

Ontrack PowerControls V7.3 for Exchange ReadMe

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About the free trial

After installation, Ontrack PowerControls operates as a free trial by default until a licence file is applied. The free trial of Ontrack PowerControls is limited in functionality and time-limited to 30 days of use.

With the free trial, you can:

- Open sources
- Open targets
- Perform searches
- Perform integrity checks
- Generate reports

If you would like to have full functionality, or learn more about the purchasing options and product information for Ontrack PowerControls, visit our website at krollontrack.co.uk/products/ontrack-powercontrols/

Supported environments

To use Ontrack PowerControls on your computer, you need the following hardware and software:

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"> ■ Windows Server 2008 ■ Windows Server 2008 R2 ■ Windows Server 2012 ■ Windows Server 2012 R2 ■ Windows 7 ■ Windows 8
	<p>Note:</p> <p>32-bit and 64-bit versions of the listed operating systems are supported.</p> <p>Ontrack PowerControls 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"> ■ Microsoft Exchange Server 5.5 ■ Microsoft Exchange Server 2000 ■ Microsoft Exchange Server 2003 ■ Microsoft Exchange Server 2007 through SP3 ■ Microsoft Exchange Server 2010 through SP3 ■ Microsoft Exchange Server 2013 through SP1 ■ Microsoft Exchange Server 2016
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"> ■ Microsoft Exchange Server 2007 through SP3 ■ Microsoft Exchange Server 2010 through SP3 ■ Microsoft Exchange Server 2013 through SP1 ■ Microsoft Exchange Server 2016
Microsoft Office (Microsoft Outlook)	Microsoft Office Outlook 2007 and later (32-bit versions only).

Component	Requirement
Additional software	Microsoft .NET Framework : <ul style="list-style-type: none"> ■ 3.5 SP1 ■ 4.0

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 Ontrack PowerControls

If Ontrack PowerControls 7.2.1 or earlier is installed, is active, and you are upgrading to Ontrack PowerControls 7.3, you cannot reuse the existing Ontrack PowerControls licence file with Ontrack PowerControls 7.3.

Upgrading Ontrack PowerControls when KOAS is required

If the Kroll Ontrack Administrative Server is required either through the use of the Agent for Administrative Services or for the Central Licensing Service (CLS, **before** upgrading Ontrack PowerControls versions prior to 7.1, it is necessary to first upgrade your KOAS server and optionally configure CLS to use your new Ontrack PowerControls CLS licence. Please see the KOAS user documentation for details on how to perform an upgrade installation.

To upgrade site installations requiring KOAS when CLS is in use

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Kroll Ontrack Administrative Server to Kroll Ontrack Administrative Server 7.0.
3. Start the Kroll Ontrack Administrative Server management console to verify Kroll Ontrack Administrative Server has upgraded.
4. Using the KOAS CLS plug-in, in the **Licence File** tab, configure Kroll Ontrack Administrative Server CLS to use the Ontrack PowerControls CLS licence file provided with the delivery of Ontrack PowerControls 7.3 and Kroll Ontrack Administrative Server 7.0.
5. Follow the instructions and restart Kroll Ontrack Administrative Server to ensure that CLS is running properly. If the wrong CLS licence file is configured, an error displays in the CLS status displays.
6. Upgrade the previous version of Ontrack PowerControls to Ontrack PowerControls 7.3.

Note: Previous Ontrack PowerControls installations must be upgraded to Ontrack PowerControls 7.3 before they can be run.

To upgrade site installations requiring Ontrack PowerControls when CLS is not in use

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Kroll Ontrack Administrative Server to Kroll Ontrack Administrative Server 7.0.
3. Start the Kroll Ontrack Administrative Server management console to verify Kroll Ontrack Administrative Server has upgraded.
4. Use existing Ontrack PowerControls installation.

Note: Previous Ontrack PowerControls installations can be upgraded to Ontrack PowerControls 7.3 as required.

Ontrack PowerControls licensing

All Ontrack PowerControls editions require a licence file. Ontrack PowerControls software is licenced based on the enabled agents.

To view the currently applied licence

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

To obtain a new or updated licence

- Visit krollontrack.co/products/ontrack-powercontrols/

To apply a licence

1. Do one of the following:
 - Replace the existing .ini file with the new .ini file. The default location for this file is in the Ontrack PowerControls directory.
 - On the **Help** menu, click **About** and then click **Licence Info** to open the Licence File dialogue box. Enter the **Licence File Name** or click **Browse** and navigate to the licence you want to apply.

Limitations

- If you have ever copied or moved a message using Microsoft Office Outlook, and later restored that same item with Ontrack PowerControls, the message may be duplicated. This is because the message ID numbers differ between Ontrack PowerControls and the Microsoft Exchange Server.
- Newly created mailboxes on the Microsoft Exchange Server do not become visible within Ontrack PowerControls 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.

- Ontrack PowerControls 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 Sever 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 Ontrack PowerControls features are not supported with Microsoft Exchange Server 2016:
 - Mailbox Creation Wizard
 - Content Analysis Store
 - Message views
 - Reports
 - Exporting organisational forms

Technical support

If you have issues not addressed in the user guide or the online Help, contact our Technical Support group (1-952-937-2121. When reporting an issue, please include any information that might help us diagnose the problem and have the following:

- The version of Ontrack PowerControls 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 dialogue box
- A list of other Windows-based programs that you were running when the error occurred

About Kroll Ontrack LLC.

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyse, and produce data efficiently and cost-effectively. In addition to its award winning suite of software, Kroll Ontrack provides data recovery, data destruction, electronic discovery and document review.

For more information about Kroll Ontrack and its offerings you can visit our website at krollontrack.co.uk, follow @KrollOntrackUK on Twitter or visit our blog at blog.krollontrack.co.uk

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For additional information about Kroll Ontrack, its products and services, or the location of an office near you, call our corporate headquarters or visit our website at krollontrack.co.uk