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# GROUPWISE GRANULAR RESTORE

VERSION 1.0

## INTRODUCTION

The purpose of this document is to provide details on how to use Backup Professional software to restore a GroupWise backup. The following topics are addressed in this document:

1. Restoring GroupWise email
2. Restoring GroupWise mail box
3. Restoring GroupWise user account

Note: Please note that the results presented in this document were obtained using GroupWise 8.0 and ConsoleOne 1.36H. However, this documents supports the following versions of GroupWise:

- GroupWise 6.5
- GroupWise 7.0
- GroupWise 8.0

## OUT-OF-PLACE RESTORE OF GROUPWISE DATABASE

To restore a GroupWise database you must first disable the GroupWise services, Next, restore the backup of the GroupWise domain and the backup of the GroupWise post office directories into separate locations (when preparing to perform the restore, the name of the target directory where the files will be restored should be different from the name of the directory from which the files were backed up.) Refer to the GroupWise chapter in the Agents User Manual for complete details on restoring a GroupWise backup.

For example, if the GroupWise database originated in the following directories:

GroupWise domain directory is in SYS:\GWDB\DOM

GroupWise post office directory is in SYS:\GWDB\PO

Restore to an alternate location, such as:

GroupWise domain directory restored to SYS:\GWRESDB\GWDB\DOM

GroupWise post office directory restored to SYS:GWRESDB\GWDB\PO

When restoring the GroupWise directory, certain paths should not be restored. Restoring these paths may cause corruption of the entire GroupWise database and the file system. The following paths should be excluded from the GroupWise restore operation: (directory list below is an example, actual paths will depend on your installation directory):

Message queues at DOMAIN level:

SYS:\GWDB\DOM\WPCSIN\

SYS:\GWDB\DOM\WPCSOUT\

Description: These directories hold message queues at the domain level.

Message queues at Post Office level:

SYS:\GWDB\PO\WPCSIN\

SYS:\GWDB\PO\WPCSOUT\

Description: These directories hold message queues at the Post office level.

Message Transfer Agent Logs files:

SYS:\GWDB\DOM\MSLOCAL\0606MTA.001

SYS:\GWDB\DOM\MSLOCAL\0606MTA.002

Description: These are log files found in the MSLOCAL directory at the domain level.

The restored GroupWise database files will be located in the alternate location. In the current example, these files will be in SYS:\GWRESDB.

After restoring the GroupWise database into an alternate location, be certain to apply the appropriate configuration changes to ensure that ConsoleOne is pointing to the correct location.

## RESTORING LOST EMAILS

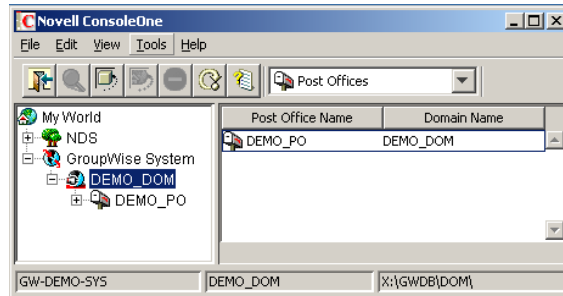
A GroupWise database consists of two parts: the *Domain* database and *Post-office* database. A copy of the Post-office database is needed in order to restore email. The instructions below define the method restoring lost emails:



**Fig 1:** GroupWise Database paths: Original and Restored

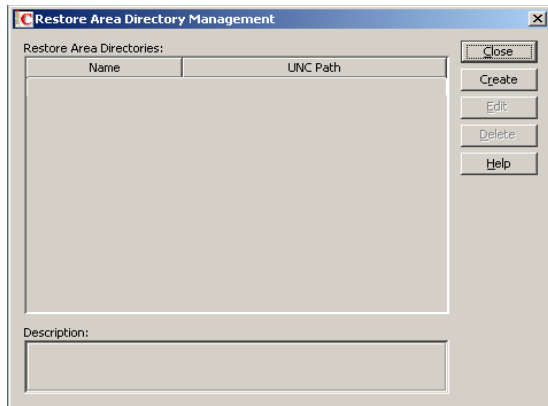
The original Post-office database is located in the directory named GWDB. The directory named GW\_RESDB is the directory where the files have been restored and contains a copy of the production directory (as shown in Fig 1).

