

TransVault Migrator Frequently Asked Questions

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Q1. What is TransVault™ Migrator?

TransVault™ Migrator is a Windows-based application that enables legacy email archive contents to be directly migrated to alternative archive and messaging platforms - safe in the knowledge that the integrity and accessibility of your data will not be compromised.

Available from an international network of specialist migration service partners, and with comprehensive support for over 800 different archive platforms and versions, TransVault Migrator has powered some of the largest, most complex migration projects in the world.

All data movement is fully audited to ensure chain-of-custody to meet compliance needs

Shortcuts in users' mailboxes can be managed according and either removed or seamlessly converted to work with the new archive system, ensuring totally transparency for end users.

TransVault Migrator also includes powerful profiling and management options that can be deployed to re-shape your archived data for optimum performance and usability going forwards.

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Example migration scenarios include:

- Upgrades to the new versions of the *same* archive platform
- Moving from an 'unsatisfactory' or legacy archive solutions into a new archive platform
- Standardization onto a common archive (e.g. where merging organizations have incompatible systems)
- Staff relocations between different archive store locations or storage devices
- Moving 3rd-party archive and/or PSTs contents direct into Exchange or the personal archive service introduced with Microsoft Exchange 2010
- A strategic switch to an outsourced (hosted) solution
- Re-architecting archive storage (e.g. to protect against media obsolescence)
- Migration (and conversion) of archived IBM Lotus Notes into a Microsoft Exchange archive (and vice versa)

In each case, the ability to move data quickly and reliably, and with total transparency for end users is vital.

Q2. What archives are supported?

TransVault Migrator provides direct, API-based support for a very wide range of proprietary **on-premise** archive systems including:

- Microsoft Exchange 2010 primary mailboxes and Exchange personal archive services
- Symantec Enterprise Vault (for Exchange and Notes)
- Autonomy ZANTAZ EAS (for Exchange and Notes)
- Autonomy NearPoint (previously Iron Mountain/Mimosa NearPoint)
- Autonomy Message Manager (formerly CA Message Manager)
- HP RISS & HP IAP
- EMC EmailXtender (for Exchange and Notes)
- EMC SourceOne (for Exchange and Notes)
- Metalogix Archive Manager: Exchange Edition (previously Exchange@PAM)
- iLumin Assentor
- Open Text (IXOS)
- Quest Archive Manager
- Unify/Daegis Central Archive (previously AXS-One) for Notes

You can also use TransVault Migrator to:

- Import and export data from/to industry **standard file formats** including .PST, .EML and .MSG files
- Accelerate migrations from/to **hosted systems**, including hosted Enterprise Vault, Mimecast, Proofpoint, LiveOffice and Microsoft Office 365
- Perform bi-directional migration and **conversion** capability between Microsoft Exchange and Lotus Notes archive platforms (see also response to Q9 & Q10)

More platforms are being added all the time. Please visit <http://www.TransVault.com/> or email info@TransVault.com to ask whether your particular archive/version is supported.

Q3. Will I need to buy services?

Yes. Although TransVault Migrator automates a lot of the data migration process, you will need additional services to plan the migration, install and configure TransVault Migrator, conduct a full proof-of-concept to

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ensure optimum performance levels and determine operating guidelines for the migration, and perform any handover tasks (for example, enabling your own internal IT resources to oversee completion).

One of our many experienced partners across the globe will be able to 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.*

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

Q4. Who created TransVault?

TransVault Migrator is developed by TransVault Software, an international company headquartered in the UK. TransVault's staff have been involved with email archiving since 1998 and have experience of many large archiving projects, giving them expertise in many different vendors' systems.

TransVault Software 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.

Q5. Does TransVault have a preferred archive vendor or partner?

TransVault is vendor independent and works with all leading archive solutions and specialist migration partners.

Q6. Why not just use .PST files to migrate our legacy archive system?

Many archive systems have some kind of 'export to PST files' function, and conversely, the ability to ingest from .PST files.

Migration via .PST files, however, tends to be a very slow, manually intensive process that is prone to human error, offering no error-logging, batching or auditing capability. Many other problems surround the use of PST files, including:

- **Large PST files are prone to corruption.** This creates problems for organizations trying to extract the contents of very large mailbox archives or Journal mailbox archives,
- **PSTs are space-inefficient.** This means you'll need lots of extra storage to pre-stage your data.
- **PST files are slow.** Added to this is the fact that native extractions are typically single threaded processes which need to be **manually overseen** (i.e. you could not leave several mailboxes running unattended overnight).

Other issues associated with using 'native' export/import tools include:

- **There's no error management.** If a mailbox extraction fails owing to a corrupted email, the extraction will stop with no indication of which item was corrupted and no ability to pick up where the extraction left off.

