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# 1 Introduction



## Add2Exchange Recovery & Migration Manager™

Guide for Standard and Enterprise Editions

Free Trial available for download at:

<http://www.diditbetter.com/>



Recovery & Migration Manager

Standard Edition 9.x series

Enterprise Edition 14.x series

Manual updates as of 9/27/2012

- **User Guide** A guide written from the perspective of the end-user of the Recovery & Migration Manager. An excellent beginner's guide for end-user and administrator alike. Start here.
- **Installation Guide** A straightforward guide to installing the Recovery & Migration Manager. Does not cover background material necessary to plan your configuration once the software is installed, so be sure to read the administration guide prior to this guide.
- **Troubleshooting Resources** Resources from DidItBetter.com to assist with any technical installation questions you encounter.

**Print Version**

A PDF version of the most current revision of this manual is available at: <http://support.diditbetter.com/guides.aspx>.

**Important**

Please read the **Release Notes** included with the version of Add2Exchange you are installing regardless of whether you are new to Add2Exchange or an experienced user.

The Release Notes summarize important updates on the installation process, any changes to capabilities, including enhancements and retractions, user changes in behavior, configuration changes, system requirements and procedures. This information is significant and will ensure proper operation.

**Tip**

Save time! Want to skip reading this manual? We are now offering Remote Installation and Configuration Services for this software. Visit: <http://support.diditbetter.com/premium-support.aspx> for pricing and to purchase your Remote Installation Service today!

## 2 Recovery & Migration Manager User Guide

Recovery & Migration Manager repairs Add2Exchange Relationships that have had their Source or Destination Folder(s) moved within or between Exchange Servers. This allows you to reestablish the Relationship without having to delete and rebuild the Relationship. This is especially useful in cases where the mailboxes and/or public folders are assigned new identifiers within Exchange, breaking the Relationship(s):

- Mailboxes/Folders are moved to a new Exchange server
- A user deletes and recreates a synchronized folder in Outlook
- Mailboxes/Folders are restored from backup

In any of these cases, the Relationship goes into Alert status the next time Add2Exchange runs. Recovery & Migration Manager is designed to inspect and correct any such Relationships.

Please be aware of the following important notices about Recovery & Migration Manager:

- The Recovery & Migration Manager process **only** works on Relationships that are active, ie. Relationships that have not been deleted. If you have deleted the Relationships you are trying to recover, please contact DidItBetter Technical Support or your account representative for assistance. Recovery & Migration Manager will not work on Relationships that have been recreated.
- Recovery & Migration Manager is available as a separate download at: <http://support.diditbetter.com/downloads.aspx>.
- The Tool **must** be installed and run under the Add2Exchange Service Account.
- Contact your DidItBetter Software account representative for licensing information.
- There is no trial mode available for Recovery & Migration Manager.

