

# MiCollab Advanced Messaging 23.2

## Mailbox Archive

### Administration Guide

For version 23.2 and above

## Notice

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# Preface

This guide describes how to archive and restore mailboxes using the Mailbox Archive utility.

This guide is written for Mitel certified MiCollab Advanced Messaging (MiCollab AM) administrators who are familiar with MiCollab AM procedures and terminology, the **MiCollab AM Configuration** utility, and the Microsoft Windows® operating 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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **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.
  - **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: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## 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** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Online help	MiCollab AM online help system

# Overview

The Mailbox Archive utility is used to:

- Backup and Restore mailboxes and messages
- Move mailboxes with associated messages 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

**NOTE** The Mailbox Archive utility is designed primarily for backing up individual mailboxes and groups of mailboxes, with or without their associated messages. It is not intended to be used to create complete system mailbox backups which include many tens of thousands of messages.

The Mailbox Archive utility can only back up and restore messages in the local store. If subscribers are using an external store on a server-based unified messaging system (Unified Messaging for Lotus Notes and Domino Server or Unified Messaging for Microsoft Exchange Server), their messages will not be backed up by Mailbox Archive. Since the messages reside on the e-mail server, you must back up messages using the process provided by the e-mail server vendor.

# 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. 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

## 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

## To Start Mailbox Archive:

- 1 Select **Start > Programs > MiCollab AM Desktop > Archive**.
- 2 In the **Connection** box, identify the System Server to which you want to connect.

If the Connection Type box is set to...	And...	Then the Connection box must contain...
TCP/IP	The System Server platform is a member of a Windows domain	The name of the System Server platform
TCP/IP	The System Server platform is not a member of a domain	The TCP/IP address of the System Server platform

- 3 Click **OK**.
- 4 In the **Logon to System Server** dialog box, type the **User ID** and **Password** of the Administrator account that you want to use, and then click **OK**.



The Administrator account must have the following permissions to use Mailbox Archive (permission sections are bold):

Access Levels
Create / Edit Administrator User IDs
Admin Configuration Access
Mailbox Access
Mailbox Types
All mailbox types must be selected
Mailbox Privileges
Edit Mailboxes
Add/Delete Mailboxes
Edit Subscriber E-Mail configuration
Edit Subscriber Fax configuration
Establish Subscriber Trusted Logon


If this account name is also a Windows User ID, you may need to specify the home domain as well as the ID itself.





**EXAMPLE** *HQLAN\MyUserID*

**NOTE** If the administrator is currently logged onto Windows and the user is setup to use the **Windows Logon** feature within MiCollab AM, the **Logon** dialog will not display and the user will be automatically logged on.

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

Table 2. Procedure Options

If you want to...	From the Menu bar Select...	Or click...
Back up	File > Backup	The <b>Backup</b> button 

If you want to...	From the Menu bar Select...	Or click...
Restore	File > Restore	The <b>Restore</b> button 
Print the archive log	File > Print	The <b>Print</b> button 
Print Preview	File > Print Preview	
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 <b>Log</b> button 
Determine the version of Mailbox Archive	Select File > Help > About Mailbox Archive	The <b>About</b> button 

# Backing Up and Restoring 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

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.

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

# Backing Up Mailboxes Using the Mailbox Archive Utility

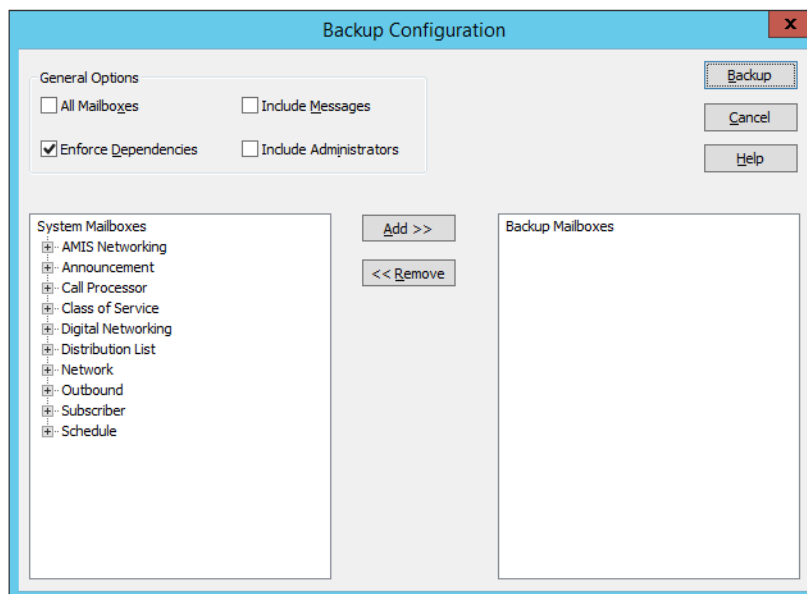
The Mailbox Archive utility allows you to back up a selection of mailboxes or all mailboxes on the System Server. When you select a mailbox for backup the mailbox audio components (names, greetings, announcements) are automatically backed up. You can:

- 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.
- 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 From the menu bar, select **File > Backup**. The **Archive As...** dialog box appears.
- 2 In the **Save in** list box, select a drive and folder in which to save the backup.
- 3 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 appears.