PST extraction issues

- Manual Process:
 - Select user
 - Enter name for output file
- Needs constant monitoring
- Large mailboxes can't be split
- Any failures require full re-export
- Multi-stage process
- Interim storage needed
- Corrupt emails 'hang' imports
- Subject to human error
- No audit log

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- **You lose important compliance data.** If you plan to migrate the contents of Journal archives, it's likely you will have captured vital BCC'd and distribution list recipients. PSTs cannot preserve such information when you move to a new archive.
- **No records.** There is no audit table of what data has been moved
- **No shortcut support.** Options for giving users access to migrated data post-migration can be limited (e.g. it may not be possible to recreate shortcuts in the destination archive, at best giving users access via a separate search portal).

By comparison TransVault Migrator offers automated, multi-threaded, high-speed extraction with full error-logging and chain-of-custody. It also has the ability to create shortcuts in users' mailboxes that work with the new archive.

Time 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 (although the actual time in practice will be subject to your environment and project scheduling needs).

Cost comparison: A recent costing exercise based on hiring a temp (at \$18 per hour) to manually extract data to PST files, and an average migration time of 3 hours indicated a cost of around \$54 per mailbox (including manual auditing, checking etc). Bear in mind this is just 'half' of the process as the contents of PST files then need to be ingested into the target archive. This means manual migration costs can reach over \$100 per mailbox.

Q7. Can TransVault Migrator help re-architect our new archive?

Yes. Prior to your migration TransVault Migrator helps **profile** your existing archive service - e.g. how much storage is being used, how many archive stores there are, the average mailbox size, total number of items etc.

It then lets you be **selective** in what you migrate and to where. For example, you might want to migrate a department of users at a time to a specific new archive store or re-group users according to archive storage consumption.

Compliance regulations permitting, it's also possible to:

- Move just the last n years-worth of data,
- Move only the data that users still have shortcuts to,
- Not move emails that have [SPAM] in the subject, etc

A migration is therefore a great opportunity to significantly improve your email storage footprint.

Q8. Will our shortcuts (stubs) work when we migrate to the new system?

Yes. The optional Mailbox Services licence converts legacy shortcuts so they work seamlessly in the new archive environment.

TransVault Migrator offers comprehensive shortcut management capability. For example, as a space saving exercise you can elect to convert only those shortcuts that are less than 1 year old (and delete older shortcuts, but still migrate all data). Alternatively you can migrate items only where a legacy shortcut still exists.

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If for any reason TransVault cannot convert legacy shortcuts to work with the target environment, it can remove them from mailboxes to avoid confusion. Under this scenario, users can access their legacy archived email along with newly archived email in a consolidated view within an archive browser window.

Q9. How quickly can TransVault Migrator move archived items?

In laboratory tests, a single TransVault server processing 10 mailboxes at a time in parallel has been shown to extract data from leading archive (Symantec Enterprise Vault version 6) and write the email to PST files at speeds approaching 100 GB of uncompressed data per hour (2.5 TB per day).

In practice, however, achieving best performance is dependent on environmental factors such as:

- Available network bandwidth
- Speed of the storage subsystem on which the legacy archive sits as well as the destination storage
- The ingestion performance of the target archive system (typical speeds may range from 5-10 GB/hour)
- The scheduling of other project elements such the commissioning of the target environment.

Note that with their multi-server feature, TransVault Migrator servers can usually be configured to operate in parallel to ensure that the performance of the TransVault services is never a limiting bottleneck on the duration of the project.

Your chosen archive migration partner can establish a proof of concept (POC) to establish likely throughput rates in your specific environment.

Q10. How can I find out if TransVault Migrator has moved all of our data?

TransVault Migrator includes detailed auditing 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 automatically 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.

Q11. What happens if an item fails to migrate?

Failures may simply be temporary owing to environmental issues such as poor network bandwidth or high loading on the legacy archive system, in which case TransVault will automatically re-process the relevant item(s) a specified number of times and/or at a different time of day.

In the event of a permanent failure, a full log of the item(s) in question is produced, enabling further site-specific investigation.

'Permanent' failures tend to be low – typically .001% of the overall email quantity. They are usually attributable to pre-existing problems in the source archive (i.e. not caused by the migration process). As such, it is likely that these items would NOT have been picked up by any audit or e-discovery exercise.

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NB - If your organization requires further investigative work to be carried out in the event of a corrupted item, this should be discussed with your chosen TransVault service provider in advance.

Q12. How does TransVault Migrator aid compliance when migrating?

Manual migration methods that rely on problematic PST files (see response to Q6f) are subject to human error and have no tracking or auditing mechanism to prove that a migration was 100% successful.

As described earlier in this document, TransVault eliminates the opportunity for human error. It also includes complete auditing of the migration process.

For example, detailed reports show 1:1 mappings of the ID of the item in the source archive and the ID of the new item as it is moved to the destination archive, enabling you to demonstrate of a complete '[Chain of Custody](#)' for the data while undergoing migration.

