
TransVault™

Release Notes

For TransVault Version 5.3

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Summary

Highlights of the 5.3 release include:

- A New connector for Mimosa (Iron Mountain)
- An advanced scheduling function
- An enhanced diagnostic capability

Please see over for more details on these and other new features, fixes, known issues and limitations.

IMPORTANT UPGRADE NOTES

1. Changes to Pre-requisites

Starting with the TransVault 5.2 release, the Microsoft .Net 4.0 Framework is a prerequisite on all TransVault Servers and Clients. The framework can be downloaded from:

<http://msdn.microsoft.com/en-us/netframework/aa569263.aspx>.

2. Changes to TransVault Distribution Kit

The Mailbox Services Engine (version 2.4) is now included by default with TransVault and installed as part of the TransVault Server.

3. Applying this upgrade

TransVault must be uninstalled prior to attempting to upgrade to a new version. It is not possible to undertake an 'in-place' upgrade of the server service; however an in-place database upgrade can be performed without issue.

Alerts Relating to Symantec Enterprise Vault

1. Migrations to Enterprise Vault 8.0 SP 3/4 & Enterprise Vault 9.0

An issue has been discovered by Symantec in relation to **Enterprise Vault 8.0 Service Packs 3/4 and Enterprise Vault 9.0**. TransVault can migrate to these versions of EV only if TransVault is running under the Vault Service Account identity. Migrations to earlier versions of EV do not have this limitation.

Please note that it is critical when using the Enterprise Vault Output Connector that the following pre-requisites are met:

- The EV Runtime/API Runtime from the Symantec Enterprise Vault Installation Media must be installed on the TransVault Server.
- The EV Runtime/API Runtime must be exactly the same version as the version of Enterprise Vault installed. I.e. The EV 7.5 Runtime must not be used with an EV 7.0 installation, or an Enterprise Vault 8.0 SP3 runtime with an SP4 installation.
- At least one archive must be configured in the destination Enterprise Vault system to pass a successful connectivity test.

2. Journal Archive Migrations:

For organizations using Enterprise Vault to archive Journal Mailboxes with Envelope Journaling enabled, Symantec has identified an issue with the Enterprise Vault API that relates to the migration of BCC, Distribution List and Envelope (P1) information. For further information please contact products@transvault.com.

New Connectors

The new connectors added with this release are:

- Migration out of Mimosa NearPoint (now Iron Mountain NearPoint) to any supported Output Connector (or 'Target' archive)

Advanced Scheduling

As well as improving the granularity and options for the existing Migration scheduling, it is now possible to schedule the Gatherer and TransVault Reporting functions.

This gives more flexibility around further automating the migration project, and also helps minimize the need for manual intervention during the migration process.

Advanced Diagnostics

To assist with the diagnostic process, TransVault now offers the ability to perform retrieval of a single identified message from the source archive.

This capability is designed to help trouble-shoot scenarios such as the failure of a particular message or retrieve messages for further investigation by TransVault Support.

Additional New Features

The TransVault 5.3 release also introduces the following new features:

- Improvements to the **Mailbox Manager** function to prevent mailboxes from being de-selected for migration after Hard Stopping a task
- Displaying Target Details in **Mailbox Manager** is now optional, and can be shown or hidden via a checkbox
- The Test mechanism for the Exchange ingestion task within TransVault has been re-written and re-designed to allow more transparency during the test process
- Exchange and Notes Envelope/Recipient handling for Journal migration has been re-written to improve support for EMC SourceOne and Symantec Enterprise Vault, as well as including support for migrating Journal Envelopes between formats
- The Resume and Reprocess buttons in the Gatherer have been removed and replaced with a checkbox named "Update Existing Data" to aid understanding of the function
- The Output Connection details for EMC SourceOne are no longer required, as migrations to EMC SourceOne now target mapped folders
- Additional changes to the MAPI interfacing layer within TransVault, paving the way for future features
- The **Mailbox Services Engine** contains new Owner Synchronisation functionality, resolving issues with copied shortcuts or inconsistent archives, as well as Read/Unread Synchronisation to preserve the Read-status of each message during TransVault migration
- The EMC SourceOne for EmailXtender Gatherer now keeps track of the source for a particular message - either the database, or the container
- Migrations to Metalogix systems running on Oracle are now supported.

