



**transvault**  
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# Enterprise Vault (EV) Frequently Asked Questions

**Date: October 2020**

**Version: 1.0**

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## Contents

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

## 1. How can Transvault help with my Enterprise Vault migration?

The first migration solution to be certified for use with Enterprise Vault, and available from global network of Transvault Certified Migration Masters, including Veritas Partners and Veritas Consulting Services, Transvault™ quickly and securely migrates legacy archived email into, out of, and *around* the Enterprise Vault (EV) platform.

Example migration scenarios include:

- Moving from an 'unsatisfactory' or obsolete archive into EV (virtually all third-party email archives and common email formats, including PST, EML, MSG and NSF files, are supported)
- EV upgrades – using Transvault you can migrate EV versions as early as V5 to the latest release
- EV storage moves to protect against obsolescence and lock-in (e.g. extraction from EMC Centera)
- Standardization onto EV (e.g. where merging organizations have incompatible systems)
- Staff relocations between different archive stores (vaults)
- A move to hosted solution (e.g. Enterprise Vault.cloud or Microsoft Office 365)
- Conversion of an EV for Lotus Notes archive to an EV for Exchange archive (and vice versa)

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 connect into EV?

Developed under the Symantec Technology Enabled Program (STEP), Transvault has connectors that move data directly into or out of Enterprise Vault using the EV approved API.

We recommend using the API wherever possible, as this is the only route that is fully supported by Veritas.

However, where high speed is a vital component to your migration, a direct approach can perform up to 10x faster than using the API. A direct approach is also useful where you need to:

- Extract data from a version of EV that is pre version 7.5 (as there was no published API at this time)
- Access data where the EV server itself is non-operational
- Work with an archive service that is heavily loaded (the direct approach avoids impact on end users).



In fact customers have the option of using Transvault's unique hybrid connector, which combines speed with safety: *if an item can't be accessed using a direct connection, Transvault automatically switches to using the API connector.*

For example, not all of the data stored in your EV implementation may be accessible using a direct approach. This can be the case where data is held on a range of hierarchical storage devices and services (such as Amazon, Rackspace, Dell and Hitachi) that rely on using the EV Streamer API to act as a 'go-between'.

Ultimately, if your migration needs to meet Veritas recommendations, you can use the API exclusively - the great thing is that Transvault gives you the choice, which is also totally unique.

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

Transvault 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 Enterprise Vault 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 not all archive platforms keep track of shortcut re-folding and deletion activity.*

NB - EV itself does a good job of synchronizing the location of shortcuts, however there are some scenarios where deletions might not be picked up by EV. *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 EV.*

#### 4. 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.

Transvault's connectors are constantly reviewed with the relevant platform vendors.

For example, Transvault's CloudStream service, combines the latest Microsoft ingestion technologies with sophisticated algorithms, such as traffic flow analysis, to guarantee unrivalled ingestion speeds into Office 365.

Additionally, Transvault's unique Hybrid Connector for Enterprise Vault delivers speeds up to 10 x faster than other migration solutions. See also response to Q2.

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.*

It is important to note 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 (typical speeds may range from 5-10 GB/hour)
  - The scheduling of other project elements such 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).*

## 5. Can we migrate archived Public Folders?

Yes. Legacy Public Folders can be migrated out of Enterprise Vault for Exchange and into:

- Public Folder archives in Enterprise Vault for Exchange (e.g. a newer version of EV)
- Microsoft Exchange Public Folders (either Legacy or Modern 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 Public Folder platforms will be added in future releases of Transvault. Please contact us to check.

## 6. How does Transvault compare with using EV Extraction Wizard?

EV has its own Wizards that enable data to be extracted and imported to/from PST files.

Issues specifically associated with using 'native' EV migration tools include:

- **It's slow** – This 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** – The EV Wizard does not have 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 onpremise solution using built-in PST extraction took 5.5 man months to run (and re-run) *Migrator 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 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.

## 7. How does Transvault compare with using third-party EV-EV migration tools?

Transvault is ideal for EV to EV data manipulations such as archive consolidations, version upgrades, moving user accounts and updating storage hardware. Benefits offered by Transvault include:



- **High-volume data handling:** Transvault is proven in many EV-EV migration projects handling tens of TBs of data. It offers a highly scalable architecture and extreme flexibility for coping with the largest, most complex environments.
- **Detailed reports:** Transvault generates detailed status reports that show totals of items found and migrated for each archived mailbox, along with any errors encountered, giving you total peace of mind.
- **Preserves chain-of-custody:** Transvault-powered migrations occur directly between the source and target, as a single, synchronous step, and as a fully audited process. Any solution that migrates using interim PST or EML files or interim copies of entire vaults risk breaking chain-of-custody.
- **No need for temporary disk space:** Migrator does NOT need interim disk space for housing PST or EML files during migration. It sends data direct from source to destination. This saves both cost and inconvenience.
- **Lots of flexibility:** Transvault offers extremely advanced capabilities including detailed archive analysis, fine-grain data selection, sophisticated shortcut handling, address re-writing to support interdomain migrations, re-assigning multiple archives that may have been created for the same individual (e.g. due to re-locations, name-changes) etc.
- **Fast yet secure migration:** Transvault is a multi-threaded, multi-server-capable solution that can perform significantly faster than other methods. As well as offering a pure API approach, it uniquely offers the option of hybrid connectivity for optimum speed without risking the data integrity and completeness issues that a 'purely direct' approach introduces.

