

# MiCollab Advanced Messaging Mailbox Archive Administration Guide

For version 6.1 and above

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# Preface

This document is written for Mitel certified MiCollab Advanced Messaging (MiCollab AM) administrators who are experienced with MiCollab AM and are familiar with its procedures and terminology. This book assumes you are familiar with MiCollab AM and the Microsoft Windows® operating system.

This online book applies to MiCollab AM version 6.1. This book consists of the following parts:

- An introduction to the Mailbox Archive utility and its features
- An introduction to the Daily Maintenance routine and its features
- Information on archiving mailboxes, messages, and administrators
- Information on mailbox dependencies
- Information on restoring mailboxes, messages, and administrators
- Instructions on how to perform Mailbox Archive backups and restores
- Instructions on how to automate archive and backup procedures

Use this document in conjunction with System Installation Guide and System Administration Guide and the MiCollab AM online help system.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: [connect.mitel.com/connect](https://connect.mitel.com/connect)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

# Overview

The Mailbox Archive utility is used to:

- Backup and Restore mailboxes, messages, and administrators
- Move mailboxes with associated messages to another system
- Move administrators to another system
- Save a particular mailbox or set of mailboxes with their associated messages and recordings
- Create a backup of mailboxes to restore into a new system installation as a starting point for the database application

The Daily Maintenance routine backs up all system data including mailboxes, messages, recordings, and data every day. It creates a backup on the local drive and copies it to the Online Backup Location. It is not necessary to use the Mailbox Archive utility to backup mailboxes or their associated messages as part of the system backup procedure.

The Mailbox Archive backup process can be invoked manually as needed or configured to happen automatically whenever Daily Maintenance runs by creating a batch file that Daily Maintenance executes to run Mailbox Archive, and then copy it to backup media or a remote location.

# Starting the Mailbox Archive Utility

The Mailbox Archive utility in the Desktop program folder allows you to back up and restore any or all mailboxes and their associated recordings, messages and mailbox dependencies. You can also include administrator accounts in the backup.

**NOTE** Mailbox Archive can only be run on the System Server. It is not a Call Server application.

Use Mailbox Archive to:

## When Backing up

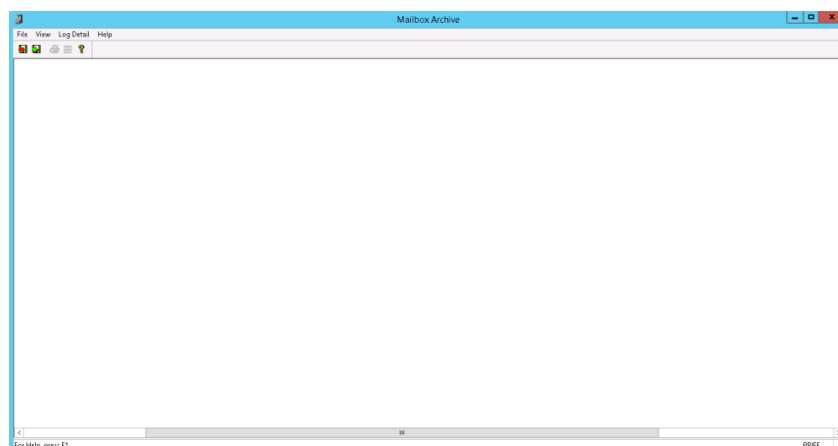
- Back up the mailboxes in the system. The associated mailbox recordings of mailboxes (announcements, personal greetings, and recorded names) are automatically backed up whenever the mailbox is backed up
- Back up voice and fax messages contained in the mailboxes chosen for backup
- Enforce dependencies in backups; automatically back up mailboxes that have some relationship to mailboxes explicitly chosen for backup
- Back up administrator accounts

## When Restoring

- Restore mailboxes
- Restore mailbox recordings or preserve existing recordings of mailboxes
- Restore voice and fax messages associated with the mailboxes chosen for restore
- Enforce dependencies in restores. Automatically restore mailboxes that are referenced by the mailboxes explicitly chosen for restore
- Restore administrator accounts

## To Start Mailbox Archive:






- 1 Select **Start > Programs > MiCollab AM Desktop > Archive**. The Mailbox Archive utility displays.





- 2 Click the button or select the command that corresponds to the next action you want to perform.

Table 1. Procedure Options

If you want to...	From the Menu bar Select...	Or click...
Back up	File > Backup	
Restore	File > Restore	The Backup button 
Print the archive log	File > Print	The Restore button 
Print Preview	File > Print Preview	The Print button 
Print Setup	File > Print Setup	
View Log Detail	Log Detail, or View > Log Detail and then select <ul style="list-style-type: none"><li>• Brief</li><li>• Standard, or</li><li>• Verbose</li></ul>	
Save the archive log	Select File > Save Log	The Log button 
Determine the version of Mailbox Archive	Select File > Help > About Mailbox Archive	The About button 

# Backing Up and Restoring Mailboxes

The Mailbox Archive utility can be run manually or automated by using the DailyMaintUser.bat file on the System Server. This batch file is created and located manually in the CX\Bin directory of the System Server. It is executed by the AT\_DailyMaintenance routine each time Daily Maintenance completes. The batch file can be programmed to run Mailbox Archive and then copy the Mailbox Archive backups to backup media or a network location. You can:

- Launch Mailbox Archive automatically after the Daily Maintenance routine runs using the DailyMaintuser.bat file to start Mailbox Archive.
- Use the DailyMaintUser.bat file to automatically copy the Mailbox Archive backup to another folder or network location.
- Run Mailbox Archive anytime manually to backup mailboxes

The data that can be backed up using the Mailbox Archive utility is:

- Mailbox configuration data
- Mailboxes and mailbox dependencies
- Recorded announcements
- Recorded names
- Recorded personal greetings
- Voice and fax messages
- Administrators

The Mailbox Archive backup filename and location is user selectable but always uses a .cxa file extension. For example, <drive:>\<path>\(<file>.cxa)

**IMPORTANT** Depending on the setup of the system you are administering, some of these types of information may not be available for backup. For example, because the e-mail server retains voice and fax messages for subscribers whose Message Retrieval Mode is set to External, those messages are not available to any System Server backup procedure. Likewise, some Subscriber mailboxes may not be available for backup from the System Server if the Directory Agent for Microsoft Exchange is in use. In such systems, be sure to perform regular, coordinated backups of the System and E-mail servers.

