

New Features for Enterprise Vault 8

New version 8 of Enterprise Vault (EV8), released in January 2009, offers a host of new features.

Optimized Single Instance Storage

Optimised Single Instance Storage (OSIS) reduces the archive footprint for better total cost of ownership. OSIS allows the archive to share commonly repeated data between archived items like archived email, journaled email, SharePoint documents, file system documents, reducing the footprint down to only one copy in the archives regardless of source.

Integration with de-duplication technology enables the combination of backup and archive data to reduce further the archive and backup data footprint. A broad range of technology partners and supported platforms gives customers freedom of choice and flexible archive deployment options.

Intelligent archiving enables selective retention of critical vs. non-critical information, reducing the costs associated with search and collection of electronic data. Users' folder structures are retained in the archive.

Next Generation End User Experience

- ❖ Allows transparent access to archived items from familiar interfaces such as Outlook, Notes, or Windows Explorer, meaning there is no separation between live and archived information.
- ❖ Access via Blackberry and Windows Mobile devices allows users on-the-go to search and access archived information anytime anywhere.
- ❖ Access to information stored in PST and NSF files via Outlook Web Access and Domino Web Access.
- ❖ Simplified e-Discovery with Guided Review for distributed teams that require centralised access.

Simplified Deployment, Administration and Management

- ❖ New installation process and setup provides recommendations and default settings based on industry best practices to get Enterprise Vault up and running in minutes.
- ❖ Common Tasks dashboard makes day-to-day administration simple by providing quick access to common tasks and operations within Enterprise Vault.

- ❖ Enhanced policies for flexibility allow users to "re-file" archived messages for new retention requirements.

Discovery Accelerator with Guided Review

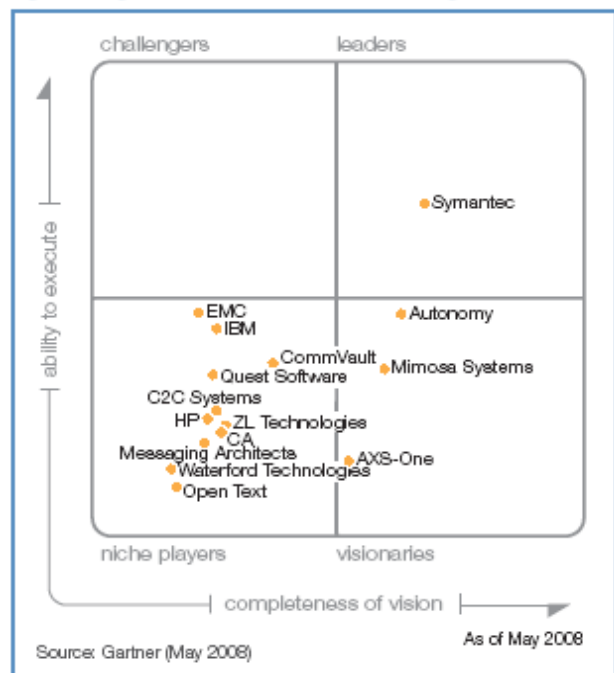
Discovery Accelerator helps users explore search results by prioritising or clustering the results to perform better early case assessments and understand both the higher level view and specific details.

Its Guided Review reduces the time and cost of reviewing search results by providing multiple views and facets for a given search. It reduces costs of legal discovery with powerful end-user, legal and administrator search capabilities.

Gartner Magic Quadrant

Symantec Enterprise Vault is still the leader for the fifth year running in this independent industry analyst's benchmark. The latest Gartner Magic Quadrant for Active Email Archiving was released in May 2008.

Figure 1. Magic Quadrant for E-Mail Active Archiving



The 2008 Gartner report states: "Symantec Enterprise Vault's email archiving solution continues to benefit from the large development and quality assurance team to deliver enhancements for archiving, e-discovery and compliance supervision. A large base of customers advises Symantec on changing worldwide

requirements, which helps the company develop a robust road map”.

Enjoy Flexible Support for Enterprise Vault

Readers will already appreciate that Email is a major business tool today. Managing it effectively is costly to the IT department. Transam helps organisations get it right. Our popular range of services has evolved from meeting customers’ requirements. These include:

Initial System Design & Implementation

System Configuration Documentation

Technical Support (see flexiPoints below)

Customised Solution Service

Version Upgrade Service

Backup / Business Continuity

Microsoft Exchange Migration

System Administrator Training Courses

End User Training

Contact us to discuss how we can help you save time and money with Enterprise Vault.

Upgrade to the New Version 8

As a Symantec Gold Partner Transam helps its customers upgrade to the newer versions of Enterprise Vault. Organisations call on us because we understand the product and how it affects your business. Please contact us today to discuss how we can assist you.

Enterprise Vault Health Check

Alternatively, you might prefer a proactive examination of your implementation’s performance, functionality and value as a business tool. Typical issues may include

- ❖ Running out of date versions and/or Service Packs not applied
- ❖ User issues – toolbar buttons disappearing, mailbox not archived or inaccessible
- ❖ Public folder issues
- ❖ Design and misconfiguration
- ❖ Performance and reliability
- ❖ Offline Vault issues
- ❖ Enterprise Vault Policy Manager (EVPM) script
- ❖ PST migration
- ❖ Backup performance issues
- ❖ Business Continuity and DR requirements
- ❖ End user functionality
- ❖ Licensing problems

flexiPoints – a Unique Approach to Support

flexiPoints Support is a points-based IT support service from Transam. Unlike traditional, fixed price contracts, it offers the benefit of a value-for-money contract with access to our wide pool of expertise, ensuring that you only pay for the support that you need.

