



Recovery Manager for Exchange

Probing Questions

Recovery Manager for Exchange: Probing Questions

Question	What you want to hear	The pain you expose	The relief you can offer
If end users or executives call your help desk saying they deleted an email a few months ago and need it back, do you provide item-level email recovery?	No. Doing this in Exchange is extremely difficult, and we don't have brick-level backups. The only time we would consider this is if it's the CEO or an executive.	Someone in the organization deletes an important email that needs to be recovered ASAP. Native Microsoft processes for anything over 60 days ago is typically very difficult. Brick-level backups are sometimes used, but are costly and very time consuming.	Recovery Manager for Exchange allows you to restore individual items directly from backup, without investment in costly brick-level backup software or recovery environments.
Do you maintain an Exchange recovery environment? Could you describe it? Do you keep it patched with the latest security patches and virus updates?	It involves multiple backup servers that are idle until needed. It is patched regularly, and manual maintenance is required to keep it safe and secure. While a lot of overhead and cost, this is considered a necessary evil.	Recovery servers are expensive and underutilized resources.	Recovery Manager for Exchange allows you to restore items or deleted mailboxes and public folders without having a dedicated Exchange recovery environment. This results in lower costs and frees up server hardware to be used for other purposes. With the ability to process offline Exchange databases, and integration with most common backup software, Recovery Manager lets you search Exchange databases (EDBs) extracted from backup for specific keywords, date ranges or addressee information, further speeding your time-to-recovery.
Does HR or legal ever ask you to search for old emails involving certain employees or concerning specific topics? What's the process you have gone through or would go through in these cases?	This is an incredibly time-consuming process and involves building a recovery environment and restoring tape after tape to that environment, then rebuilding servers and searching backed up mailboxes manually. Due to Exchange storage limits, mail is also stored in PSTs.	Building a recovery environment and going through numerous recoveries from tape is typically an extremely time-consuming process. There is no way natively to search PST data.	Recovery Manager for Exchange supports most common backup vendor software, facilitating extraction of EDB from backup, or PST files, then searches through any number of scoping criteria (search criteria can be based on keywords, dates, recipients, senders, attachments). Results can be exported to PSTs or a dedicated mailbox for further processing by HR or legal. All discovery and recovery processes in Recovery



			Manager can be fully automated for large investigations. When you hear news stories in which e-mail evidence is being brought to court, there's a good chance Recovery Manager for Exchange was used behind the scenes to find that evidence.
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