You can automate the Mailbox Archive backup process using the DailyMaintUser.bat file. See the section, [Starting Mailbox Archive Automatically from Daily Maintenance](#).

**IMPORTANT** Mitel recommends manual backup only to bolster automated backup and data storage plans already in place.

# Backing Up Mailboxes Using the Mailbox Archive Utility

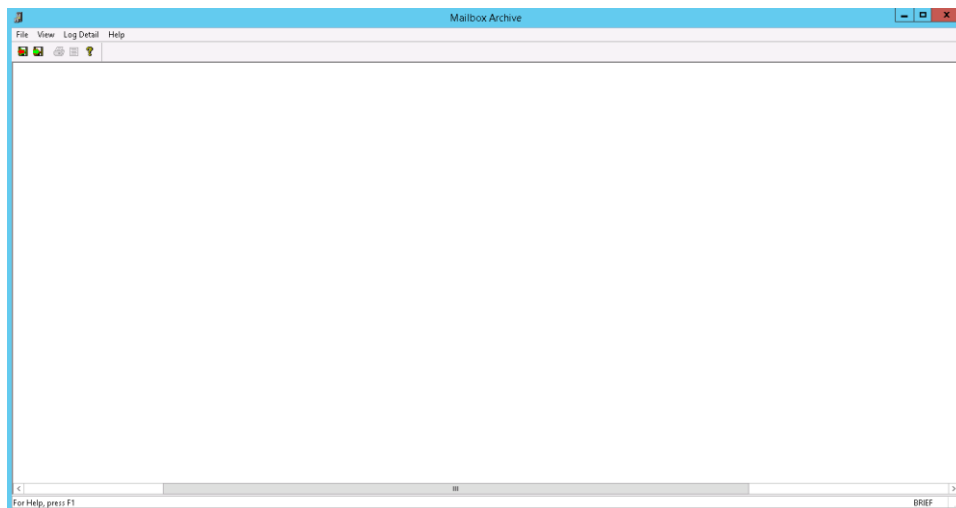
The Mailbox Archive utility allows you to back up a selection of mailboxes or all mailboxes on the System Server. When you select a mailbox for backup the mailbox audio components (names, greetings, announcements) are automatically backed up. You can:

- Backup an individual, selected group or all mailboxes in the system. All associated recordings for each mailbox are included in the backup by default
- Backup messages for each mailbox (includes local voice and fax)
- Enforce dependencies in backups; automatically back up mailboxes that have some relationship to mailboxes explicitly chosen for backup
- Backup system administrator accounts
- Save the backup to a local drive, a network drive, or a USB drive.

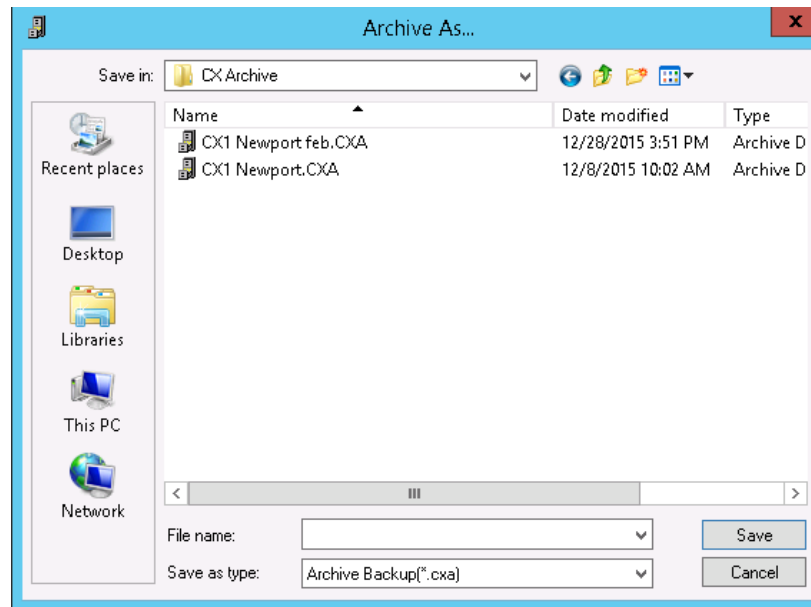
## Creating a Backup with Mailbox Archive

To create a backup with mailbox archive:

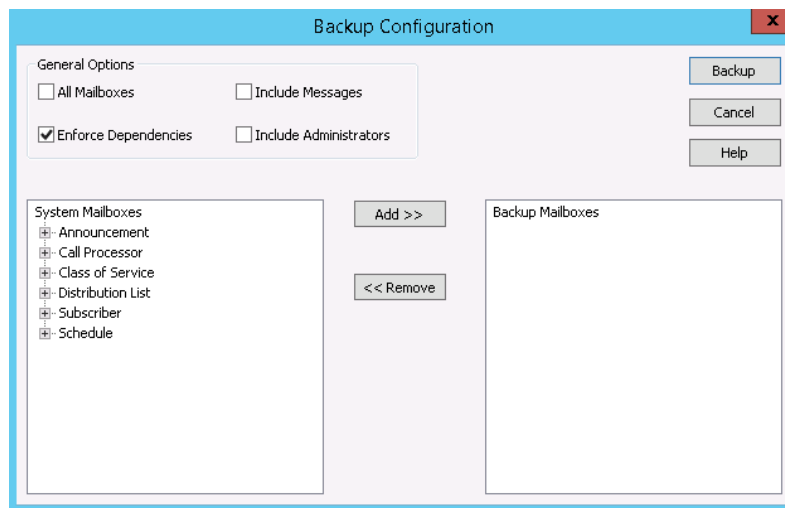
- 1 Select Start > All Programs > MiCollab AM Desktop > Archive. The Mailbox Archive utility displays.



