

# Ontrack PowerControls V7.1 for Exchange ReadMe

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## System Requirements

To use Ontrack PowerControls on your computer, you need the following hardware and software:

Component	Requirement
Processor	Intel Pentium class or higher compatible processor
RAM	1024 MB RAM minimum
Free Hard Disk Space for the Installation	200 MB (More disk space will be needed for processing log files when opening an EDB file.)
Monitor	800 x 600 or higher screen resolution
Browser	Microsoft Internet Explorer 8.0 or later

Component	Requirement
Operating Systems	<p>The following operating systems are supported:</p> <ul style="list-style-type: none"> <li>■ Windows XP Professional</li> <li>■ Windows Server 2003 Standard</li> <li>■ Windows Server 2003 Data Center</li> <li>■ Windows Server 2003 Enterprise</li> <li>■ Windows Server 2008 Standard</li> <li>■ Windows Server 2008 Data Center</li> <li>■ Windows Server 2008 Enterprise</li> <li>■ Windows Server 2008 R2</li> <li>■ Windows Server 2012</li> <li>■ Windows Vista Business</li> <li>■ Windows Vista Ultimate</li> <li>■ Windows Vista Enterprise</li> <li>■ Windows 7 Professional</li> <li>■ Windows 7 Enterprise</li> <li>■ Windows 7 Ultimate</li> <li>■ Windows 8 Pro</li> <li>■ Windows 8 Enterprise</li> </ul> <p><b>Note:</b></p> <p>32-bit and 64-bit versions of the listed operating systems are supported.</p> <p>Ontrack PowerControls in Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, and Windows Server 2012 can only be run by users with administrative privileges and in administrative mode.</p> <p>The operating systems listed and Microsoft Office Outlook are required to have the latest service packs installed.</p> <p>The HASP HL override key functionality does not work on Windows Vista, Windows Server 2008, Windows Server 2008 R2, Windows 7, Windows 8, or Windows Server 2012 operating systems when using a remote desktop connection to the computer.</p>

Component	Requirement
Virtual Environments	<p>The following virtual environments are supported:</p> <ul style="list-style-type: none"> <li>■ VMware Server 1.0x, 2.x</li> <li>■ VMware Workstation v6.0x, v7.0x for Windows</li> <li>■ Microsoft Virtual Server 2005 R2</li> <li>■ Microsoft Hyper-V Server 2008</li> <li>■ Microsoft Hyper-V Server 2008 R2</li> <li>■ Microsoft Hyper-V with Windows Server 2008</li> <li>■ Microsoft Hyper-V with Windows Server 2008 R2</li> <li>■ Microsoft Virtual PC 2007</li> <li>■ VMware ESX/ESXi 3.5, 4.0, 4.1, 5.0, and 5.1</li> </ul> <p><b>Note:</b></p> <p>Virtual operation of tape devices may have restrictions imposed by virtual operating systems.</p>
Microsoft Office (Microsoft Outlook)	<p>Microsoft Office Outlook 2003 or later. Machine must have Microsoft Office Outlook 2003 or later installed and Microsoft Office Outlook must have been run at least once to configure settings in Microsoft Office Outlook. Additionally, those versions of Microsoft Office Outlook that make a distinction between "Internet Email" and "Corporate Email" need to be configured for the latter.</p> <p><b>For Microsoft Exchange Server 5.5</b> Microsoft Office Outlook 2003 is required.</p> <p><b>For Microsoft Exchange Server 2000 and Microsoft Exchange Server 2003,</b> Microsoft Outlook 2003 or later is required.</p> <p><b>For Microsoft Exchange Server 2007,</b> Microsoft Outlook 2003, 2007, 2010, or 2013 is required.</p> <p><b>For Microsoft Exchange Server 2010,</b> Microsoft Outlook 2003, 2007, 2010, or 2013 is required.</p> <p><b>For Microsoft Exchange Server 2013,</b> Microsoft Outlook 2007, 2010, or 2013 is required.</p>