### 2.1 Installation of Recovery & Migration Manager



#### Licensed Tool

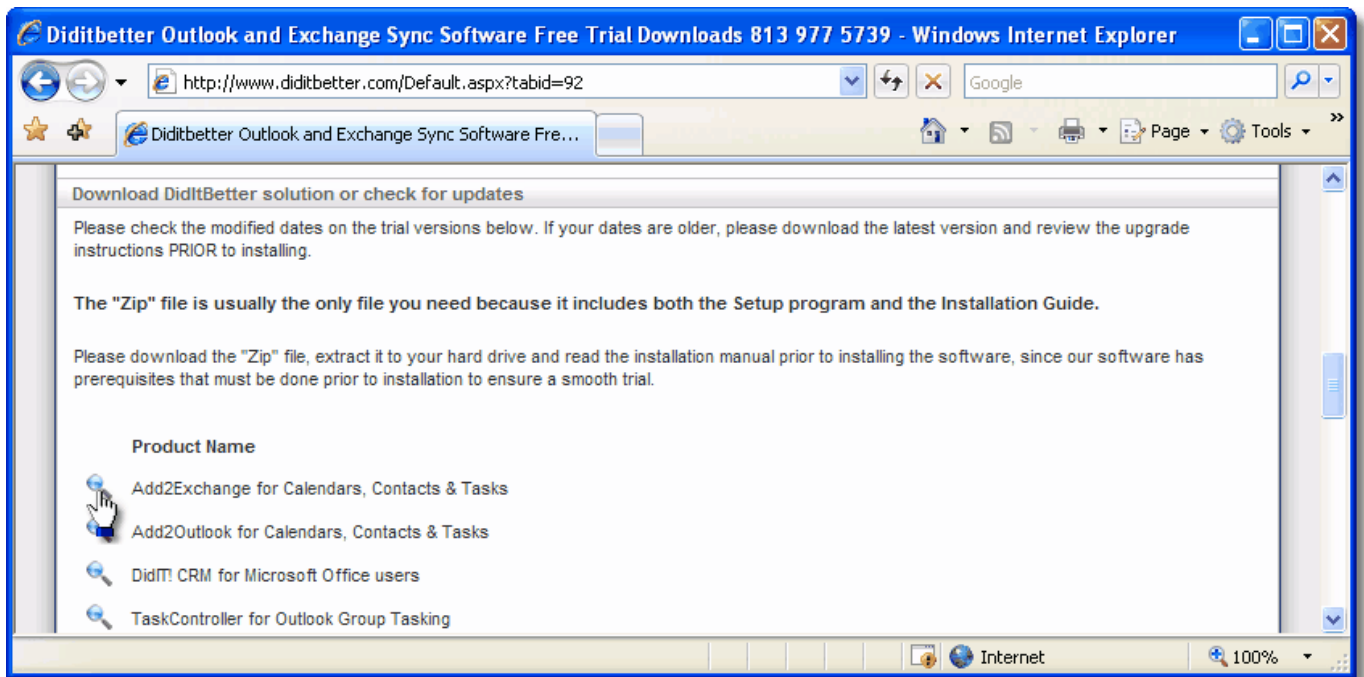
See the section [Licensing](#) Recovery & Migration Manager for details.

Recovery & Migration Manager must be installed separately from Add2Exchange. Follow these steps to install:

1. Log into the Add2Exchange Service account on the Synchronization Server.
2. Go to: <http://support.diditbetter.com/downloads.aspx>.

and log into your account. If you have not done so already you can register with the site.