- 2 From the menu bar, select **File > Backup**. The Archive System As dialog box displays.



- 3 In the Save in list box, select a drive and folder in which to save the backup.
- 4 Type a name for the archive in the File name box, and then click **Save**. (All Mailbox Archive backup files are given a .cxa extension.) The Backup Configuration dialog box displays.



- 5 In the Options group box, choose one or more of the following

Table 2. Options box procedure

If you want to...	Then...
Backup All Mailboxes in the system	Select All Mailboxes
Enforce dependencies in backups; automatically back up mailboxes that are referenced by mailboxes explicitly chosen for backup (for example, all mailboxes specified in a selected Distribution List mailbox).	Select Enforce Dependencies.

Back up the voice and fax messages contained in the mailboxes chosen for backup

Select Include Messages.

Back up the system administrator accounts

Select Include Administrators.

- 6 Select the mailbox(es) you want to back up in the System Mailboxes list, and then click **Add**. The mailboxes selected for backup appear on the Backup Mailboxes list.
- 7 Click Backup. Mailbox Archive back up the selected information to the drive and directory specified in the Save in: list box.

## Mailbox Dependencies

When you perform a Mailbox Archive Backup and have selected "Enforce Dependencies" you are backing up the following mailbox dependencies for the given mailbox types:

Table 3. Mailbox Dependencies

Mailbox	Dependencies
All types	Sponsor
Announcement	Default Recipient
Call Processor	Action (Sub Msg) Action (Goto CP) Action (Interactive) Action (Play Annc) Action (Record) Action (LiveRecord) Next Call Processor
Distribution List	Member Distribution List Network Allowed Sender
Interactive	Component Announcements Closing Announcement
Local Alias	Network Node
Subscriber	Default ESP Call Processor Busy ESP Call Processor

Hold Announcement  
Sender (Notification)  
Sender (Auto Forward)  
Auto Forward Recipient  
General Greeting Announcement  
Availability Auto Build Source  
Out Of Office Intro Announcement  
Class of Service

---

## Examples of Mailbox Dependencies

You can view the dependencies of each mailbox by moving the mouse pointer over the mailbox in the tree view of the mailbox list. A pop-up message displays the list of dependent mailboxes and the dependency types. If no dependencies exist, the pop-up message displays, "No Dependencies." The following images provide examples of the pop-up messages to show current mailbox dependencies:

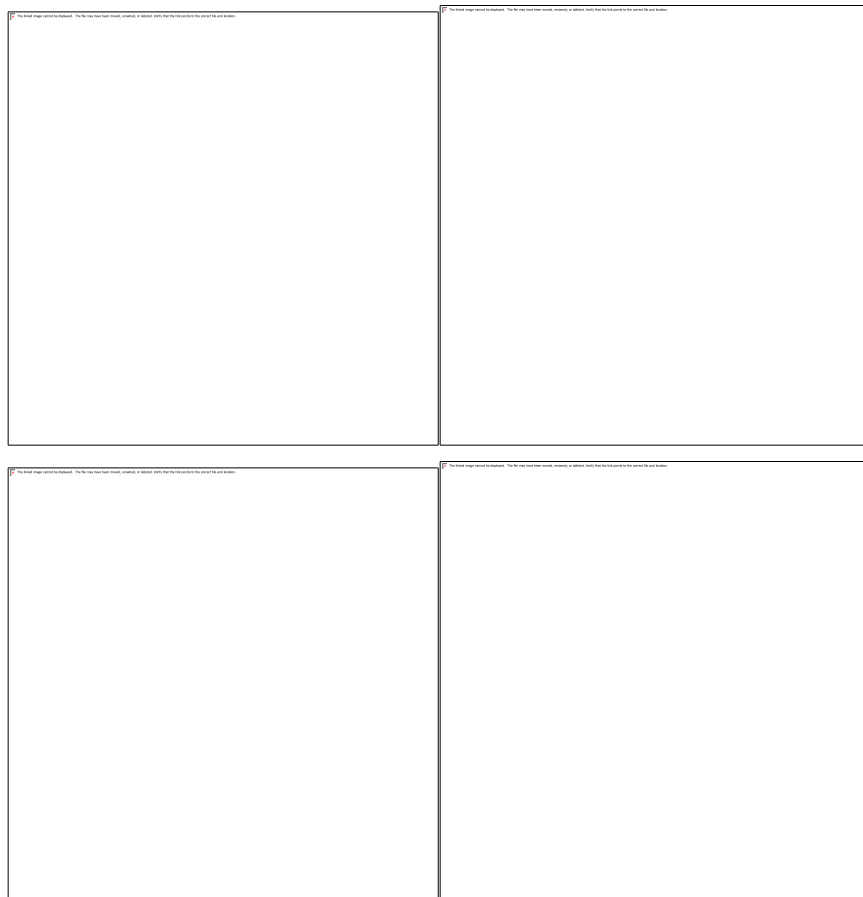


Figure 1. Mailbox Dependencies

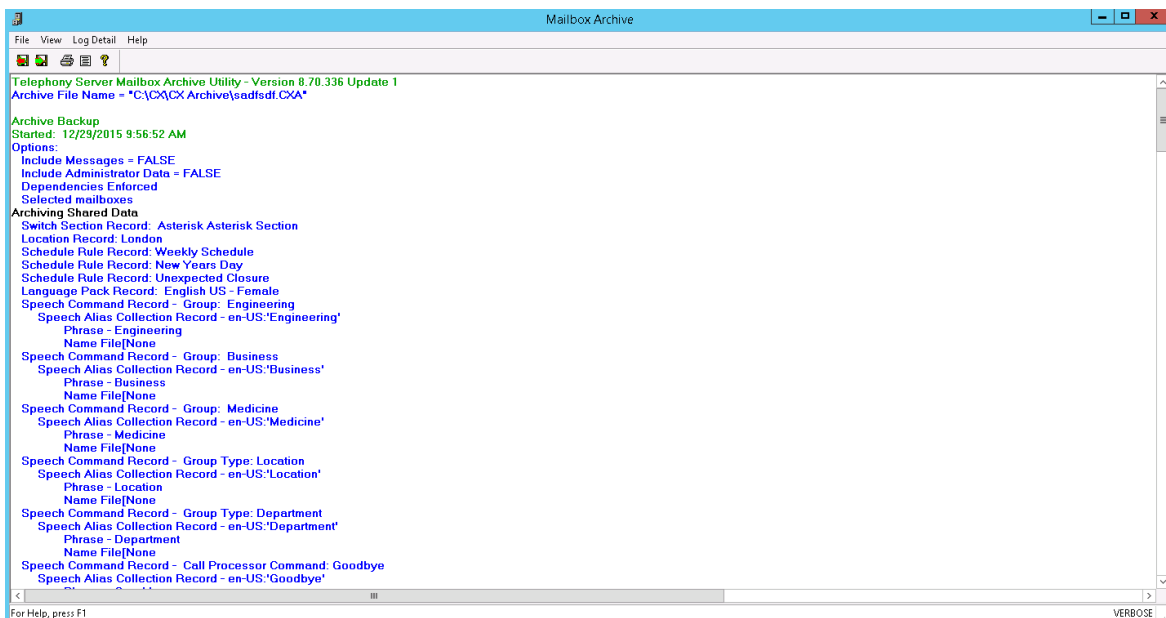
# Completing the Backup Process

When the backup process is complete, the Archive utility displays a summary screen. This summary information can be printed or saved as a text file.

- To print, click **Print** or select Print from the File menu.
- To save as a text file, click the **Log File** icon or select **Save Log** from the File menu.

The information displayed in the Archive Log file is dependent on the verbosity setting (Verbose, Standard, or Brief) chosen on the Verbosity menu. The Archive Log presents information in the following colors:

- **Green text** displays at all verbosity levels and presents summary information.
- **Black text** appears at Standard and Verbose levels. It describes the tasks that the Archive utility performs on each individual mailbox.
- **Blue text** appears at the Verbose level only. It lists all of the individual details that make up each task the Archive utility performs during the backup.
- **Red text** displays at all levels and displays error conditions when they occur.



# Dailey Maintenance

The Daily Maintenance routine runs automatically every day. The scheduled time to run Daily Maintenance for each server in the system is configured in the Environment tab of the MiCollab AM Admin utility on the System Server. The default time Daily Maintenance runs on each server is 2:00 AM.

The Daily Maintenance routine performs the following major tasks:

- Purges message, recording, and grammar files that are no longer referenced by the system
- Purges log files and reports data considered out of date
- Manages the online storage of the recovery data including Daily Maintenance zip files (see below), messages, recordings, and report data
- Runs the DailyMaintUser.bat file

Daily Maintenance backs up the system data, mailbox configuration data, registry data, message tracking data and report data every time it runs. It creates a .zip file in the CX\Backup directory of the server on which it runs.

For example, a System Server Backup Zip file on 3/10/2009 at 02:00:04 has a filename of:

**S\_[machine name]\_20090310\_020004.ZIP**

A Call Server Backup Zip file on 3/10/2009 at 02:00:04 has a filename of:

**C\_[machine name]\_20090310\_020004.ZIP**

(where machine name is the name of the server).

This PC > Local Disk (C:) > CX > Backup		
Name	Date modified	Type
S_BVT2k12Install6_20151222_020013.zip	12/22/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151223_020004.zip	12/23/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151224_020003.zip	12/24/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151225_020004.zip	12/25/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151226_020004.zip	12/26/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151227_020004.zip	12/27/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151228_020004.zip	12/28/2015 2:00 AM	Compressed (zipp...
S_BVT2k12Install6_20151229_020003.zip	12/29/2015 2:00 AM	Compressed (zipp...

## Running Maintenance Manually

Daily Maintenance can be run anytime from the Database dialog box of the Main tab in the MiCollab AM Configuration utility. Daily Maintenance can be also run from the command line in the \CX\BIN directory although this is rarely needed and is not recommended. See Appendix A, "Running Daily Maintenance from the Command Line," for instructions on how to run Daily Maintenance from the command line.



**IMPORTANT** Because Daily Maintenance is often run manually prior to system upgrades, certain time consuming messaging related tasks are skipped when run manually to avoid lengthy waits. These tasks are all related to message cleanup and message online backup.

However, if these tasks are desired, and you want to backup up all of the messages to the online backup location at this time, temporarily change the Daily Maintenance time to the next minute of current system time, and then allow the routine to complete automatically. Remember to apply this change for it to take effect, and then remember to change the time back to the original setting after the Daily Maintenance completes.

### To run Daily Maintenance from MiCollab AM Configuration:

- 1 Start MiCollab AM Configuration.
- 2 On the Main tab click the **Database** button. The Database dialog box displays.
- 3 Click the **Start Daily Maintenance Now** button.

# Starting Mailbox Archive Automatically from Daily Maintenance

When Daily Maintenance is finished, the System Server attempts to find and then execute a batch file named DailyMaintUser.bat. By creating this batch file in the CX\Bin directory, you can launch any customized daily maintenance process that you want. For example, the batch file could perform off-system storage backups unique to your company or special processing of reports that are generated by the daily maintenance routine.

**IMPORTANT** Do not use the Archive utility's /? switch in the DailyMaintUser.bat file. Using the /? switch prevents the utility from executing any other switches in the command line.

## To view the Mailbox Archive Command Line Help:

- 1 Select **Start > Run**, type cmd, and then click **OK**.
- 2 At the command prompt type, **AT\_Archive /?**, and then press **ENTER**. The command line arguments for the Archive utility display.