Component	Requirement
<p>Microsoft Office (Microsoft Outlook) - <i>continued</i></p>	<p><b>Note:</b></p> <p>Only 32-bit versions of Microsoft Office Outlook are supported. For x64 environments, a x64 Windows machine running a virtualized x86 or x64 Windows instance running Ontrack PowerControls and 32-bit Outlook will successfully operate within a completely x64 environment.</p> <p>Microsoft Office Outlook 2007 and later cannot connect to a Microsoft Exchange Server 5.5. However, Microsoft Office Outlook 2007 and later can be used with Ontrack PowerControls to access an .edb file originating from a Microsoft Exchange Server 5.5 environment.</p> <p>Ontrack PowerControls supports Microsoft Exchange Server 5.5, Microsoft Exchange Server 2000, Microsoft Exchange Server 2003, Microsoft Exchange Server 2007 through SP3, Microsoft Exchange Server 2010 through SP2, or Microsoft Exchange Server 2013 through CU1 installed.</p> <p>Ontrack PowerControls may also run on the same server as Microsoft Exchange Server 2007 through SP3, Microsoft Exchange Server 2010 through SP2, or Microsoft Exchange Server 2013 installed. Ontrack PowerControls does not support other Microsoft Exchange Server installation configurations.</p> <p>Ontrack PowerControls is designed to run from a Windows-based workstation and uses native Microsoft Messaging APIs (MAPI) to communicate to the Microsoft Exchange Server, ensuring reliable and consistent operation of your server. For MAPI to initialize properly, Microsoft Office Outlook must be installed and configured on the workstation to connect to a Microsoft Exchange Server. In order to connect to a given Microsoft Exchange Server, a supported version of Microsoft Office Outlook must be installed and configured.</p>
<p>Additional Software</p>	<p>Use of third-party software might be a prerequisite for functionality of this Product. You shall be responsible for obtaining proper licenses for all third-party software.</p>
<p>Microsoft .NET Framework</p>	<p>Microsoft .NET Framework 3.5 SP1 and Microsoft .NET Framework 4.0. System must have both .NET Framework 3.5 SP1 and 4.0 installed in order to function.</p>

Component	Requirement
Universal Serial Bus (USB)	USB port (for Ontrack PowerControls product licenses requiring HASP key dongle to run application).
	<p><b>Note:</b></p> <p>HASP key operation is validated in environments that support USB attached devices and support the Kroll Ontrack distributed HASP drivers only.</p>
High-speed TCP/IP LAN network connection	Minimum of 100 Mbps recommended.

## Mailbox Creation Wizard

To use Mailbox Creation Wizard on your computer, you must have the Microsoft Exchange Server management tools for the version of Microsoft Exchange Server that you will be creating mailboxes on. Ensure the Microsoft Exchange Server management tools and Microsoft Exchange Server version, service pack, and roll up level are matched.

For supported operating system and prerequisite requirements for the Microsoft Exchange Management Tools, please refer to the Microsoft Exchange Management Tools documentation for your specific version.

## Installing Ontrack PowerControls

Follow these steps to install Ontrack PowerControls.

**Note:** First install and configure Microsoft Office Outlook as described in "Configuring Microsoft Office Outlook."

1. Turn off any disk utility or antivirus program running in the background.
2. Insert the Ontrack PowerControls CD-ROM into your CD-ROM drive.
3. The installation program automatically starts. If it does not, do the following:
  - Press the **Windows** button + **R**.
  - In the Run dialog box, type **D:\autorun.exe** or **D:\bin\setup.exe**, where D is the drive letter of your CD-ROM drive.
  - Click **OK**.
4. Follow the on-screen instructions.

## Uninstalling Ontrack PowerControls

You can uninstall Ontrack PowerControls by using the Add/Remove Programs utility of your Windows operating system.

## Upgrading Ontrack PowerControls

If Ontrack PowerControls 7.0 or earlier is installed, is active, and you are upgrading to Ontrack PowerControls 7.1, you cannot reuse the existing Ontrack PowerControls license file with Ontrack PowerControls 7.1.

### Upgrading Ontrack PowerControls when KOAS is Required

If the Kroll Ontrack Administrative Server is required either through the use of the Agent for Administrative Services or for the Central Licensing Service (CLS), **before** upgrading Ontrack PowerControls, it is necessary to first upgrade your KOAS server and optionally configure CLS to use your new Ontrack PowerControls CLS license. Please see the KOAS user documentation for details on how to perform an upgrade installation.

### To upgrade site installations requiring KOAS when CLS is in use

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Kroll Ontrack Administrative Server to Kroll Ontrack Administrative Server 7.0.
3. Start the Kroll Ontrack Administrative Server management console to verify Kroll Ontrack Administrative Server has upgraded.
4. Using the KOAS CLS plug-in, in the **License File** tab, configure Kroll Ontrack Administrative Server CLS to use the Ontrack PowerControls CLS license file provided with the delivery of Ontrack PowerControls 7.1 and Kroll Ontrack Administrative Server 7.0.
5. Follow the instructions and restart Kroll Ontrack Administrative Server to ensure that CLS is running properly. If the wrong CLS license file is configured, an error displays in the CLS status displays.
6. Upgrade the previous version of Ontrack PowerControls to Ontrack PowerControls 7.1.

**Note:** Previous Ontrack PowerControls installations must be upgraded to Ontrack PowerControls 7.1 before they can be run.