1. Create a Restore Area for GroupWise. (Please note that the ConsoleOne screens may differ depending on the version being used.)
  - (i) Open ConsoleOne and select GroupWise Domain. In the example case, the GroupWise system has one domain, DEMO\_DOMAIN, and one post office, DEMO\_PO, under DEMO\_DOMAIN. (as shown in Fig 2)



**Fig 2:** ConsoleOne View of domain and post-office.

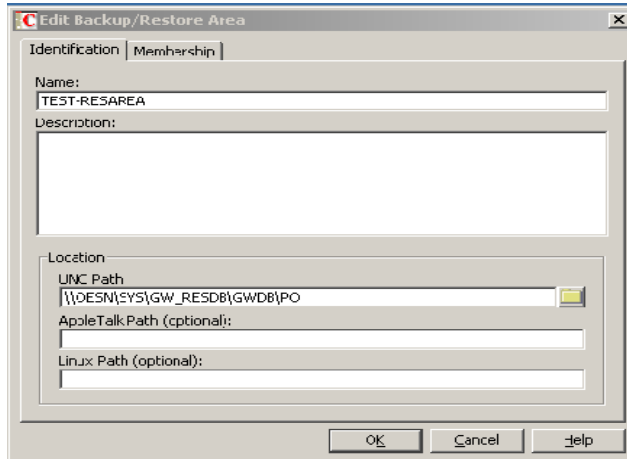
- (ii) Click Tools → GroupWise System Operations → Restore Area Management.



**Fig 3:** Existing Restore Areas.

This screen shows a list of existing restore areas.

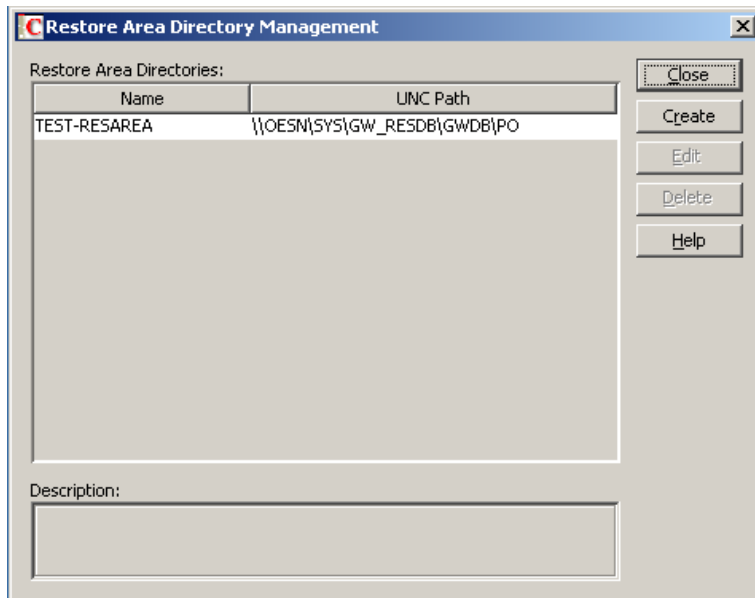
- (iii) Create a new restore area for *Post-office*.



**Fig 4:** Restore Area creation

“Name” is a name for Restore area, and “UNC path” points to the restored database directory.

