

Restoring Deleted GroupWise Users

Have you ever restored deleted users? You were told to delete a user, you did, and then you were told to bring them back. Or maybe you deleted a user by accident! Either way, restoring a deleted user is a stressful task, so this chapter attempts to give you a complete solution to this scenario.

This chapter gives you step-by-step instructions, and it also tries to weave in some architectural explanations about what you are trying to accomplish within the various steps.

In order to restore a deleted user, you must use the Recover Deleted Account utility, which is new to GroupWise 6.5, or you must import the user. This process brings back only the user's object, not their messages. Then you must restore the user's messages. Restoring user's messages is also explained in this chapter.

The Scenario

Tay Kratzer's (TKRATZER) GroupWise account was accidentally deleted. You need to restore everything you possibly can of Tay's e-mail. Tay is on a GroupWise domain called **CORP** and a post office called **CORPPO**.

Here is a high-level view of the steps that you will take. There are two major methods for restoring a deleted user. The simplest method is called Recover and Restore. This method requires that you have a WPDOMAIN.DB file that existed prior to the user's deletion. The more complex method (and only slightly more thorough) is called Import and Restore or Archive. Following is a high-level explanation of both of these methods.

Recover and Restore

- ▶ Recover the user's object via the Recover Deleted Account utility
- ▶ Restore the user's mailbox via the Backup/Restore Mailbox utility

Sort and Restore or Archive

Following is a high-level discussion about this method of restoring a user:

- ▶ Import **TKRATZER** with the same **USERID**, **FID**, first name, and last name that **TKRATZER** used before he was deleted.
- ▶ Condition the **WPHOST.DB** file for Tay's post office so that Tay is a member of the post office, the post office security level is low, the post office supports client/server and direct connections, and **WPHOST.DB** has a new mailbox password for Tay.
- ▶ Place the **WPHOST.DB** file in the restored post office's directory, and get into GroupWise.
- ▶ Once in GroupWise, archive and export as much info as possible.
- ▶ Unarchive and import items into **TKRATZER**'s live mailbox account.

You are welcome to mix and match elements of both of these solutions. For example, you can use the Recover method for re-creating the user's object (rather than the import method), and then use the Archive method for restoring the user's mailbox. There are two tasks that must take place—the user's account must be re-created, and the user's messages must be restored. How you accomplish these two tasks is up to you, and GroupWise is flexible enough to accommodate your particular situation.

Recover and Restore a User's Account

Bringing back a deleted user's account is the easier method. All of the needed utilities are built into GroupWise 6.5. If you cannot meet (or easily meet) the prerequisite mentioned in the next paragraph, which requires the **WPDOMAIN.DB** from backup, you will want to proceed to the method called Import and Restore or Archive. The Import and Archive method mentioned in the next major section brings back all that this method does, and more. The Recover and Restore method does not bring back the following:

- ▶ Personal address books
- ▶ Rules and proxy settings

If losing personal address books and the user's rules and proxy settings is not a problem, go ahead and use the methods explained in this section.

Prerequisites

You must have the following two components before getting started:

- ▶ A backup copy of the WPDOMAIN.DB for your system's GroupWise primary domain that existed prior to the time that **TKRATZER** was deleted. If you do not have this backup copy of the primary domain, you can use a backup copy of any secondary domain prior to the time that **TKRATZER** was deleted.
- ▶ A backup copy of the entire **CORPPO** post office prior to the time that **TKRATZER** was deleted.

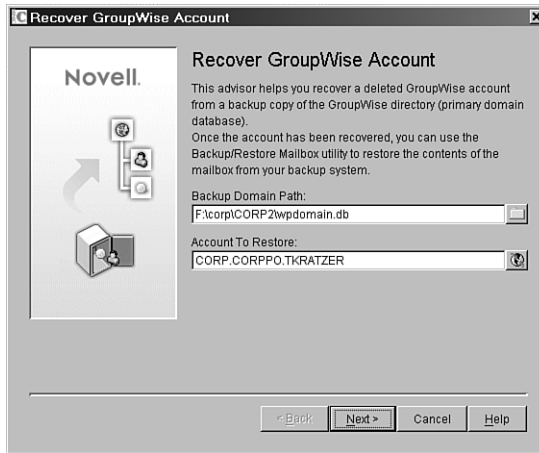
Bringing the User Back

This section focuses on how to bring the user's eDirectory and GroupWise object back. You must have a backup copy of the WPDOMAIN.DB for the system's GroupWise primary domain, prior to the time that **TKRATZER** was deleted. If you don't have it, you can use a backup copy of any secondary domain prior to the time that **TKRATZER** was deleted.

1. Load ConsoleOne and connect to the primary domain.
2. From the Tools menu, select GroupWise Utilities, Recover Deleted Account.
3. To fill in the Backup Domain Path field, browse to the WPDOMAIN.DB that you brought back from backup.
4. Select the Account to Restore button, and select the deleted user **TKRATZER**. Figure 28.1 shows a configured Recover GroupWise Account dialog box.
5. Click Next, and proceed through the rest of the Recover GroupWise Account wizard.
6. After the account is recovered, confirm that the newly restored account can get into the GroupWise mailbox. The user's password is also recovered during this process.

FIGURE 28.1

The Recover GroupWise Account wizard in ConsoleOne.

