

## Axcient DirectRestore Troubleshooting Guide

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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.

X Axcient DirectRestore for Exchange			
File Options Help	Solect mat Mailb \\192. AA76t Files\W Databa 20168 Size: 5 Date: Versio 3,506 Load t	Export into original mailbox   Heat (ex:: contoso com or 192.168.0.5);   Could not detect heat Refresh   Details:   Source maibox 'user' could not to be matched to destination maibox: 1 folder will not be exported. Current user: EBDDA/dev Gurent user: EBDDA/dev Maibox GUID: 9183an61-00; -422-2845-456ca06a5977 Adree Directory connection: Failed Error message: Current excurty context is not associated with an Active Directory domain or forest.	About Export into Original Mailbox Selected items will be copied from diffine mailboxes into their original locations on live Exchange Server. The destination Exchange Server in detected advomstically using the current vasion blue the ammeber of the same domain as target Exchange Server and should have Exchange Contact in the server advommable of the server and should have Exchange Contact in the server advommable of the server and should have Exchange Contact in the server advommable of the server and should have exchange the server and should have Exchange Contact in the server and go to Patrick's mailbox, the server will not be exported.
ia @ @ User16 ia @ @ User17		Unselect successfully exported tems	_
ir		Degnostics Export Cancel	
Completed	File info	Selected: 1 n	nailbox(es) .::

**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.