Frequently Asked Questions:
TransVault™ for EMC EmailXtender & EMC SourceOne

Q1.   What is TransVault™?

Available from selected TransVault partners who specialise in EMC technologies, TransVault is a high-performance software application that forms the core of migrations out of EMC EmailXtender and EMC SourceOne to a new platform, as well as migration into EMC SourceOne from a wide range of commonly-used email archives. TransVault benefits include:

- **Fast & Direct** - Migration is via high-speed connectors and a highly efficient migration engine that moves your emails in a single, synchronous step, requiring no interim stage or interim storage.

- **Selective & Intelligent** – Advanced policies can be applied to support migrations that reflect practical, business and compliance needs.

- **Transparent to Users** - Users can access their data while it is being moved – there is no need to disable access to the archive. Shortcuts are seamlessly converted to point to the new archive store, ensuring the upgrade process is completely transparent to end users.

- **Ensures Compliance** - Throughout the migration process TransVault maintains a full audit trail to maintain chain-of-custody – this is an important consideration for compliant retention.

- **Automatic Failover & Logging** - TransVault maintains a complete error log, with the ability to automatically resume a migration task that fails for any reason (e.g. owing to a network outage or a corrupted item).

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Q2.   Can I use TransVault to Upgrade from EmailXtender to SourceOne?

Yes. In the past, EMC options for your EmailXtender to SourceOne upgrade included:

> **In Place Migration.** This method migrated meta-data from your EmailXtender database into the SourceOne database so that SourceOne could access your existing EmailXtender archives.   Any user retrievals or searches go via SourceOne, but in turn access your legacy EmailXtender data stores. *If you have long retention policies, it may not be desirable to continue to use old storage systems on into the future.*

> **Co-existence.** With this model the existing EmailXtender archive and the new SourceOne archive co-exist, and the results of searches are federated against both archives.   *This option was only ever positioned for organizations that had data with a short retention period and is no longer recommended now that official support for EmailXtender has expired (end of life was March 31, 2012).*

EMC's preferred route for protecting your legacy data is now to use TransVault to perform a full data migration into SourceOne.

Q3.   Can I migrate an EmailXtender or SourceOne for Notes archive to an Exchange archive?

Yes. Using TransVault you can convert archived Notes content in EmailXtender, SourceOne, NSF files and other Notes archives to Exchange format.
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In the event that users have encrypted their Notes emails, TransVault can decrypt them 'on the fly', ensuring that emails are fully functional and discoverable in the new environment.

Where necessary, TransVault can also re-write internal e-mail addresses so that legacy e-mails can be successfully replied to within the new mail system or new domain.

Q4.   We want to migrate our EmailXtender archive to different platform, can TransVault help?

Yes. There are many different 'target' archive platforms, both onsite and hosted, supported by TransVault. This includes Veritas Enterprise Vault and Microsoft Exchange or Office 365.

Q5.   Can TransVault help with migration from Lotus Notes to Microsoft Exchange (or vice versa)?

Yes. The TransVault archive migration process is so efficient and non-intrusive to end users, that many organizations use TransVault to support an 'Archive First' strategy that reduces 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 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 third-party mailbox migration applications.

Q6.   Can TransVault help re-architect our new archive?

Yes. Prior to your migration TransVault helps **profile** your existing archive usage - 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 storage usage.

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

Also note that TransVault can be used to move data between different versions of EMC SourceOne.

Q7.   We want to migrate our on-premises archives into the cloud. How can TransVault help?

TransVault supports migration from EMC archives into all leading cloud platforms including Microsoft Office 365, Veritas Enterprise Vault.cloud, Google, Mimecast, and many more.

As part of the migration, EmailXtender and SourceOne shortcuts can be removed from Exchange mailboxes just prior to or immediately after migration into the cloud.

Organizations wishing to protect existing Journal archives (and maintain a Journal archive on an on-going basis) can use TransVault to migrate this data into Enterprise Vault.cloud, for example. Meanwhile mailbox archives can be moved into Office 365.

