



# Ontrack PowerControls ExtractWizard ReadMe

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## About the Free Trial

After installation, Ontrack PowerControls ExtractWizard operates as a Free Trial by default until a license file is applied. The Free Trial of Ontrack PowerControls ExtractWizard is limited in functionality and time-limited to 30 days of use.

With the Free Trial, you can:

- Catalog backup files and tapes

If you would like to have full functionality, or learn more about the purchasing options and product information for Ontrack PowerControls ExtractWizard, visit our website at <http://www.ontrack.com>.

## Supported Environments

Component	Requirement
Operating Systems	<p>The following operating systems are supported:</p> <ul style="list-style-type: none"><li>■ Windows Server 2008</li><li>■ Windows Server 2008 R2</li><li>■ Windows Server 2012</li><li>■ Windows Server 2012 R2</li><li>■ Windows Server 2016</li><li>■ Windows Server 2019</li><li>■ Windows 7</li><li>■ Windows 8</li><li>■ Windows 10</li></ul>
	<p><b>Note:</b></p> <p>32-bit and 64-bit versions, virtual and physical, of the listed operating systems are supported.</p> <p>Ontrack PowerControls can only be run by users with administrative privileges and in administrative mode.</p>
Virtual Environments	<p><b>Note:</b> <i>Virtual operation of tape devices may have restrictions imposed by virtual operating systems.</i></p>
Additional Software	<p>Microsoft .NET Framework :</p> <ul style="list-style-type: none"><li>■ 4.5</li></ul>

## Prerequisites for Ontrack PowerControls ExtractWizard

- Ontrack PowerControls ExtractWizard requires that the tape drive be configured and active in the Device Manager.
- Ontrack PowerControls ExtractWizard works best with Windows drivers supplied directly from the manufacturer of the tape drive hardware.
- If Ontrack PowerControls ExtractWizard is installed on your backup server, make sure the services for the backup software are disabled.

## Upgrading Ontrack PowerControls ExtractWizard

If Ontrack PowerControls ExtractWizard 9.2 or earlier is installed, is active, and you are upgrading to Ontrack PowerControls ExtractWizard 9.3 or later, you cannot reuse the existing Ontrack PowerControls ExtractWizard license file with Ontrack PowerControls ExtractWizard 9.3 or later.

### Upgrading Ontrack PowerControls when OAS is Required

If the Ontrack Administrative Server is required through the use of the Agent for Administrative Services, **before** upgrading Ontrack PowerControls versions prior to 9.3.1, it is necessary to first upgrade your OAS server. Please see the OAS user documentation for details on how to perform an upgrade installation.

### **To upgrade site installations requiring Ontrack PowerControls ExtractWizard**

1. Close all Ontrack PowerControls clients.
2. Upgrade the previous version of Ontrack Administrative Server to Ontrack Administrative Server 9.3.2.
3. Start the Ontrack Administrative Server management console to verify Ontrack Administrative Server has upgraded.
4. Use existing Ontrack PowerControls installation.

**Note:** Previous Ontrack PowerControls installations can be upgraded to Ontrack PowerControls 9.3.2 as required.

## **Ontrack PowerControls ExtractWizard Licensing**

Ontrack PowerControls require a license file. Ontrack PowerControls ExtractWizard software is licensed based on the enabled agents

Ontrack PowerControls ExtractWizard also offers a free edition with limited functionality. With this edition, you can catalog with any enabled agent using only the Direct Method.

### **To view the currently applied license**

- On the **Help** menu, click **About** and then click **License Info**.

### **To obtain a new or updated license**

- Visit <http://www.ontrack.com>.

### **To apply a new or updated license**

1. On the **Help** menu, click **About** and then click **License Info**.
2. On the License code dialog box, enter the **License code**.

## **Ontrack PowerControls ExtractWizard Agents**

Each edition of Ontrack PowerControls is distributed with the following Ontrack PowerControls ExtractWizard Agents. The Agents are disabled by default and require a new license file to be enabled.