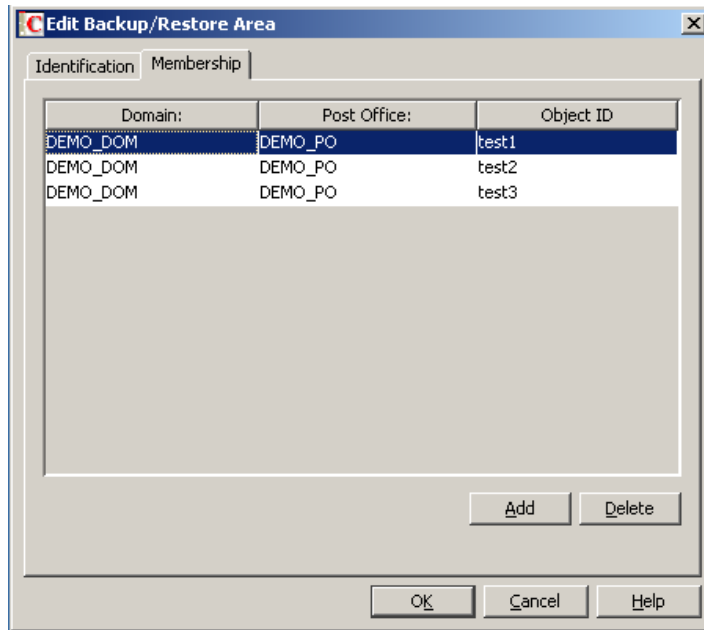
(iv) Restore-Area list



**Fig 5:** List of Restore Area

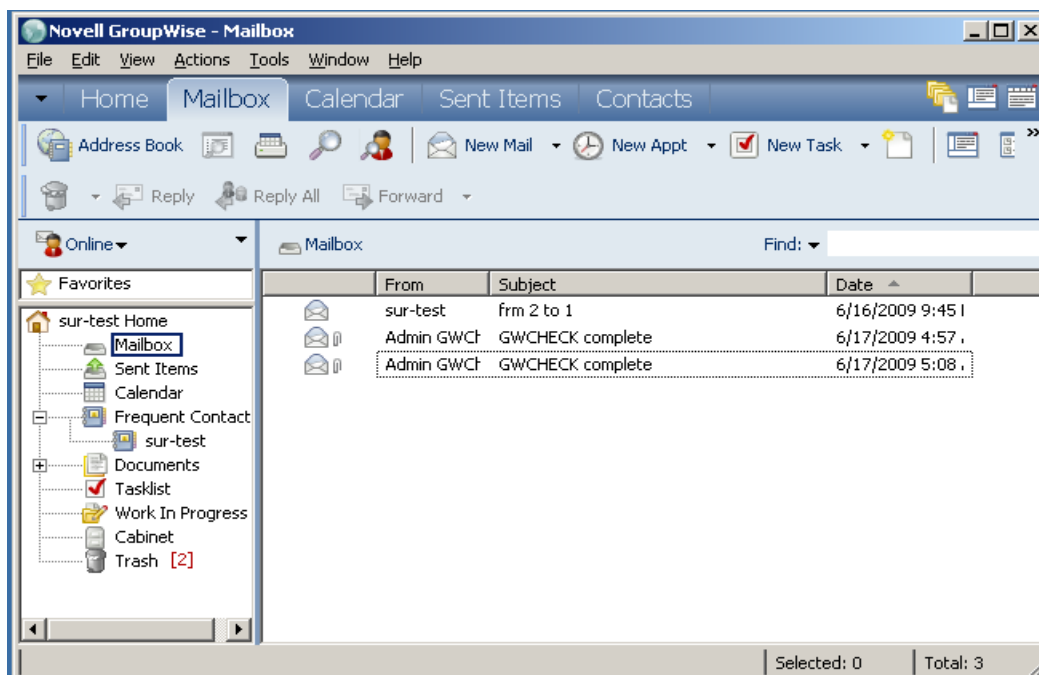
The Restore-Area will be synchronized to the GroupWise system. The synchronization may take a while to complete, depending on the size of the database.

(v) Add a user to the restore area. Users can be added by selecting an existing restore area for edit. The interface on the membership tab allows the addition of users.



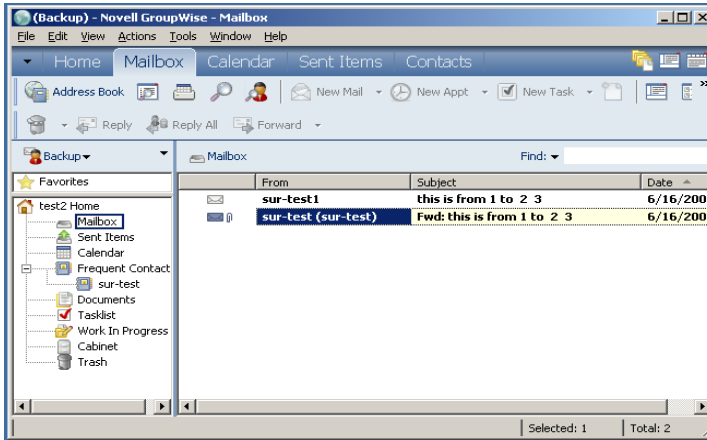
**Fig 6:** List of Users associated with Restore Area.

2. After creating the Restore-Area, use the GroupWise client to connect to the restore area and retrieve the desired emails.