**NOTE**

At this time, the account is restored, but the messages in the mailbox are not.

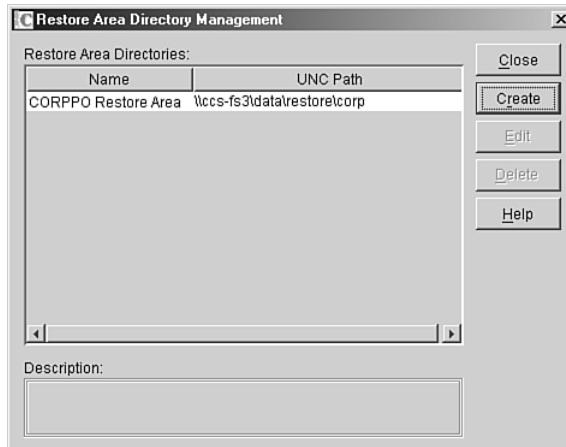
Restoring the User's Mailbox

In ConsoleOne you need to setup a *restore area* where the GroupWise message store of the post office that houses the deleted user can be restored and then accessed by users or the GroupWise Post Office Agent (POA) in order to restore deleted and purged e-mail.

You set up the post office's restore area within the GroupWise System Operations menu in ConsoleOne. Figure 28.2 shows that a restore area has been set up for the CORPPO post office.

FIGURE 28.2

The Restore Area Directory Management dialog box in ConsoleOne.



To set up a restore area, follow these steps:

1. Load ConsoleOne.
2. Connect to the primary domain.
3. From the Tools menu, select GroupWise System Operations, Restore Area Management.
4. Type the name of the restore area. Type a description too if you want.
5. Create the directory structure you plan to use for the restore area. This should be a directory structure on a server that users can access (unless you are going to have the POA restore the user's mailbox). Either enter the UNC path in the restore area or browse to it.
6. Click the Membership tab to add users (or an entire post office) whose messages need to be restored.
7. Click Close to create the definition for the restore area.

If in step 6 you added the post office to the Membership tab of the restore area, you can access the Post Office Settings property page to verify that the restore area is recognized and is ready for use. You will see the name of the restore area on the Post Office Settings page next to the field that reads Restore Area.

NOTE

Once the restore area is set up and configured, you will need to find the backup that holds what is believed to be the correct post office message store prior to the time the user was deleted. You'll then prepare to restore it using your backup application. It's important to make sure that, in your restore area, you have sufficient space to restore the post office from backup.

Once a restore area is defined and the data is restored, there are two methods for restoring mail messages. The first method allows users belonging to the membership of a restore area to access their restored messages from within the GroupWise client. Users can then "cherry-pick" messages that they want to restore. The second method requires no effort on the part of your users. With this second method, the GroupWise POA restores the messages on behalf of the users.

It is important to note at this point that there is a slight difference between the users restoring their own mail, and the administrator performing this operation through ConsoleOne. If the user has been deleted and then re-created, their mailbox is now empty. They have no folder structure other than the default folders that any new account has. If the user is told to restore their mail as will be explained next, the mail that they choose to

restore will not preserve the folder structure from the backup location into the production system *unless* the user manually creates their folder structure in the production system first.

If the Administrator kicks off the restore through ConsoleOne, and then the POA performs the entire restore operation, the POA will preserve the folder structure from the backup location into the production system. Therefore, if the user has been deleted and re-created, it's best to use ConsoleOne to restore the user's messages. On the other hand, if the user does not use many folders and does not mind if the restored messages end up in the Mailbox folder, either option works fine.

Before you actually restore the user's mail, you must verify that the production POA agent has Read, Write, Create, Erase, Modify, and File Scan rights to the restore area. If this is not set, you will see **8200** and possibly **8209** errors on the POA and on the client if the user is initiating the restore. The easiest way to verify this is to browse to go to properties of the restore directory in ConsoleOne. Click the Trustees tab, and make the POA object a trustee of this directory.

Restoring Messages—User and Windows Client-Based Message Restoration

Now that you've restored the message store to the restore area, you should notify and, if necessary, assist users to recover the deleted messages. At this point, you should have already assigned membership rights for the restore area to the user(s) who will be accessing the restore area. You should have also already made the user's POA object a trustee of the restore area.

TIP

If your users have any auto-delete or auto-archive preferences set up on their live mailboxes, you should disable those temporarily. If you do not, restored items that pass the time threshold defined in the user's mailbox will be deleted or archived just as soon as they are restored.

The steps in this operation are performed from within the GroupWise 6.x or later clients. Follow these steps to open the backup area and recover the deleted messages:

1. Start the GroupWise client and click the File menu.
2. Click the Open Backup command, as shown in Figure 28.3. The client will authenticate to the restore area. If the user has full rights to the restore area—and if the user is a member of the restore area—the backup mailbox will open.

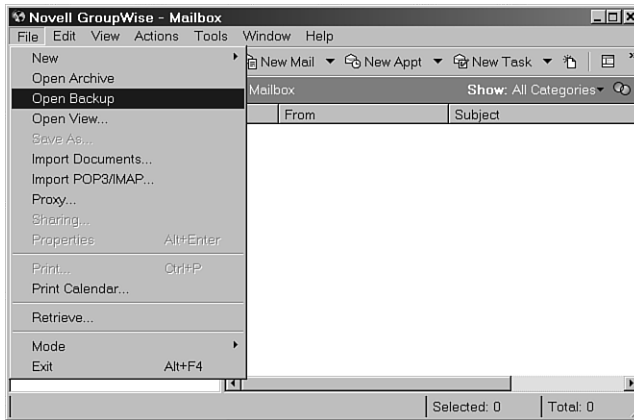


FIGURE 28.3
Accessing the restore area in the GroupWise Windows client.

