transvault

intelligent MIGRATOR



Commvault
Frequently asked questions

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1. How can Intelligent Migrator help with my Commvault migration?

Available from a global network of Transvault Certified Partners, Transvault Intelligent Migrator securely migrates email from supported source systems into a Commvault Journal SMTP archive.

Detailed processing, auditing and reporting provide visibility of migration progress and item-level outcomes.

Intelligent Migrator can also support indirect migration workflows using PST files, including processing PSTs exported from Commvault or producing PSTs for subsequent ingestion using Commvault tooling.

2. How does Transvault connect into Commvault?

Intelligent Migrator connects to Commvault through its REST API to ingest messages into a Commvault Journal SMTP archive.

3. Can Intelligent Migrator migrate content exported from Commvault?

Where archived email has been exported from Commvault to supported PST files, Intelligent Migrator can process those files and migrate the content to a supported target platform.

This provides a practical indirect route for migrating Commvault content. The exported dataset should be reconciled before migration begins.

4. How quickly can Intelligent Migrator migrate archived items?

Intelligent Migrator is designed to deliver high-performance migrations at enterprise scale.

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.

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

5. We are migrating into Commvault as part of a demerger. How does it 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.

6. How does Intelligent Migrator aid compliance when migrating?

Intelligent Migrator provides a controlled, automated migration process with detailed item-level tracking, auditing and reporting. Each item is processed and its outcome recorded, allowing migration progress and exceptions to be reconciled.

For direct migrations from a supported source into Commvault, content is transferred without requiring manual PST or EML export stages. Where an indirect PST workflow is used, Intelligent Migrator maintains processing and audit records from the point at which the PST enters the migration.

This detailed audit information supports reconciliation and helps demonstrate a clear chain of custody throughout the Transvault-managed migration stages.

7. 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.

Intelligent Migrator provides detailed item-level auditing and reporting to support reconciliation and demonstrate how journal content was handled during the migration. *If this cannot be done, the results of a future eDiscovery request may 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 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 organisations 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 jeopardise the validity of any future eDiscovery case, as not all the people who received any given email would be included in an investigation.

Intelligent Migrator can migrate historical journal content from supported sources into a Commvault Journal SMTP archive, preserving the original message and available journal-envelope recipient information.

8. 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 eDiscovery against migrated emails will seek to validate that the data has been handled correctly and that nothing was missed.

Direct migration from a supported source into Commvault reduces intermediate handling and avoids the need to stage content in PST or EML files.

Where interim files are used, they can still form part of a controlled migration when appropriate security, tracking and reconciliation measures are applied.

Intelligent Migrator records item-level processing and migration outcomes, providing evidence that supports reconciliation and chain of custody.

9. What happens if an item fails to migrate?

As your data is moved, Intelligent Migrator carries out a series of integrity checks to ensure your email records will be viable post-migration.

Temporary failures may be retried automatically according to the migration configuration and failure type. Persistent failures are logged and reported so they can be investigated, retried or remediated as appropriate.

If your organisation 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.

10. Will I need services?

Typically, yes. Commvault migrations generally require a services-led approach.

One of our many specialist partners across the globe will be able to advise you 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 https://www.transvault.com/ for more information.