

Email Management in Today's Regulatory Environment | Reasons & ROI Benefits  
**White Paper.2006**

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Ontrack® PowerControls™ Offers Flexibility and Saves Time, Money and Resources When Recovering Exchange Data



Ontrack®  
**PowerControls™**  
Mailbox Recovery Software

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## Why Recovering and Searching Email Archives Is Important

Email has become the lifeblood of business. More than any other means of communication and any business tool, companies rely on electronic messages for running virtually every aspect of their enterprises. And for many small, medium and large businesses, the use of email means the use of the mailboxes stored on Microsoft® Exchange Server.

From simple internal communications to vital sales calls to customers, to invoicing and billing and high-level decision making, email – and the Microsoft Exchange Server – is involved at every level of business life. A company could not live without email in the same way that it could not live without telephones or electricity. And not only does email make employees and businesses more efficient, but it is also the most cost-effective means of communication as well.

### Trends Indicate Businesses are Increasingly Dependent on Email with No Signs of Slowdown

Consider these statistics:

- According to a 2004 The Radicati Group, Inc. study there are currently about 980 million active email accounts in the world, 49% of them corporate mailboxes.
- On average, some 31 billion emails were sent every day in 2002, according to the market research group IDC. By 2006, that number will grow dramatically to 60 billion a day.
- The average U.S. office worker sends and receives somewhere between 60 and 200 email messages daily, according to Kevin Craine in the article "Here Come the Lawyers. Is your IT Department Ready?"
- In the next ten years, the number of electronic records produced may double every sixty minutes, according to the Collaborative Electronic Notebook Systems Association (CENSA), an international electronic recordkeeping industry organization.
- In some industries there is on average more than one electronic mailbox per employee. For example, in the telecommunications industry there are 1.14 mailboxes for every employee, and in the high-tech and financial services industries there are 1.07 mailboxes per employee.

Clearly, businesses worldwide are awash in email. And that email needs to be managed for business, regulatory, and legal reasons.

## Business Demands for Recovering Email

Business requirements are the primary factor driving the need for email management. The main reason for this is that many companies are storing mail on the server only. Kroll Ontrack, a leading provider of Electronic Evidence and Data Recovery, conducted a survey of 177 email administrators who manage 250 or more mailboxes and found that 37 percent of companies have email stored only on the server. Because email is stored only on servers, storage space is at a premium, and so many companies are setting mailbox size limits. Kroll Ontrack discovered that 72 percent of companies have established mailbox quotas. These limits force employees into deleting a great deal of mail, even mail that is vital to their work. The Kroll Ontrack survey reported that 25% of companies require that employees delete mail as the only remedy when they reach a full quota. However, because employees delete mail that they need for their work, they make a greater number of requests to the IT department to restore their mail – and in many cases, that mail exists only as a backup. So while storing mail on the server and setting mailbox size limits may solve the storage management needs of IT, it creates a conflict with the business needs of employees, thereby increasing frequency of requests for restoring mail messages from backup.

## **Regulatory Demands for Recovering Email**

The need to archive and restore email is driven by regulatory demands as well. A variety of state and federal regulations require that email be kept as a normal part of doing business. The Food and Drug Administration and the Security and Exchange Commission have rules for what information must be stored and made accessible, for example. And the Health Insurance Portability and Accountability Act (HIPAA) has imposed a variety of regulations on how health-related information must be stored. While the health care industry and the financial services industries are most affected by regulations, other industries are increasingly affected as well.

## **Legal Demands for Recovering Email**

Email dominates communication in today's business environment. As a computer-based system, it has made this communication medium into a formal record, often containing vital pieces of information that may assist a company in tracking key events, employee behavior and information exchanges. Emails can be valid legal documents, and so require secure storage, restoration and production in the event of a lawsuit.

As a result of the variety of regulations and statutes requiring the retention of email, email often must be produced in the course of litigation. It is imperative that IT staff understand and comply with the regulations for producing emails as formal records versus simply restoring emails for internal business purposes. There are many software products that may assist in the recovery and production of email, but not all are compliant with the procedures required for securing the email as a document worthy of upstanding the tests of trial.