3. Browse through the restorable messages and highlight the ones that need to be returned to the mailbox. You can select random messages with the Ctrl-click. You can select all messages by selecting the first message, moving down to the last one, and Shift-clicking the last message.
4. Once you've highlighted the messages, right-click one of them and choose the Restore command.
5. After the messages are restored, close the restore area by clicking the File menu and selecting the Open Backup command. You will be returned to the main mailbox and should see the recovered messages.
6. When restoring messages via the Windows client, you can also restore items that are in the trash of the Backup mailbox. In order to do this though, you must undelete the items from the trash in the Backup mailbox, and then restore the items. These items will not automatically move to the trash though; you must delete them yourself.

When restoring mail through the client, the restored messages are placed in the mailbox folder unless the folder they are contained in also exists in the online mailbox. In other words, unless the online mailbox folder structure matches what is in the backup mailbox, mail that is restored will be placed in the mailbox folder.

NOTE

This process of restoring messages works, but it isn't as slick as having the POA restore the user's messages, which is explained in the next section.

Restoring Messages—Administrator and POA-Based Message Restoration

This method has one distinct advantage over having the user perform the restore—the POA-based message restore will create any folders that do not exist in the online mailbox but that do exist in the backup location, and place the mail in the appropriate folder. This preserves the user's folder structure.

TIP

If your users have any Auto-Delete or Auto-Archive preferences set up on their live mailboxes, you should disable those temporarily. If you do not, restored items that pass the delete or archive time threshold defined in the user's mailbox will be deleted or archived just as soon as they are restored.

At this point you should have already assigned membership rights to the restore area for the user(s) (or post office) whose mailboxes are to be restored by the POA. This way when you issue a restore of a user's mailbox through ConsoleOne, the POA will correlate the user's membership to a restore area, and then know which UNC path to go to in order to access the backup of the post office. You must have also made the live POA object a trustee of the backup path with full rights. Follow these steps to task the POA with restoring a user's mailbox:

1. In ConsoleOne, highlight the user whose message items you need restored.
2. From the Tools menu, select GroupWise Utilities, Backup/Restore Mailbox. A dialog box similar to the one shown in Figure 28.4 should appear.

FIGURE 28.4
Issuing a mailbox restore from ConsoleOne.



3. Select the Yes button; this will send a message to the POA to restore the user's mailbox. Figure 28.5 shows the verbiage in the GroupWise POA's log when the user is restored. In this example, the logging level is set to verbose.

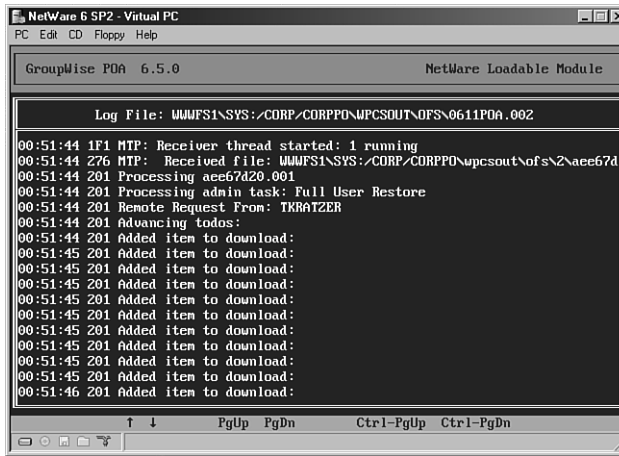


FIGURE 28.5
The GroupWise POA restoring a user's mailbox.

Now the user's account and mailbox are restored; they can begin functioning without any problems.

This is when you might see an 8200 or 8209 error. The most common cause of these errors is that the POA is not a trustee of the restore area, or that the POA cannot access the restore area for some reason. I have seen a few occasions in which the POA was reporting an 8209 error when it did have the necessary rights to the restore area. If you see this, you might find that it is best to place the restore area on the same server on which the POA is running.

NOTE

Import and Restore or Archive a User's Account

The Import and Restore or Archive method of bringing back a deleted user's account is the most complete method. Not all of the needed utilities are built into GroupWise 6.5. The Import and Archive method brings back all of the items that the Restore and Recover method does, in addition to the following items:

- ▶ Personal address books
- ▶ Trash items (if you want them)
- ▶ Rules and proxy settings

The only attributes of the mailbox that this method does not restore are any preferences that the users set up in their mailboxes prior to their deletion.

Prerequisites

You must have the following three items before getting started:

- ▶ The most recent backup of the entire **CORPPO**'s post office directory structure, restored to a server somewhere in your network. If you don't have a backup, you can't go any further.
- ▶ The GroupWise 6.0 ConsoleOne snap-ins that allow you to do an Import/Export from ConsoleOne. You can obtain the GroupWise 6.0 Import/Export Utility on Windows 95/98/NT/2000 from download.novell.com.
- ▶ You also need to know the user's FID before he or she was deleted.