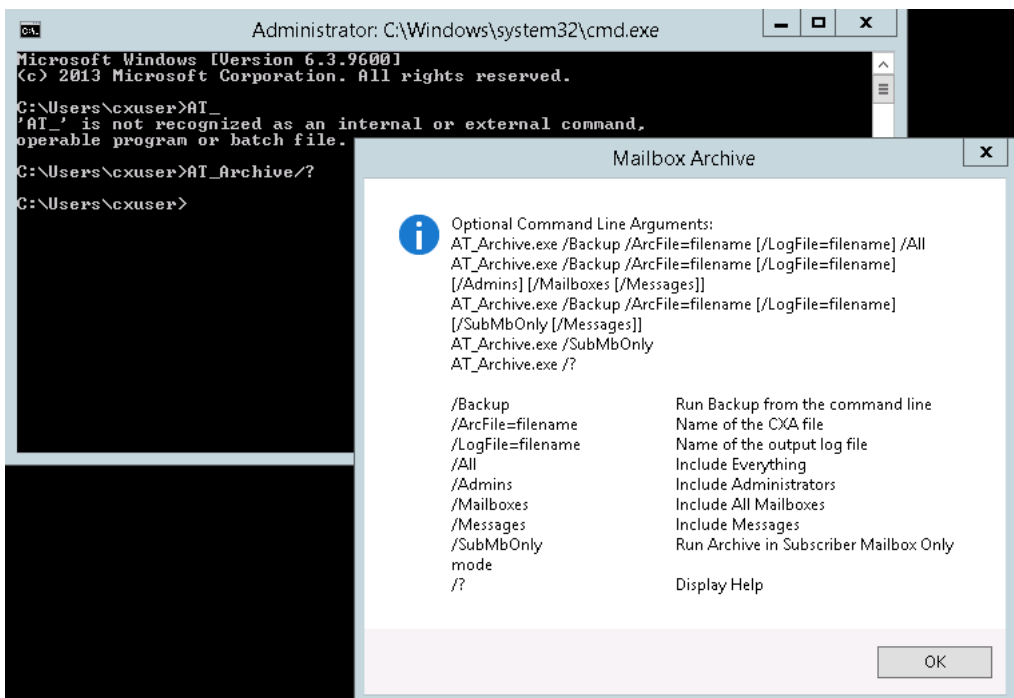


Table 4. Command line arguments

AT_Archive	Command Line Arguments
/Backup	Run Backup (from the command line)
/ArcFile	<filename>—Name of the .CXA file (the specified path and filename)
/LogFile	<filename>—Name of the output Log file
/All	Include Everything
/Admins	Include Administrators
/Mailboxes	Include All Mailboxes
/Messages	Include Messages (voice and fax messages)
/SubMBOOnly	Run Archive in Subscriber Mailbox Only mode
/?	Display Help (this list)

The command-line syntax for the Archive utility, which you must use when you launch it from the DailyMaintUser.bat file, is as follows:

```
AT_Archive /Backup /ArcFile=<filename> /LogFile=<filename> /All /Admins /Mailboxes /Messages /SubMbOnly /Messages
```

For example, to back up everything, you would use the following syntax:

```
AT_Archive /Backup /ArcFile=<filename> /LogFile=<filename> /All
```

**NOTE** If the /ArcFile and /LogFile switches must refer to a path on another computer, that path must contain a local drive letter. The command-line syntax for Archive does not currently support Universal Naming Convention (UNC); paths such as \\myserver\mypath.

If you want to start Archive from a batch file such as DailyMaintUser.bat and save the data to a UNC path, you must include two instances of the **net use** command in the batch file. At the beginning of the file, add the following line: **net use x: \\myserver\mypath** (where x: is the drive letter you want to assign and \\myserver\mypath is the UNC path to which you want to assign it.)

After this command, write the remainder of the file so that Archive saves its data to a path on the mapped drive. Then, at the end of the file, add the following line to remove the drive letter assignment: **net use x: /d**

# Creating the DailyMaintUser.bat File

When daily maintenance is finished, the System Server attempts to execute a batch file named DailyMaintUser.Bat. This batch file must be located in the CX\Bin directory. You can use this batch file to launch any process that you want to run automatically after the daily maintenance routine concludes. For example, the batch file could perform off-system storage backups unique to the company or special processing of reports that are generated by daily maintenance. By adding the command line and its arguments to the DailyMaintUser.Bat file you can run or perform the tasks you need automatically after daily maintenance is finished.

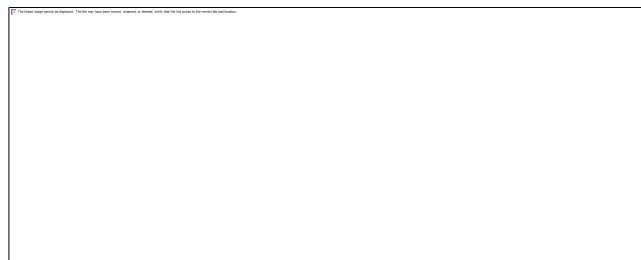
## To create the DailyMaintUser.bat File:

- 1 Using a text editor, such as Notepad, create a file called **DailyMaintUser.Bat**, and then save it in the CX\Bin directory.

**IMPORTANT** If you are not comfortable creating or editing batch files, refer this task to someone who is familiar with the process. A batch file performs any and all instructions that it contains—right or wrong. An incorrect batch file could cause the inadvertent loss of data or other system disruption.

**NOTE** The DailyMaintUser.Bat batch file must be in the CX\BIN directory of MiCollab AM or AT\_DailyMaintenance cannot run it.

- 2 Add the command lines and arguments for the programs you want to run in this batch file. For example, a DailyMaintUser.bat file to run Archive, and then move both the Archive file and the backup log file created by Daily Maintenance looks like this:



- 3 Save the file to the CX\Bin directory. The batch file runs after Daily Maintenance completes.

# Restoring Mailboxes Using Mailbox Archive

The Mailbox Archive utility allows you to restore, from a previously created backup:

- Any or all mailboxes
- Audio components associated with mailboxes
- Voice and fax messages contained in the backup
- System administrator accounts contained in the backup

When you include dependencies, mailboxes that are referenced by mailboxes explicitly chosen for restore are also restored.

**IMPORTANT** The Mailbox Archive utility restores only mailboxes, recordings, messages, and administrator accounts. You might need to perform a database Recover or Re-Initialization to recover the System Server's database if it has become corrupted or destroyed by a computer malfunction or human error. In some cases, the server can repair database damage itself. However, if information was deleted, you will need to restore or recover the database. See the related help topics for more information on re-initializing or recovering the system database.

