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# AXS-One

## Frequently Asked Questions

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## Contents

1. How can Transvault Migrator help with my AXS-One migration? .....	3
2. How does Transvault Migrator connect into AXS-One? .....	3
3. What happens to shortcuts (stubs) when we migrate to the new system? .....	3
4. How can I find out if all of our AXS-One data has moved? .....	4
5. How does Transvault Migrator compare with using manual extraction techniques? .....	4
6. We are involved in a de-merger and need to split up our archive. How does this work? 5	
7. How does Transvault aid compliance when migrating? .....	6
8. Why do Journal Archives require special care? .....	6
9. What do you mean by 'Chain of Custody' and why is it important? .....	7
10. How quickly can Transvault Migrator migrate archived items? .....	8
11. What happens if an item fails to migrate? .....	8
12. If we switch from using Notes to Exchange, can Transvault migrate our archive? .....	9
13. Do I need to provide systems to run Transvault on? .....	10
14. Will I need services? .....	10

## 1. How can Transvault Migrator help with my AXS-One migration?

Available from global network of Transvault Certified Migration Masters, Transvault Migrator quickly and securely migrates legacy archived email from Unify Daegis AXS-One into a wide array of different email archives and platforms. Example migration scenarios include:

- Migrating to a cloud-based platform like Office 365
- Moving to a new on-premises archive such as Enterprise Vault.
- Converting AXS-One for Lotus Notes archive content into a Microsoft Exchange-based format

All data movement is fully audited to ensure chain-of-custody, and mailbox shortcuts are fully managed to ensure a seamless experience for end users as they move.

## 2. How does Transvault Migrator connect into AXS-One?

Transvault Migrator connects directly into the AXS-One archive store for optimum extraction speed.

## 3. What happens to shortcuts (stubs) when we migrate to the new system?

Transvault Migrator provides a **comprehensive** shortcut management service that ensures users have a seamless experience when they migrate. As your data is moved, the corresponding shortcut is converted to point to the new archive. This activity can take place whilst users are online – there's no need for any downtime or for users to logout.

In the situation where shortcuts aren't supported by the target archive (for example, if you're migrating from AXS-One to Microsoft Exchange or Office 365), legacy shortcuts are replaced (rehydrated) with the original item.

Another key feature designed to ensure a great user experience is that Transvault synchronizes with the current status of users' shortcuts as they exist in their mailbox at the time of the migration. For example, where users have re-folded their shortcuts 'post-archiving', Transvault ensures the corresponding items end up in the right folders post-migration.

Similarly, where users have **deleted** their shortcuts, you can configure Transvault **not** to migrate the corresponding item, as this is confusing and causes concern for end users when deleted items reappear.

This service is vital, as AXS-One does not keep track of shortcut re-folding and deletion activity.

## 4. How can I find out if all of our AXS-One data has moved?

Transvault Migrator includes comprehensive auditing that tracks the migration of each individual item. This is further bolstered by that fact that wherever possible, migrations are made in one transaction, direct from source to destination and with no interim steps that could lead to data being tampered with or going missing 'in transit'.

In the event of a future eDiscovery, the audit reports that are available enable you to prove that you have not lost items during the move and that chain-of-custody has been maintained.

If the migration of an item fails (e.g. owing to data corruption or intermittent network issues) tasks can be rerun to target *just* these items, adding them into the new archive alongside items that are already migrated.

See also Q11 for more information about data remediation in the event of a permanent failure.

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

## 5. How does Transvault Migrator compare with using manual extraction techniques?

Data can be extracted from AXS-One using either PST files (or NSF files if you are using the Notes version of AXS-One), however this approach is not suitable for large scale migrations for the following reasons:

- **It's slow** – Extractions to files is a single-threaded process which is intended for simple mailbox moves. It is not intended for wholesale migrations. It is also just half of the migration exercise – see notes below.
- **It's manually intensive** - The native tool needs to be manually overseen (i.e. you could not batch several mailboxes to migrate unattended overnight).
- **There's no error logging** - 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 you left off.
- **Lacks flexibility** - There is no support for migrating BCC'd and distribution list recipients from journal archives, no ability to re-write addresses, etc.
- **There's no auditing and minimal reporting.**
- **No shortcut awareness** – There's no awareness of which items have shortcuts. This means if you export data, it will be everything in the archive, which will mean users are presented

with data they believe was deleted years ago. So not only do you have a storage space issue, you have user issues as well. Likewise shortcuts in user's mailboxes will not be converted or re-hydrated (if migrating to platforms such as Exchange or Office 365) as the corresponding items are migrated.

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.