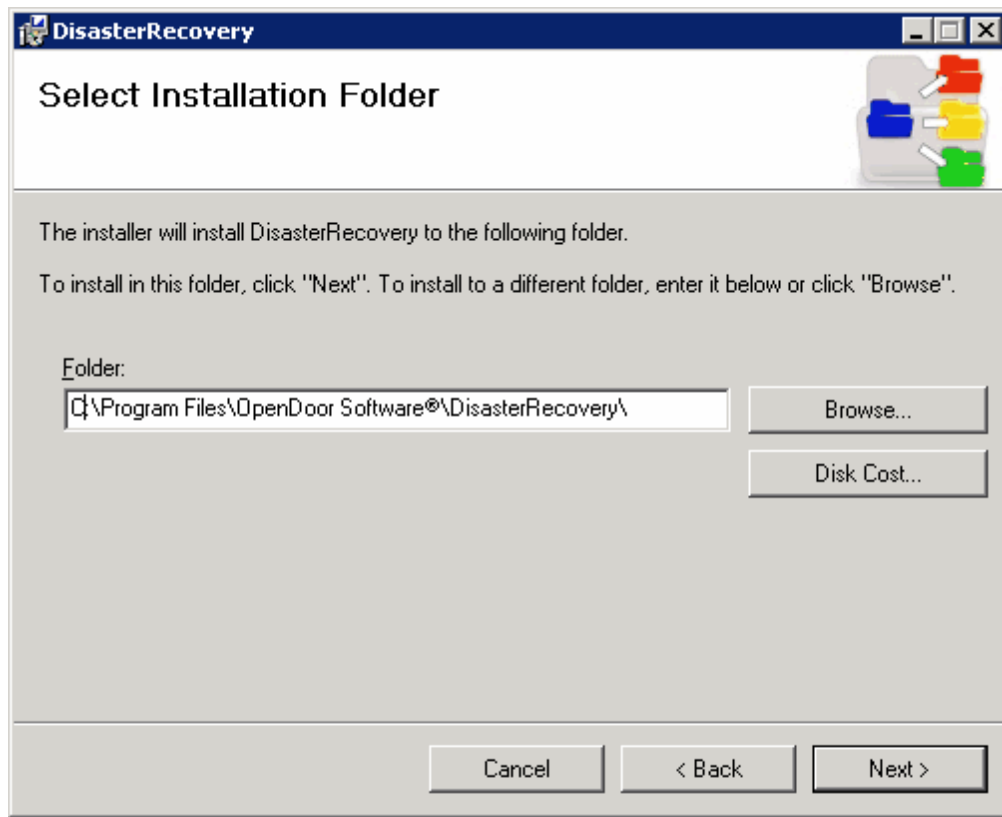
### DidItBetter.com Downloads



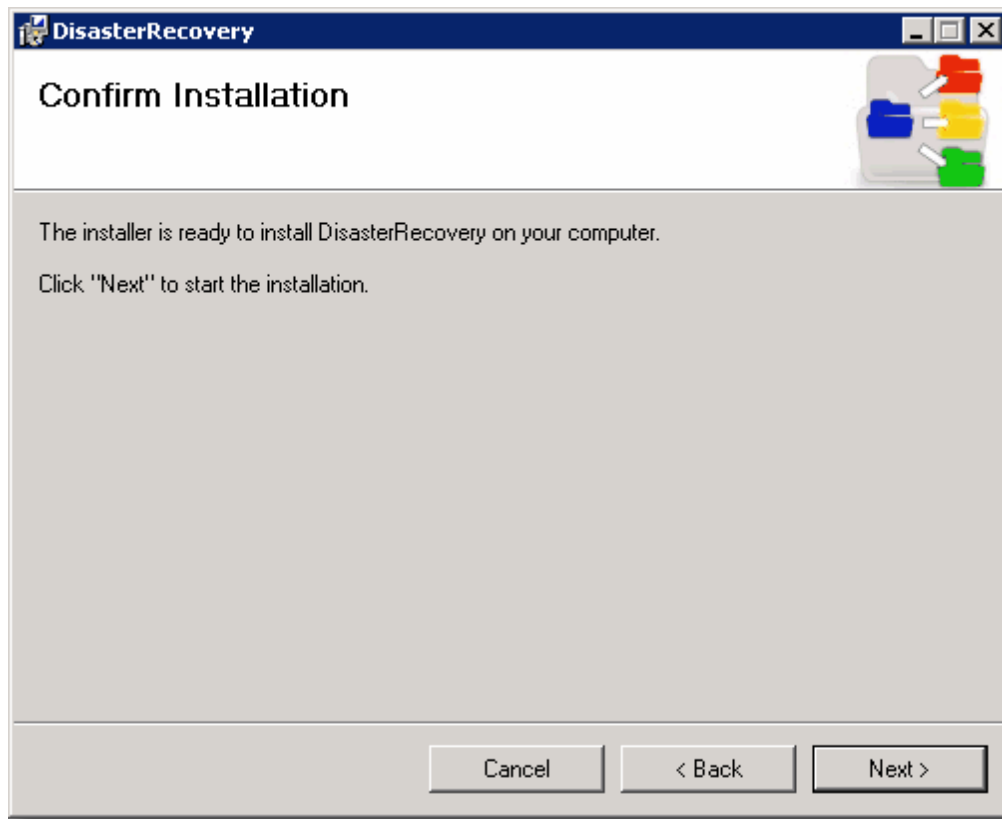
3. Under the downloads section, click *Add2Exchange for Calendars, Contacts & Tasks*.
4. Download the *DisasterRecovery\_vx.x.xxxx.zip* file and unzip the contents.
5. Run the *DisasterRecovery\_Setup.msi* installer and follow the instructions for installation.