**NOTE** Any modifications to the data made during the restore process are displayed in the Archive log file.

When a mailbox is restored through the Mailbox Archive restore process, the following rules for data modifications apply. Note that most rules apply when restoring mailboxes on a System Server other than the server on which the backup was created, but could apply to the same System Server in some instances.

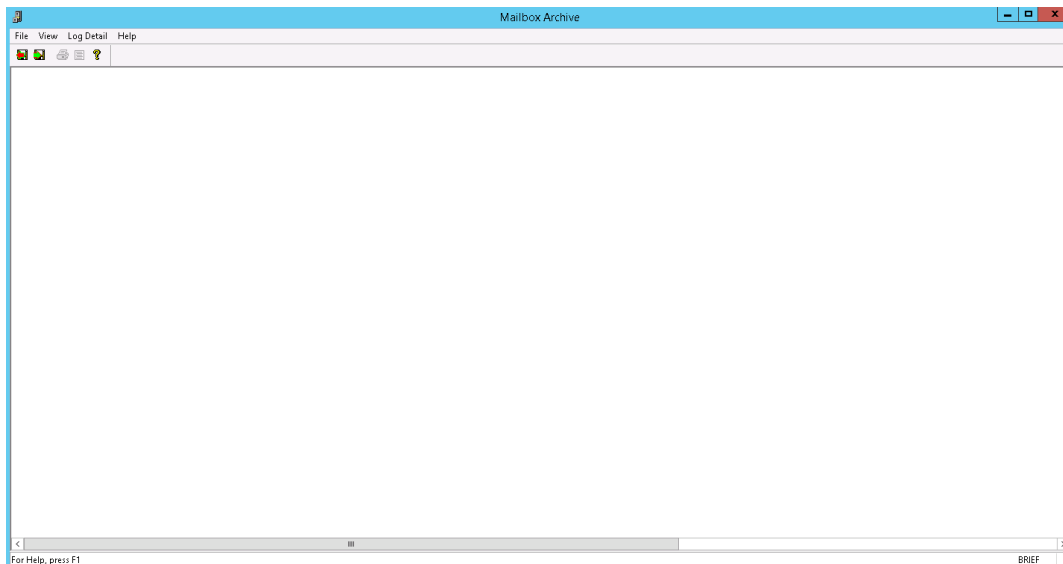
- The switch section of the Subscriber mailbox and its associated devices is modified to match an existing switch section on the target System Server. If there are multiple switch sections on the target server, you must select the switch section in which to assign the mailbox.
- If a Subscriber mailbox references a Group or Group Type that does not exist on the target server, it is created during the restore process.
- 8.3 file names or short file names (SFN) are converted to GUIDs (Globally Unique Identifier) file names unless they are system default file names, in which case they remain unchanged. This process guarantees unique file names. (The SFN convention are legacy DOS or pre-Windows 95 file names)
- SMTP server references are mapped to existing records on the target server, based on a name match. If an SMTP server with the same name exists on the target server, the Subscriber mailbox is mapped to that SMTP server. Otherwise, the reference is blanked out in the Subscriber mailbox.

- E-mail server references are mapped to existing records on the target server based on a name match. If an E-mail server with the same name exists on the target server, the Subscriber mailbox is mapped to that E-mail server. Otherwise, the reference is blanked out in the Subscriber mailbox.
- VIM configurations that reference a language that does not exist on the target server are changed to "default" or "none."
- Personal Assistance and Message Management license key values are enforced. If the Subscriber mailbox is configured for use with one of these features and the number of licenses is exceeded, the configuration for the Subscriber mailbox is modified during the restore process to not use the feature.
- When restoring a mailbox with "overwrite existing" enabled, and a mailbox of a different type with the same number already exists on the target server, the restore of that mailbox is disallowed and it is not restored.

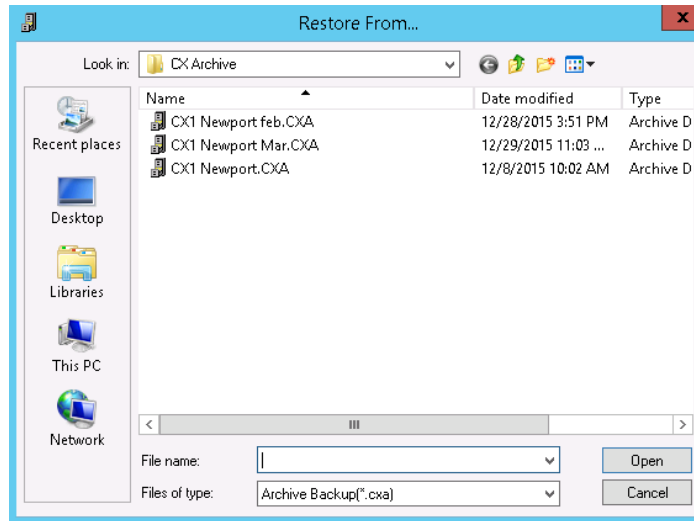
## Restoring Mailboxes Using the Mailbox Archive Utility

To restore mailboxes using the mailbox archive utility:

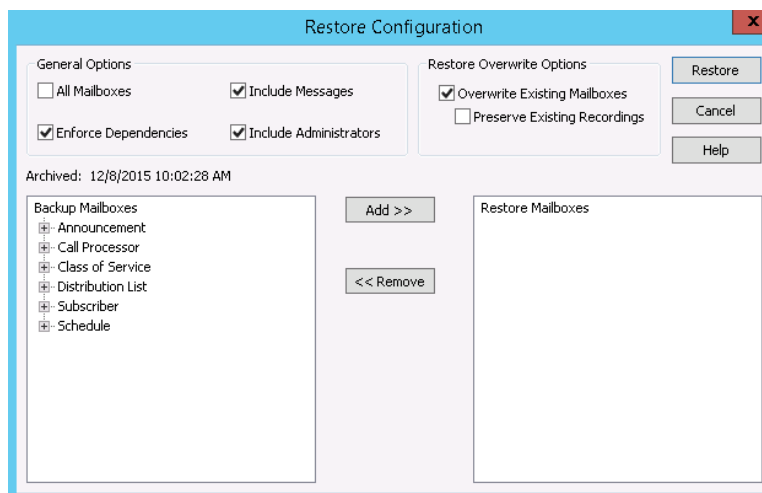
- 1 Select **Start > All Programs > MiCollab AM Desktop > Archive**. The Archive utility displays.