Bringing a GroupWise Post Office Back from Backup

You will need the entire post office directory structure and the contents of those directories in order to make this solution work. Sometimes, administrators think that just bringing the **USERxxx.DB** back from backup is enough; it's not!

When you bring the post office back from backup, you should place it in some other location other than where the current live post office is located. It can be on the same server, just a different location. Before you attempt to bring the post office back from backup, make sure you have sufficient space to do so.

Installing and Configuring the GroupWise 6.0 Import/Export Utility

GroupWise 6.5 does not ship with an Import/Export utility. The Import/Export Utility you are instructed to use was made during the GroupWise 6.0 period, but it can be installed into ConsoleOne and used with a GroupWise 6.5 environment. When the Import/Export utility is incorporated into the GroupWise 6.5 ConsoleOne snap-ins, you can skip this entire section.

Following are the steps for importing a user into the GroupWise directory:

1. Download GroupWise 6.0 Import/Export Utility on Windows 95/98/NT/2000 from <http://download.novell.com>.
2. Place the downloaded file “GWPORT32.EXE “ in the CONSOLEONE\XX directory, for example, C:\NOVELL\CONSOLEONE\1.2.
3. Exit ConsoleOne.
4. Run the GWPORT32.EXE utility from the C:\NOVELL\CONSOLEONE\1.2 directory. You should see a dialog box similar to the one shown in Figure 28.6.

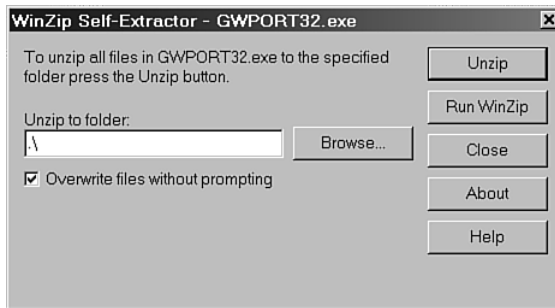


FIGURE 28.6
Extracting the
GWPORT32.EXE
utility.

5. Start ConsoleOne, select an Organization Unit (OU) in the eDirectory view, and then select Tools, GroupWise Utilities. You should see the Import and Export menu commands, as shown in Figure 28.7.

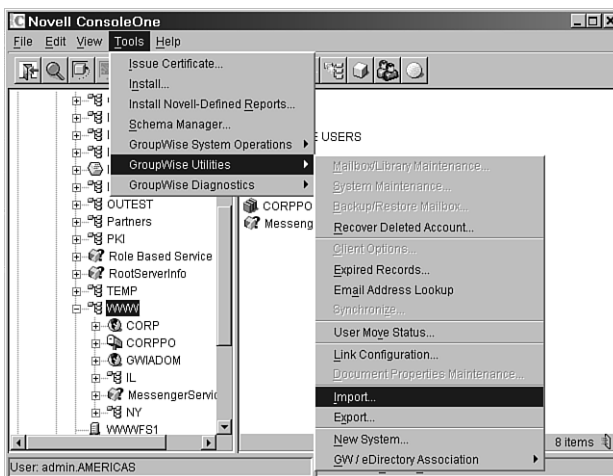


FIGURE 28.7
The GroupWise
Import and
Export utilities
in ConsoleOne.

If you receive errors when trying to run the Import utility, delete the following Registry keys in your Windows Registry. This section can conflict sometimes with the Import/Export utility you just installed.

```
HKEY_CURRENT_USER\Software\NetWare\Parameters\  
NetWare Administrator
```

And

```
HKEY_LOCAL_MACHINE\SOFTWARE\Novell\LIBRARY
```

Strategies for Determining a User's FID

In order to bring the user back, through an import that you will do soon in this chapter, you must know the user's three-character FID. Here are some ideas for determining the FID:

- ▶ Ask the user; there's a possibility he or she might know.
- ▶ Did the user have an archive directory? If, for example, their archive directory is `C:\ARCHIVE`, there will be a folder under `C:\ARCHIVE` with a name of `OFXXXARC`. The `XXX` is the user's FID.

Bringing the User Back

When bringing a user back from deletion, you must restore the user's directory object.

It's possible that you have already re-created the user so he or she has an account in the meantime. That's a common thing to do. However at this point, you cannot have a second account for the user before proceeding further. The person might have an eDirectory/NDS account, though. If the user has items in their new mailbox, get rid of their mailbox. You can have the user forward the message items to you or someone else for safekeeping.

Import the User's Object

1. Determine the following information about the user to be imported:
 - ▶ The user's last name.
 - ▶ The user's eDirectory common name. This is often referred to as the user's short name. For example, if my eDirectory name is `TKRATZER.NY.WWW`, my common name is `TKRATZER`.

- ▶ The user's GroupWise FID.
- ▶ The mailbox ID for the user if his or her mailbox ID *does not* match his or her eDirectory common name. The mailbox ID will not be used in the import file; it will be used if the mailbox ID and the eDirectory common name are different. You can make the change to the mailbox ID after importing the user.

Now you must create a user import file in an ASCII/text editor. Figure 28.8 shows an example of such a file in Notepad.