*Recovery & Migration Manager Setup Wizard*

6. Click *Next >*.

*Installation Folder Selection*

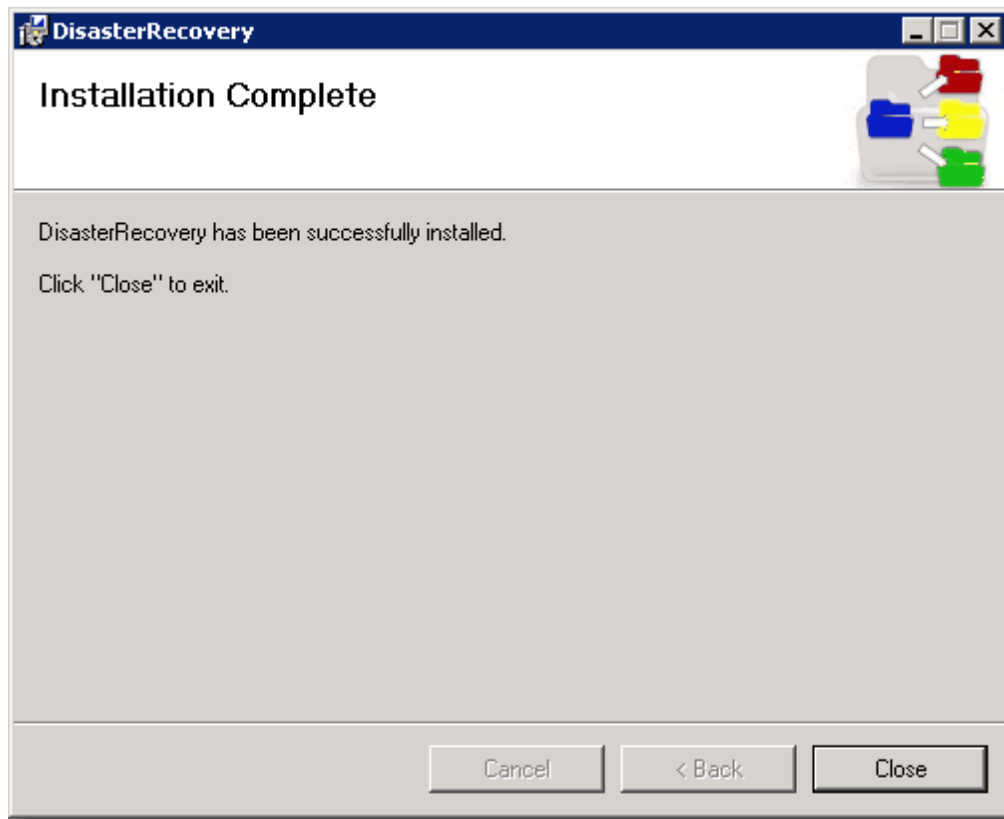
7. Choose a folder for the installation. This should normally be the same drive on which Add2Exchange has been installed.

*Confirmation Dialog*

8. Click *Next >*. Wait for the installation to complete.



### Completion Dialog



9. Click *Close*.

Recovery & Migration Manager is now available as an icon on your desktop.

## 2.2 Licensing Recovery & Migration Manager

Prior to running Recovery & Migration Manager, the tool must be licensed. Follow these instructions to license the tool:

### *Recovery & Migration Manager Desktop Icon*



1. Double-click the *DisasterRecovery.exe* desktop icon.

## Recovery &amp; Migration Manager User Interface

A2E DisasterRecovery

File Edit Help

**A2E DisasterRecovery™**

Relationship Navigation

Processing Relationship << 1 >> DBServer: X2003-SB5-63 Cancel GO!

Relationship Count 1 Server: X2003-SB5-63

Svc. Acct: ZADD2EXCHANGE

Relation Name Public - Calendar Source To 1000 - Calendar

Source Folder

Public

Public Folders\\All Public Folders\\Calendar Source

Destination Folder

/o=X03B-63/ou=first administrative group/cn=Recipients/cn=1000

Mailbox - Sample User 1000\\Calendar

License this Tool

Non Licensed

2. Click the *License this Tool* button.

*Main Licensing Dialog*

**Didibetter.com License - A2E DisasterRecovery**

Thank you for trying A2E DisasterRecovery!  
This is a Trial Version Not Initialized  
To purchase the A2E DisasterRecovery, please follow the instructions below.

---

**STEP 1:**

---

**STEP 2:**

Please press the "Send License" button above to enter and send your licensing information to us

**License Info:**

---

**STEP 3:** After we receive your order and license request, we will email you a license key generated from your "License Info". Paste the entire License Key, including the dashes, into "Box #1" and select "OK" to license your product.

**License Key we sent you:**  -  -  -  -

**Box #1**

---

**DidItBetter.com Software**  
4803 George Road  
Suite 400  
Tampa FL USA 33634  
USA Sales 800 837 8636  
International Sales 001 813 977 5739  
Support or Other Inquiries 813 977 5739

[www.DidITBetter.com](http://www.DidITBetter.com)

Build: 2.1.1108

3. Click the *Send License Address To Licensing@DidITBetter.com* button.

## Registration Information

**End User License Registration**

\* Required

**I am the**

End User

Authorized  
Diditbetter.com  
Software Reseller

Independent IT  
Consultant working for  
the End User

Employee of the  
End User

**End User Information**

1

End User Company: \*

End User Name: \*

End User Email: \*

Phone Number: \*  Ext.  Country Code:

End User Address 1:

End User Address 2:

City, State, PostalCD:

Diditbetter.com Sales Rep:

Licensing What? \*  | Disaster Recovery | for

2

4. Fill out the required registration information and click the *Licensing What?* button.

## License Selector Dialog

**Product License Selector**

**Available License Products (select one first):**

- Add2Exchange Toolkit
- "The free tools are used to check configuration and to perform routine r
- Critical Support
- Software Maintenance
- FolderMatic Folder Cloner
- Disaster Recovery**

**Duration**

6 months  1 year  2 years  3 years

**What is Disaster Recovery**

A2E Disaster Recovery (A2Edr) is an add on for Add2Exchange. The A2Edr tool is a powerful tool that can localize fix problem areas without a complete A2E Start-over. A2Edr allows the A2E Service account user to fix relationships \_repoint them to the new locations without the drastic effects of a complete Start-over.

**Add to My License Selection Below**

**My License Selection (For license renewals Check the existing items):**

5. Choose *Recovery & Migration Manager* from the Available License Products, select a license duration and click the *Add to My License Selection Below* button.
6. Click *Done*. The license request is sent to the licensing team at DidItBetter. It typically takes a business day for licensing requests to be fulfilled. The request will be sent to the email address(es) supplied in the registration information.

*Main Licensing Dialog*

**Didibetter.com License - A2E DisasterRecovery**

Thank you for trying A2E DisasterRecovery!  
This is a Trial Version Not Initialized  
To purchase the A2E DisasterRecovery, please follow the instructions below.

STEP 1:

STEP 2:

Please press the "Send License" button above to enter and send your licensing information to us

License Info:

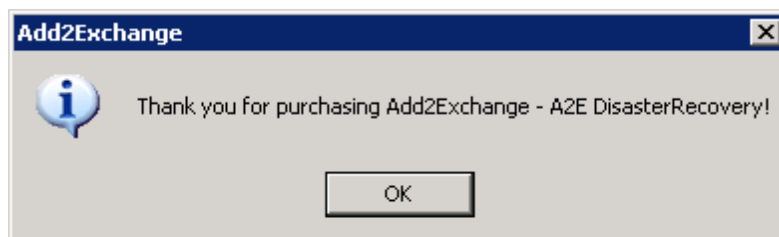
STEP 3: After we receive your order and license request, we will email you a license key generated from your "License Info". Paste the entire License Key, including the dashes, into "Box #1" and select "OK" to license your product.

License Key we sent you:  -  -  -  -   
**Box #1**

DidItBetter.com Software  
4803 George Road  
Suite 400  
Tampa FL USA 33634  
USA Sales 800 837 8636  
International Sales 001 813 977 5739  
Support or Other Inquiries 813 977 5739

[www.DidITBetter.com](http://www.DidITBetter.com)  
Build: 2.1.1108

- When the key arrives, paste the key in its entirety into Box #1 on the main licensing dialog and click **OK**. In the meantime, click *Cancel* to exit the licensing dialog until the key arrives.

*Licensing Success*

## 2.3 Using Recovery & Migration Manager



### Licensed Tool

If you have not already licensed Recovery & Migration Manager, see the section [Licensing Recovery & Migration Manager](#) for details.

Recovery & Migration Manager inspects all Relationships which are in Alert status and allows you to reselect the folders involved. This reestablishes the identifiers for the folders in the Relationship. As long as the following are true, Recovery & Migration Manager will be able to reestablish the Relationship intact, without causing duplication:

- The Add2Exchange SQL database is intact
- Mailboxes and public folders have been restored to their closest prior state
- The Relationships have not been deleted or recreated within the Add2Exchange Console

Follow these instructions to reestablish your Relationships:

Close all Add2Exchange applications. Stop the Add2Exchange Service if it is running.

#### *Recovery & Migration Manager Desktop Icon*



1. Double-click the *DisasterRecovery.exe* desktop icon.

## Recovery &amp; Migration Manager User Interface

The screenshot displays the A2E DisasterRecovery application window. The title bar reads "A2E DisasterRecovery" and the menu bar includes "File", "Edit", and "Help". The main area is titled "A2E DisasterRecovery™" and contains a "Relationship Navigation" section. This section includes a "Processing Relationship" field with a navigation control (left arrow, "1", right arrow) and a "Relationship Count" field with the value "1". To the right are input fields for "DBServer:" (X2003-SB5-63), "Server:" (X2003-SB5-63), and "Svc. Acct:" (ZADD2EXCHANGE). There are "Cancel" and "GO!" buttons. Below this is a "Relation Name" field containing "Public - Calendar Source To 1000 - Calendar".