Generally speaking, any approach that relies on migration using **interim** files such as PSTs or EML files will encounter the following challenges:

- **Need for interim storage space.** PST files in particular are space-inefficient, so you'll need lots of extra storage to pre-stage your data.
- **Potential loss of integrity.** When using multiple intermediary conversions – i.e. from format A to format B then from B to C (instead of direct from A to C) there is always the potential to lose information along the way with each conversion.
- **Loss of chain-of-custody.** Multiple steps risk loss of control over your data.

By comparison Transvault Migrator offers multi-threaded, multi-server, high-speed extraction with full error-logging and 1-step chain-of-custody, migrating data direct from the source to the destination in one stream.

It also offers advanced shortcut management services to ensure users retain transparent access to their emails post migration.

## 6. We are involved in a de-merger and need to split up our archive. How does this work?

Transvault can filter items by user, groups, folders and dates, thus enabling data to be selectively and incisively migrated to one or more different locations.

Transvault can also re-write internal email addresses in sender and recipient fields so that the email is usable with any new domain naming or recipient-addressing conventions.

## 7. How does Transvault aid compliance when migrating?

Migration methods that rely on interim PST or EML files 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 opportunity for human error: your data is automatically moved in **1 step**, direct from the source to destination. Each item moved is **checked for integrity** to ensure your data will be viable in the new environment.

There's also **complete auditing** of the migration process, with detailed reports that 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 your data while undergoing migration.

See also next question relating to the migration of journal compliance records.

## 8. Why do Journal Archives require special care?

By their very nature, moving email Journals and Journals stored in email archives demands the utmost care.

From a legal and compliance perspective, the movement of journals should be closely managed and audited, leaving no room for error or loss of data integrity whilst your data is being moved.

Transvault Migrator delivers full auditing and full chain-of-custody in order to be able to prove to the relevant bodies that all due diligence has been made in migrating journal content. *If this cannot be done, the results of a future eDiscovery request made be subject to dispute.*

Secondly, Journal archives tend to be extremely large, making a manual extraction approach slow and subject to size-related problems that can occur when using PST or NSF files as an interim store.

Transvault Migrator 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 journal mailbox, significantly speeding up the migration task.

Thirdly, most of the organizations that capture emails into Exchange Journal mailboxes for compliance reasons use 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. Again, from a compliance perspective, this data must be preserved and available for access when performing eDiscovery. Losing this vital recipient data would jeopardize the validity of any future eDiscovery case, as not all the people that received any given email would be included in an investigation.

If you're moving data into Office 365, Transvault is able to migrate your legacy journal format into the **new compliance model** that has been introduced with Office 365, ensuring all your data is intact, fully discoverable and stored in accordance with Microsoft's licencing policies.

## 9. 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 NSF files) risk your data being inadvertently 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.

## 10. How quickly can Transvault Migrator 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.*

## 11. 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.

'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.

For example, in one project it was discovered that some emails only had the email 'shell' intact - the actual body of the email and any attachments were missing. The customer's legal team requested for all the retrievable header data (i.e. Subject, To, From, Date) to be preserved and migrated along with *explanatory text* into the email body to explain to a future eDiscovery operator that the original message was broken prior to the migration. *Transvault's remediation service was able to meet this request.*

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.

## 12. If we switch from using Notes to Exchange, can Transvault migrate our archive?

Yes. Transvault offers migration and conversion capability between Exchange and Notes archives. E.g. An organization using AXS-One for Notes can migrate their contents to say, Enterprise Vault for Exchange or Office 365, using Transvault to perform the migration along with on-the-fly email format conversion.

In most cases, Transvault can convert shortcuts so they work with the new archive system.

Where necessary, Transvault can re-write internal email addresses so that legacy emails can be successfully replied to. *This is useful in the event of a merger or other scenario where the email address may have changed.*

Transvault also includes the ability to decrypt Notes emails where passwords can be made available.

Additionally organizations can actually reduce the time it takes to migrate their 'live' email system between Exchange and Notes by taking advantage of migrating their archives first, as this can be done in a way that does not impact end users. In fact some organizations ramp up their archiving

so that they can minimize the size of the live mailboxes that need to be migrated as a 'foreground' exercise.

Benchmark testing has further shown that Transvault has superior conversion performance and message format fidelity when compared with leading third-party mailbox migration applications.

### 13. 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.

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.

### 14. Will I need services?

AXS-One tends to be a complex environment that typically demands a more services-led approach.

One of our many specialist Transvault certified partners across the globe will be able to advise on and deliver the appropriate Transvault products and services for your organisation.

Alternatively, Transvault Services have two tailored offerings: Managed Migration Services is a fully managed end-to-end migration service or Assisted Migration Services a service to allow knowledge transfer to internal teams for the delivery of your own migration with the support of Transvault throughout the migration.

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