Ontrack PowerControls Agent	Versions Supported	Disk Backup	Tape Backup
Agent for Windows NT Backup	All Versions	.BKF Files	Microsoft Tape Format (MTF)
Agent for Symantec Backup Exec*	<ul style="list-style-type: none"> <li>■ 8.x</li> <li>■ 9.x</li> <li>■ 10.1</li> <li>■ 11d</li> <li>■ 12.0</li> <li>■ 12.5</li> <li>■ 12.5.3 SP4</li> <li>■ 2010 through 2010 R3SP1</li> </ul> (Direct Method only): 2012	.BKF Files	Microsoft Tape Format (MTF)
Agent for EMC NetWorker	6.x through 8.1 SP1 <sup>1</sup>	.0 Files	NetWorker Tape Format
Agent for CA ARCserve Backup	<ul style="list-style-type: none"> <li>■ 9.x</li> <li>■ 11.5<sup>2</sup></li> <li>■ 11.5 SP3<sup>2,3</sup></li> <li>■ 12.0 SP1<sup>2,4</sup></li> <li>■ 12.5 SP1<sup>2,4</sup></li> <li>■ 15<sup>2</sup></li> <li>■ 15 SP1<sup>2</sup></li> <li>■ 16<sup>2</sup></li> <li>■ 16 SP1<sup>2</sup></li> </ul>	.CTF (ARCserve) Files	ARCserve Tape Format

Ontrack PowerControls Agent	Versions Supported	Disk Backup	Tape Backup
Agent for Symantec NetBackup	<ul style="list-style-type: none"> <li>■ 4.5</li> <li>■ 5.x</li> <li>■ 6.0</li> <li>■ 6.5<sup>5</sup></li> <li>■ 6.5.3.1<sup>5</sup></li> <li>■ 6.5.6<sup>5</sup></li> <li>■ 7.0<sup>5</sup></li> <li>■ 7.1 through 7.1.0.4<sup>5,6</sup></li> <li>■ 7.5<sup>5,6</sup></li> <li>■ 8.1</li> </ul> <p>(Advanced Method only): 7.6<sup>5,6</sup></p>	_C1_F (NetBackup) Files	NetBackup Tape Format
Agent for IBM Tivoli Storage Manager	<ul style="list-style-type: none"> <li>■ 5.1</li> <li>■ 5.2</li> <li>■ 5.3<sup>7</sup></li> <li>■ 5.4<sup>7</sup></li> <li>■ 5.5<sup>7</sup></li> <li>■ 6.2<sup>7</sup></li> <li>■ 6.2.3<sup>7</sup></li> <li>■ 6.3<sup>7</sup></li> </ul>	.BFS and .OST Files	Tivoli Tape Format
Agent for HP Data Protector	<ul style="list-style-type: none"> <li>■ 4.2</li> <li>■ 5.x</li> <li>■ 6.0</li> <li>■ 6.20</li> </ul>	User-Defined File Extension	HP Data Protector Tape Format
Agent for CommVault Simpana	<ul style="list-style-type: none"> <li>■ 5.0</li> <li>■ 5.9</li> <li>■ 6.1</li> <li>■ 7.0</li> <li>■ 8.0</li> <li>■ 9.0 through 9.0 SP7</li> </ul>	Backup Path	CommVault Simpana Tape Format

Ontrack PowerControls Agent	Versions Supported	Disk Backup	Tape Backup
Agent for UltraBac	<ul style="list-style-type: none"> <li>■ 7.1</li> <li>■ 8.0</li> </ul>	Magnetic Library	UltraBac Software Tape Format
Agent for SharePoint Native Backups <sup>8</sup>	STSADM and Site Administrator	.BAK Files	Microsoft Tape Format (MTF)

**\*Symantec Backup Exec:**

- *If you are using Ontrack PowerControls ExtractWizard to restore a Symantec Backup Exec 2010 Snapshot copy backup, Windows Server 2008 or later versions must be used.*
- *64-bit (x64) editions of Windows are not supported for running Ontrack PowerControls ExtractWizard for Advanced Method restores of non-Snapshot copy Symantec Backup Exec 2010 backups.*

<sup>1</sup> **EMC NetWorker:** For backups created using Advanced File Backups, the Advanced Method or NetWorker flat file recovery is recommended. For NMM 3.0 or higher, the Direct Method or NetWorker flat file recovery is recommended. NME 5.1.3 Advanced File restores can be performed on 32-bit and 64-bit clients using NetWorker 7.6.

<sup>2</sup> **CA ARCserve 11.5, 11.5 SP3, 12 SP1, 12.5 SP1, 15, 15 SP1, 16, and 16 SP1:** For multiplexed backup tapes, the Advanced Method for extraction is recommended.