- 4 In the **General Options** group, choose one or more of the following:

Table 3. General Options Procedures

If you want to...	Then...
Backup All Mailboxes in the system	Select <b>All Mailboxes</b>
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). For dependency types, refer to <a href="#">Appendix A: Mailbox Dependencies</a> .	Select <b>Enforce Dependencies</b>
Back up the voice and fax messages contained in the mailboxes chosen for backup	Select <b>Include Messages</b>

- 5 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.
- 6 Click **Backup**. Mailbox Archive will back up the selected information to the drive and directory specified in the **Save in:** list box.

## 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.

# 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.

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 and messages. 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.

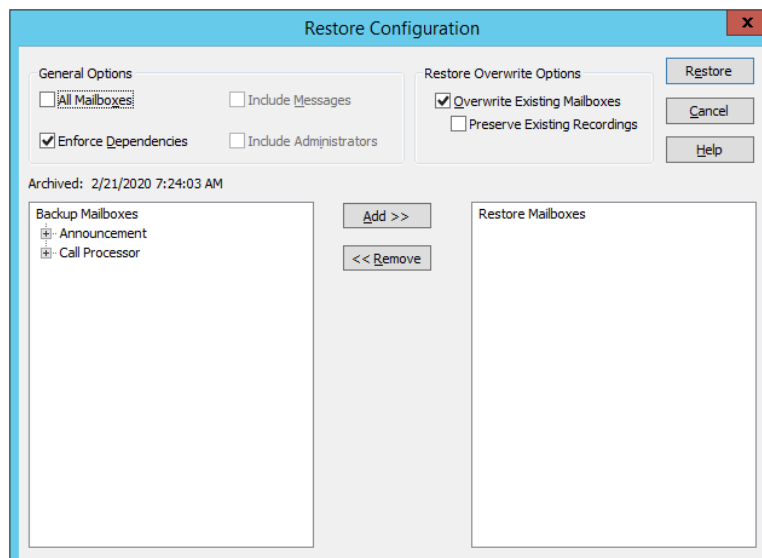
- The switch section of the Subscriber mailbox and its associated devices is modified to match an existing switch section on the target System Server. If there are multiple switch sections on the target server, you must select the switch section in which to assign the mailbox.
- If a Subscriber mailbox 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 Assistant User, Unified Messaging User, TeamQ Supervisor, TeamQ Agent, Messaging User, and Directory User 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.
- If there are no unused Subscriber licenses available, Subscriber mailboxes will not be restored.
- 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.
- When moving a mailbox from one system to another, if the mailbox already exists on the target server, even if "overwrite existing" is enabled, 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 From the menu bar, select **File > Restore**. The **Restore From...** dialog box appears.
- 2 In the **Look in** drop-down list, select a drive and folder in which to locate the backup.
- 3 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 appears.



- 4 In the **General Options** group, choose one or more of the following:

Table 4. General Options Procedures

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).  For dependency types, refer to <a href="#">Appendix A: Mailbox Dependencies</a> .	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 <b>Include Messages</b>
<b>NOTE</b> The restore process leaves all pre-existing messages for the selected mailboxes intact.	
Preserve the existing mailbox recordings	Select <b>Preserve Existing Recordings</b>
<b>NOTE</b> Select this box if you want to keep the current recordings in the mailbox and not overwrite any existing recordings during the restore process.	

- 5 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.
- 6 Click **Restore**. Archive restores the selected information from the selected backup.

## 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.

# Appendix A: Mailbox Dependencies

The following table provides a list of mailbox types and their related dependencies.

Table 5. 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

Mailbox	Dependencies
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:

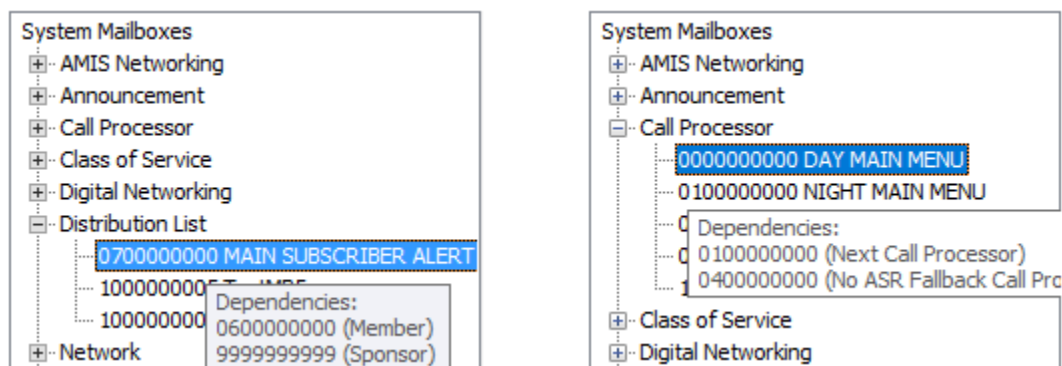


Figure 1. Mailbox Dependencies

# Appendix B: Using the Mailbox Archive Log

The Archive Log information 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**—Displays a 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**—Displays 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**—Displays 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. The **Log Events As** dialog box appears.
- 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** – Displays error conditions 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.

Message	Description
Archiving, Archived	Archive is backing up, or has backed up, the item

## 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.

Message	Description
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 <b>Restore Configuration</b> 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:

Condition	Description
<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.