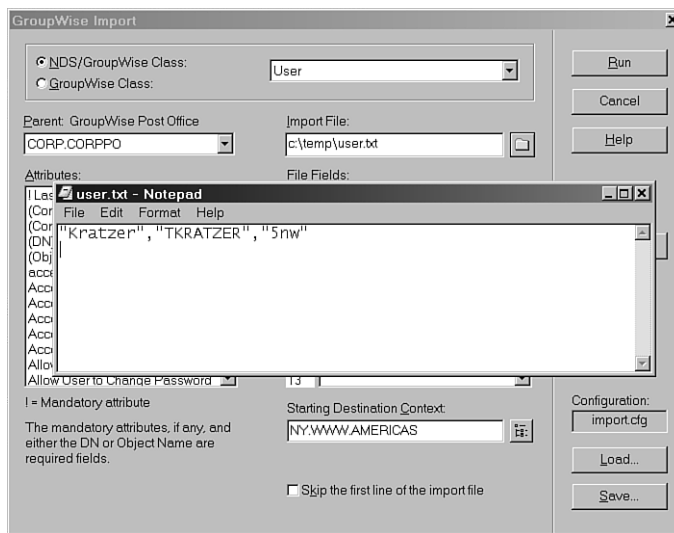


FIGURE 28.8
A user import file
in Notepad.

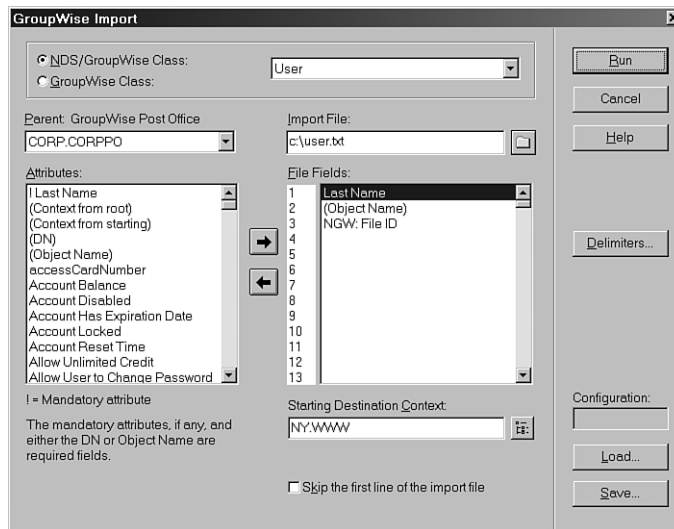
2. Do not add any extra keystrokes; the import file follows a very strict format. The example user has a last name of “Kratzer”, an eDirectory common name of “TKRATZER”, and a FID of “5nw”, followed by one carriage return (press Enter once).
3. Save the file as **C:\USER.TXT**.
4. Launch ConsoleOne.
5. Connect to the domain that owns the post office you are going to import TKRATZER to.
6. Launch the Import/Export utility. To do this, go to the eDirectory Browser view, highlight an eDirectory OU (any OU is fine), and select Tools, GroupWise Utilities, Import.

NOTE

It might take a long time for this utility to launch; just be patient.

7. Inside the Import/GWPORT utility, do the following, as shown in Figure 28.9.

FIGURE 28.9
Importing a user.



- ▶ NDS/GroupWise Class: User.
 - ▶ Parent: GroupWise Post Office. Select the post office this person will be associated with.
 - ▶ Import File: C:\USER.TXT.
 - ▶ Attributes (When you double-click these attributes they will be placed in the “File Fields” section): Last Name, (Object Name), NGW: File ID.
 - ▶ Starting Destination Context: Select the context the user will be imported into. This user might already exist in eDirectory, but this does not matter.
 - ▶ Do not make any other selections.
8. Select the Run button; this will import the user.

When you click Run you get an Import dialog box. It might just stare at you for a while, but eventually it will come back. You might have to flip screens with the Alt-Tab keystroke sequence to get the import

dialog box shown in Figure 28.10. The goal is for the Import utility to indicate that one user object was imported, as shown in Figure 28.10.



FIGURE 28.10

The Import dialog box is showing a successful import.

9. Select the Cancel button to get out of the Import utility. From ConsoleOne, finish the rest of this process.
10. Now edit the user's object in the eDirectory browser view, and enter the given name.
11. Now you can enter any other information about the user that you need to. Then exit out of the user's settings by clicking the OK button. You should now be able to see **TKRATZER** from the GroupWise view.
12. Confirm that **TKRATZER** actually has the FID that you specified. (I've seen situations in which the FID was **QXX**.) If you get this condition, make sure you are connected to the user's owning domain; then delete the user and try again.

It's easy to see when your import is successful. Importing can be difficult for some customers. The important thing to remember is the syntax in the import file. Make sure it is perfect, including just one carriage return at the end of the import file.

Obtaining Access to the User's Message Store on the Backup Post Office

You now have imported the user's object with their correct FID, so now you need to configure the post office so you can access the message store at the post office you brought back from backup. Every GroupWise post office has two security locks, so to speak. Those security locks are the **WPHOST.DB** file and the password on the user's **USERxxx.DB** file. In order to access the post office and the user's mailbox you restored from backup, you need to reconfigure the security locks to your advantage. On the post office database/**WPHOST.DB** file, you must

- ▶ Change the security level to low.
- ▶ Configure the post office to support direct connections. On the USERxxx.DB file, you must change the password to one that you know, in order to have access to the mailbox.