<sup>3</sup> **CA ARCserve 11.5 SP3:** For backups of Microsoft Exchange Server 2007, the Direct Method for extraction must be used.

<sup>4</sup> **CA ARCserve 12.0 SP1 and 12.5 SP1:** For backups of Microsoft Exchange Server, the Direct Method for extraction must be used.

<sup>5</sup> **Symantec NetBackup 6.x and 7.x:** For backups created using Bare Metal Restore™ or Off-Host Backup, the Advanced Method for extraction must be used.

- Symantec NetBackup 6.5.4 to 7.5 must be run on a 32-bit (x86) edition of Windows. NetBackup 6.5.4 to 7.0 running on a 64-bit (x64) operating system are not supported for Advanced Method.

<sup>6</sup> **Symantec NetBackup 7.1, 7.1.x, and 7.5 and 7.6:** For Advanced Method restores of VSS backups, restoring a single database at a time is recommended.

- Symantec NetBackup 7.1 running on Microsoft Windows Vista x64 or later is supported for Advanced Method for Exchange 2007. Microsoft Windows Server 2008 x64 or 2008 R2 is

required for Advanced Method for Exchange 2010. For Exchange 2000 and 2003, a 32-bit (x86) operating system must be used.

**7 IBM Tivoli Storage Manager 5.3, 5.4, 5.5, 6.2, 6.2.3, and 6.3:** For backups created using Export mini format, the Advanced Method for extraction is recommended.

- *Tivoli VSS restores require Ontrack PowerControls ExtractWizard running on Windows Vista or later.*
- *Ontrack PowerControls ExtractWizard supports Microsoft Exchange Server 2007 and 2010 VSS backups from IBM Tivoli Server Manager 6.2 or 6.3 with IBM TSM Data Protection for Mail 6.1.2 or 6.1.3.*
- *If installing Tivoli 6.3 or later on a 64-bit machine, you will need to manually download and install the Microsoft Visual C++ 2010 Redistributable Package (x86) (<http://www.microsoft.com/download/en/details.aspx?id=5555>).*

**8 Agent for Native SharePoint Backups:** Does not support transaction log backups or differential backups.

## Limitations

- Ontrack PowerControls ExtractWizard: Supports tape block sizes greater than 64 KB as long as the SCSI HBA and its associated drivers for the Windows operating system and settings support block transfers greater than 64 KB. Tape device drivers must be properly installed and configured.
- For Advanced Method restores to an isolated domain, in keeping with Microsoft recommendations (see <http://technet.microsoft.com/en-us/network/cc987595.aspx>), IPv6 should be enabled on the system running Ontrack PowerControls ExtractWizard.
- Ontrack PowerControls ExtractWizard can copy Microsoft Office SharePoint Server 2010 data to a Microsoft Office SharePoint Server 2010 system, or to a SharePoint 2013 system. Lists, Items and Folders are supported when copying SharePoint 2010 data to SharePoint 2010 system or later.
- Ontrack PowerControls ExtractWizard can copy Microsoft Office SharePoint Server 2013 (2013 Experience) data to a Microsoft Office SharePoint Server 2013 or later.
- Ontrack PowerControls ExtractWizard can copy Microsoft Office SharePoint Server 2016 data to a Microsoft Office SharePoint Server 2016 or later.
- Ontrack PowerControls ExtractWizard can copy Microsoft Office SharePoint Server 2019 data to a Microsoft Office SharePoint Server 2019 only.

## Technical Support

If you have issues not addressed in the user guide or the online Help, contact our Technical Support group (1-952-937-2121). When reporting an issue, please include any information that might help us diagnose the problem and have the following:

- The version of Ontrack PowerControls you are using (on the Help menu, click About)
- The versions of Windows operating systems that you are running
- The circumstances and sequence of steps that led to the problem
- The text of the error messages (if any appeared), and the contents of the Details dialog box
- A list of other Windows-based programs that you were running when the error occurred

## About KLDiscovery Ontrack, LLC

Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyze, and produce data efficiently and cost-effectively. In addition to its award-winning suite of software, Ontrack provides data recovery, data destruction, electronic discovery and document review.

For additional information about Ontrack, its products and services, or the location of an office near you, call our corporate headquarters or visit our website.

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