- 2 From the menu bar, select **File > Restore**. The Restore System From dialog box displays.



- 3 In the Look in list box, select a drive and folder in which to locate the backup.
- 4 Select the file you want to use, and then click Open. (All Archive backup files have a filename extension of .cxa) The Restore Configuration dialog box displays.



- 5 In the Options group box, choose one or more of the following:

Table 5. Options box procedure

If you want to...	Then...
Restore All Mailboxes in the system	Select <b>All Mailboxes</b>
Restore all mailboxes that are referenced by the mailboxes explicitly chosen for restore (for example, all mailboxes specified in a selected Distribution List mailbox)	Select <b>Enforce Dependencies</b> .
<b>NOTE</b> Dependency mailboxes are only restored if they do not already exist on the target server,	

independent of whether or not "Overwrite Existing" is selected.

Restore the voice and fax messages contained in the mailboxes chosen for backup

Select **Include Messages**.

**NOTE** The restore process leaves all pre-existing messages for the selected mailboxes intact.

Restore the system administrator accounts

Select **Include Administrators**.

Overwrite any existing mailboxes within the selected backup information

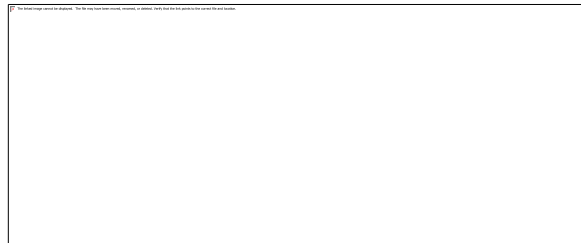
Select **Overwrite Existing Mailboxes**

Preserve the existing mailbox recordings

Select **Preserve Existing Recordings**

**NOTE** Select this box if you want to keep the current recordings in the mailbox and not overwrite any existing recordings during the restore process.

- 6 Select the mailbox(es) you want to restore in the System Mailboxes list, and then click **Add**. The mailboxes selected for restore appear on the Restore Mailboxes list.
- 7 Click **Restore**. Archive restores the selected information from the selected backup. If the system has more than one switch section, you are asked to confirm the Switch Section in which to map the mailboxes.



- 8 The Map Switch Section dialog box displays the source switch section in which the backup was taken and allows you to select the target from a list of the current switch sections. Click the Target Server Switch Section drop-down box to select the switch section in which you want to map mailboxes. (If you only have one switch section, the dialog box does not appear.)



## Mailbox Dependencies

When you perform a Mailbox Archive Restore and have selected "Enforce Dependencies" you are restoring the following mailbox dependencies:

Table 6. Mailbox Dependencies

Mailbox	Dependencies
All types	Sponsor
Announcement	Default Recipient
Call Processor	Action (Sub Msg) Action (Goto CP) Action (Interactive) Action (Play Annc) Action (Record) Action (LiveRecord) Next Call Processor
Distribution List	Member Distribution List Network Allowed Sender
Interactive	Component Announcements Closing Announcement
Local Alias	Network Node
Subscriber	Default ESP Call Processor Busy ESP Call Processor Hold Announcement Sender (Notification) Sender (Auto Forward) Auto Forward Recipient General Greeting Announcement Availability Auto Build Source Out of Office Into Announcement Class of Service

**NOTE** Unlike explicitly chosen mailboxes, which will overwrite existing mailboxes on a restore, dependency mailboxes are only restored if they do not already exist on the target server, independent of whether or not "Overwrite Existing" is checked.

## Completing the Restore Process

When the restore process is complete, the Archive utility displays a summary screen. This summary information can be printed or saved as a text file.

- **To print**, click **Print** or select Print from the File menu.
- **To save as a text file**, click the **Log File** icon or select **Save Log** from the File menu.

The information displayed in the Archive Log file is dependent on the verbosity setting (Verbose, Standard, or Brief ) chosen on the Verbosity menu. The Archive Log presents information in the following colors:

- **Green text** displays at all verbosity levels and presents summary information.
- **Black text** appears at Standard and Verbose levels. It describes the tasks that the Archive utility performs on each individual mailbox.
- **Blue text** appears at the Verbose level only. It lists all of the individual details that make up each task the Archive utility performs during the restore.
- **Red text** displays at all levels and displays error conditions when they occur.

