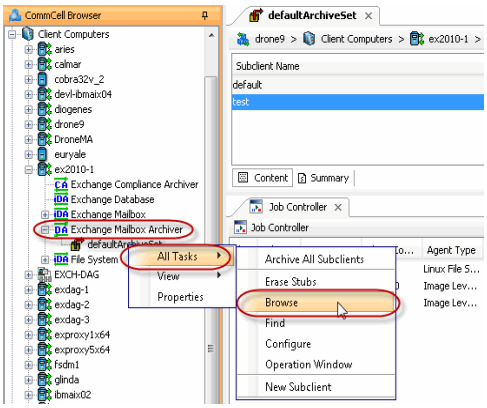
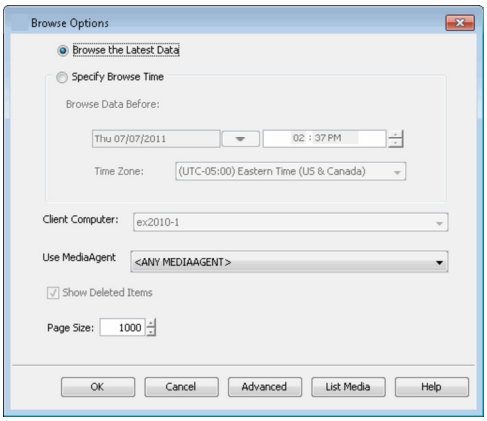
It is recommended that you perform a recover operation immediately after your first archive to understand the process.

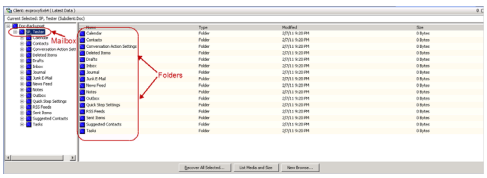
1.
   - From the CommCell Console, navigate to **Client Computers | *<Client>* | Exchange PF Archiver**.
   - Right-click the default backup set and then click **All Tasks | Browse**.



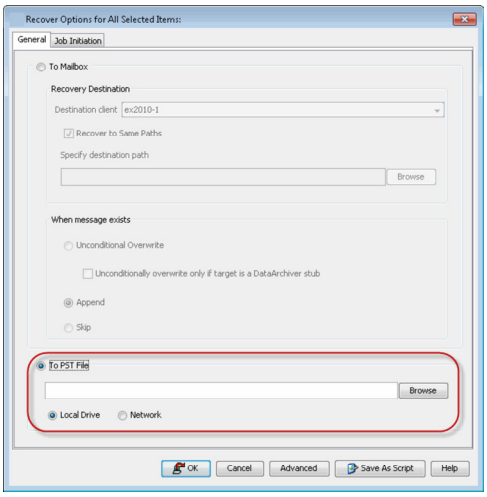
2. Click **OK**.



3.
   - Expand the **defaultArchiveset** and select the mailbox that you want to recover.
   - Click **Recover All Selected**.

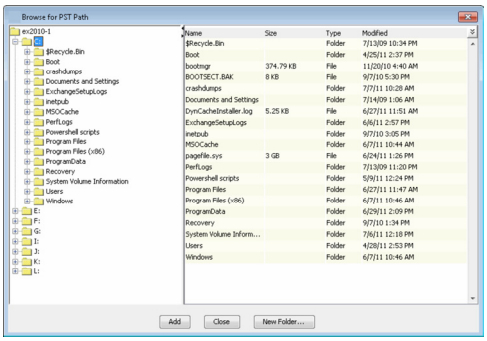


4.
   - Click **To PST File**.
   - Select **Local Drive**.
   - Click **Browse** to locate the path.

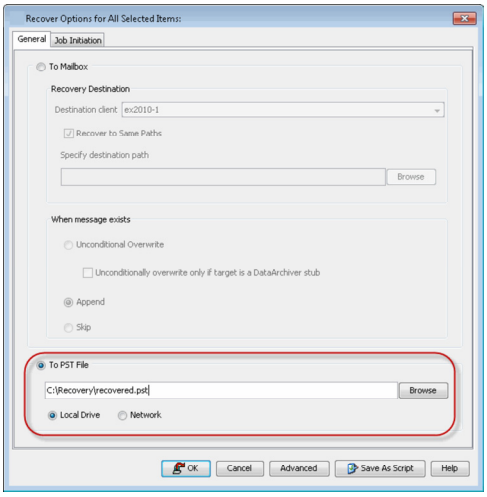


5.
   - Select the path and click **Add.**

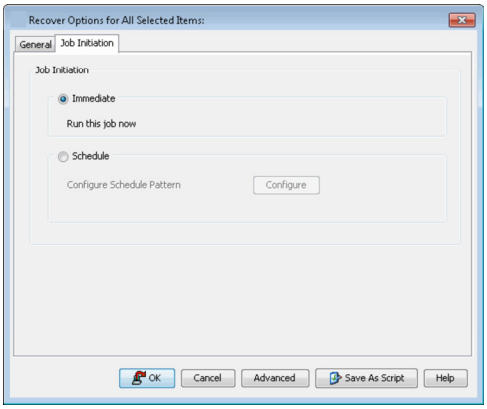
- Close the window.



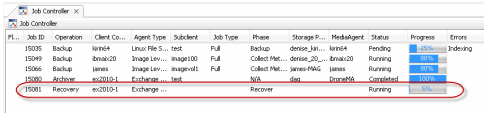
6. Append the path with the PST file name. Ensure to include the `.pst` file extension.



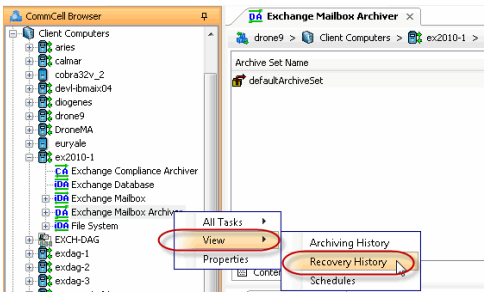
7.
- Click the **Job Initiation** tab and select **Immediate**.
- Click **OK**.



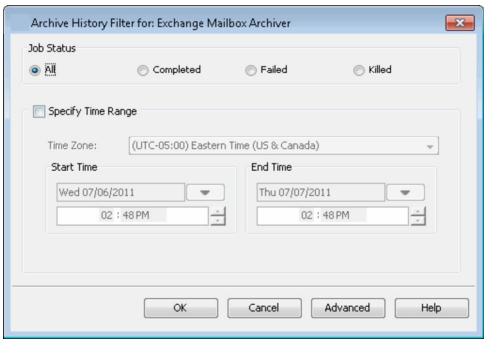
8. You can monitor the progress of the restore job from the **Job Controller**.



9. Once the restore job has completed, right-click the agent and click **View** | **Recover History**.

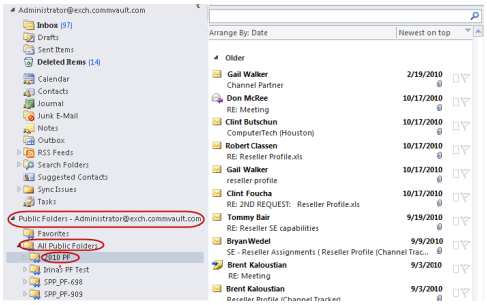


10. Click **OK**.



11.

- On the destination client computer, start Outlook.
- Click **All Public Folders.**
- View the recovered public folder and appended messages.



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