



Enterprise Archive Solution (EAS) Frequently asked questions

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Contents

1. Why use Transvault for our EAS migration?	2
2. How does Transvault connect to EAS?	2
3. How does Transvault compare with using native EAS extraction and import tools?	2
4. Can we use EAS Storage Manager (STORM) instead of PSTs to export data out of EAS?	3
5. Will our shortcuts (stubs) work when we migrate to the new system?	3
6. How quickly can Transvault migrate archived items?	4
7. Can we migrate archived Public Folders?	4
8. How can I find out if Transvault has moved all of our data?	4
9. How does Transvault aid compliance when migrating?	5
10. Why do Exchange Journal Archives require special care?	5
11. What do you mean by 'Chain of Custody' and why is it important?	6
12. What happens if an item fails to migrate?	6
13. We are involved in a de-merger and need to split up our archive. How does this work?	7
14. If we switch from using Notes to Exchange (or vice versa), can Transvault migrate our archive?	7
15. Do I need to provide systems to run Transvault on?	7
16. Will I need to buy services?	8

1. Why use Transvault for our EAS migration?

Transvault has extensive experience migrating Capax Enterprise Archive Solution, formerly Autonomy, ZANTAZ and Educom EAS, across a range of EAS versions and configurations.

Transvault was the first vendor to offer EAS migrations, and throughout EAS' chequered history, Transvault has maintained a deep understanding of the EAS architecture and the different challenges introduced by different (and sometimes buggy) versions.

By working with Transvault software you can be assured of a seasoned solution and support capability that can help with issues such as:

- Accessing items that have been orphaned and are not retrievable via the EAS API
- Extracting archives from an EAS service that is non-operational
- Working with an archive service that is heavily loaded
- Support for both SQL and Oracle databases
- Migration of either Notes or Exchange EAS archives
- Support for EAS configurations that use email attachment single instancing

Transvault also offers extremely high-speed migrations, advanced shortcut handling and detailed item-level auditing and reporting to support reconciliation and chain of custody.

EAS journal archives can also be moved back into your preferred destination – including back into native Exchange journals, with Transvault ensuring that all vital metadata is protected and correctly aligned to your target system.

This includes the ability to support the Microsoft 365 compliance model.

2. How does Transvault connect to EAS?

Transvault connects to EAS through either an API or Direct Access connector.

The API works by querying the EAS IIS Server for the message and waiting for the G-Zip archive message (which is then migrated by Transvault to your preferred destination).

The direct connector is useful for accessing *orphaned* archived content. It can also be faster than using the API as you are not required to wait for the EAS IIS Server. Instead, Transvault connects straight to the archive database, locates and transfers messages directly from the file stores.

3. How does Transvault compare with using native EAS extraction and import tools?

Many archive systems, EAS included, have some form of native 'export to PST files' function, as well as the ability to import emails from PST files. Direct connector-based migration avoids the separate export, staging, ownership-mapping and import stages associated with PST workflows.

Intelligent Migrator provides automated extraction, item-level tracking, controlled retry and detailed reporting, reducing operational effort and making large-scale migrations easier to reconcile.

PSTs can still provide a useful indirect route where direct extraction is unavailable, but require additional storage, security and reconciliation controls.

Other issues associated with using 'native' EAS 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.
- **You lose important compliance data.** If you plan to migrate the contents of Journal archives, you will likely 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).

4. Can we use EAS Storage Manager (STORM) instead of PSTs to export data out of EAS?

Whilst it is possible to extract larger amounts of data more easily using the EAS Storage Manager, this process loses all original folder information. This means that end users will no longer be able to navigate and locate emails using their familiar folder structures in your new archive platform.

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

Yes. Transvault provides a comprehensive shortcut management service that ensures users have a seamless experience when they migrate.

As your data is moved, the corresponding EAS stub or '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 log out.

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

Another key feature designed to ensure a great user experience is that Transvault synchronises 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 not all archive platforms keep track of shortcut re-folding and deletion activity.

NB - EAS itself does a good job of synchronising the location of shortcuts; however, there are some scenarios where deletions might not be picked up by EAS. *An example is where users drag their shortcuts into the Outlook deleted items folder, rather than highlighting them and using the delete option that links with EAS.*

6. How quickly can Transvault 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 as the commissioning of the target environment.

Also note that migration speeds we refer to are end-to-end migration times, and not just *extraction* speeds into an interim format. *Extraction speeds are misleading as this is only half of the 'story' (as the extracted data then needs to be ingested into the target archive).*

7. Can we migrate archived Public Folders?

Yes. Legacy Public Folders can be migrated out of EAS for Exchange into:

- Public Folder archives in Arctera Enterprise Vault for Exchange
- Microsoft Exchange Public Folders
- Microsoft 365 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 Microsoft 365.

8. How can I find out if Transvault has moved all of our data?

Transvault 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 enables 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 re-run to target *just* these items, adding them into the new archive alongside items that are already migrated.

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

9. How does Transvault 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.

10. Why do Exchange Journal Archives require special care?

First, 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 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.

Secondly, 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.

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.

The important thing to note is that different archive platforms store envelope information in different ways. The migration process must therefore preserve and correctly translate the journal-envelope information for the selected destination.

For example, with Transvault you can move EAS journal archives into EV journal archives. To do this Transvault reconstructs EAS journals into the format required by EV.

And if you're moving data from EAS into another platform, such as Microsoft 365,

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

11. 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.

12. 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.

13. 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 rewrite internal email addresses in sender and recipient fields so that the email is usable with any new domain naming or recipient-addressing conventions.

Using Transvault CTM feature, journal archive content can be split based upon email addresses and domains so that a single journal can become two or more separated journals, each containing emails only relevant to the specific firms.

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

Yes. Transvault offers migration and conversion capability between Exchange and Notes archives. E.g.

- If you're using EAS for Notes, you can migrate its contents to EAS for Exchange, using Transvault to perform the migration along with on-the-fly email format conversion.
- An organisation using EAS for Notes can use Transvault to migrate (and convert) its archived emails into, say, an Enterprise Vault for Exchange archive.
- You can also migrate NSF files into an Exchange-based platform.

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

Where necessary, Transvault can rewrite 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.

Additionally, organisations can reduce the time it takes to migrate their 'live' email system between Exchange and Notes by ramping up their archiving activity to minimise the size of the live mailboxes that need to be migrated.

15. 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.

Intelligent Migrator can be deployed on-premises or in Microsoft Azure, allowing the migration environment to be positioned according to the source, target, security and connectivity requirements.

16. Will I need to buy services?

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.

Alternatively, you can sit back and relax with a complete managed migration service that includes expert advice on best practices, compliance know-how, project management, archive-specific expertise, expert troubleshooting and comprehensive management reporting.

You can also elect to run your migration on-premises or in the cloud (e.g. Microsoft Azure).

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.

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