If you wish to migrate Journal archives into Office 365, TransVault is able to format their contents so that they can be properly managed and discovered in Office 365, with all relevant meta-data protected and Microsoft's licencing guidelines adhered to (Office 365 does not natively support journal archives).

Q8.   How can I find out if TransVault has moved all of the data?

TransVault keeps track of the migration of each individual item.   For example, comprehensive 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.

Reporting is also available to highlight how much data has been moved for each 'mailbox' in the archive.

Q9.   What happens if an item fails to migrate?

As your data is moved, TransVault carries out a series of integrity checks to ensure your email records will be viable post-migration. Any items that fail to migrate are automatically re-processed a specified number of times and/or at a different time of day.

Failures to migrate an item may be temporary, owing to environmental issues such as poor network bandwidth or high loading on the legacy archive.

'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 eDiscovery exercise.

In the event of a permanent failure, a full log of the item(s) in question is produced to enable investigation. You can attempt a manual retrieval of any failed messages *directly* from the log, a feature which massively reduces troubleshooting overheads.

If your organization requires further investigative work to be carried out on failed items, **data remediation** services are available to help and where possible, fix the problem to the satisfaction of your legal team.

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

Q10.   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 alteration and that secure handling has been provided at all stages. This is important since any later data investigation or discovery against migrated emails will seek to validate that the data has been handled correctly and that nothing was missed out.

If at all possible, transferring your archives in 1 step, end-to-end, is the best way to preserve chain-of-custody. This approach avoids any chance of manual intervention or loss of tight control.

Other migration techniques that involve extraction to interim storage areas and file formats (such as PSTs or EML files) risk your data being inadvertantly lost, maliciously tampered with, or indeed corrupted while they are waiting to be ingested into the target archive. It is therefore difficult to vouch for the security of your data 'in transit'.

TransVault's wide range of platform-specific connectors avoids the need to use interim formats, plus its optimized performance makes it viable to move directly across the network without making copies of your archive.

Additionally TransVault's forensic 1:1 auditing provides evidence that your data has been successfully transferred to a new environment, and provides both a source ID and target ID.

Q11.   How quickly can TransVault migrate archived items?

TransVault offers the fastest and safest migration times in the industry.   This is confirmed by the many Partners we have that have direct, project-based experience of TransVault vs other migration solutions.

TransVault's multi-threaded, multi-server capability means that multiple extraction and ingestion pipes can be set up between your source and target system, thus driving your environment to capacity.   You can also process a single mailbox using *multiple* migration threads – ideal for processing large archives and journals in the fastest possible times.

It is important to note that achieving best performance is always 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
- The scheduling of other project elements such the commissioning of the target environment.

TransVault's multi-threaded, multi-server capability means that multiple extraction and ingestion pipes can be set up between your source and target system, thus driving your environment to capacity.

Your chosen archive migration partner can establish a proof of concept (POC) to establish likely throughput rates in your specific environment. *They will also be able to give you guideline speeds seen at other customer sites for a similar migration path.*

Q12.   Why not just use PSTs to move our legacy EMC EmailXtender and SourceOne data?

Many third-party archive platforms such as those from EMC offer the ability to export archived mailboxes into PST files.   A typical PST-based migration involves:

1. Extraction from legacy archive into PSTs
2. Matching PSTs to mailbox owners
3. Importing PSTs into Exchange

Each step presents a series of challenges, for example:

When extracting:

- **PST files are slow.** 'Native' archive extractions tools are typically single threaded and need to be **manually overseen** (i.e. you could not leave several mailboxes running overnight).
- **There's no error management.** If an extraction fails, the process stops with no indication of what the problem was and no ability to pick up where the process left off.
- **You lose compliance data.** If you migrate Journal archives, it's likely you will have captured vital BCC'd and distribution list recipients. PSTs don't preserve this information.
- **No recognition of shortcut status.** Extraction tools do not cater for the fact that users may have deleted or refoldered shortcuts.   This leads to confusion when users are migrated.
- **There's no auditing.** There is no record of what data has been moved**.** All checking of PST exports needs to be done manually.