## **Sufficient Backup-and-Restore Procedures Are Lacking**

Despite the business, regulatory, and legal requirements for archiving and restoring email, many companies do not have a sufficient backup-and-restore procedure in place. According to the market research firm Osterman Research, 67 percent of companies perform only simple tape backups of their email systems, and recycle the tapes every 90 days. Cohasset Associates, a consulting firm specializing in document-based information management, found that 39 percent of organizations do not even have a formal policy regarding email retention.

A major reason that firms are falling short when it comes to email archiving and restoration is the technical difficulty involved in the process. Many companies rely on Microsoft Exchange, and Exchange offers no simple way to archive, search, and back up email. In the next section of this white paper, we'll look at the difficulties involved in restoring and searching email archives using Exchange.

## **Why Is Recovering and Searching Email Archives Difficult?**

Many businesses use the Microsoft Exchange email server because of its full feature set and integration with Microsoft Office via the Outlook email client. But Exchange has one glaring drawback – it is very difficult to restore messages, mailboxes and other data. To understand why, we'll take a look at the database layout of Exchange.

## Exchange's Database Layout

A major reason why it is so difficult to search through and restore Exchange email archives is the complexity and inflexibility of the database layout, and the accompanying recovery process. Because of Exchange's inflexibility, in many cases searching and restoring simply can't be done.

Microsoft Exchange contains one primary database for all mailboxes – Priv.edb. That single file contains mailboxes as well as email messages. However, it does not contain all email messages in all versions of Exchange. With the advent of Microsoft Exchange 2000, an additional file called Priv.stm is used for mail as well. This companion file to Priv.edb contains all incoming email from Exchange's Internet mail service that has not yet been read. When incoming email from the Internet is read, it is added to the Priv.edb database and deleted from Priv.stm.

Additionally, there are several log files associated with the Priv.edb file. These log files contain all email sent and received since the last backup. When a backup is done, the log files copy their information to Priv.edb, and the log files are then emptied.

## How Exchange Backup Works

To fully understand how data can be restored, you need to understand the way that Exchange is backed up. As you'll see, the nature of these backups, combined with Exchange's database structure, makes data recovery very difficult.

There are two general types of Exchange backups: online backups and offline backups. In an online backup, the server continues to function while the backup is performed, and so mail can continue to be sent and received – there is no disruption in mail service. In an offline backup, the server is brought down during backup, and so mail service is disrupted. Offline backups have the benefit of speed, and so administrators have to balance the need for speedy backups against the downside of mail disruption when deciding whether to use offline or online backups.

Administrators also must decide whether to do a full backup or to back up an individual mailbox or individual mailboxes. (Backing up individual mailboxes rather than the entire database is called a *brick-level backup*.) In a full backup, the entire Priv.edb, Priv.stm and associated log files are backed up. This kind of backup is ideal for disaster recovery – should a server or hard disk crash, the entire Exchange database can be restored, and so all email and email boxes can be restored as well.

However, this kind of full backup poses a serious problem: You can only restore the entire database, with all email boxes and messages. You can't restore an individual mailbox or groups of mailboxes, and you can't restore individual messages. It's an all-or-nothing approach to restoring data. Additionally, you can't search through the backed-up mailboxes and email for individual messages.

There is an exception to this – an expensive, complicated method allows administrators to do a full backup and then restore individual mailboxes or messages. To do it, you have to create a duplicate Exchange server called a recovery server, then copy the backup to that server. From that server you export individual mailboxes to PST files, and then search through those PST files for the messages you need to recover. Finally, you copy messages back to the server. However, this is expensive, difficult to do, and can't always be accomplished. The recovery server has to be the same configuration as the Exchange server, and so if information about the Exchange server hasn't been well-documented, the backup won't be able to be done. Additionally, buying and maintaining a recovery server requires a great deal of expense. You could instead build a recovery server only when you needed it, but that could take an entire day, which is generally impractical in a corporate environment in which information is needed quickly.

A brick-level backup lets you back up one mailbox at a time, and so with it, you're able to restore single mailboxes, groups of mailboxes, single messages or groups of messages. However, there are drawbacks to this approach as well. Because of inefficiencies in the way data is backed up, brick-level backups take significantly more space than full backups. They take far more time when backing up as well. For example, a server with 400 mailboxes can take about one hour to do a full online backup. The same server, doing a brick level backup of all of those mailboxes, one at a time, can take 18 hours. And you can't restore a full Exchange database using brick-level backups – for that you have to do a full backup.