Fixes in this Release

TransVault version 5.3 includes the following fixes:

General

- Lotus Notes Hotspots are now handled correctly rather than being skipped during migration, and converted appropriately
- EMC SourceOne API handling fixes, including ensuring that additional error checks are performed when ingesting messages

Known Issues and Limitations

General

- If the Gatherer Fails during Gathering, the Gatherer may not restart - please contact support for assistance. This issue will be resolved in the next Cumulative Update for 5.3.
- Automatic Task Restarts in TransVault require the TransVault service to be configured to automatically restart upon an unexpected failure. Please use the Windows Service Control Manager to configure automated service restart.
- The TransVault License may be shown as 'Expired' in the task progress screen when the License Count is equal to the Mailbox count. The final Mailbox will migrate successfully as expected - the issue is cosmetic only.
- Installations of TransVault on Windows Server 2008/2008 R2 need to be initiated from an elevated command prompt (running as administrator) at this time. This issue will be resolved in a future release.
- Envelope Reconstruction may not perform correctly in this initial 5.3 release and messages will fail. If you rely on Envelope Construction, you should wait for the next Cumulative Update for 5.3.
- The Mailbox Services Engine (MSE) may report an error if trying to use the Synchronisation Functionality on a SQL Server running a version other than 2008. This will be resolved in the next Cumulative Update for 5.3.
- The command line reporting export tool may report an error if exporting to CSV. This will be resolved in the next Cumulative Update for 5.3.

Migrations to Autonomy ZANTAZ EAS for Exchange

- Some messages may fail with a non-RPC error when migrating to EAS via the EAS API. This issue will be resolved in the next Cumulative Update.

Migrations from Autonomy ZANTAZ EAS for Notes

- Where Mailboxes have multiple ODNs assigned, the Names import will only import and assign an SMTP address to the first ODN retrieved. Therefore, where address conversion is required, this will be performed for the imported addresses only unless the administrator uses the export/import .CSV functionality to add any missing ODN to SMTP mappings. This will be corrected in a future release.
- An issue may be present in certain conditions relating to EAS for Notes items being migrated into the wrong IPM Folder type. For more information, contact support.

Migrations to EML/MSG with the Disk Output Connector

- Where .MSG files are used as a source in TransVault, and .MSG files contain mixed items, TransVault will output to a folder type equivalent to the first message. So if the first message in 'Inbox' is an IPM.Appointment item, the 'Inbox' folder would become a Calendar-type folder. This issue will be resolved in a future release.

Migrations from Quest Archive Manager for Exchange

- Quest may incorrectly keep the code page for a particular message, causing message reconstruction to fail or work improperly. A workaround is available for this problem from TransVault support.

Migrations to or from EMC SourceOne for Exchange or Notes

- It is necessary to run EMC SourceOne shortcut 'fixup activities' as part of the migration process. For more information, please contact support.
- Migrations to EMC SourceOne version 6.6 do not currently support Envelope Reconstruction, and messages will fail if this option is used. This will be resolved in the next Cumulative Update for 5.3.
- When Gathering against EMC SourceOne, the Gatherer may fail with the message "Mailbox with id {id} can not be found". This issue will be resolved in the next Cumulative Update.

Migrations from Enterprise Vault (API)

- Single Message Retrieval does not work where the Enterprise Vault (API) connector is used as an input. This will be resolved in the next Cumulative Update.

Migrations to Symantec Enterprise Vault

- If TransVault is used to undertake multiple migrations of the same mailbox to the same Vault Store, the Enterprise Vault API will create an additional entry in the destination archive for each message. Repeating a migration of a mailbox with TransVault to the same Enterprise Vault Archive will duplicate archive entries for a user.
- Enterprise Vault API performance does not provide high throughput when a single TransVault processing thread is active. Performance is optimised when 4-6 threads or greater are actively processing mailboxes for the TransVault migration.
- Migrations into Enterprise Vault version 8.0 will give better performance than version 7.0/7.5 due to the multi-threaded nature of the Enterprise Vault API from version 8.0 onwards.
- An issue has been identified with the Enterprise Vault API relating to the migration of BCC, Distribution List and Envelope (P1) information if Exchange Envelope Journaling is used in an organisation. Please contact products@transvault.com for further information.
- Migrations to Enterprise Vault for Notes may report an "Object Disposed Exception" for some messages during migration. This issue is currently under investigation.

Migrations to Metalogix PAM for Exchange

- Ingestions into PAM, due to the nature of the API, are relatively slow - and may be subject to speeds of less than 1 msg/second. Please contact products@transvault.com for further information.
- Ingestions into PAM Archiving Servers running on 64 bit machines may not function as expected. For more information, please contact support.
- PAM Shortcuts may not open correctly after Shortcut Conversion. This issue is currently under investigation - please contact support for more information.

Further Information & Support

For further information, please contact your TransVault Partner or TransVault Software - at products@transvault.com.