## 8. Can Transvault help re-architect our Enterprise Vault archive?

Yes. Although with Enterprise Vault V8 SP4 the Move Archive tool was introduced to enable storage upgrades or moves, this utility is only suitable for moving smaller amounts of data such as individual mailboxes.

Using Transvault you can initially 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.

You can then be selective in what you migrate and to where. E.g. 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

Transvault can also be used to quickly move old vaults into the newer EV OSIS architecture, resulting in great storage benefits. For example, a US energy giant used Transvault to migrate to upgrade EV and literally halved its email storage costs, thanks to EV's improved Single Instance Storage.

You might also want to move from a single EV server to a failover cluster or move your data from legacy storage, such as EMC Centera, to a new storage platform.

Transvault can also be used to consolidate vaults belonging to different organizations and domains. This includes the ability to re-write internal email addresses (where permissible) such that retrieved emails can be replied to without having to edit the email address manually.

## 9. 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 incisively migrated.

For example, in the event of a merger or acquisition, you can combine or segregate the emails belonging to different custodians and move them to different destinations as required.

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


If you need to move a *journal* archive or mailbox, Transvault lets you select emails belonging to different parts of the company and move them to different locations as needed.

## 10. 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 this example report for an EV to Office 365 migration you can see the EV id and the EWS Item ID (the very long string).

Chain of Custody Report					
Generated on 20/03/2014 11:59					
Mailbox: User's Name					
TV Message ID	Subject	Message Date	Source ID	Destination ID	Message Status
<a href="#">28295058</a>	Email Subject	05/09/2012 19:00:20	201210301601641~2012090 03879F549E1817BC855D651	AAMkAD14ZWVKNWFHlTkz MjAtNDY3MjI0SOGIOLWZIM2 YzY2Q5NzIyMQBGAAAAAAC wDeMcyTLT/8RaZ9GYCNzzY 1AADZpZLVAADZp5pRAA A=	✔
<a href="#">28295059</a>	Email Subject	10/09/2012 10:36:00	201210301601630~2012091 24BE39800C9230AD6EF6F5B 1	AAMkAD14ZWVKNWFHlTkz MjAtNDY3MjI0SOGIOLWZIM2 YzY2Q5NzIyMQBGAAAAAAC wDeMcyTLT/8RaZ9GYCNzzY 1AADZpZLVAADZp5pRAA A=	✔
<a href="#">28295060</a>	Email Subject	07/09/2012 14:37:51	201210301601635~2012090 BC79C825BE0CF3B39829258 1	AAMkAD14ZWVKNWFHlTkz MjAtNDY3MjI0SOGIOLWZIM2 YzY2Q5NzIyMQBGAAAAAAC wDeMcyTLT/8RaZ9GYCNzzY 1AADZpy7WAADZpy9xAA A=	✔

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.

See also Q11-14 for more information on compliance-related issues.

## 11. 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 using banking-style transactions.

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.

NB – With the introduction of Enterprise Vault 10.0.4, Symantec updated its Enterprise Vault API to enable Transvault to pass reconstructed envelope journal information directly into EV (prior to this time, Migrator was used to reconstruct the archive into Microsoft Exchange Journal format, so it could be re-archived by EV).

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

## 12. 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 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.

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.

The important thing to note is that different archive platforms store envelope 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.*

Transvault is able to reconstruct this information into the right format so that it can be passed into EV in the correct way using the new API enhancement introduced with EV version 10.0.4.

If you're moving data from EV into another platform, such as Microsoft Office 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.

### **13. 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 PST or EML 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.

## 14. 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.

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.

'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.

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.

## 15. 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.

- An organization using Notes archiving platforms such as AXS-One, EMC EmailXtender, SourceOne and EAS for Notes can migrate their contents to EV for Exchange, using Transvault to perform the migration along with on-the-fly email format conversion.



- An organization using EV for Notes can use Transvault to migrate (and convert) its archived emails into an Enterprise Vault for Exchange archive.
- You can also migrate non-EV Notes archives (as well as .NSF files) into Enterprise Vault for Notes

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.

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

Benchmark testing has further shown that Transvault has superior conversion performance and message format fidelity when compared with leading 3rd-party mailbox migration applications.

## 16. 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.

## 17. Can Transvault help upload PSTs into EV?

Yes. Transvault PST Insight, part of the Transvault product family, offers the most advanced and scapable PST ingestion capability available today. Its capabilities over and above native EV ingestion tools include:

- Pre-upload analysis of PSTs
- The ability to filter what is uploaded, e.g.:
  - Upload emails less than 3 months into the *primary* Exchange server
  - Upload emails between 3 months and 2 years old into the *Personal Archive service*
  - Don't migrate emails with [SPAM] in the subject or in Personal folders
- Full logging and auditing of all upload activity
- Content-level de-duplication
- Throughput control parameters to limit loading on your network
- Advanced reporting
- Management of PST contents 'in place' – i.e. not just migration.

## 18. Will I need services?

Transvault gives you the option of a DIY move or a complete, end-to-end migration service. Our self-service approach with minimal assistance is designed to empower your own IT team to oversee a 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 <http://www.transvault.com/> for more information.