## **Problems with Exchange Backups**

All this leaves administrators with difficult choices to make when deciding on a backup strategy. Should only full backups be done because they are so much less costly and resource-hungry than brick-level backups? However, with full backups there is no easy way to restore individual mailboxes and messages, which is problematic for companies who need to find and restore individual mail messages and mailboxes.

Doing brick-level backups by themselves, though, is often not practical because of the time and expense involved. And there is the additional problem that entire databases can't be restored when doing brick-level backups.

As a result, companies are left with a less-than-ideal choice when it comes to backups. Many use a hybrid approach and do both kinds of backups, full backups and brick-level backups, on different schedules. However, because brick-level backups are so costly and time-consuming, some companies do brick-level backups on only certain mailboxes, such as those of the top executives or top managers.

## **How PowerControls Solves the Problem**

PowerControls, mailbox recovery software by Ontrack Data Recovery™, solves the problem by allowing administrators to restore individual messages, mailboxes, attachments, and even notes, contacts and tasks, from a previous full backup. The software can directly read EDB files, and so there is no need for doing a brick-level backup to restore individual messages and mailboxes. It lets you search across all mailboxes in an archive EDB file, rather than searching one mailbox at a time or bringing an old backup back online for analysis. You can search by a variety of criteria, including keywords, subject, date and specific users. Individual mailboxes need not be backed up because they can be restored directly from an EDB file.

PowerControls does not require you to change your normal backup process – it works in concert with your current backup procedures. And if you change those procedures, it will work with them as well. Additionally, PowerControls will work with backups that you have already done, so you can restore data from any backups that exist prior to installing PowerControls.

## How PowerControls Works

To better understand how you use PowerControls, you need an understanding of the PowerControls architecture. Figure 1 shows a schematic of how it works.