**Fig 7:** GroupWise Client

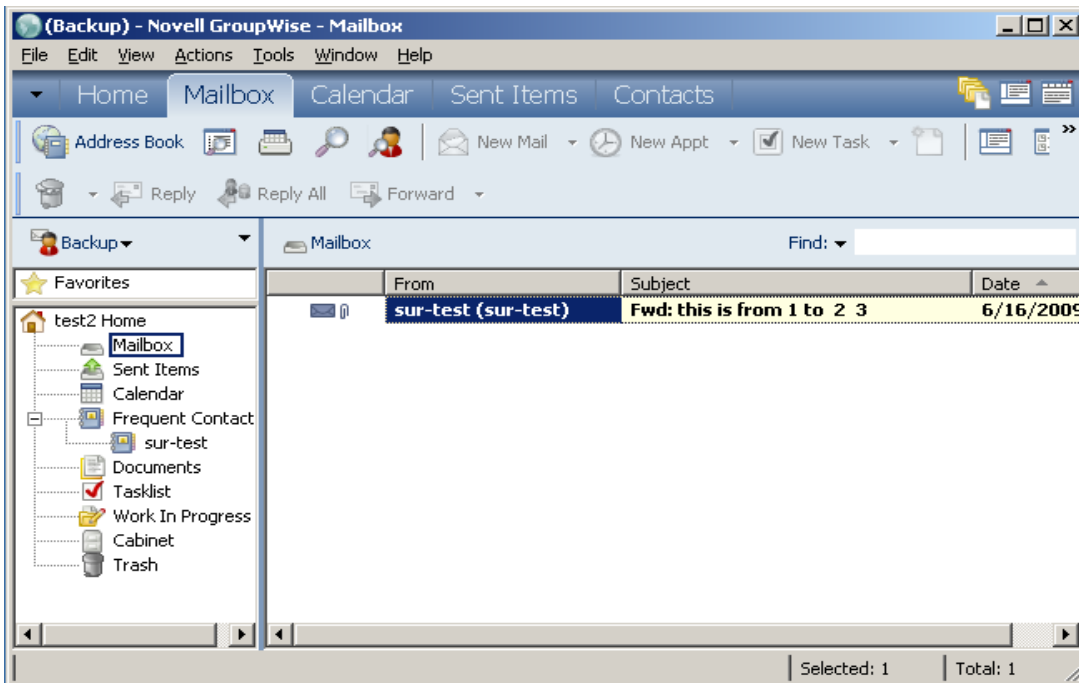
3. Use the GroupWise client to open the backup by selecting; File->Open Backup



**Fig 8:** GroupWise client showing lost emails from Restore Area.

The GroupWise system poses a query to choose a restore area from the existing ones. Once the GroupWise client is connected to an appropriate restore area, it displays only the lost, but not restored, emails available in the restore area for the user.

4. Select email and right click on it, then select Restore

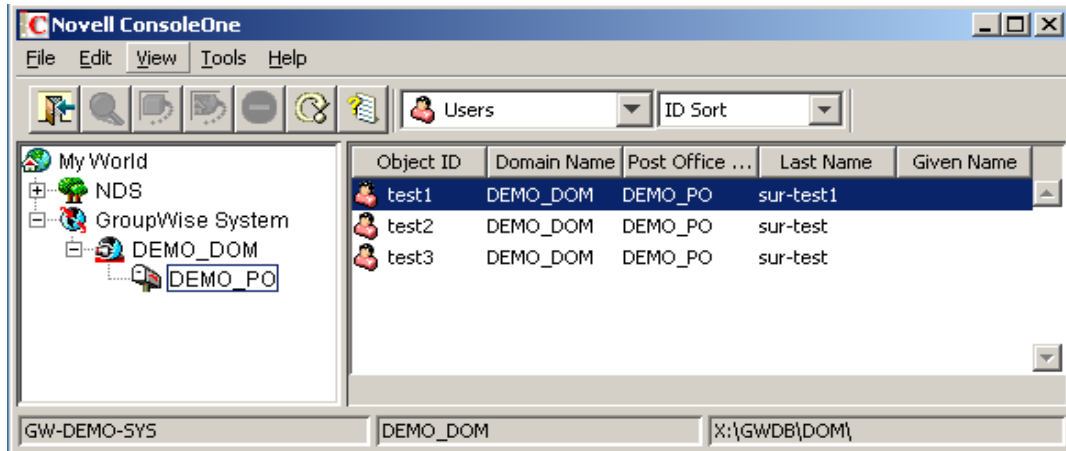


**Fig 9:** GroupWise client after restoring an email.

Once the email has been restored, it will no longer appear in the client's view of the restore area. The client view of the restore area will only show emails that have not been restored.