The "Source Folder" section contains two input fields: "Public" and "Public Folders\\All Public Folders\\Calendar Source".

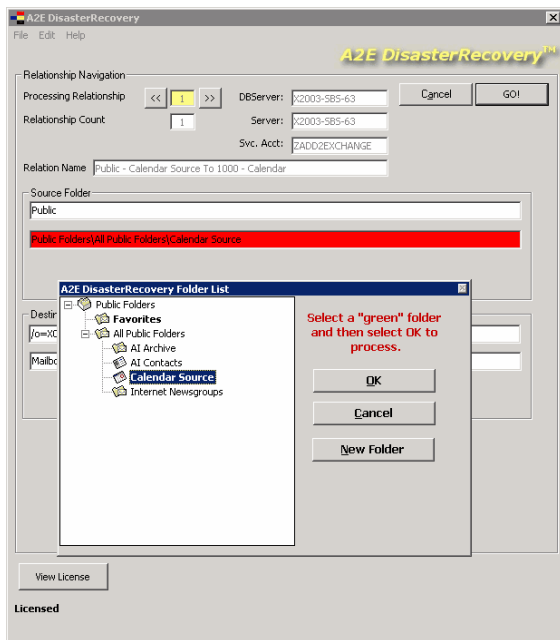
The "Destination Folder" section contains two input fields: "/o=X03B-63/ou=first administrative group/cn=Recipients/cn=1000" and "Mailbox - Sample User 1000\\Calendar".

At the bottom left, there is a "View License" button and the text "Licensed".

2. Click the *GO!* button.



### Source Folder Selection



#### Alert

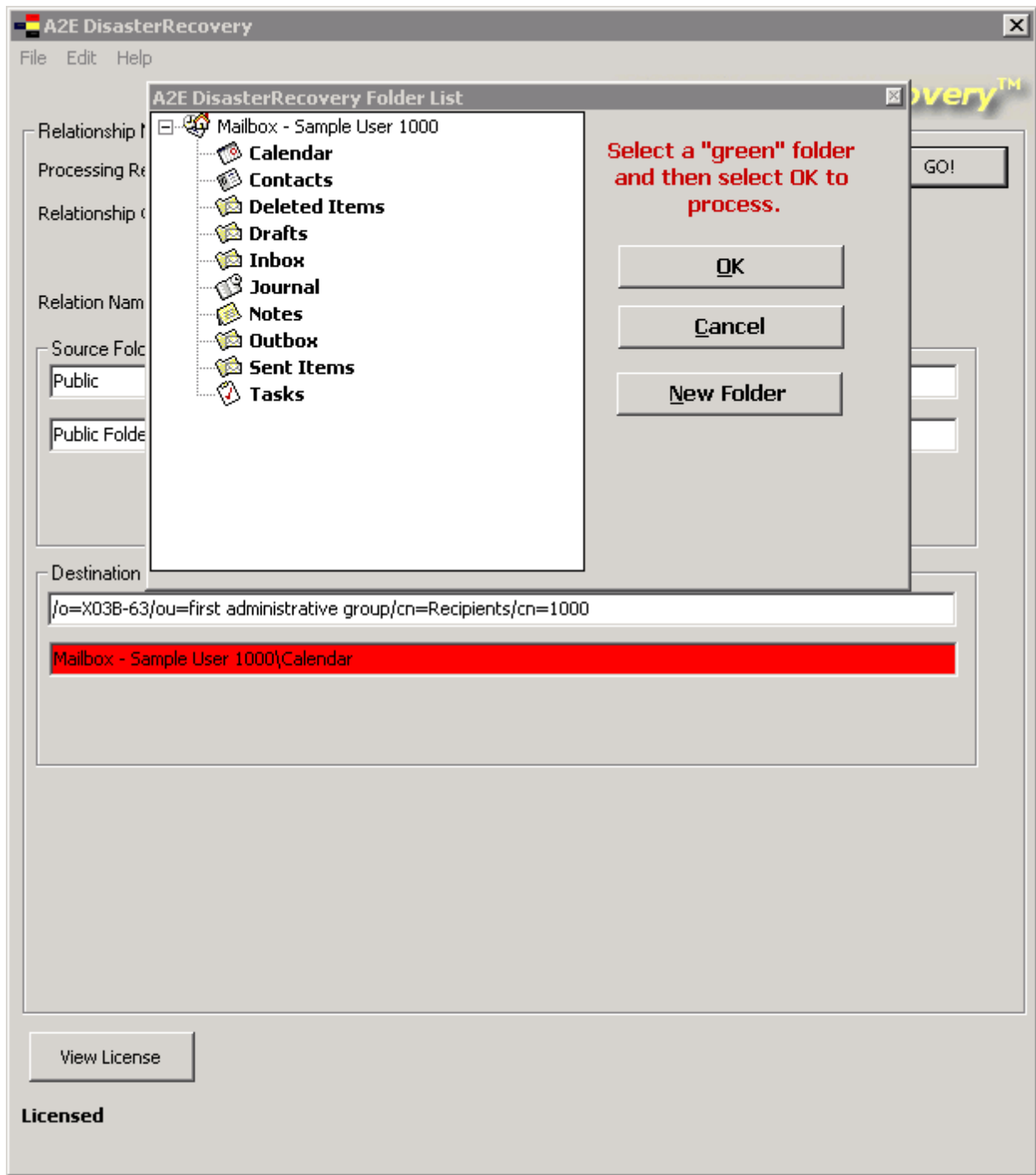
Choose the folder carefully. Selecting an incorrect folder will cause synchronization to malfunction.



