



# Ontrack PowerControls for Exchange ReadMe

## Contents

- About the Free Trial
- Supported Environments
- User Credential and Permission Requirements
- Mailbox Creation Wizard
- Upgrading Ontrack PowerControls
- Ontrack PowerControls Licensing
- Limitations
- Technical Support
- About Kroll Ontrack, LLC

## About the Free Trial

After installation, Ontrack PowerControls operates as a Free Trial by default until a license 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 <http://www.ontrack.com>.

## 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</li> <li>■ Windows Server 2008 R2</li> <li>■ Windows Server 2012</li> <li>■ Windows Server 2012 R2</li> <li>■ Windows Server 2016</li> <li>■ Windows 7</li> <li>■ Windows 8</li> <li>■ Windows 10</li> <li>■ Windows Server 2019</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>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"> <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)	The following versions of Microsoft Outlook (32-bit versions only) are supported: <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> </ul>
Virtual Environments	<b>Note:</b> Virtual operation of tape devices may have restrictions imposed by virtual operating systems.
Additional Software	Microsoft .NET Framework : <ul style="list-style-type: none"> <li>3.5 SP1</li> <li>4.0</li> </ul>

## User Credential and Permission Requirements

Credential requirements (username and password) vary between tasks when using Ontrack PowerControls. 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 Ontrack PowerControls 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> Ontrack PowerControls 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 *Ontrack PowerControls User Guide*.

<sup>4</sup> For more information, see "Creating New Mailboxes" in the *Ontrack PowerControls 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 Ontrack PowerControls

If Ontrack PowerControls 9.1 or earlier is installed, is active, and you are upgrading to Ontrack PowerControls 9.2, you cannot reuse the existing Ontrack PowerControls license file with Ontrack PowerControls 9.2.

### Upgrading Ontrack PowerControls when OAS is Required

If the Ontrack Administrative Server is required through the use of the Agent for Administrative Services, **before** upgrading Ontrack PowerControls versions prior to 9.1, it is necessary to first upgrade your OAS server. Please see the OAS user documentation for details on how to perform an upgrade installation.

### To upgrade site installations requiring Ontrack PowerControls

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Ontrack Administrative Server to Ontrack Administrative Server 9.1.
3. Start the Ontrack Administrative Server management console to verify Ontrack

Administrative Server has upgraded.

4. Use existing Ontrack PowerControls installation.

**Note:** Previous Ontrack PowerControls installations can be upgraded to Ontrack PowerControls 9.2 as required.

## Ontrack PowerControls Licensing

All Ontrack PowerControls editions require a license file. Ontrack PowerControls software is licensed based on the enabled agents

### 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 <http://www.ontrack.com>.

### To apply a new or updated license

- Do one of the following:
  - On the **Help** menu, click **About** and then click **License Info**. On the License File dialog box, enter the **License File Name** or click **Browse** and navigate to the license you want to apply.
  - Replace the existing .ini file with the new .ini file. The default location for this file is in the Ontrack PowerControls installation folder.

## 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 and later:
  - Mailbox Creation Wizard
  - Content Analysis Store
  - Message views
  - Reports
  - Exporting organizational forms
- Microsoft Exchange Server 2019 is not supported as live target in configuration with Outlook 2013 or earlier.

## 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 dialog 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, analyze, 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 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.

### Corporate Headquarters

Kroll Ontrack, LLC  
9023 Columbine Road  
Eden Prairie, MN 55347  
Toll Free: 1-800-645-3649  
Phone: 1-952-937-5161  
Fax: 1-952-937-5750  
Web: [www.ontrack.com](http://www.ontrack.com)