Here are the step-by-step instructions for accessing a user's message store (mailbox). You do not want to affect your live system with the changes you are going to make, so first you will have to spoof your system a bit:

1. From the domain directory, copy the WPDOMAIN.DB file for the domain that TKRATZER is now a member of from your live system to the `C:\GWDOM` directory. Also copy the GWPO.DC file from that same location to the `C:\GWDOM` directory.
2. In ConsoleOne, make sure the GroupWise snap-ins are connected to the WPDOMAIN.DB at the `C:\GWDOM` directory. You can do this by selecting Tools, GroupWise System Operations. Select Domain. Specify the path as `C:\GWDOM`.
3. Edit Tay Kratzer's object, and on the GroupWise Account page, change Tay's GroupWise password to **123**.
4. Edit the properties of the post office that Tay Kratzer is a member of (not the POA, the post office object):
 - ▶ Go to the Post Office Settings page under the GroupWise tab and change the Access Mode to Direct Only.
 - ▶ Now access the Security page on the GroupWise tab of the post office object. Change the security level to Low.

All the changes you made should not affect the live system because you are connected to the WPDOMAIN.DB on the local hard drive.

Now you need to build the WPHOST.DB file for the post office that TKRATZER is a member of. You will place this WPHOST.DB file in the post office directory that you brought from backup. To do so, follow these steps:

1. Highlight the post office object in the GroupWise view, and then select Tools, GroupWise Utilities, System Maintenance.
2. Select Rebuild Database and then click the Run button. When prompted for a path, specify the location of your backup post office directory.

You have been connected to the WPDOMAIN.DB file in the `C:\GWDOM` directory. It's important to make sure you disconnect ConsoleOne from this

WPDOMAIN.DB and connect to a WPDOMAIN.DB on your live system, which is on a server location. I suggest doing this right now. If you do not do this, the next time you load ConsoleOne, it will remember that you were connected to the domain on the **C:** drive, and will attempt to connect here. You might not notice that you are not connected to a production database, and all your administration changes will be for naught.

Now with the newly configured WPHOST.DB in place at the post office you brought from backup, you are just about ready to get in. You need to push Tay Kratzer's mailbox password of **123** down to the USERxxx.DB. Here's how to this:

1. Run the stand-alone GroupWise 6.5 GWCHECK.
2. Fill in the correct information in order to reset Tay Kratzer's password. Figure 28.11 shows you what settings to select.

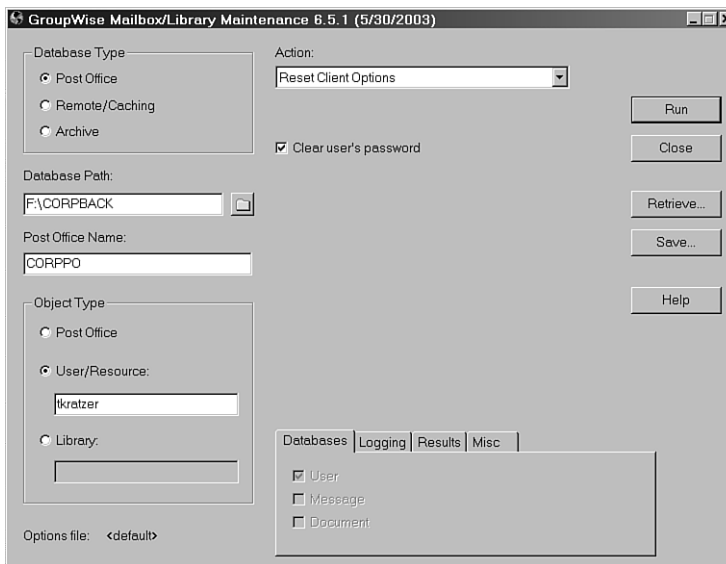


FIGURE 28.11
GWCHECK job is used to reset a password.

Now the user's message store is ready for you to access it. Here's what you do. Use the following command line in order to access the post office in direct mode:

```
GRPWISE.EXE /@U-<USERID> /PH-<PATH TO POST OFFICE >
```

For example

```
GRPWISE.EXE /@U-TKRATZER /PH-F:\CORPBACK
```

Exporting a User's Mailbox

Those of you familiar with the Archive feature might wonder why I refer to these next steps as exporting; there's more to it than just using the Archive feature. A user's mailbox doesn't contain only messages; it's the folder structure they have created, their address books, their calendar items, and even their trash items. Perhaps this is too sentimental a notion for you, but many users see their e-mail as an office of sorts. People are rather sensitive about their mailbox. You won't always be able to restore shared address books, shared folders, rules, and personal preferences, but if you are restoring the mailbox for an accidentally deleted user, you should take care to restore everything you possibly can.

Configuring the Archive Directory

First, you need to specify an archive location in order to create an Archive mailbox. Before doing this, you need to take some precautions. I have had experience in the past with Windows caching data rather than writing it to the hard drive. When you are archiving so much data, it might be better to specify the archive path to a NetWare server. The NetWare client does a much better job than Windows does of handling data. It decreases the likelihood of corruption to the Archive mailbox when archiving a large bunch of data at one time.

Here are the steps for specifying the archive directory:

1. From inside the user's mailbox, select Tools, Options, Environment, File Location, Archive directory.
2. Specify an archive directory.