Designed to assist IT professionals, flexiPoints Support can cover a wide range of services, operating systems, platforms and applications,

including Microsoft Exchange and Enterprise Vault. Ask your Transam contact for details or visit www.transam.co.uk/flexipoints.html. Our service spans technical support, system engineering, IT consultancy and training.

Mimecast – the Perfect Complement to Enterprise Vault

You don’t want to consume valuable storage space unnecessarily by archiving spam. Mimecast is a Software as a Service (SaaS) solution that prevents all spam from entering your IT infrastructure. It also offers a powerful solution for the elimination of email downtime. See www.mimecast.com for information or ask us to send you details or arrange a live demonstration.

Forthcoming Events

NEW Enterprise Vault Version 8

Transam will run a briefing on the NEW release of Symantec Enterprise Vault Version 8, for users and non-users, on **Wednesday, 18th March** at its new larger offices in London N1, with the following agenda:

- 09:00 Arrival & Coffee
- 09:30 Introduction by Transam
- 09:40 Earlybird: Introduction to Email & File System Archiving with Enterprise Vault V8 by Symantec UK
- 10:20 Demonstration of Enterprise Vault by Symantec UK
- 10:35 Break
- 10:50 NEW features in Enterprise Vault V8 & Discovery Accelerator by Symantec UK
- 11:50 Bringing IT all together by Transam
- 12:00 Q&A and Close

Eliminate Email Downtime with Mimecast

Transam will host an executive briefing on Mimecast (Software as a Service) at Transam’s new offices in London N1 on **22nd April**. Topics will include:



- ❖ Innovative "always-on" email continuity service
- ❖ Scalable message warehouse/archival facility
- ❖ Advanced email marketing facility
- ❖ Next generation spam protection
- ❖ Content control & supervision
- ❖ Large attachment management
- ❖ Robust virus protection.

To book a place on these events, please register online at <http://www.transam.co.uk/events.html> or contact us on **020 7549 3123**. See below for training courses on Mimecast.

Technical Tips

Are you not able to send mail to another user on behalf of the Vault Service Account?

When attempting to send an e-mail message from the System Mailbox referenced in the Exchange Mailbox Archiving Task, the following error is generated: "*You do not have permission to send the message on behalf of the specified user.*"

The daylight savings time (DST) update for Exchange 2003 may change the behavior of the Send As feature in Microsoft Exchange Server 2003. This change would occur if previous hot fixes containing the change were not applied to the Exchange server. More information regarding the update for daylight saving time changes in 2007 for Exchange 2003 Service Pack 2 can be found in Microsoft article 926666.

The DST update includes a previous fix to the Send As behaviour of Exchange 2003. To check if the Send As behaviour will change with the installation of the DST update, locate Store.exe in the <install_path>\Exchsrvr\bin directory on the Exchange server. Check the version of the file and compare with the file version found in Microsoft article 895949.

Resolution

1. Click Start, All Programs, Administrative Tools and Active Directory Users and Computers.
2. Click View and verify Advanced Features is enabled.
3. Right-click on the Enterprise Vault System Mailbox and click Properties.
4. Click the Security tab.
5. Add the Vault Service Account and click Allow for the Send As permission.
6. Restart the Microsoft Exchange Information Store service.

This will allow the Vault Service Account the ability to send as from the Enterprise Vault System Mailbox.

* Would you like to learn how to journal Bcc recipients on Exchange Server 2003?

* How do you move a user archive between Vault Stores in Enterprise Vault for Microsoft Exchange?

For answers to these and other tips from our EV consultants **Deepak Khandelwal** and **Bradley King**, please contact Transam on **020 7549 3123**.

All Your Email Management Needs

You may also be aware that no single email-related solution provides a panacea; installations need a number of complementary solutions in order to derive the best performance from messaging. Transam's expertise embraces security, storage, backup & recovery, replication and remote/mobile access for email.

Eurodata Managed Services and EV

Now that Transam is part of Eurodata Systems, we can offer managed services which range from operating as a complete IT provider to systems management and help desk support. Each option is designed to reduce costs and improve service levels, while allowing in-house resources to be focused on strategic IT projects. Importantly, our services can include management of your Enterprise Vault system. Please contact us today to discuss our range of services.

Training Courses on Enterprise Vault & Mimecast

The following training courses in Enterprise Vault 2007 and Mimecast are available from our authorised training partner.

- ❖ Enterprise Vault 2007 for Exchange Admin I (3 days), London – 16/3, 1/6 and 29/6.
- ❖ Enterprise Vault 2007 for Exchange Admin II (2 days), London – 19/3 and 4/5.
- ❖ Mimecast Marketing Advantage (1 day), London – 22nd April.
- ❖ Mimecast Administrator (1 day), London – 15th & 29th April and 13th & 27th May.

You need to book early for both training products as they are on high demand.

To discuss training in any other area, please contact **Syed Abdul-Malik** on **020 7549 3128**.

Please email roger.okelly@transam.co.uk if you would like to receive The Vault Newsletter.

For advice or help with your Enterprise Vault, call Transam today on 020 7549 3123.

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