### To upgrade site installations requiring Ontrack PowerControls when CLS is not in use

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Kroll Ontrack Administrative Server to Kroll Ontrack Administrative Server 7.0.
3. Start the Kroll Ontrack Administrative Server management console to verify Kroll Ontrack Administrative Server has upgraded.
4. Use existing Ontrack PowerControls installation.

**Note:** Previous Ontrack PowerControls installations can be upgraded to Ontrack PowerControls 7.1 as required.

## Configuring Microsoft Office Outlook

Ontrack PowerControls requires that Microsoft Messaging API (MAPI) be installed on your computer. To get full MAPI functionality, do the following before installing Ontrack PowerControls:

1. Make sure that Microsoft Office Outlook is installed and has been run once.
2. Set up an email account on a Microsoft Exchange Server.
3. For those versions of Microsoft Office Outlook that distinguish between "Internet Email" and "Corporate Email," use "Corporate Email" when configuring Microsoft Office Outlook.
4. Run Microsoft Office Outlook again and connect to the Microsoft Exchange Server.

## Restoring Messages to a Microsoft Exchange Server

You must have sufficient access rights to all of the Microsoft Exchange Server mailboxes you are trying to restore messages to. Keep in mind that you can connect to only one mailbox at a time.

### **Restoring Messages to Microsoft Exchange Server 2000/2003/2007/2010/2013**

In Microsoft Exchange Server 2000/2003/2007/2010/2013, the permission that controls whether or not any mailbox can be copied to is Full Mailbox Access. You must have Full Mailbox Access set to "Allow" in order to copy to a mailbox other than the one you logged in under.

### **Restoring Messages to Microsoft Exchange Server 5.5**

In Microsoft Exchange Server 5.5, the account you are logged in under needs a Microsoft Exchange Service Account Administrator rights or role. As long as you copy this role to your account, you can restore messages to any mailbox.

## Ontrack PowerControls Licensing

Ontrack PowerControls software is licensed-based on the enabled agents.

## Enabling the Licensed Agents

Each edition of Ontrack PowerControls is distributed with the following Ontrack PowerControls Agents and Ontrack PowerControls Agents. The Ontrack PowerControls Agent for Microsoft NT Backup is included with the program at no extra cost, and is available by default. All other Agents are shipped with all Ontrack PowerControls Agents editions disabled by default and require a new license file to enable them.



Ontrack PowerControls Agent	Versions Supported	Disk Backup	Tape Backup
Agent for Windows NT Backup	All Versions	.BKF Files	Microsoft Tape Format (MTF)
Agent for Symantec Backup Exec	8.x, 9.x, 10.1, 11d, 12.0, 12.5, 12.5.3 SP4, and 2010 through 2010 R3SP1 (Direct Mode only): 2012	.BKF Files	Microsoft Tape Format (MTF)
Agent for EMC NetWorker	6.x and 7.0 through 7.6 SP3 <sup>1</sup>	.0 Files	NetWorker Tape Format
Agent for CA ARCserve Backup	9.x, <sup>2</sup> 11.5 <sup>2</sup> , 11.5 SP3 <sup>2,3</sup> , 12.0 SP1 <sup>2,4</sup> , 12.5 SP1 <sup>2,4</sup> , 15 <sup>2</sup> , 15 SP1 <sup>2</sup> , 16 <sup>2</sup> , and 16 SP1 <sup>2</sup>	.CTF (ARCserve) Files	ARCserve Tape Format
Agent for Symantec NetBackup	4.5, 5.x, 6.0, 6.5 <sup>5</sup> , 6.5.3.1 <sup>5</sup> , 6.5.6 <sup>5</sup> , 7.0 <sup>5</sup> , 7.1 <sup>5,6</sup> through 7.1.0.4 <sup>5,6</sup> , and 7.5 <sup>5,6</sup>	_C1_F (NetBackup) Files	NetBackup Tape Format
Agent for IBM Tivoli Storage Manager	5.1 <sup>7</sup> , 5.2 <sup>7</sup> , 5.3 <sup>7</sup> , 5.4 <sup>7</sup> , 5.5 <sup>7</sup> , 6.2 <sup>7</sup> , 6.2.3 <sup>7</sup> , and 6.3 <sup>7</sup>	.BFS and .OST Files	Tivoli Tape Format
Agent for HP Data Protector	4.2, 5.x, 6.0, and 6.20	User-Defined File Extension	HP Data Protector Tape Format
Agent for CommVault Simpana	5.0, 5.9, 6.1, 7.0, 8.0, and 9.0 through 9.0 SP7	Backup Path	CommVault Simpana Tape Format

Ontrack PowerControls Agent	Versions Supported	Disk Backup	Tape Backup
Agent for UltraBac	7.1 and 8.0	Magnetic Library	UltraBac Software Tape Format
Agent for Native Backups	STSADM and Site Administrator	.BAK Files	Microsoft Tape Format (MTF)

<sup>1</sup> **EMC NetWorker 7.2 through 7.6 SP3:** For backups created using Advanced File Backups, the Advanced Method for extraction is recommended.