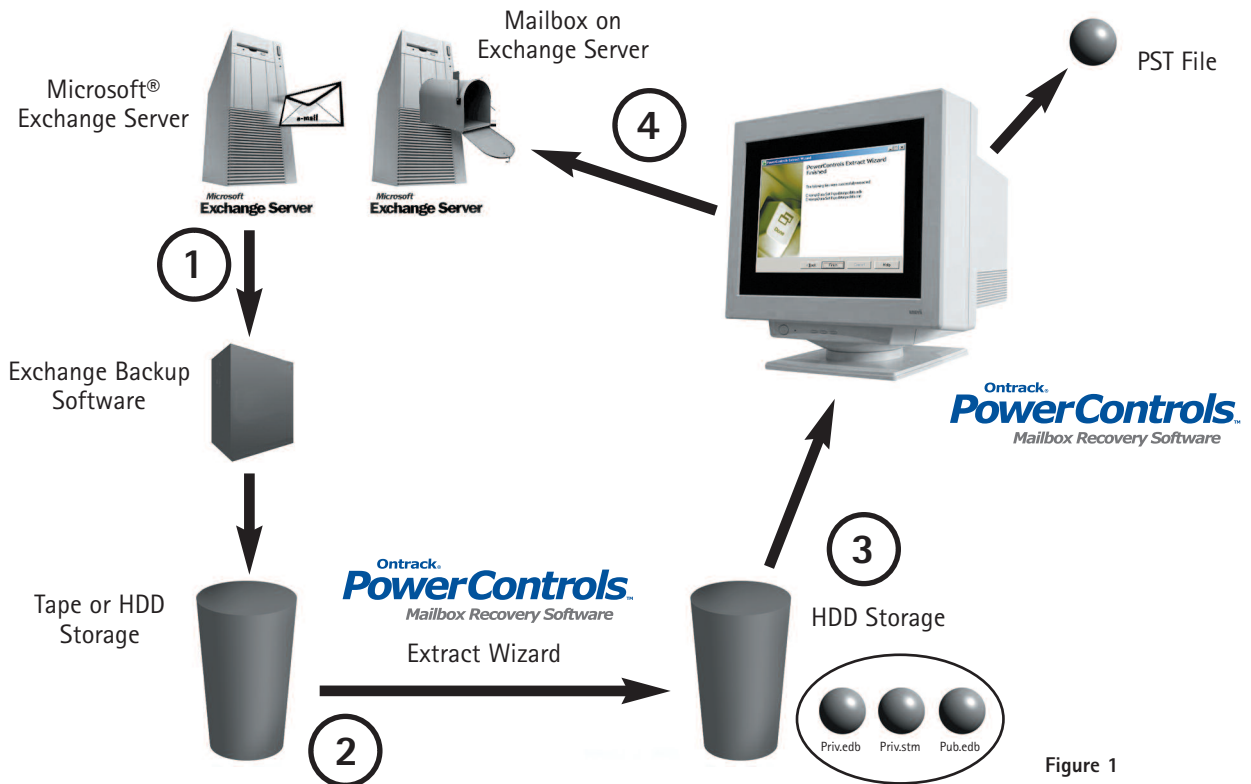


Figure 1

The key to PowerControls is its ability to directly read EDB files. Using it requires no change to backup procedures – rather, it works after a backup has been completed.

**Step 1:** As normal, backup software backs up an Exchange database and creates Exchange backup sets.

**Step 2:** The PowerControls ExtractWizard restores the database to an alternate location that is not an Exchange server, as shown in Step 2.

Note: For those backup formats currently not supported by ExtractWizard, the Exchange backup software restores the database to an alternate location that is not an Exchange server.

Lastly...

**Step 3:** PowerControls can now be used to view and search through individual mailboxes, messages and attachments, as shown in Step 3.

**Step 4:** PowerControls can restore a single mailbox, messages or attachments back to the production Exchange server, or to a new or existing PST file at another location.

## A Brief Hands-On Look at PowerControls

Although an exceedingly powerful piece of software, PowerControls is surprisingly simple to use. A Data Wizard runs when you start PowerControls for the first time. It walks you through the process of selecting an Exchange database to restore, whether to restore to an Exchange server or PST file, and the location of that server or file. Figure 2 shows the wizard in action.

If you need to restore individual mailboxes or messages, you can instead first directly open the EDB file, and then open the PST file or Exchange server to which you'll be restoring mailboxes or messages. (Note: PowerControls will create a new PST file if you don't have a target PST to which you want to restore messages or mailboxes.)

Once you open the EDB file, it's easy to find the specific messages you want to restore. PowerControls uses a search interface much like Outlook's Advanced Find dialog box. As you can see in Figure 3, you can search for or exclude keywords, and by the Sent From: field, Sent To: field and Date fields. PowerControls also allows you to selectively search in the Message Subject, Message Body, Attachment File Name, or Attachment Text.