While on interim storage:

- **PSTs are space-inefficient.** This means you'll need lots of extra storage to pre-stage your data.
- **There's potential for tampering.** The multi-step process involved in PST migrations mean that files need to be held in an interim location for a length of time, during which they are potentially open to tampering.

When importing PST files, issues include:

- **No mass import.** For example, the SourceOne PST Import capability is limited and not designed for high volume, automated imports.
- **No automated ownership matching.** This is a big data security risk, and offers potential for embarrassment.
- **No ingestion flexibility.** The Microsoft tool does not allow you to filter or be selective over what to ingest.
- **No monitoring of Exchange to guard against overload.**
- **No logging or audit.** How can you prove to the organization that you managed to import everything? This comes up quite often in customers after a PST migration. e.g. senior manager complaining of lost email after an import, and the IT department having to prove they imported everything.

Microsoft Partner
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By comparison TransVault offers automated, multi-threaded, high-speed extraction with full error-logging and chain-of-custody. It also offers advanced data selection and mailbox management capabilities.

NOTES	*Performance comparison:* A project to extract 10.5 million emails from a leading on-premise solution using built-in PST extraction took 5.5 man months to run (and re-run) *TransVault is benchmarked to migrate the same amount of data in 24 hours.*
	Cost comparison: Manually exporting the contents of a single mailbox into a PST file can take 1.5-3 hours (depending on size), with additional time required for checking completion, updating manual logs, fixing corruptions etc. Hiring a temp (at $18/hour) to manually migrate PST files, and an average mailbox migration time of 3 hours would cost around $54 per mailbox. *Bearing in mind this is just half the process (the PST files would then need to be ingested into the target archive) manual migration costs can reach > $100 per mailbox.*

Q13.   Can we migrate archived Public Folders?

Public Folders can be migrated *out of* EMC EmailXtender for Exchange into the following destinations:

- Public Folder archives in Veritas Enterprise Vault for Exchange
- Microsoft Exchange Public Folders
- Office 365 Public Folders (Modern Public Folders)
- PST files (for ingestion into any target platform that supports this format)

You can also use TransVault to migrate Public Folders still hosted on Exchange into Office 365.

Additional supported Public Folder platforms will be added in future releases of TransVault. Please contact TransVault for details.

Q14.   Do I need to provide systems to run TransVault on?

Working with TransVault solutions gives you the choice of making your move on-premises or in the Cloud.

If you have existing server bandwidth and your migration is within the same location or domain, then a fully on-prem approach, with the option of local or remote control, may be the way to go.

Alternatively you can make your move in **Microsoft Azure.**

Using TransVault in Azure means there's no hardware to set up in advance. You also have the added benefits of built-in resilience, load balancing and distribution for geographically distributed locations. Plus, if you're moving to Office 365, network latency is inherently reduced, resulting in faster data transfers.

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Whichever route you take, your move can be managed remotely, and you can check on migration progress remotely and 'on the go' using TransVault's ToolBox App from a smart phone or a tablet.

Q15.   Does TransVault Support Extraction of Archives from EMC Centera?

Yes – you can use TransVault to move your archives on EMC Centera into your preferred new storage option. The following archives are supported on EMC Centera:

> Autonomy Message Manager (CAMM)
> Autonomy EAS for Exchange/Notes (ZANTAZ)
> EMC EmailXtender for Exchange/Notes
> EMC SourceOne for Exchange/Notes
> Enterprise Vault for Exchange/Notes
> Unify Daegis AXS-One for Exchange/Notes

Note that you can extract data direct from EMC Centera for optimum speeds (i.e. you don't have to go via DiskXtender).

Q16.   Will I need services?

TransVault gives you the option of a DIY move or a complete, end-to-end migration service.

EmailXtender and SourceOne, however, can tend to be complex environments that typically demand a more services-led approach.

One of our many specialist partners across the globe will be able to advise on and deliver TransVault alongside services that include implementation, migration hand-holding, expert advice on best practices, compliance know-how, project management, archive-specific expertise, expert trouble-shooting and comprehensive management reporting.

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