Configuring the Mailbox Folder Structure for Export

Many users have created an elaborate folder structure under their mailboxes and cabinets. When you archive messages, the folders that have messages in them are automatically created in the Archive mailbox. When you eventually unarchive these items, the folder names are created again in the live mailbox. However, folders containing nothing at the time you performed the archive will be lost. Again, the idea is to try to duplicate the mailbox as closely as possible. Following are the steps for exporting the folder structure from a mailbox to the Archive mailbox:

1. Find one small message item in the user's mailbox. You'll use it to export the folders in this mailbox.

2. Highlight the item and select Edit, Move/Link to Folders.
3. In the resulting Move/Link Selections to Folder dialog box, check each folder within the Cabinet object. If the user has other folders under the mailbox that are not in the Cabinet, you can place check marks next to those. Figure 28.12 shows an example of this step.

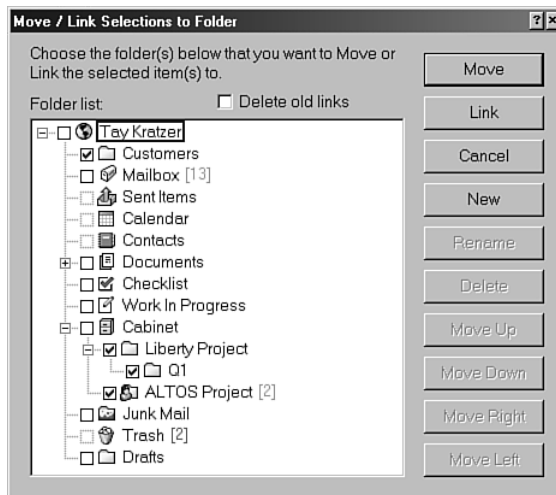


FIGURE 28.12

Linking a message item to all folders.

4. With the check marks in place, click the Move button. This creates a virtual copy of this message in every folder in the mailbox. Get out of the Move/Link option. When you archive, each of the folders will be created because there is an item in each of the folders.

Check in some of the folders and make sure all of them have a copy of the message you linked to the folders.

Exporting All Message Items—Even Sent Items and Personal/Posted Items

It is time to export the real meat of the mailbox. The easiest way to determine whether you archive everything in the mailbox is to use the Find feature in the GroupWise mailbox. Select Tools, Find, make no additional selections from the Find dialog box, and then click the OK button. This way, you are telling GroupWise to find everything. If this user is tidy or if you have an aggressive e-mail retention policy, perhaps you'll just find a few hundred items. However, many times you will find that there are thousands of items, maybe more.

The problem with this is that the Find window will not display that many items. So you might need to alter your Find query to only find items in a certain time period or of a certain type. When you choose Tools, Find, you can alter the scope of the query by using the Date Range section. You can also modify the results from the Find window by selecting Tools, Modify Find. I'll leave that to you. The idea is to get a maximum of about 4,500 items in the Find window, and then modify the Find window to get the next batch of items.

Your goal is to eventually find, and then archive, all of the message items in the user's mailbox. Here are example steps for doing this; you might need to deviate from these steps in order to pare down the results:

1. Inside the user's mailbox, select Tools, Find. Make sure the Find tab is active, and not the Find by Example tab.
2. Do not check or uncheck anything. Take the defaults by selecting the OK button. If you suspect that this user has more than 4,500 items throughout their mailbox, modify the find using the Date Range feature.
3. This process will find all message items. Select the first 500 or so items by Shift-clicking them. Then select Actions, Move to Archive.
4. Repeat step 3 (and possibly step 2) until all items have been moved to the Archive mailbox.

This process of archiving the items from the Find query should find calendar items, be they group or personal calendar items, and all message items if they are sent or received. Ideally, this process will move all message items from the master mailbox to the Archive mailbox. When the process finishes, the mailbox should look like a ghost town, perhaps with a bunch of empty folders.

TIP

This process of using the Find feature and archiving messages archives all of the user's Sent Items. Beginning with GroupWise 6.5, the Sent Items folder is no longer a find results folder. As a result, it is now created by default in the archive. So the user will see their sent items in the Sent Items folder by default. In earlier versions of the GroupWise client, this was not quite the case, and you had to create the Sent Items folder manually in the archive.

Exporting the Trash—It's Quick!

If you bring back the user's trash, he or she is going to think you performed wonders, and it takes just a minute. The steps to perform this are as follows:

1. Create a new folder in the cabinet of the user's mailbox (not the Archive mailbox), called `trash2`.
2. Go to the trash and Shift-click to select all items. Drag them to the new `trash2` folder you created.
3. Go to the `trash2` folder you created under the cabinet, Shift-click to select all items, and then select Actions, Archive.

The section titled “Importing Mail/Folders and Trash Items” describes how to move these trash items in the `trash2` folder back to the trash bucket in the user's live mailbox.

