

How to perform item-level restorations in Exchange mailboxes



Introduction

The contents in your Exchange mailboxes undergo changes every day—new emails are sent and received, and contacts, journals, notes, and calendar entries are added or deleted. It's not uncommon for these items to be accidentally deleted. Unless deleted items are restored within 30 days, they will be permanently erased from your mailboxes. This highlights the importance of keeping regular backups of every item in your mailbox, so you can restore them if needed, even if they're completely purged from your Exchange environment.

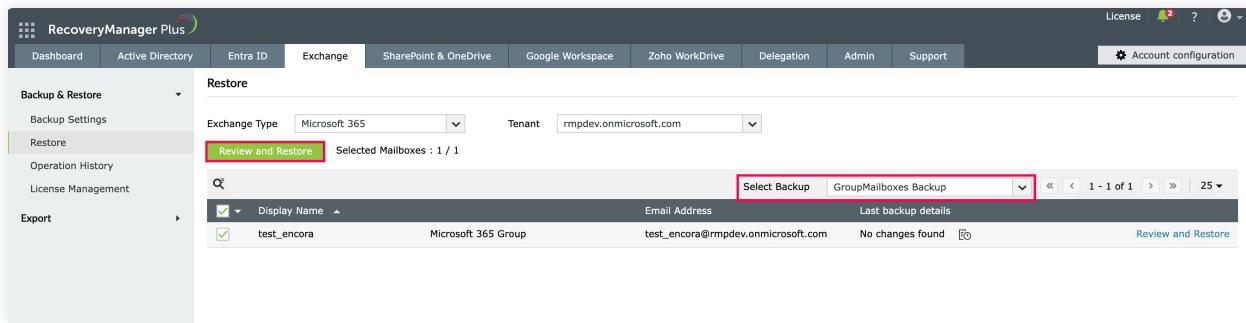
RecoveryManager Plus is a solution designed to back up and restore all items in your Exchange mailboxes, including deleted items, items in litigation hold, and items from the permanently deleted items folder (hard-deletion). RecoveryManager Plus ensures that you will always have a copy of everything in your mailboxes, which you can use to restore any item that you need.

This guide will show you how to perform item-level restorations in Exchange mailboxes using RecoveryManager Plus.

The procedure

To restore an individual mailbox item from a backup, follow the steps below:

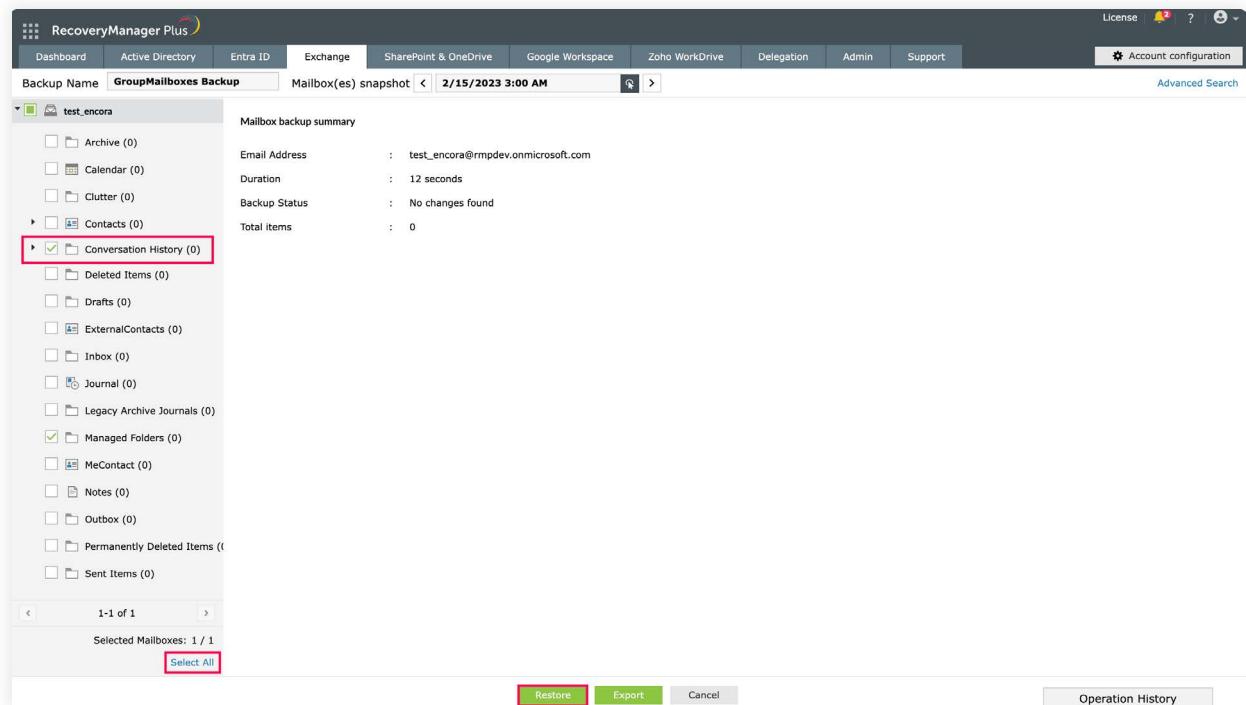
1. Log in to RecoveryManager Plus as an administrator.
2. Navigate to the **Exchange** tab > **Restore**.
3. Select **Microsoft 365** in the **Exchange Type** drop-down.
4. Select the tenant with the mailbox for which data is to be restored.
5. In the **Select Backup** drop-down, select the schedule that contains the mailbox to be restored.
6. Once you've selected the schedule, a list of all mailboxes backed up in the selected schedule will be displayed. The result will also contain information like the email address, number of items backed up, total size of the backup, and number of items backed up during the last backup cycle and the size of those items. Click the **view history** icon  to see complete information about every backup operation carried out for the particular mailbox.
7. Select the mailboxes that you want to restore and click the **Review and Restore** button.
You can also use the **search** icon  to shortlist the mailboxes using the name or the email address of the user.



