



HOW IS DATA IN THE EXCHANGE ENVIRONMENT BACKED-UP?

There are a number of different ways that mailbox data can be backed-up and/or recovered from the Exchange environment:

Mail client backups – end users can fully manage backup of mailbox data using their mail clients (<http://cp.serverdata.net/support/kb/viewKBArticle.asp?id=783>). Data can be restored from local backups by importing back into their mail-client.

Exchange -- built-in deleted item recovery for recently deleted items (<http://cp.serverdata.net/support/kb/viewKBArticle.asp?id=728>) available to users via the Exchange dumpster.

PST Manager -- full mailbox backups/restores to Outlook Data File (PST) format on demand at the administrator level (<http://cp.serverdata.net/support/kb/viewKBArticle.asp?id=1435>). PST Back-ups can be scheduled and recurring. This is a fee-based service which will incur additional costs per use.

MessageMirror -- optional local archive mailbox for all messages to/from mailboxes on the account (<http://cp.serverdata.net/support/kb/viewKBArticle.asp?id=1973>). Data can be recovered from this local archive by users with access to the MessageMirror. This is a fee-based service which will incur additional monthly costs.

Compliant Archiving -- fully compatible with most third-party compliant archiving providers (<http://cp.serverdata.net/support/kb/viewKBArticle.asp?id=1944>). Data can be recovered via the Archiver. This is a fee-based service which will incur additional monthly costs, and additional costs charged by the third-party archiver.

Infrastructure – previous 7 daily snapshots of all Exchange mailbox databases are available for recovery from tape on request. On request, we can rebuild any mailbox in the environment to its overnight state on any of the last seven nights. This is a fee-based service which involves significant System Administration time—to recover a mailbox at a point-in-time is considered an 'Extended Service' and fees will apply.

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