

# SEP sesam Recovery Pro for Microsoft Exchange Server ReadMe

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## Supported Environments

Component	Requirement
Browser	Microsoft Internet Explorer 8.0 or later
Operating Systems	<p>The following operating systems are supported:</p> <ul style="list-style-type: none"> <li>Windows Server 2008 R2</li> <li>Windows Server 2012</li> <li>Windows Server 2012 R2</li> <li>Windows Server 2016</li> <li>Windows Server 2019</li> <li>Windows Server 2022</li> <li>Windows 7</li> <li>Windows 8</li> <li>Windows 10</li> <li>Windows 11</li> </ul> <p><b>Note:</b></p> <p>32-bit and 64-bit versions, virtual and physical, of the listed operating systems are supported.</p> <p>SEP sesam Recovery Pro can only be run by users with administrative privileges and in administrative mode.</p>
Source Microsoft Exchange Database (offline)	<p>The following versions of Microsoft Exchange Server are supported as offline source databases:</p> <ul style="list-style-type: none"> <li>Microsoft Exchange Server 5.5</li> <li>Microsoft Exchange Server 2000</li> <li>Microsoft Exchange Server 2003</li> <li>Microsoft Exchange Server 2007 through SP3</li> <li>Microsoft Exchange Server 2010 through SP3</li> <li>Microsoft Exchange Server 2013 through SP1</li> <li>Microsoft Exchange Server 2016</li> <li>Microsoft Exchange Server 2019</li> </ul>
Target (live) Microsoft Exchange Server	<p>The following versions of Microsoft Exchange Server are supported as live targets:</p> <ul style="list-style-type: none"> <li>Microsoft Exchange Server 2010 through SP3</li> <li>Microsoft Exchange Server 2013 through SP1</li> <li>Microsoft Exchange Server 2016</li> <li>Microsoft Exchange Server 2019</li> </ul>

Component	Requirement
Microsoft Office (Microsoft Outlook)	<p>The following versions of Microsoft Outlook (32-bit versions only) are supported:</p> <ul style="list-style-type: none"> <li>Microsoft Outlook 2010</li> <li>Microsoft Outlook 2013</li> <li>Microsoft Outlook 2016</li> <li>Microsoft Outlook 2019</li> <li>Microsoft Outlook 2021</li> </ul>
Virtual Environments	<b>Note:</b> Virtual operation of tape devices may have restrictions imposed by virtual operating systems.
Additional Software	<p>Microsoft .NET Framework:</p> <ul style="list-style-type: none"> <li>4.5</li> </ul>

## User Credential and Permission Requirements

Credential requirements (username and password) vary between tasks when using SEP sesam Recovery Pro. Users may also require permission and rights to perform the following:

- Connect to target Microsoft Exchange servers
- Create users/mailboxes
- Use multi-tenancy information when opening a source or target

Users may be prompted for credentials during tasks based on an organization's policies; for example, when:

- Connecting to a single mailbox target (not assigned to the SEP sesam Recovery Pro user)
- Connecting to target public folders

The following table provides a guideline for credential and permission requirements:

Activity / Use Case	Microsoft Exchange Role <sup>1</sup>	Credentials / Authentication <sup>2</sup>	Permissions / Authorization
Connect to User Mailbox	NA	User Credentials	Full Access Permissions
Connect to Other(s) Mailbox	NA	User Credentials	Full Access Permissions
Connect to All Mailboxes	NA	User Credentials	Full Access Permissions
Connect to All Mailboxes w/o Multi-Tenancy <sup>3</sup>	NA	User Credentials	Full Access Permissions

Activity / Use Case	Microsoft Exchange Role <sup>1</sup>	Credentials / Authentication <sup>2</sup>	Permissions / Authorization
Connect to All Mailboxes w/ Multi-Tenancy	Organizational Management	User Credentials (Access limited to Address Book Policy)	Full Access Permissions
Create Mailbox <sup>4</sup>	Organizational Management	NA	NA

<sup>1</sup> Microsoft Exchange Roles are not required for search and copy.

<sup>2</sup> SEP sesam Recovery Pro requires Local Administrator permissions for installation. Connecting to Mailboxes requires recipient level access.

<sup>3</sup> For more information, see "Multi-Tenancy Support" in the *SEP sesam Recovery Pro User Guide*.

<sup>4</sup> For more information, see "Creating New Mailboxes" in the *SEP sesam Recovery Pro User Guide*.

## Mailbox Creation Wizard

To use Mailbox Creation Wizard on your computer, you must have the Microsoft Exchange Server management tools for the version of Microsoft Exchange Server that you will be creating mailboxes on. Ensure the Microsoft Exchange Server management tools and Microsoft Exchange Server version, service pack, and roll up level are matched.

For supported operating system and prerequisite requirements for the Microsoft Exchange Management Tools, please refer to the Microsoft Exchange Management Tools documentation for your specific version.

## Upgrading SEP sesam Recovery Pro

If SEP sesam Recovery Pro 7.6 or later is installed, is active, and you are upgrading to SEP sesam Recovery Pro 7.8.3, you can reuse the existing SEP sesam Recovery Pro license file with SEP sesam Recovery Pro 7.8.3.

## SEP sesam Recovery Pro Licensing

All SEP sesam Recovery Pro editions require a license file. SEP sesam Recovery Pro software is licensed based on the enabled agents and mailbox count, and license duration.

### To view the currently applied license

- On the **Help** menu, click **About** and then click **License Info**.

### To obtain a new or updated license

- Visit [www.sepsoftware.com](http://www.sepsoftware.com).

## Limitations

- If you have ever copied or moved a message using Microsoft Office Outlook, and later restored that same item with SEP sesam Recovery Pro, the message may be duplicated. This is because the message ID numbers differ between SEP sesam Recovery Pro and the Microsoft Exchange Server.
- Newly created mailboxes on the Microsoft Exchange Server do not become visible within SEP sesam Recovery Pro until someone has logged onto the mailboxes with Microsoft Office Outlook, or at least one message is delivered (or copied) to the mailbox. Until one of these two events occurs, there is no physical mailbox, only directory information.
- SEP sesam Recovery Pro does not check messages or attachments for viruses when restoring them from the database. If your server antivirus program has current signature files, it should identify and protect against infected messages when the restored messages are on the live server.
- Due to the database nature of the PST file and the MAPI subsystem, PSTs opened as source will be modified.
- Mailbox Creation Wizard is not supported on Windows Server 2012 R2 as Microsoft Exchange Server 2013 or earlier Management Tools is not supported on Windows Server 2012 R2.
- The Message Table and Attachment Table Views do not support Microsoft Exchange Server 2010 or later EDB sources as Microsoft stopped supporting single instance storage with Microsoft Exchange Server 2010.
- The following SEP sesam Recovery Pro features are not supported with Microsoft Exchange Server 2016 and later:
  - Content Analysis Store
  - Message views
  - Reports
  - Exporting organizational forms
- When copying into Office 365 target mailboxes, you cannot copy items of a specific type into a folder that differs from its original (for example, Notes items can only be copied into a Notes folder on target mailbox).

## Technical Support

If you have issues not addressed in the user guide or the online Help, contact our Technical Support group. When reporting an issue, please include any information that might help us diagnose the problem and have the following:

- The version of SEP sesam Recovery Pro you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running
- The version of Microsoft Exchange Server that contained the source EDB file
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

## Contact Information

### EMEA and rest World Contact:

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