

# *Replay*<sup>™</sup> for Exchange

## *Exchange Recovery Made Simple*

### Prepare Your Business for Exchange Recovery

#### Data Store Corruption Case Study

When the company was confronted with a severe Exchange outage, it took days to completely recover. Although backups have been running every night corruption in the company's data store prevents even the backups from being able to restore.

#### BACKGROUND

Email communication is critical to this company, effecting all aspects of their business. From internal communication, to outbound communications with customers and prospects. When email fails so does the business. Customers can't send in orders, the contract department cannot send out red-lined versions of contracts, and sales people lose a primary means of communication with their customers.

#### PROBLEM

When the company's Microsoft Exchange Server failed at the end of the quarter, it could not have happened at a worse time. The type of failure was so insidious that it took more than a day to recover. According to the company's Exchange administrator, it began when his cell phone started ringing-and then kept ringing. The first call was the VP of Sales yelling "Email is down, and customers can't send us their orders!" When he logged on to the Exchange Server, he found that some of his most critical mail stores were no longer mounted. When he tried to remount them, he received the ambiguous yet ominous JET-1601 JET\_errRecordNotFound error message. He immediately connected to the replication server that runs at one of the company's remote sites, only to find that he couldn't mount those mail stores either.

When the administrator called Microsoft, technicians prescribed the standard procedure of running Eseutil. They warned him, however, that the error message probably indicated a corruption problem deep within the database and that running Eseutil might result in cleaning the stores of all user data. "I took the leap," he said, "on the chance that it would be quicker than getting the restore process underway. Running Eseutil took hours, then failed with the even more ambiguous JET -1003 JET\_errInvalidParameter." At that point, he knew he had to go to the backup.

The company runs full backups every Saturday night and incremental backups the rest of the week. He started by recovering the most recent full backup, then applying the incrementals until he had the backup from the night before the failure. "As you can imagine," he recounts, "the calls kept coming all the while I was copying the mail stores from my disk to disk backup—although they did taper off a bit after 11:00 P.M., when our west-coast office closed."

Once the data was back on the primary server, it was time to roll the logs and mount the database. However, when the logs were about 80 percent applied, they failed with the JET -501 JET\_errLogFileCorrupt. At that point, he recalls, "Microsoft support could only suggest running Eseutil through my entire log chain, noting the corrupted log, deleting anything except log files from the log directory, and deleting the corrupted log and all the logs created thereafter." Then he could finally restart the log roll operation from scratch. This procedure took more than six hours. In the end, the company lost two days of email messages, and recovery took more than thirty hours. The cause turned out to be a problem with the RAID controller driver that had taken months to manifest itself after a previous server upgrade.

## Case Study | Data Store Corruption

As you can imagine, executive management wanted to know what had happened and how it could have been prevented—and how it would be prevented from happening again. The Exchange administrator was tasked with finding a better recovery solution.

### SOLUTION

After evaluating several potential solutions, he chose AppAssure's Replay for Exchange, a block-based recovery solution that captures the entire Exchange server environment and **supports any recovery scenario—from bare metal to an individual email message**—in just a few clicks, simplifying the entire recovery process. Others have made the same choice: Kevin Ladd, Exchange Administrator at Direct Media, needed to protect Exchange from user error and its databases from corruption. Jay Wessel, VP of Technology for the Boston Celtics, needed those capabilities in addition to being able to respond to legal and business discovery requests. Both found the solution they required in Replay. In addition to capturing and validating Exchange data, Replay employs a unique instant-replay capability that dramatically reduces volume recovery times from hours to minutes regardless of the data set size being recovered. **After rollback** is initiated, the volume and storage groups are automatically and immediately mounted from the Replay server, providing users with access to email during the recovery process.

### RESULTS

Replay lets Exchange administrators instantly roll back Exchange server to a point in time before an outage occurred. Most importantly, administrators don't need to worry about whether Exchange data will mount successfully. Replay continually checks the offline recovery points for mailbox store corruption and automatically rolls the logs to verify that the restore point will mount successfully if called upon. Installation and setup is extremely easy. Administrators can deploy Replay to protect their Exchange server in less than twenty minutes.

Replay's recovery points can be used for many applications to simplify Exchange management. The recovery points are mountable and available to any Windows application without affecting the production Exchange server. These mounts are invaluable for backups, data mining, and database maintenance that previously required taking the database offline.

Email messages can be searched and restored in an Outlook-like administrator's view without complex and time-consuming brick-level backups. You simply point, click, and restore. Additionally, Replay's powerful search engine can efficiently identify email messages for e-discovery and litigation support. And because Replay captures the entire Exchange environment, you can create near-real-time copies of your production environment for testing and development purposes.

### CONCLUSION

The moral of this and other Exchange stories: You can have multiple copies of your data—on replicated servers, on disk, and on tape—but if Exchange can't mount the copies, what good are they? When you look for an Exchange recovery solution, the real question is "Will it mount?"

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