

The **Experts** in
Exchange Migration™

Mailbox Protection & Rollback

The Mailbox Migration Manager solution, part of the Priasoft Migration Suite for Exchange (PMSE), was developed under Priasoft's Non-Destructive Migration methodology to address the risk of data loss during a migration.

Priasoft Migration Suite for Exchange v6.5 Mailbox Protection & Roll-back

Summary

The Mailbox Migration Manager solution, part of the Priasoft Migration Suite for Exchange (PMSE), was developed under Priasoft's Non-Destructive Migration methodology to address the risk of data loss during a migration. With other non-Priasoft solutions, mid-migration failures have caused Exchange data corruption, the need to restore mailboxes tape backup, and even permanent unrecoverable data loss.

The Priasoft Mailbox Migration Manager application is the only Exchange Migration solution that provides complete recovery from a disruption or service outage during or after the migration. Using our non-destructive migration technology, the source mailboxes are always protected and providing the unique ability to roll-back.

There are two types of rollback scenarios available:

Automatic Rollback

During the migration, if a problem occurs that prevents the successful completion of the mailbox, the application will automatically rollback the object as in the case of a network failure. In such a case, the administrator has two options:

- a) Restore the network connectivity and restart the failed mailbox. (In this case, the migration will resume where it left off without duplication of previously migrated mail items)
- b) Schedule the mailbox migration for another time if the cause of the failure cannot be remediated quickly.

User-Activated Rollback

In the event that a catastrophic hardware or other outage occurs, the Administrator can run the Mailbox Rollback Utility, included in the Priasoft Migration Suite for Exchange, and can selectively rollback the effected users.

Priasoft's Mailbox Protection Approach

The source mailbox is always protected during a migration as the mailbox is cloned from source to target. Furthermore, once the mailbox has been successfully migrated to the target environment, the source mailbox is placed into a “dormant” state and access is restricted to end users. While the mailbox is in this “dormant” state it is available to Administrators and for roll-back purposes.

Depending on the migration scenario selected, the following explains the high-level process and methods used within the solution and how the source and target objects are treated post successful migration.

Non Co-Existence (One Time Migration)

For a single pass or one-time migration the Mailbox Roll-back Utility performs the following actions to provide complete recovery:

- 1) Post successful migration, the source object is placed in a “dormant” state meaning:
 - a. It is hidden from the address book
 - b. The end users rights are revoked to prevent unauthorized access
 - c. The source objects properties are modified so it is accessible by the administrator and the Mailbox Roll-back Utility but modified such to prevent any interference with production objects now present on the target environment
- 2) In the event disruption or catastrophic hardware or other outage occurs, the Mailbox Roll-back utility can be used to selectively restore mailboxes. This includes restoring all original properties, restoring end user access, and makes the object visible once again in the source address book

Co-Existence Option Enabled

When co-existence is used as part of your migration strategy, one of two approaches are provided for recovery depending on the co-existence method selected:

- 1) Source Object Backup Option (Recommended co- existence option for 2000, 2003, 2007, & 2010 source environments)
 - a. PMSE creates a backup placeholder user object that holds the source objects original mailbox and Exchange properties for recovery in the event of a rollback
 - b. The source users Windows account is converted to a mail-enabled user that behaves as a contact to forward new and replied to mail to the target mailbox
 - c. In the event of a catastrophic hardware or other outage, the Mailbox Roll-back utility restores the mailbox enabled state of the user
 - d. Shifts the original source mailbox from the back-up placeholder user object to the source user
 - e. Purges the back-up placeholder user object to bring the environment back a pre-migration state
- 2) Contact Option
 - a. Post successful migration, the source object is placed in a “dormant” state meaning:
 - i. It is hidden from the address book
 - ii. The end users rights are revoked to prevent unauthorized access
 - iii. The source objects properties are modified so it is accessible by the administrator and the Mailbox Roll-back Utility but modified such to prevent any interference with production objects now present on the target environment
 - b. PMSE creates a contact in place of the “dormant” object
 - c. The created contact inherits some of the migrated objects properties
 - d. The created contact behaves as a forwarder to ensure messages are relayed to the newly migrated object

- e. In the event disruption or catastrophic hardware or other outage occurs, the Mailbox Roll-back utility can be used to selectively restore mailboxes. This includes restoring all original properties, restoring end user access, deleting the contact object and makes the object visible once again in the source address book