Axcient DirectRestore Troubleshooting Guide

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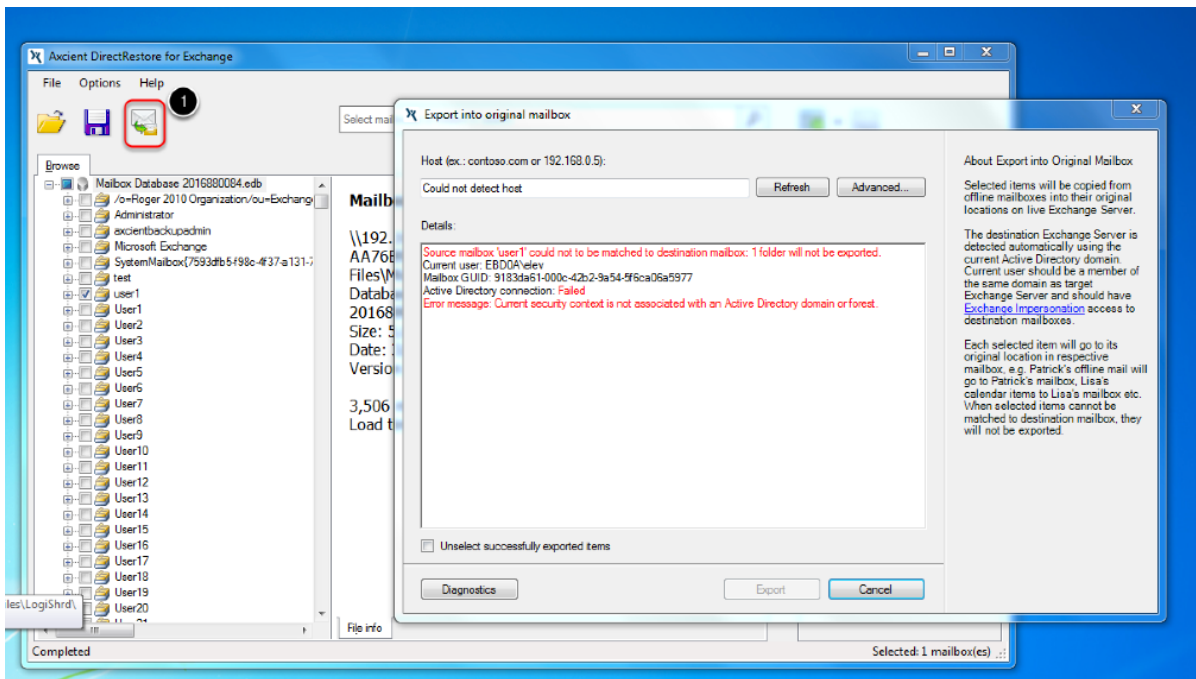
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Problem: You see a `mailbox could not be matched` when using the **Export into original Exchange mailbox** button in the DirectRestore application. This issue is typically seen when operating in DirectRestore Standard Mode.

Probable Cause: Your currently logged in user is not part of the domain of the target Exchange server.

Solution: Log into a user account onto the Active Directory domain of the target Exchange server, and then run the Axcient DirectRestore application.

Problem: You have installed the DirectRestore application on a laptop. You restore an email and you cannot see the mount point.

Probably Cause: You installed the DirectRestore application on a device that does not have access to the same network as the Axcient appliance and the Exchange Server.

Solution: Either physically connect the machine to the same network or use VPN. Note that the recommended installation location is on the management workstation on the end-client side, rather than on a laptop or a machine that is not on the same network. Please see the *Installation Instructions* section of the Axcient DirectRestore User Guide for further information.

Problem: The user attempted to open an EDB file in the Axcient DirectRestore application and the tree view would not load properly.

Probable Cause: It is likely that the mailbox exceeds 100,000 items.

Solution: This is a known limitation, though a single mailbox which such a large number of items is likely to be an edge case.