Importantly, TransVault Migrator is the only solution available that is able to preserve BCC'd recipients and distribution list information from Journal mailbox archives. These messages may be part of legal proceedings or may be subject to regulatory requirements, so the loss of such vital information could be extremely costly and potentially damaging.

Q13. 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 while 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.

Q14. Why do Exchange Journal Archives require special care?

Firstly, Journal archives tend to be extremely large, making a manual extraction approach slow and subject to size-related problems that can be encountered when relying on PST files as an interim store.

TransVault allows journal and large mailboxes to be split into a number of separately handled virtual mailboxes of a user-defined size. This allows multiple processing threads to be applied to the migration of a single mailbox, significantly speeding up the migration task.

Secondly, most of the organisations that capture emails into Exchange Journal mailboxes for compliance reasons have now standardized on using the **Envelope Journaling** feature.

This feature was developed by Microsoft as a way to preserve vital header information including BCC'd recipients and the expanded members of any distribution lists. *From a compliance perspective, this data must be preserved and available for access when performing e-discovery.*

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The important thing to note is that different archive platforms store this information in different ways. For example, some store this information separately in the archive index whereas others store it in the archive store itself. ***This creates a very special requirement at migration time that neither manual methodologies nor vendor extraction tools can support.***

Contact TransVault or your chosen TransVault partner to discuss this feature and its relevance to your project.

Q15. If we switch from using Notes to Exchange (or vice versa), can TransVault migrate our archive?

If your organization migrates its email system, you will want to ensure staff can still access their legacy emails.

TransVault Migrator offers bi-directional migration and conversion capability between Microsoft Exchange and Lotus Notes archive platforms. For example:

- An organization previously using AXS-One for Notes could migrate its archive contents to say, Microsoft Exchange 2010 personal archives, using TransVault to perform the migration along with email format conversion, and where needed, decryption of Notes emails 'on the fly'.
- An organisation using Autonomy EAS for Exchange could use TransVault to migrate (and convert) its archived emails into a Symantec Enterprise Vault for Notes archive.

In both cases, TransVault Migrator can convert shortcuts so they work with the new archive system.

And, where necessary, TransVault can re-write internal e-mail addresses so that legacy e-mails can be successfully replied to. *This is useful where the migration has been in response to a company merger or other scenario where the email address may have changed.*

TransVault Migrator also includes the ability to decrypt Notes emails, ensuring that e-mails are fully functional and discoverable in the new environment.

Q16. Can TransVault help the actual migration from Lotus Notes to Microsoft Exchange (or vice versa)?

Yes. In fact the TransVault archive migration process is so efficient and non-intrusive to end users, that many organizations use TransVault in order to reduce the amount of live mailbox data that needs to be moved when migrating between email systems. *This is how it works:*

Prior to migrating the actual email service, legacy email (e.g. everything up until the last month) is archived using the existing archive service. TransVault is then used to transform the Notes archive contents into an Exchange-compatible archive (or vice versa).

TransVault ensures all email formats and shortcuts are converted and if necessary, all email addresses are re-written so that legacy archived emails are immediately available for use from within the new email/archive environment.

Unlike mailbox migration solutions that operate in the 'foreground', the 'Archive First' approach used in combination with 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 message format fidelity when compared with leading 3rd-party mailbox migration applications.

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Q17. I want to move to a hosted email archiving service - can TransVault help?

Yes. Most hosted providers have a capability to ingest legacy data in PST files or in 'Internet' format (RFC822 .EML files). TransVault quickly exports data in either format, ready for upload. It can also package and name the PST files according to conventions stipulated by the hosted vendor.

Customers wishing to switch to a hosted email service such as Office 365 or Mimecast can use TransVault to migrate their archived data.

Also bear in mind that TransVault can help you migrate *out of* a hosted service at a later date.

Q18. We are involved in a demerger and need to split up our archive. How does this work?

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.

TransVault also 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.

Q19. Does address re-writing affect the evidential value of archived data in the future?

No. TransVault enables customers to migrate the contents of journal (compliance) archives *without* re-writing addresses (thus preserving integrity), yet it gives the option to convert addresses just for the archived mailbox content that users will be accessing.

Q20. How is TransVault licensed?

TransVault 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 a new archive environment that also uses shortcuts. TransVault Mailbox Services is charged on a per mailbox basis.

Q21. Do I need to provide systems to run TransVault Migrator on?

Unless provided by your chosen TransVault partner, you will need to make available one or more Windows servers for a short time-period. You will also need temporary access to an SQL database. Your TransVault partner can advise you on pre-requisites.

Q22. Can new connectors be commissioned for development?

Yes. Some of the current product functionality has been sponsored by platform vendors. Please call TransVault for details.

Q23. How can I find out more?

Complete a query form on the TransVault website at www.TransVault.com or contact TransVault on 646.808.0407 (North America), +44 (0)3333 404433 (EMEA) or info@TransVault.com to find your nearest TransVault partner.