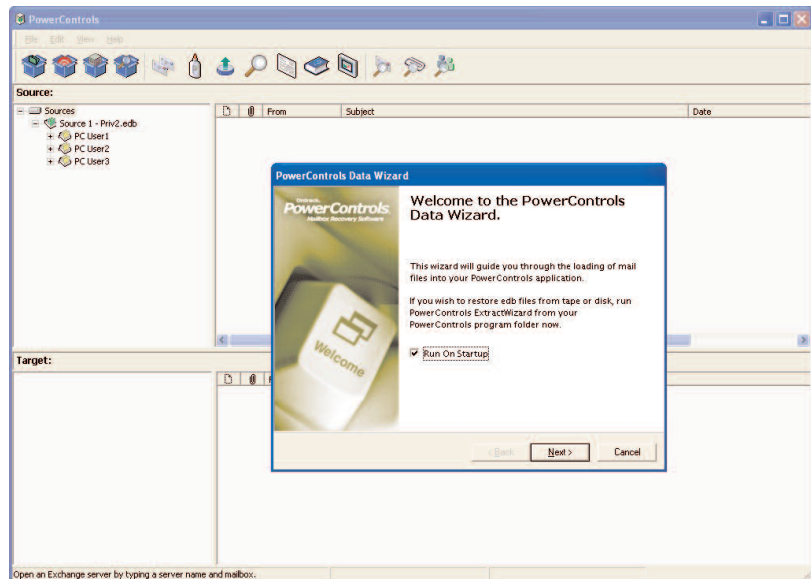


Figure 2

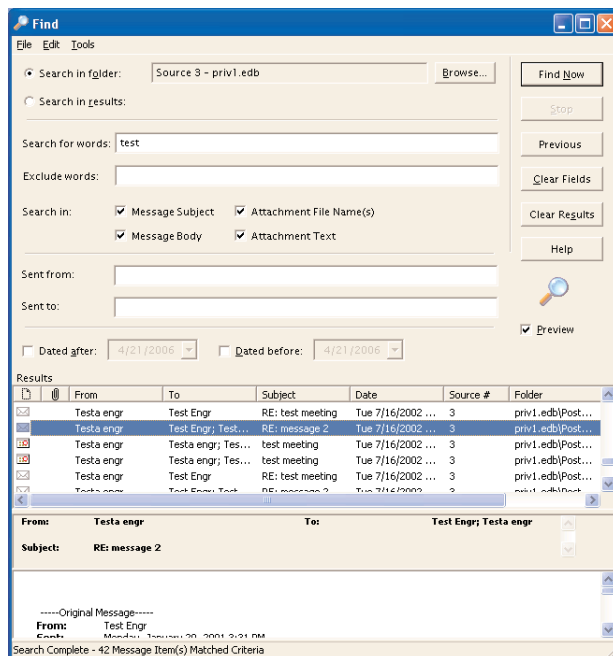


Figure 3

When you complete your search, PowerControls displays all messages that match your search criteria. You can drag and drop them to the target folder, or else copy and paste them to the folder. You can also restore an entire folder by the same methods. If you need to refine your search, the PowerControls search in results option lets you refine the search process using the previous search results.

To restore an entire mailbox, select the mailbox from the source pane and drag it to the target where you want it copied. As PowerControls copies the mailbox, you'll see a progress report dialog box that reports on the progress of the copying and adds additional information, as shown in Figure 4 (on the following page). You can discontinue the operation at any time by clicking on Cancel. You can also copy mailboxes by selecting them, clicking on Copy and clicking on Paste, which copies them to the desired location. In both operations, you can print out a report that details your action, or save it to a text file.

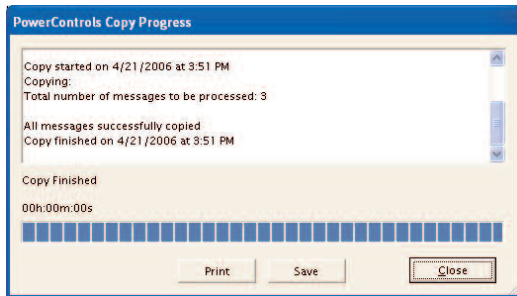


Figure 4

One of PowerControl's most powerful and useful features is its ExtractWizard. Most backup programs only let you restore Exchange data to the same or a duplicate server from which it was backed up. The ExtractWizard, however, will restore Exchange data to any machine, volume or folder that you want.

When you run the ExtractWizard, you first tell it where the data is currently located. PowerControls searches the location for data files, and shows you all that it finds, as you can see in Figure 5.

Choose the files you want to restore, then tell the wizard where you want the data restored. The wizard then goes to work restoring the data to the location you defined, and when it's done, you'll see a screen like that shown in Figure 6. Click Next when it's finished.

