

# 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, 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. You can even back up 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.

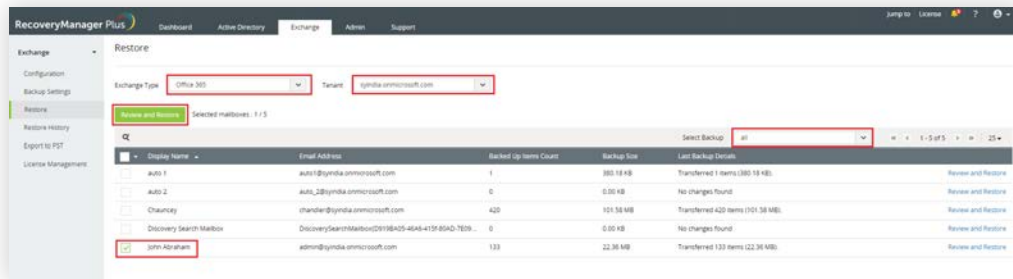
## The procedure

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

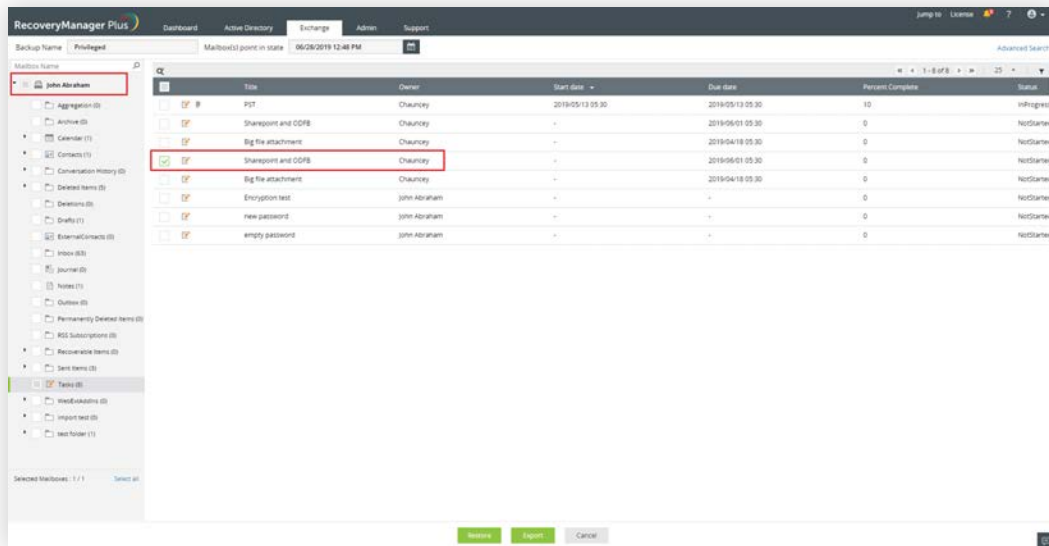
1. Log in to **RecoveryManager Plus** as an administrator.
2. Click on the **Exchange** tab, then click **Restore**.
3. Select the type of Exchange environment from the **Exchange Type** drop-down.  
In this example, we'll choose an Exchange Online environment.
4. Select the **Tenant** with the mailbox for which data is to be restored or exported.
5. In the **Select Backup** drop-down box, select the schedule that contains the mailbox to be restored. Once you've completed this, you'll see a list of all mailboxes that are backed up in the selected schedule.

**Note:** The result will also contain information like the email address, the number of items backed up, the total size of the backup, the number of items backed up during the last backup cycle, and the size of those items. Click the **Backup History** icon to view comprehensive information about every backup operation carried out for the particular mailbox.

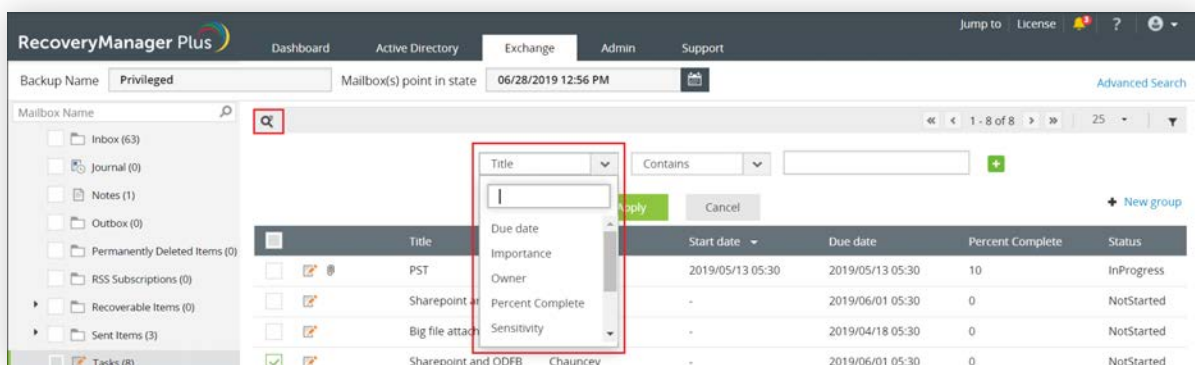
- Select the mailbox from which the item was deleted, and click the **Review and Restore** button. You can also use the **Search** icon to shortlist the mailboxes using the name or email address of the user.