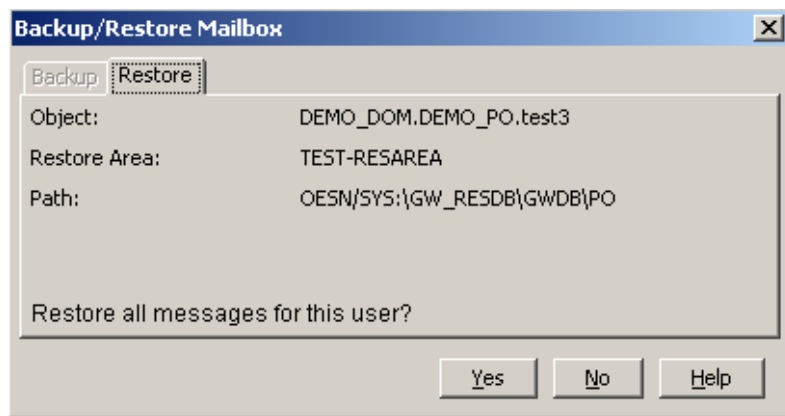
## RESTORING MAIL BOX

1. Stop GroupWise services, then restore the GroupWise Post Office database. ( See previous section for instructions )
2. Create a Restore Area in ConsoleOne. ( See previous section for instructions )
3. Add a member to the Restore Area.
4. Open ConsoleOne.



**Fig 10:** User Selection for a Post office

5. Select the user from the GroupWise View from which you will restore the mail box.
6. Tools→GroupWise Utilities, Backup/Restore Mailbox.



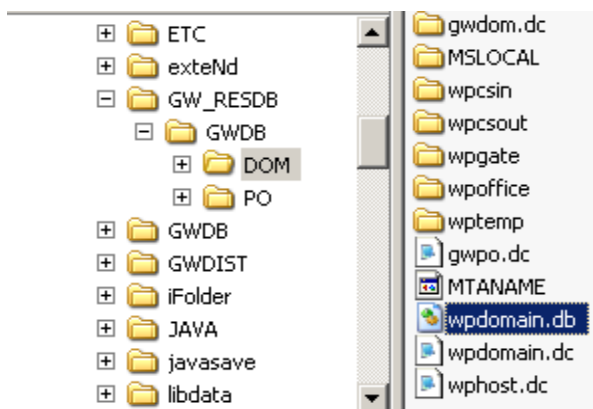
**Fig 10:** Popup to restore mailbox.

7. Click Yes and all of the emails in the backup database will be restored to the online mailbox. This operation may take a while to complete depending on the size of the mailbox.
8. Mail will automatically restored be restored to the user's mail box without any further action.

## RESTORING LOST USER ACCOUNT

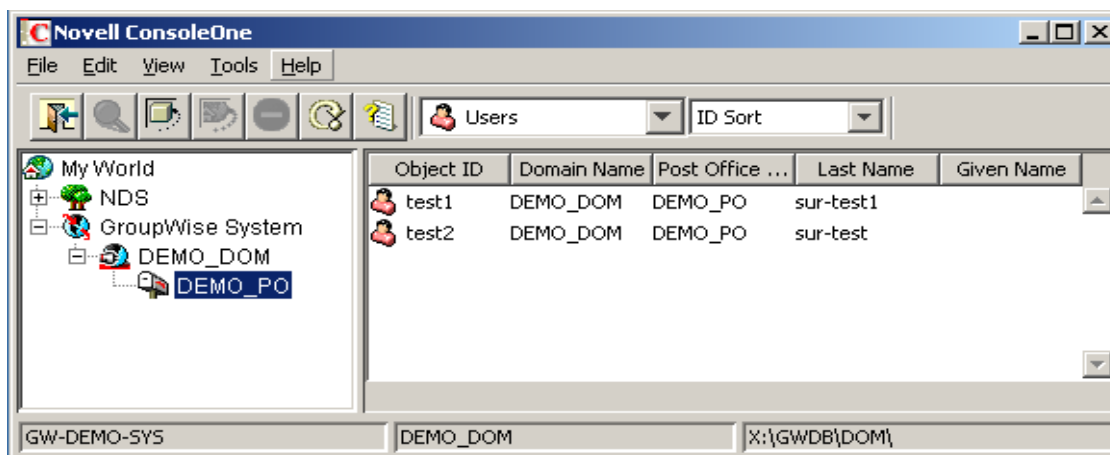
Emails cannot be restored without a place holder account and restoring a GroupWise account will not restore emails. In order to restore emails, you must first restore the GroupWise account. Follow these steps to restore a GroupWise account:

1. Find the wpsdomain.db file from the domain database. Restore the wpsdomain.db file to a temporary location.



**Fig 11:** wpsdomain in the GW\_RESDB

2. Use ConsoleOne to restore the deleted account. Open ConsoleOne and select the PostOffice where the user must be restored.



**Fig 12:** Deleted User account for test3

3. Select Tools→GroupWise Utilities, Recover Deleted Account.
4. In the Backup Domain Path, browse to the restored wpsdomain.db file.
5. Click the GroupWise icon that represents the option; “Account To Restore”
6. Find the user you want to restore and click OK.