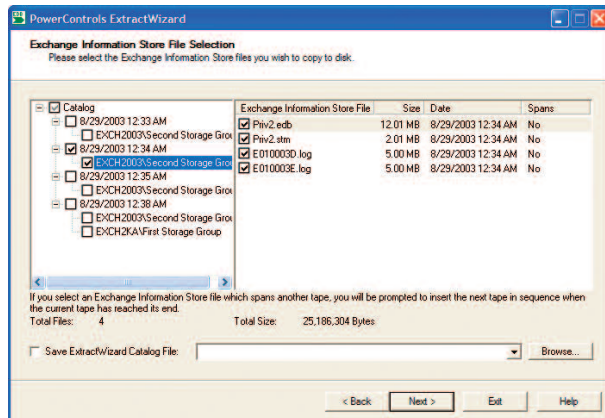


Figure 5

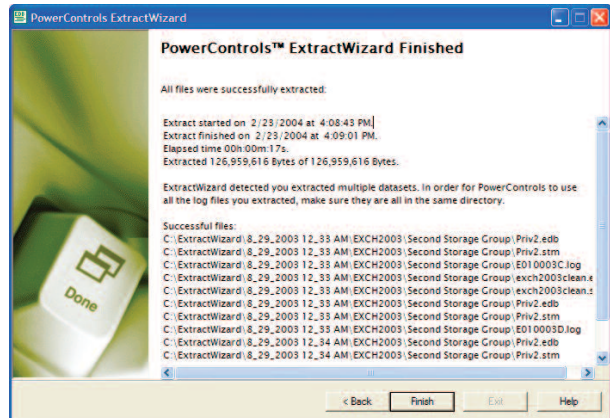


Figure 6

## The Benefits of PowerControls

PowerControls solves the problems that administrators face in backing up and restoring email from Exchange servers. Because it can search through and extract email from EDB files, it saves time and money, and ensures that corporations always have easy, quick access to archived email, whether needed for internal purposes, legal reasons, or for any other use.

Again, the power of an email recovery product such as Power Controls can expedite the search, recovery and production of email data for use as evidence in legal cases, but the process and use of the information must follow certain guidelines and regulations. We highly recommend that you consult with legal and technology experts such as a general counsel in a corporation, a law firm or legal experts at Kroll Ontrack.

## Time Savings

PowerControls allows you to slash restore times by letting you restore single mailboxes, individual folders, or any number of messages and attachments, so that you don't need to do brick-level backups. Brick-level backups can take up enormous amounts of time and management resources. You can use PowerControls to restore what you want directly to your production Exchange server or to a PST file. It can restore not only messages and attachments, but also notes, and contacts, calendar and task items.

PowerControls' searching feature lets you restore only what you want to restore, not the entire EDB file. If you don't do a brick-level backup, you normally have to restore the entire EDB file. Instead, you can use PowerControls' searching features to search through the EDB file, find the messages or data you want to restore, and restore only those, rather than the entire database.

## Cost Savings

As we've discussed in this paper, it is possible, without PowerControls, to recover individual mailboxes and messages using EDB files, but only using a costly, time-consuming procedure. You have to create a duplicate Exchange server (called a recovery server), then copy the backup to that server, and you can then export individual mailboxes to PST files. You then search through those PST files for the messages you need to recover, and then copy them back to the server.

Buying and maintaining a recovery server is an expensive proposition, though. And the backup process itself is tedious and requires substantial resources from the IT department. Some IT departments, rather than going through the expense of buying and maintaining a recovery server, may decide to build a recovery server from scratch when needed. But doing that could easily take an entire day, and is often impractical because the backup information is generally required quickly. In addition, the cost of building a server from scratch is substantial.

So, yes there are other options for recovering individual mailboxes and messages but they may not be the most efficient and cost effective options. A product such as PowerControls provides a much more efficient and cost effective solution than other methods for a price that is well worth the investment – typically paying for itself upon the initial use. We've identified the five primary reasons that best articulate the benefits of PowerControls as the most solid alternative to other, more labor intensive and costly methods of recovering individual mailboxes and messages.

## Five Major Reasons for Using PowerControls

There are five primary ways you can benefit from PowerControls:

- **Minimize the amount of storage space and the cost required to store and archive your backups.** PowerControls eliminates the need to backup mailboxes individually, thereby completely eliminating the backup space, cost, and time associated with performing brick-level backups.
- **Greatly reduce the time required to restore an individual mailbox.** PowerControls restores mail items from a previous full backup directly into the production Exchange server or directly into a new or existing PST file, thereby eliminating the extra steps required to separately import mail back into Exchange or Outlook.
- **Virtually eliminate the time it takes to backup the information store.** PowerControls completely eliminates the need to backup mailboxes individually. In other words, most companies today will perform a full Exchange backup as normal and then run a second process to backup "Very Important Mailboxes (VIM)" individually. PowerControls eliminates this second process completely.
- **Minimize the time it takes to locate all emails matching specific criteria – keywords, specific user(s), subject, date.** PowerControls has an Advanced Find feature that can search across all mailboxes in an archive EDB file, rather than searching one mailbox at a time or bringing an old backup back online for analysis.

- **Cut the time it takes to backup an individual mailbox to ZERO.** PowerControls takes zero time to do this because we've completely eliminated the need for this step!

## PowerControls ROI

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In many cases, the time savings alone will allow PowerControls to pay for its cost on the very first use. While this depends greatly on your specific Exchange scenario, the average user will discover significant time savings by reducing or completely eliminating steps typically required during an Exchange recovery or restoration.