NOTE

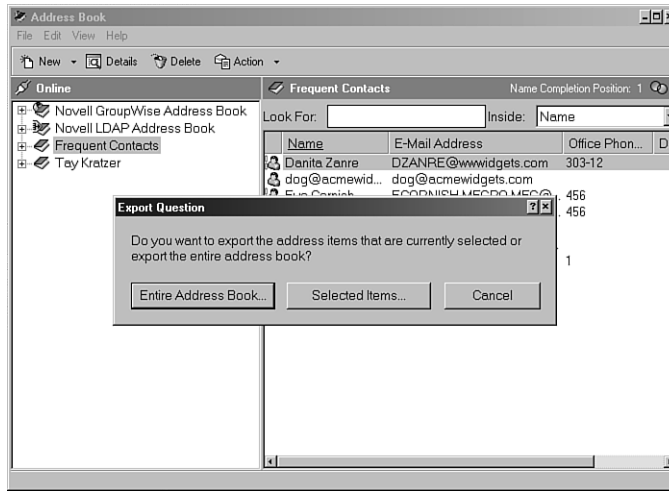
Exporting the Address Book

Every user has at least two address books and quite often more than that. These two address books are the Frequent Contacts address book and the address book containing the user's full name. The user you are working with might even have more. You can export the user's address books, and then import them (at a later time) into the user's address book in the live mailbox. The following steps illustrate how to do this:

1. Go to the GroupWise Address book by selecting Tools, Address Book.
2. Choose an address book to export by clicking the address book in the left panel (not the Novell GroupWise Address Book; that's your system address book, not a personal address book).
3. Inside the address book, select File, Export, Entire Address Book. Figure 28.13 shows this dialog box.
4. Save the file as an *.NAB file. You might want to name the *.NAB files according to the name of the address book. For example, `TKRATZER-Frequent Contacts.NAB`.

Now you've exported everything you possibly can. You might want to check the user's rules and proxy settings and make a note of them. You will have to manually re-create them in the live system.

FIGURE 28.13
Exporting the
GroupWise
address book.



Next, you need to access the user's live mailbox and start the import operations.

Importing a User's Mailbox

You need to access the user's live mailbox, so you might need to reset TKRATZER's password in order to get in.

When you get into TKRATZER's live master mailbox, the process you follow is nearly the opposite of the Export process. First though, in order for the Find feature to work on the Archive mailbox, you must access the Archive mailbox, and then exit GroupWise. GroupWise needs to rebuild the QuickFinder index on the Archive mailbox. Exiting GroupWise after GroupWise has discovered that it has new indexing to do causes the QuickFinder index for the Archive mailbox to be rebuilt.

Importing Mail/Folders and Trash Items

Get into Tay Kratzer's live GroupWise mailbox, not the one on the backed-up post office, and perform the following steps:

1. Go into Tools, Options, Environment, File Location, Archive directory. Specify the archive directory that you specified earlier in this chapter. If prompted to move the archive, make sure you answer no.
2. Go into the Archive mailbox by selecting File, Open Archive. Exit GroupWise (on older GroupWise clients, this allows GroupWise to re-index the Archive mailbox). The index is essential when using the Find feature mentioned in the next step.

3. Get back into GroupWise and select File, Open Archive. From within the Archive mailbox, select Tools, Find. Find the items in the same manner in which you did when you archived messages into the Archive mailbox. Make sure to select the Find tab, and not the Find by Example tab. (If the Find feature does not find any items, try exiting GroupWise again.)
4. Select the items in the Find Results view and select Actions, Move to Archive (this actually unarchives the items and moves them back to the Master mailbox). Repeat this step until all items are unarchived.
5. Now enter the master mailbox (rather than the Archive mailbox). You should see your message items, and all the folders that were created. You still need to deal with the trash.
6. Make sure you're in the master mailbox, not the Archive mailbox. Delete the `trash2` folder under the Cabinet, as well as all of the messages in this `trash2` folder. This will move them to the trash bucket on the Master mailbox. Now the user's message data is imported, and should be available for you to view in the master mailbox.

Importing the Address Books

Importing is the opposite of the exporting you performed. Inside the GroupWise Address book, you should see at least two personal address books. They are the Frequent Contacts address book and the address book with the user's name. If they are there, follow these steps:

1. Highlight one of the address book tabs for an address book you will import, and select File, Import.
2. Specify the correct *.NAB file for this address book. This should be the *.NAB file that you exported earlier.
3. If the user had more address books than the two default address books, you will have to create the address book tabs for these address books before attempting to import the *.NAB file.

To do this, simply select File, New Book and create the address book with the same name as before. Now you have imported all of the data that you can restore.

Final Notes About the Import Process

The import process does not import the following less common attributes about a mailbox:

- ▶ Rules
- ▶ User preferences
- ▶ Saved Find folders
- ▶ Button bar settings

You can go back into the backup mailbox and gather this data. You can try to re-create it in the live mailbox.

Additionally, earlier in the document you might have linked a message item to several folders, in order to re-create the folder structure. You don't want that item linked to all the folders, so

1. Find one instance of that message item that is linked to all the folders.
2. Forward the message as an attachment from Tay Kratzer to Tay Kratzer. This way, the message isn't lost.
3. Archive the one item, and it will no longer be in all of the folders. You can delete the archive; it's no longer needed.

Summary

This chapter discussed two methods for recovering a deleted user's GroupWise account. This chapter also covered two methods for recovering a deleted user's mailbox message items. GroupWise 6.5 makes it much simpler to re-create a deleted user and restore the user's settings. You can now perform all of these functions through ConsoleOne, and you don't even have to bother your users. The user's mail just appears as if by magic. Life is good.