

REDDOXX

Archive Container Utility

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This issue replaces all earlier ones and orients itself on the appliance with respect to naming.

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1 Introduction

This handbook will instruct you on how to repair a defective archive container with the help of the Archive Container Utility from REDDOXX.

2 Important Notices

- ⇒ **Only use this tool after receiving instructions to do so from the REDDOXX Support Team.**

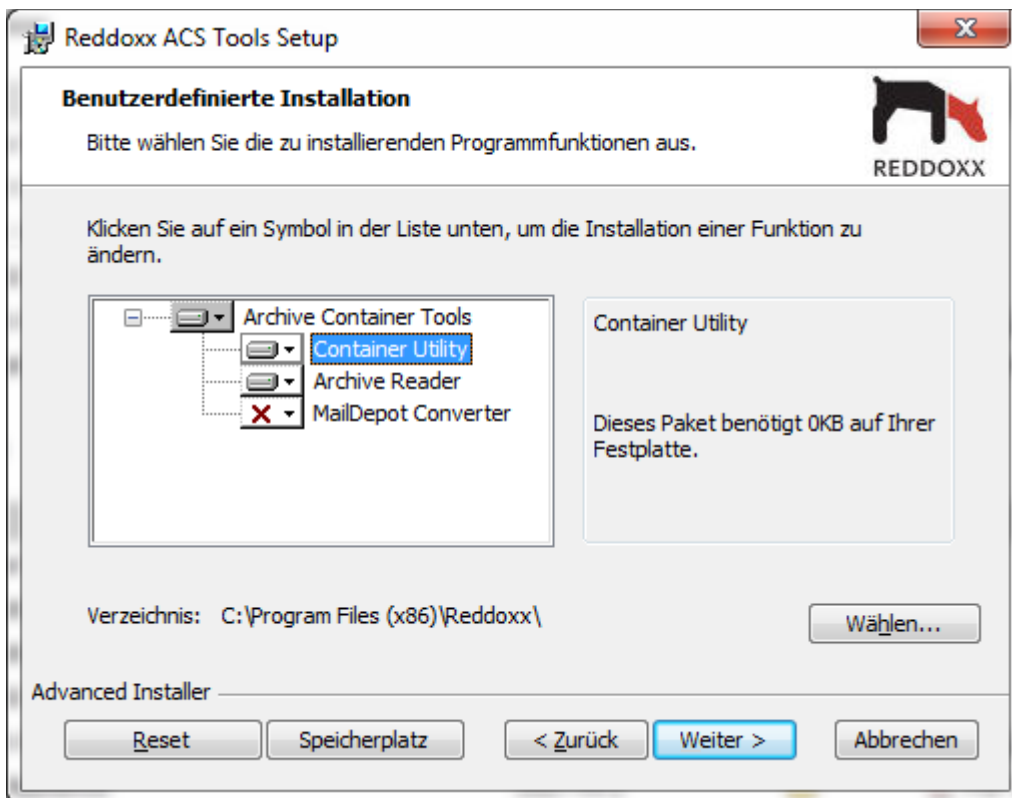
- ⇒ **Close the respective container on the REDDOXX appliance before you open it with the Container Utility.**

3 Installation

The Container Utility is a part of the REDDOXX MailDepot Tools. You can download the tools by following this link::