- **Skip Recovery Server Set-up:** Using ExtractWizard allows you to save as much as a full day's worth of work by eliminating the need to set-up a recovery server.
- **Eliminate brick-level process:** You can save by cutting your storage costs – whether if be tapes or off-site storage – and greatly diminishing your management time.
- **Slash restore time:** With PowerControls you can now search and copy directly to an Exchange server or to a PST file.
- **Minimize deleted item retention:** With PowerControls, you can save on your server storage space.

## PowerControls FAQs

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Q| **What is PowerControls used for?**

A| PowerControls is a tool for Microsoft® Exchange Server Administrators to quickly and easily restore a single mailbox, folder or even a single message from any previous full backup to any mailbox on the network or directly into an Outlook PST file on a local drive. It is designed to slash restore times and eliminate the need to do brick-level backups.

Q| **What are the system requirements for PowerControls?**

A| To connect to and use PowerControls software, you need the following hardware and software:

- Windows 2000 Server, Windows 2000 Professional, Windows XP Professional, Windows XP Home, or Windows 2003 Server
- Microsoft® Outlook 2000 or later  
*Note: The Operating Systems listed above and Microsoft Outlook are required to have the latest service packs installed.*
- Pentium-class processor
- Required RAM: 256 MB Minimum
- Required free disk space: 150 MB of free hard disk space for the installation of PowerControls. More disk space will be needed for processing log files when opening an EDB file.
- Monitor with 800x600 or higher screen resolution

*Note: PowerControls supports Microsoft Exchange Server 5.5, 2000, or 2003.*

*PowerControls is designed to run from a Windows workstation and uses native Microsoft Messaging APIs (MAPI) to communicate to the Exchange Server, ensuring reliable and consistent operation of your server. Outlook must be installed and configured on the workstation to connect to an Exchange server for MAPI to initialize properly. PowerControls is not designed to run from an Exchange Server.*

**Q| Can I install the full edition on top of the free edition?**

A| No, the free edition must be uninstalled before installing the full edition.

**Q| Can the free edition be installed if the full edition is already installed?**

A| No. If you have already installed the full edition, you cannot install the free edition.

**Q| Can I install PowerControls on a system and review/recover from both the archived and active email stores?**

A| PowerControls can only recover from offline EDB files. Therefore, you can recover from the Archive but not the active email stores.

**Q| If one of my messages or attachments contained a virus, will PowerControls remove the virus?**

A| PowerControls does not check messages or attachments for viruses when restoring them from the database. If you are concerned about messages containing viruses, use your anti-virus software after restoring messages to scan for viruses.

**Q| Does PowerControls have to be installed on my Exchange Server?**

A| No. PowerControls is designed to run from a Windows workstation and uses native Microsoft Messaging APIs (MAPI) to communicate to the Exchange Server, ensuring reliable and consistent operation of your server. Outlook must be installed and configured on the workstation to connect to an Exchange server for MAPI to initialize properly.

**Q| What license models are available for PowerControls?**

A| PowerControls software editions are licensed based on the number of Exchange servers and mailboxes per server in your environment. For companies who use the product for internal or "in-house" purposes, you need to purchase a **Corporate License** in order to be in compliance with our Licensing Agreement. The three different Corporate License editions, Standard, Business and Enterprise, offer different mailbox and server options at varying price points to meet your specific needs. **Commercial Licensing** is an annual renewable term license model and is available for consultants or those with technicians "in-the-field" who use the product in conjunction with services of any kind provided to third parties, or any other large volume use of the product that goes outside of one corporate entity.

The details of the license grant are as follows:

LICENSE GRANT. Kroll Ontrack grants you a non-exclusive license to use this software and any associated documentation (the "Software") as indicated herein. The Software is in "use" when it has accessed the Exchange Server's database. "Accessed" is defined as opening an Exchange Server database (EDB) file or logging into an Exchange Server. Once in use as defined above, the Software is permanently licensed to that Exchange Server. Use of the Software on any other Exchange Server other than the originally licensed Exchange Server is not permitted without the payment of an additional licensing fee. If you have purchased a Corporate License, you may use (as that term is defined above) the Software, for internal purposes only, for the license term authorized and agreed upon at the time of purchase. If the Software is to be used for commercial or financial gain including, but not limited to, performing technical or consulting services, a Commercial License must be purchased. If you have purchased a Commercial License, you may use (as that term is defined above) the Software, for commercial or financial gain, for the license term authorized and agreed upon at the time of purchase.