<sup>2</sup> **CA ARCserve 11.5, 11.5 SP3, 12 SP1, 12.5 SP1, 15, 15 SP1, 16, and 16 SP1:** For multiplexed backup tapes, the Advanced Method for extraction is recommended.

<sup>3</sup> **CA ARCserve 11.5 SP3:** For backups of Microsoft Exchange Server 2007, the Direct Method for extraction must be used.

<sup>4</sup> **CA ARCserve 12.0 SP1 and 12.5 SP1:** For backups of Microsoft Exchange Server, the Direct Method for extraction must be used.

<sup>5</sup> **Symantec NetBackup 6.x and 7.x:** For backups created using Bare Metal Restore™ or Off-Host Backup, the Advanced Method for extraction must be used.

<sup>6</sup> **Symantec NetBackup 7.1, 7.1.x, and 7.5:** For Advanced Method restores of VSS backups, restoring a single database at a time is recommended.

<sup>7</sup> **IBM Tivoli Storage Manager 5.3, 5.4, 5.5, 6.2, 6.2.3, and 6.3:** For backups created using Export mini format, the Advanced Method for extraction is recommended.

In addition to Ontrack PowerControls Agents, Ontrack PowerControls users also have the option to purchase other unique add-on features for enhanced search and analysis capabilities.

Ontrack PowerControls	Version Supported
Agent for PST as Source	Microsoft Office Outlook 97 or later
Agent for use with Microsoft Exchange Server	Not applicable
Agent for Public Folders	Microsoft Exchange Server 5.5 through 2013

Ontrack PowerControls	Version Supported
Agent for Advanced Searching	Not applicable
Agent for Content Analysis	Not applicable
Agent for Administrative Services	Not applicable

### To view the currently enabled Agents

- On the **Help** menu, click **About** and then click **License Info**.

### To enable an Agent

1. Contact a sales representative and specify which agent you want to purchase. A license file containing the newly enabled agent will be sent to you.
2. Replace the existing .ini file with the new .ini file. The default location for this file is in the Ontrack PowerControls directory.

## The License File

All Ontrack PowerControls editions for Microsoft Exchange Server require a license file. The purpose of this file is to let you enable only the agents you need. Before Ontrack PowerControls is enabled, it checks the .ini file for these things:

- The license file must be valid for Ontrack PowerControls 7.1.
- Mailbox limit if applicable.
- Server name enforcement if applicable. Allows users to open EDB files only from the licensed server names.
- Subscription length, if applicable.
- Enabled agents.

**Tip:** If you have an Ontrack PowerControls Standard Edition (100 mailboxes), and you attempt to open an EDB file with 101 mailboxes, the file will not open the file.

## Known Issues

- PST files do not support HTML message bodies. That is, HTML message bodies are converted to text or text with HTML tags. Suggestion: Copy the message to a Microsoft Exchange Server 2000, which will generate the HTML message body as it appeared in the original message. (Copying to a Microsoft Exchange 5.5 server will not generate the correct HTML message body).
- If you have ever copied or moved a message using Microsoft Office Outlook, and later restored that same item with Ontrack PowerControls, the message may be duplicated.

This is because the message ID numbers differ between Ontrack PowerControls and the Microsoft Exchange Server.

- Newly created mailboxes on the Microsoft Exchange Server do not become visible within Ontrack PowerControls until someone has logged onto the mailboxes with Microsoft Office Outlook, or at least one message is delivered (or copied) to the mailbox. Until one of these two events occurs, there is no physical mailbox, only directory information.
- Ontrack PowerControls does not check messages or attachments for viruses when restoring them from the database. If your server antivirus program has current signature files, it should identify and protect against infected messages when the restored messages are on the live server.
- Due to the database nature of the PST file and the MAPI subsystem, PSTs opened as source will be modified.

## Technical Support

If you have questions or problems not answered in the user guide or the online Help, call our Technical Support group. When reporting an issue, please include any information that might help us diagnose the problem. The following details are often the most helpful:

- The version of Ontrack PowerControls you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running
- The version of Microsoft Exchange Server that contained the source EDB file
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

## About Kroll Ontrack Inc.

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyze, produce and present data efficiently and cost-effectively. In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, data destruction, electronic discovery, document review and ESI consulting. Kroll is a subsidiary of Alteryx, an industry-leading provider of information solutions. For more information about Kroll Ontrack and its offerings please visit: [www.krollontrack.com](http://www.krollontrack.com).

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