

TransVault: Frequently Asked Questions

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Q1. What is TransVault?

TransVault is a Windows-based application suite designed to accelerate, manage and simplify the movement of email records between (and within) different email archives, both on-site and hosted.

The central component is a performance-optimized data migration engine that processes extremely large numbers of archived emails (up to 2.5 TB per day per server), applying conversion and transformation when required. Data is extracted from the proprietary format of the 'source' archive system and processed in accordance with meta-data (e.g. owner, location, email headers, flags, etc.).

Extracted data is then either injected directly into the 'target' archive system or put into an interim format supported by the target archive. Depending on the target archive, TransVault can also convert shortcuts in users' mailboxes so that they work seamlessly with the new archive service.

All migration activity can be logged and audited to ensure the integrity of your email records, thus preserving evidential weight as you move data from one archive to another.

Q2. Why would my company need to move or extract from archives?

Emails held in corporate archives represent valuable records that must be managed and discoverable in accordance with business and legislative needs, *whilst remaining highly accessible to end users*.

Consequently, there are many business and IT-related issues that drive the need to migrate data between archives. Customer scenarios to date have included:

Mergers & Acquisitions - In this current business climate, mergers and acquisitions are becoming increasingly common. TransVault is helping organizations quickly consolidate multiple different archives into a single platform, thus eliminating the significant costs, complexity and risks of managing data in a series of separate silos.

Often these projects are high-profile and urgent since they involve data held in email records that may be subject to regulatory constraints (e.g. financial) – hence a need for speed, accuracy and auditing - which is where TransVault is able to provide an exceptionally robust solution.

Staff Relocations - Some archive solutions do not support moving data from one archive store to another. In this case TransVault can be used to easily migrate selected mailboxes from archive store to another, be it to the same archive type or a different archive, *whilst retaining seamless accessibility for end users*.

Technology Upgrade – Archiving solutions have been in existence for nearly a decade and new archive propositions are entering the market all the time. Inevitably, organizations are facing technical and cost-of-ownership challenges that are driving the migration to an alternate solution. These include:

- dissatisfaction with an existing archive solution or service (e.g. poor scalability),
- a switch to a 'next generation' archive with more services (e.g. advanced e-discovery),
- a move to an outsourced (hosted) solution,
- movement of data from an obsolete storage device,
- migration from IBM Lotus Notes to Microsoft Exchange (using an Archive First approach),

Regulatory Export - TransVault is able to take any mailbox in an archive and export it to either .PST, RFC 822 or MAPI .MSG flat files – whether the source message is kept in Notes DXL, Exchange or a encapsulated within an archive 'cabinet' file. So in the event of a surprise or urgent regulatory export request, it is possible to select the relevant mailboxes, and export – all in just a few clicks, regardless of the email archive.

Q3. What archives are supported?

TransVault supports a wide range of proprietary archive formats from vendors including Symantec, Autonomy ZANTAZ, IXOS (Open Text), Quest and EMC.

It also supports industry standard formats including .PST, .EML and .MSG files and can even convert between message formats, including IBM Lotus Notes and Microsoft Exchange. New connectors for different archive formats are being added all the time.

Please refer to the website at <http://www.TransVault.com/> or email info@TransVault.com to ask whether your archive is supported.

Q4. How does TransVault help migrate between Lotus Domino/Notes and Microsoft Exchange?

TransVault enables organisations to adopt an 'Archive First' approach to migrating between email systems.

Prior to migrating from Notes to Exchange, mail is archived. TransVault then transforms the Domino archive into a Microsoft Exchange archive, with all formats converted and all email addresses re-written so that legacy email is immediately available for use from within Microsoft Outlook and Outlook Web Access.

Unlike mailbox migration solutions that operate in the 'foreground', TransVault moves data in an unobtrusive, 'behind the scenes' way, that does not inconvenience end users or burden new servers with legacy e-mails.

Benchmark testing has further shown that TransVault has superior conversion performance and Notes to Exchange message format fidelity when compared with both Microsoft and leading 3rd-party mailbox migration applications.

TransVault also includes the ability to decrypt, ensuring that e-mails are fully functional and discoverable in the new environment. Where necessary, TransVault can re-write internal e-mail addresses so that legacy e-mails can be successfully replied to within the new mail system or new domain.

Q5. Who created TransVault?

TransVault is developed by TransVault Software (TVS), a British company whose staff have been involved with email archiving since 1998 and have experience of many large archiving projects involving different vendors' systems. TVS decided to encapsulate the knowledge gained into a software product that is available for purchase from archive migration specialist resellers and archive vendors around the world.

Q6. How is TransVault licensed?

The core TransVault Archive Migrator is licensed according to the volume of data you wish to migrate. Depending on the target archive, there is also an option to license TransVault Mailbox Services which, amongst other things, converts shortcuts so they work seamlessly in the new archive environment. TransVault Mailbox Services is charged on a per mailbox basis.

Q7. Will I need to buy services?

Although TransVault automates a lot of the data migration process, you should expect to require *some* services to plan the migration, install and configure TransVault, and oversee a successful completion.