<http://downloads.reddox.net/releases/acs/Reddoxx-ACS-Tools.msi>

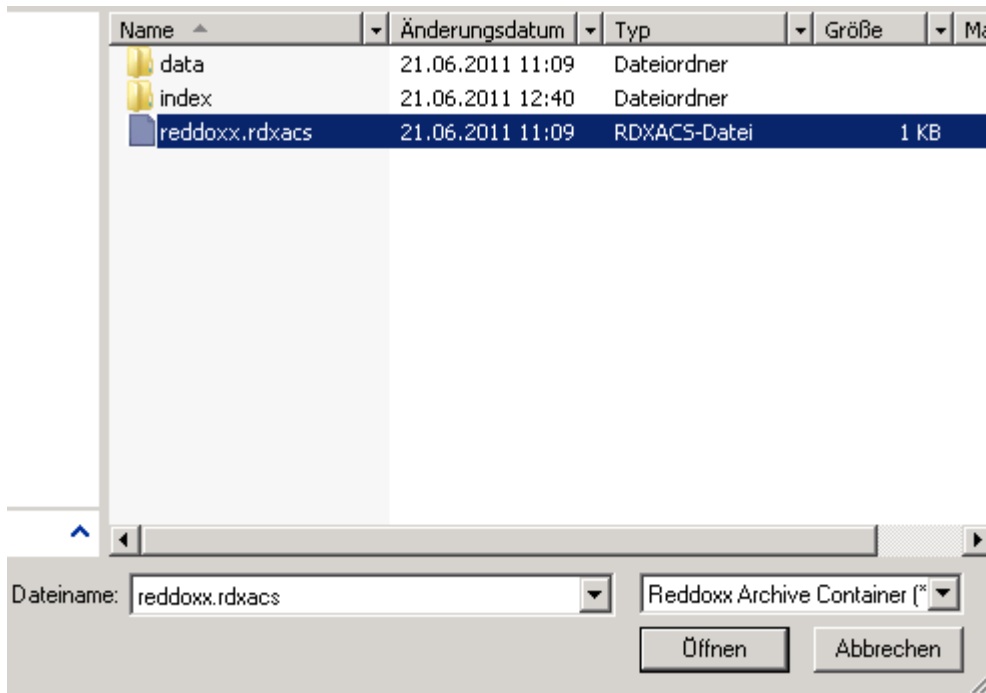
Perform a user-defined installation and choose the *Container Utility* to install.



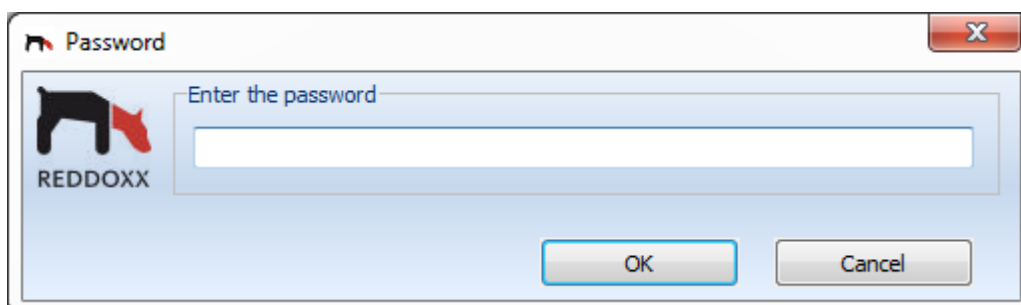
4 Repairing a Container

To repair a defective container, start the Container Utility and open the REDDOXX container file.

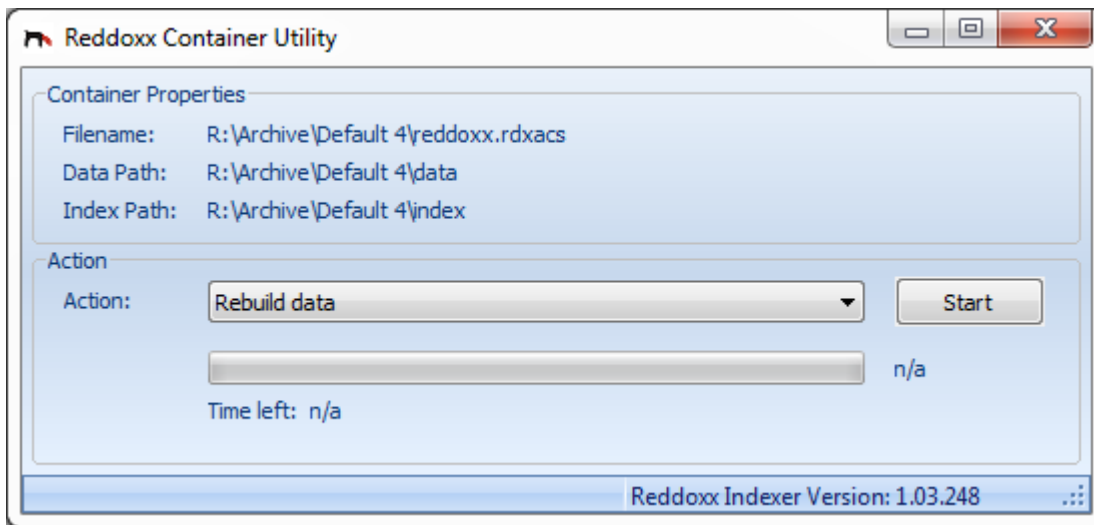
- ⇒ **Before you open the container, make sure that the respective container is not open through another program or through the REDDOXX appliance.**