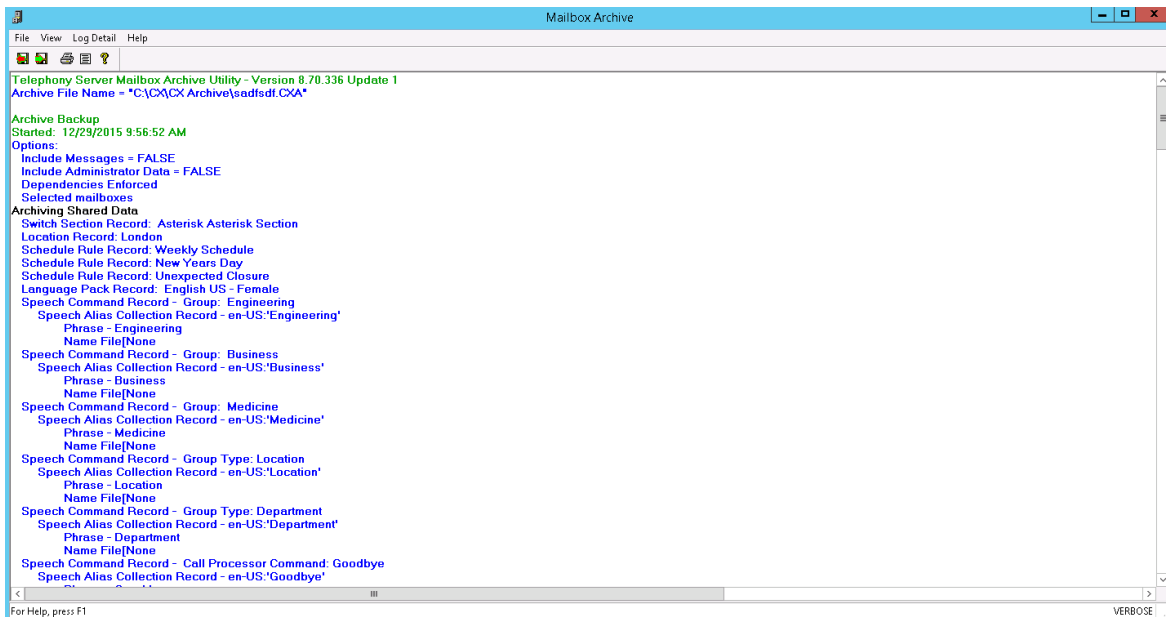


Figure 2. Mailbox Archive

# Appendix A: Tips for Using the Archive Utility

The following are tips for using the Archive utility:

## **Using Server-Based Unified Messaging**

- If subscribers are using an external store on a server-based unified messaging (Unified Messaging for Lotus Notes and Domino Server or Unified Messaging for Microsoft Exchange Server), selecting the Include messages check box does not back up the subscriber's voice and fax messages. Since they reside on the e-mail server, you must back up messages using the backup utility or process provided by, or recommended by, the e-mail server vendor.

## **Catastrophic Restore**

- If the System Server must be restored after a catastrophic failure, be sure to reinstall the System Server with the same options that were installed on the server before restoring the backup file.

## **Major System Changes**

- Be sure to back up the System Server before major changes are made.

# Appendix B: Using the Mailbox Archive Log

The Archive Log information that is displayed after Archive has backed up or restored can be saved to a text file called the Archive Log file. Like the Archive Log window, the information displayed in the Archive log is dependent on the verbosity setting selected in Log Detail.

## To save the log as a text file:

- 1 From the Archive menu bar, select Log Detail, and then select the verbosity type of the log you want to save.
  - **Brief command**—Select to display summary information only in the Archive Log window or Archive Log file when the backup or restore process is complete. Summary information is shown in green text in the Archive Log screen. To receive status reports about the backup or restore process as it occurs, select the Standard command.
  - **Standard command**—Select to display standard information about the backup or restore process in the Archive Log window or the Archive Log file. Information provided includes status reports about the process as it backs up and restores each mailbox, then summary information when the process is complete. To receive summary information only, select the Brief command.
  - **Verbose command**—Select to display complete information about the backup or restore process in the Archive Log window or the Archive Log file. Information provided includes status reports about the process as it backs up and restores each mailbox, then summary information when the process is complete. To receive summary information only, select the Brief command. To receive standard status reports about the backup or restore process as it occurs, select the Standard command.
- 2 From the Archive menu bar, select **File > Save Log** or click the **Save Log** icon button. The Log Events As dialog box opens.
- 3 Select the drive, folder, and then type a filename to save the log.

# Understanding Archive Log Messages

After Archive has backed up or restored, it displays a summary in the Message Display Area. The amount and type of information displayed in the Archive Log window is dependent on the verbosity setting chosen on the Verbosity menu. It presents information in the following colors:

**Green text**—Displays summary information about the backup or restore process. Summary information provided includes:

- Date and time the process was started
- Elapsed time for the process
- The number of mailboxes acted upon and the action performed (for example, Archived 200 Mailboxes)
- The number of messages acted upon and the action performed (for example, Archived 400 Messages)
- The number of files acted upon and the action performed (for example, Archived 601 out of 601 Files)
- Summary information is displayed with Brief, Standard, and Verbose levels of Verbosity.

**Black text**—Displays the item acted upon and the action being performed as it is performed during the backup or restore process (for example, Archiving 0000 DAY MAIN MENU). This information is displayed with Standard and Verbose levels of Verbosity.

**Blue text**—Displays detailed information for the item acted upon and the action being performed as it is performed during the backup or restore process. This information is displayed with the Verbose level of Verbosity.

**Red text**—Error conditions are displayed in red text when encountered in Brief, Standard and Verbose levels of Verbosity.

The information that is shown on the Archive Log screen can be saved as a text file called the Archive Log file.

## Messages displayed during backup

The following messages may be shown in the Archive log window or the Archive Log file when Standard Verbosity is chosen. Messages shown ending in "ing" appear when Standard Verbosity is selected. Messages shown ending in "ed" appear when Brief or Standard Verbosity is selected.

Archiving, Archived	Archive is backing up, or has backed up, the item
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## Messages displayed during restore

The following messages may be displayed in the Archive Log window or the Archive Log file when Standard Verbosity is chosen. Messages shown ending in "ing" appear when Standard Verbosity is selected. Messages shown ending in "ed" appear when Brief or Standard Verbosity is selected.

Overwriting Overwrote	Archive found existing mailbox or other data on the System Server that matched data on the backup file. Since the Overwrite Existing check box was selected in the Restore Configuration dialog box, this data was overwritten by the version on the backup file.
Inserting Inserted	Archive did not find existing mailbox or other data on the System Server that matched data on the backup file. This data was inserted from the backup file
Skipping Skipped	Archive found existing mailbox or other data on the System Server that matched data on the backup file. Since the Overwrite Existing check box was not selected, this data was not overwritten by the version on the backup file.

## Archive Fatal Error Conditions

Fatal errors are those that will stop the backup or restore process. Some fatal errors are listed below:

<i>"Mailbox number lengths are unequal between system and archive"</i>	The mailbox number length was changed since the backup process was performed or the mailboxes are being restored to a system that has a different mailbox length. To overcome this error, change the mailbox length back to the way it was when the backup file was created, then renumber the mailboxes.
<i>"Insufficient Memory or Hard Disk Space"</i>	Insufficient memory or hard disk space on the System Server to restore the backup file. Increase available RAM or hard disk drive space on the System Server, delete files on the hard disk drive, or replace the hard disk drive with a larger drive.
<i>"Cannot open system database"</i>	The Archive utility cannot open the system database on the System Server.