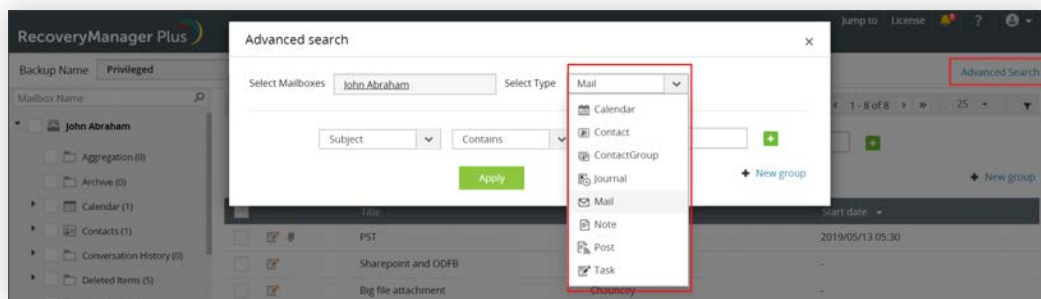
- To restore individual items like contacts, notes, and folders, click the mailbox name to display all folders, select the items that you wish to restore, and follow the steps listed below to restore the items.



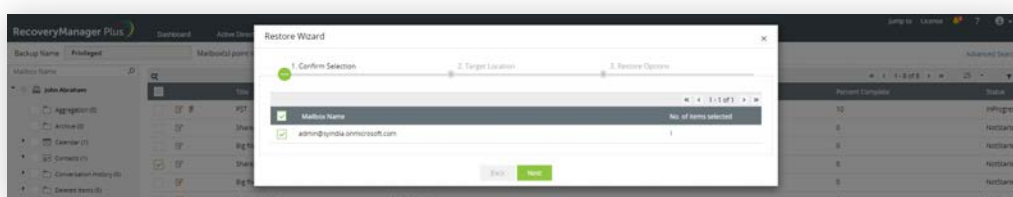
**Note:** Once you've selected a mailbox folder, you can further limit your search to items that match specific criteria by clicking the **Search** icon at the top left corner of the result screen. Depending on the folder that you've selected, you'll be provided with a list of filters.



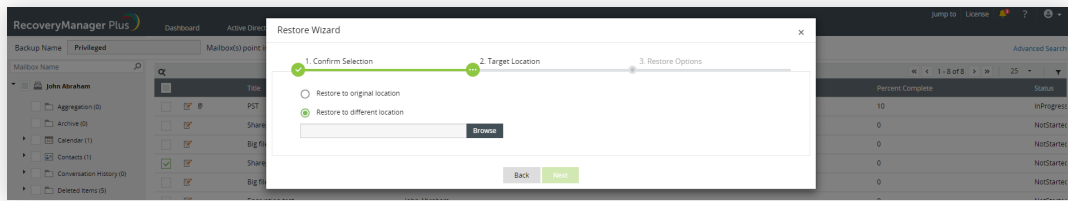
- a. You can also use the Advanced Search option to search the entire backup for items that match specific criteria.
  - i. Click **Advanced Search**, located at the top-right corner of the screen.
  - ii. In the pop-up that appears, select the mailboxes in which you'd like to search by clicking the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



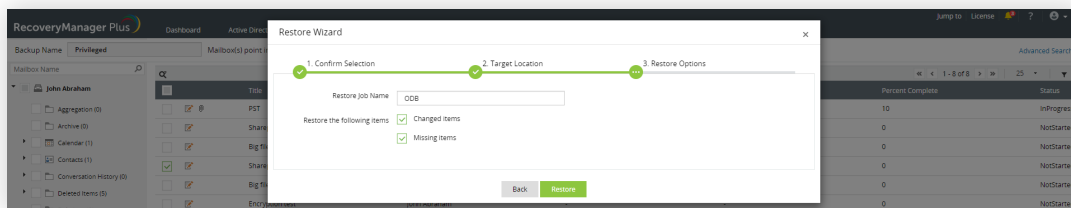
8. Once you have selected the items that you wish to restore, click the **Restore** button located at the bottom of the page. This will pull up the **Restore Wizard** pop-up.
  - a. The first screen shows the mailbox that you have selected for restoration and the number of items that will be restored. Click **Next** after verifying the selection.



- b. Decide if the contents should be restored to the same location or a different location.
  - i. If you wish to restore the contents to the same location, select **Restore to original location**.
  - ii. 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 choose the folder in which the items are to be restored.



- c. 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.



- d. Click **Restore History** at the bottom-right corner of the screen to view the status of the last five restorations. 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](#).