If the container needs a password to open, enter the password here. If not, proceed by clicking **OK**.



The container will now open.

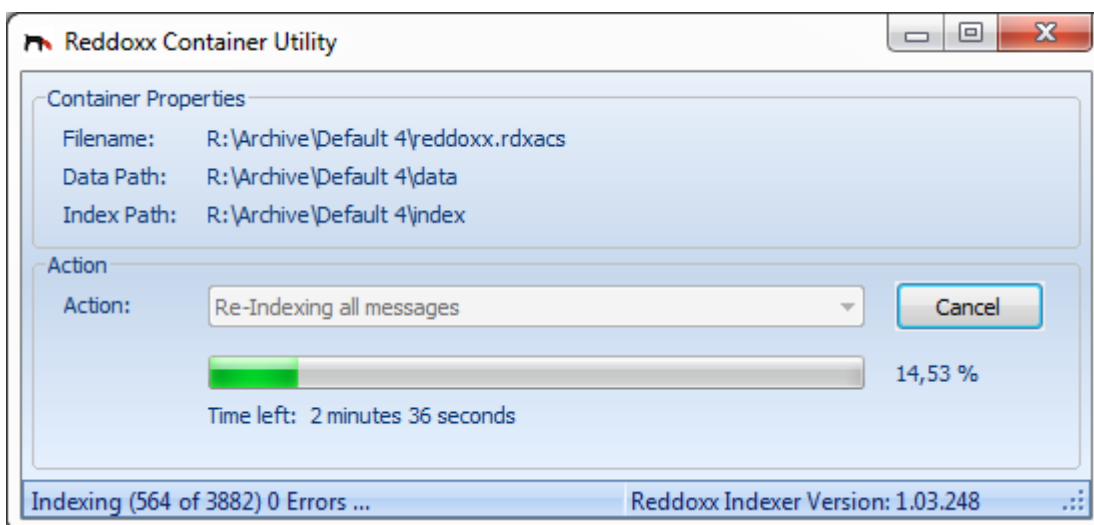


4.1 Rebuild Data

By selecting the action *Rebuild Data*, the global index of the data files within the container will be newly generated. This action is comparable to the reparation of a file system. Depending upon the size of the files, the rebuild can take minutes or hours to complete.

4.2 Re-Indexing all messages

By selecting the action *Re-Indexing all messages*, a new full-text index of all files contained in the container will be generated. All files will be read, encrypted, and newly indexed. Depending upon the size of the files, the re-indexing can take minutes or hours to complete.



IMPORTANT

The previous index will not be overwritten. The Container Utility generates a new index in the registry under the file name *index.new*.

After the new index has been generated, it is necessary to erase the old index in the registry and rename the new index as *index* in the registry!

Make sure that the rights and the owner of the container are identical. After remounting and opening the repaired container, check the access rights to the container through a Diagnosis Check in the Administration GUI-2 (Hardware – Storages). The diagnosis needs to complete successfully.

5 Further Notices

The container should not be opened over a network share due to the negative effects this could have on the speed of the action. When possible, install and start the Container Utility on the system on which the container is saved.

Disable the virus scanner on the system. Alternatively, you may only need to close the TEMP registry. The Container Utility's *Registry for Temporary Files* can be found in the delegated registry of the TEMP environment variable.

After 1% completion, an estimation of the remaining time to complete the reparation will be displayed.