7. In the screen that appears, the left pane provides the list of all mailboxes you have selected.

- Use the **Select All** link to restore or export all the mailboxes you have selected.
- To restore or export particular mailboxes to the backed up version, mark the checkbox against the mailbox's name. You can also use the search bar at the top of the left pane to search for a particular mailbox.
- To restore individual items like contacts, notes, individual mailbox folders, etc., click on the mailbox name to display all folders, select the items that you wish to restore, and follow the steps listed here to restore/export.

Note: Once you've selected a mailbox folder, you can further limit your search to items that match specific criteria by clicking the **search** icon  at the top-left corner of the result screen. Depending on the folder that you've selected, you'll be provided with a list of filters.



- You can also use the **Advanced Search** option to search the entire backup for items that match specific criteria.
 - Click **Advanced Search** located at the top-right corner of the screen.
 - In the pop-up that appears, select the mailboxes in which you wish to search by clicking the **Select Mailboxes** field. You'll be provided with the list of all mailboxes that you selected in the previous screen.
 - Select the type of item that you want to search for from the list of available options: calendar, contact, journal, mail, note, post, and task.
 - Provide the criteria to search and select the items that you wish to restore.

8. Once you have selected the mailboxes, you can click the **Restore** button located at the bottom of the page. The *Restore Wizard* pop-up will appear.

9. The first screen shows the mailboxes that you selected for restoration and the number of items that will be restored for each mailbox. Click **Next** after verifying the selection.

10. Select if the contents should be restored to the same location or a different location.

- If you wish to restore the contents to the same location, select **Restore to original location**.
- If you wish to restore the contents to a different location, select **Restore to different location** and click **Browse**. You can restore the contents of the mailbox to an on-premises Exchange mailbox or Exchange Online mailbox. Select the target location from the corresponding drop-down boxes. Click **Select Target Folder** to provide the folder in which the items are to be restored.

11. Provide a name for the restore operation. You can choose to restore just the modified items or missing items by selecting the appropriate option. Click **Restore** to begin the restoration process.

12. Click **Operation History** at the bottom right corner of the screen to view the status of the last five restorations. Clicking **Stop** will stop the restore operation. Clicking the **View All** link in the pop-up will take you to the **Restore History** screen. For more information on what the restore history section provides, click [here](#).



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About RecoveryManager Plus

ManageEngine RecoveryManager Plus is a comprehensive backup and recovery solution for Active Directory, Entra ID, Microsoft 365, Google Workspace, on-premises Exchange and Zoho WorkDrive environments. With its incremental backups, flexible retention policies, backup immutability and multiple modes of restoration—such as domain controller recovery and object-, item- and attribute-level restoration—RecoveryManager Plus delivers a holistic solution for ensuring seamless business continuity by backing up all enterprise application data.

For more information, visit www.manageengine.com/ad-recovery-manager.

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