

Granular Restore for Microsoft Exchange and SQL

Version 9.30.58904

Release Notes, April 10, 2023

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1 OVERVIEW

The Granular Restore for Microsoft Exchange and SQL application is used to find and restore items from Exchange and SQL Server database backups.

After setting up a safeset share using Portal and the Windows Agent, vSphere Recovery Agent or Hyper-V Agent, use the Granular Restore application to restore Exchange mailboxes and messages to PST files or live databases, export SQL Server database items to live databases, and export SQL Server database items as SQL scripts.

This version of the application is intended for use with:

- Windows Agent and Exchange or SQL Server Plug-in 8.72 or later

- Windows Agent and Image Plug-in version 8.72 or later
- vSphere Recovery Agent version 8.82 or later
- Hyper-V Agent version 8.84 or later

1.1 Release History

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1.2 Supported Platforms

1.2.1 Supported Operating Systems

Granular Restore for Microsoft Exchange and SQL is supported on the following operating systems:

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows 11
- Windows 10

1.2.2 Supported Exchange Mail Store Versions

Granular Restore for Microsoft Exchange and SQL is supported with the following mail store versions:

- Exchange 2019 (up to CU11)
- Exchange 2016 (up to CU22)
- Exchange 2013 (up to CU23)

1.2.3 Supported SQL Server Database Versions

Granular Restore for Microsoft Exchange and SQL is supported with the following SQL Server database versions (including Express editions):

- SQL Server 2019
- SQL Server 2017
- SQL Server 2016

- SQL Server 2014
- SQL Server 2012

2 NEW FEATURES

There are no new features in this version.

3 INSTALLATION NOTES

3.1 Installation Requirements

- .NET Framework 4.5.2 or later
- RAM: 1024 MB, depending on the store size and OS version
- Hard disk: Minimum 50 MB of free space required for installation
- Permissions: The application should be run with administrator privileges, or some items may not be accessible.

Note: Granular Restore for Microsoft Exchange and SQL may require free space on disk that is 1.5 times the size of the data being processed (on the machine where Granular Restore for Microsoft Exchange and SQL is installed/used). For example, for a 300 MB mail store, 450 MB of free space should be available.

3.2 Conditional Requirements

None

3.3 Licensing

License keys are available from your service provider. You are prompted to enter your license key, username, and company name when you first launch the application.

Note: If you enter an old license key or continue to use an old license key after an upgrade, only Exchange restores will be available. To obtain the correct license key, contact your service provider.

3.4 Install/Uninstall/Upgrade

The Granular Restore for Microsoft Exchange and SQL application is available as a self-extracting installation kit: GRExchangeSQL-9.30.58904.msi

Note: Granular Restore for Microsoft Exchange and SQL installs for a single user. There are no shortcuts for other users in the same system.

You can uninstall the application through Windows Control Panel > Programs and Features > Uninstall, or by running the installation kit.

You can upgrade the application by running the installation kit.

4 FIXES, KNOWN ISSUES AND LIMITATIONS

4.1 Fixes

This application version includes bug fixes and minor improvements.

4.2 Known Issues

When you are logged in with a regular or domain account that has local admin rights, you may not use an Image backup for granular restore.

WORKAROUND: Log in as a local administrator or domain administrator when using Image backups for granular restore. (EV-8235/31443)

When you paste the path to a SQL Server safeset share into the Granular Restore application, a message may state that the path does not exist.

WORKAROUND: Manually delete the GUID (e.g., {62FFE214-C03D-4758-984B-27C36D1A1226}) from the start of the path so that the path begins with two backslashes (\\). (31161)

If you run the installation kit from an earlier version of the Granular Restore application, the application may be downgraded to the earlier version. (EV-8292/25139)

You may not be able to restore attached emails to a user's mailbox. However, you may restore attached emails to PST files. (23780)

4.3 Limitations

For limitations, see the *Granular Restore for Microsoft Exchange and SQL User Guide*.

Note: The application is best used for granular data extraction. To restore an entire database, see the *Windows Agent Guide* or Server Backup online help.

5 PRODUCT SUPPORT

5.1 Technical Support

Complete contact information for your provider is available through the Support menu.

5.2 Product Updates

Product updates can be obtained from your provider.

5.3 Documentation

The following documentation is available for the Granular Restore for Microsoft Exchange and SQL application:

- Granular Restore for Microsoft Exchange and SQL User Guide

- [Granular Restore for Microsoft Exchange and SQL online help](#)
- [Granular Restore for Microsoft Exchange and SQL release notes \(this document\)](#)

All documentation is available from your provider.