**Q| How do I perform a Boolean search with PowerControls?**

A| In PowerControls a Comma is equal to "OR."

*Example:* If you are searching for Power OR Controls, you will type in Power, Controls.

A Space is equal to "AND."

*Example:* If you are searching for Power AND Controls, you will type in Power Controls

Quotation marks (" ") around the words equals an "Exact Phrase" search.

*Example:* If you are searching for the exact phrase Power Controls, you would enter "Power Controls."

**Q| What edition of PowerControls do I need?**

**A|** All editions of PowerControls have the exact same functionality. There are three editions available from which you can choose, depending on the number of servers and other requirements. The Standard edition handles up to 100 mailboxes per server; the Business edition up to 250 mailboxes per server; and the Enterprise edition allows for a customized number of mailboxes per server.

- Technical note: With Exchange 5.5, each server can only have one EDB file containing all the mailboxes on that server. With Exchange 2000, each server can have one or more EDB files for mailboxes on that server; each EDB is called a "Storage Group". PowerControls software editions are licensed based on the number of Exchange servers and mailboxes per server in your environment (for licensing information, see previous FAQ: "What license models are available for PowerControls?")
- Technical note: PowerControls can process both Private Information Stores (priv.edb, containing mailboxes) and Public Information Stores (pub.edb, containing public folders). In PowerControls a private store mailbox = public store root folder. PowerControls will not open either type of EDB with more mailboxes than originally licensed for. For example, if you purchased the Standard Edition (for 100 mailboxes per server), and try to open an EDB file with 101 mailboxes, the product will refuse to open the file because it exceeds 100 mailboxes..

**Q| How can I learn more about PowerControls?**

**A|** For additional information about Ontrack Data Recovery, its products and services, or the location of an office near you, please call our corporate headquarters or visit our website at [www.ontrack.com](http://www.ontrack.com).

## What To Do Next

The best way to see the values of PowerControls is to try it yourself. You can download a free evaluation edition from <http://www.ontrack.com/powercontrols/> and see how it can restore email quickly and effectively.

To request a price quote, visit <http://www.ontrack.com/powercontrols/rfq.asp> and fill out information such as the number of Exchange servers you support. You'll be contacted by a representative to assist you with your questions.

As we have learned, email recovery can be a difficult and challenging task. PowerControls software offers IT Administrators with a time-saving tool to do it themselves, but sometimes the recovery may require more extreme measures.

Whether a mistake, a malicious effort or an act of God, accidents happen and data may be lost. If your Exchange Server goes down, don't panic – just open PowerControls to begin your data recovery efforts to retrieve all the new messages since your last backup. Begin by rebuilding your production server from your last full backup, then, use PowerControls to extract any new messages from the downed EDB file and copy them to your new, fully functioning production server.

If you find that the EDB file contains more severe corruption, you may want to utilize Ontrack Data Recovery Services, a division of Kroll Ontrack, by calling 1-800-872-2599, or visiting us at [www.ontrack.com](http://www.ontrack.com).

Likewise, if you are faced with a request from the legal department to collect email documents for a discovery request, or if the request requires Exchange Server email restoration that is only available on archival tapes, PowerControls can save you time and money by restoring individual users' mailboxes. It will help you avoid the complexities and hassles of setting up one or more Exchange recovery servers to restore tapes, by letting you copy out entire mailboxes to another location and produce a collection of PST files for further processing and review.

If you decide that you would like industry leading expert assistance on your electronic evidence data collection, processing or production matters, or to learn more, contact Kroll Ontrack by calling 1-800-347-6105, or visit us at [www.krollontrack.com](http://www.krollontrack.com).



**PowerControls White Paper**

Ontrack Data Recovery, Inc.  
9023 Columbine Road  
Eden Prairie, MN 55347

Tel (952) 937-5161  
Toll Free (800) 872-2599  
Sales Fax (952) 937-5750  
Main Fax (952) 937-5815

Web: <http://www.ontrack.com/powercontrols>