Your chosen TransVault partner will advise on and deliver the appropriate TransVault-related services for your organisation. Many partners are also able to provide and implement your 'target' email archiving solution.

TVS works closely with all its partners, providing assistance and support throughout all aspects of a migration project if required.

To contact a reseller or partner, please see <http://www.TransVault.com/> for more information.

Q8. Why not just use 'export to PST' functions in my legacy archive system?

Many archive systems have some kind of 'export to files' function. However, they tend to be slow, have no error-logging, no batching or audit capability. Options for giving users access to migrated data can also be limited (for example, at best via a separate search portal).

By comparison TransVault offers multi-threaded, high-speed extraction with full error-logging and chain-of-custody. TransVault also offers the unique ability to convert shortcuts and synchronize folders ensuring that users retain transparent access to their emails post migration.

Performance comparison: A project to extract 10.5 million emails from a leading on-premise solution using the supplied tool took 5.5 man months to run (and re-run) single mailbox extractions. TransVault is benchmarked to migrate the same amount of data in 24 hours. Note that some customer environments have towards a billion items archived.

Q9. My new archive service can import PST files, but it's a complex process – can TransVault help?

Yes. TransVault will shortly include tailorable scripts that can be run at various trigger points during the PST ingestion process (e.g. send a success email following the upload of each mailbox). This allows the upload process to be easily monitored and co-ordinated.

Q10. I want to move to a hosted email archiving and retention service (SaaS) - can TransVault help?

Yes. Most hosted providers have a capability to ingest legacy data in PST files or data passed to them in 'Internet' format (RFC822 .EML files). TransVault quickly exports data in either format ready for upload. Some hosted archiving providers will be offering a complete service to their customers using TransVault.

Q11. My users' Exchange mailboxes have archiving shortcuts (stubs) from our legacy system – what do we do with them?

TransVault Mailbox Services includes the ability to convert legacy shortcuts into shortcuts that work in the new archive environment. Alternatively, TransVault can remove shortcuts from mailboxes to reduce confusion in cases where they cannot be migrated. Under this scenario, users can access their legacy archived email along with newly archived email in a consolidated view within an archive browser window.

Q12. Our migration involves a move to a new email domain. Can TransVault make it easier to work with archived items in the future?

Yes. TransVault has the capability to re-write all email addresses in sender and recipient fields so that the email is usable with any new domain naming or recipient-addressing conventions.

Q13. How can I find out if TransVault has migrated all of the data?

TransVault includes auditing functions that keep track of the migration of each individual item. If the migration of an individual item fails (e.g. owing to data corruption, system configuration or connectivity issues) tasks can be re-run to target *just* these items, adding them into the new archive alongside items that were previously successfully migrated. Reporting is also available to highlight how much data has been moved for each 'mailbox' in the archive. TransVault's reporting and auditing enables you to demonstrate of a complete '[Chain of Custody](#)' for the data whilst undergoing migration.

Q14. What do you mean by 'Chain of Custody' and why is it important?

Chain of custody refers to the reliable recording of processes and procedures that occur whilst evidence (physical or electronic) is being captured, held, transferred or disposed of. It is vital that the evidence in question has remained free from undocumented alteration and that secure handling has been provided at all stages.

TransVault's logging and reporting capability provides chain of custody evidence demonstrating that data has been successfully transferred to a new environment.

This is important since any later data investigation or discovery against migrated emails will need to validate that the data has been handled correctly and that nothing was missed out.

Q15. How fast can TransVault migrate archived items?

In tests, a single TransVault Server processing 10 mailboxes at a time in parallel has been shown to extract data from leading archives at speeds approaching 100 GigaBytes per hour (2.5 TB per day). TransVault Servers can operate in parallel to achieve even greater throughputs.

Note that achieving these speeds is dependent on environmental factors such as network bandwidth, speed of the storage subsystem on which the legacy archive sits and so on. Production environments are always limited by the performance of systems either delivering or receiving archive data.

Q16. What can TransVault do with just a single colossal journal mailbox?

In the case where a legacy archive consists of one or more large journal archives, the value of multi-threaded and/or multi-server technology could be limited. To ensure optimised performance, TransVault has a capability known as Virtual Mailboxes where it can split a large mailbox into a number of smaller segments each of which can be processed in parallel, even across multiple servers.

Q17. Does address re-writing affect the evidential value of archived data in the future?

TransVault enables customers to migrate the contents of journal (compliance) archives *without* re-writing addresses (thus preserving integrity), yet it also gives the option to convert addresses just for the archived mailbox content that users will be accessing.

Q18. We are involved in a de-merger and we need to split up our archive into two or more subsets, how can this be achieved?

TransVault can filter items by user, user groups, folder and dates, thus enabling data to be incisively selected and migrated. In the future, custom tagging functions will be added to enable items to be 'branded' as owned by the intended recipient organisation.

Q19. Does TVS have a preferred archive vendor?

No. TVS is vendor independent and works with all leading archive solutions.

Q20. Can Connectors to or from particular environments be commissioned for development?

Yes. Some of the current product functionality has been sponsored in that way.

Q21. How can I find out more?

Complete a query form on the TransVault website at www.TransVault.com or contact any [TransVault partner](#).