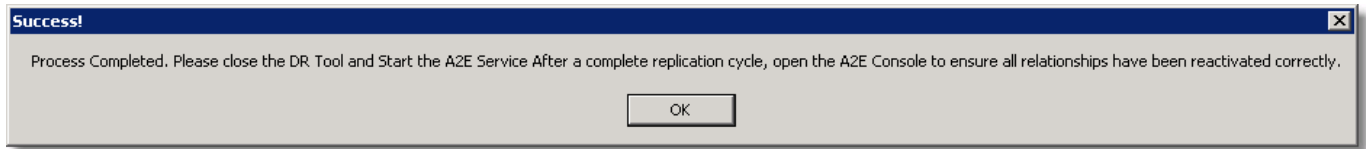
#### Note

You will only have to select each individual folder once whether it is used in one or many Relationships.

3. Examine the selection highlighted in red on the main window and select the matching folder from the folder list. Click *OK*.

*Destination Folder Selection*

4. Repeat for the Destination Folder
5. If this is a Private-to-Private relationship, you will also be prompted to select the Pivot folder for the Relationship.

**Process Completion Dialog**

Repeat until the Process Completion dialog appears. Click *OK* then close Recovery & Migration Manager application.

### 3 Troubleshooting

Provided in this section are some resources the user can refer to in case a problem arises. If the problem is not resolved, please feel free to contact us for support (link provided below).

<b>FAQs</b>	<a href="http://support.diditbetter.com/faq.aspx">http://support.diditbetter.com/faq.aspx</a>
<b>Technical Bulletins and Supporting Files</b>	<a href="http://support.diditbetter.com/technical-bulletins.aspx">http://support.diditbetter.com/technical-bulletins.aspx</a>
<b>Documentation</b>	<a href="http://support.diditbetter.com/guides.aspx">http://support.diditbetter.com/guides.aspx</a>
<b>Support Requests</b>	<a href="http://support.diditbetter.com/support-request.aspx">http://support.diditbetter.com/support-request.aspx</a>
<b>Support Forums</b>	<a href="http://support.diditbetter.com/forums.aspx">http://support.diditbetter.com/forums.aspx</a>

#### Contact Us

For Diditbetter Software Sales & Support Call 813-977-5739 or email [support@diditbetter.com](mailto:support@diditbetter.com).

Please review our Troubleshooting & FAQ sections below before contacting support. They are available on the web at <http://support.diditbetter.com/knowledgebase.aspx> or in the A2O® tab under License/Help.

Think you need Technical Assistance? We have provided a handy tool to help you export your configuration to be included in a support request.

Go to the Console and select Help Export Setup. The relationship information gets copied to where you save it in a text file and opens the text file for you. Please send it to [support@diditbetter.com](mailto:support@diditbetter.com).

If remote assistance is desired, we can escalate your issue to Level Five Support. A list of your available options can be found here: <http://support.diditbetter.com/premium-support.aspx>.

We support remote desktop connection (RDC), [www.Join.me](http://www.Join.me), VNC, Citrix, Webex, LogMeIn, etc. Contact your support representative to enable this kind of assistance.