Consolidated Technology Services • WA

WaSERV (a.k.a. The Vault) Frequently Asked Questions

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Prepared by:
Consolidated Technology Services Vault Team

Frequently Asked Questions (FAQs)

This document lists the Shared Services Email Project's (SSEP) most frequently asked questions and answers about the Vault. The intent of compiling and publishing these FAQs is to build and promote a common knowledge base for all project stakeholders.

WaSERV (a.k.a. the Vault)	
1 Question: When a mailbox is turned on, does email ingestion begin right away, or is there a way to delay the ingestion?	**1 Response:** Normally all mail older than 30 days will start being ingested into the Vault when the mailbox is provisioned during the archiving window (midnight to 4:00 am; with extended archiving window hours over weekends). New email will be vaulted during the archiving window when it ages to 30 days.
2 Question: How many mailboxes will we be able to turn on every night?	**2 Response:** There is no limit to how many mailboxes may be turned on (i.e., provisioned for vaulting) at once. The default mailbox pass vaults 500 items in a mailbox, then moves on to the next mailbox, meaning all items in a mailbox may not be vaulted in one night. It is a best practice to work out a schedule with your CTS Vault Team.
3 Question: What is your recommended ingestion strategy? What is a rolling implementation?	**3 Response:** Our recommended vaulting strategy is to provision and enable mailboxes for an agency on Friday evening and process through the weekend. Larger agencies may need to schedule multiple weekends or include weekday evenings. A rolling implementation is when groups of mailboxes are vaulted over time.
4 Question: How long will it take to vault a one gigabyte mailbox?	**4 Response:** The estimate is about 60,000 items per hour. Metrics will be updated as ingestion into the Vault continues. The number of items and mailboxes to be vaulted are the determining factors. Because the vault may make multiple passes on a mailbox based on the number of items, it is possible that a single mailbox may not finish during a single ingestion window when there are many mailboxes with large numbers of items to be vaulted. Vaulting of that mailbox will resume during the next ingestion window.
5 Question: How do we inform our employees their mailbox is being activated for vaulting?	**5 Response:** An Enterprise Vault system email welcome message is sent when the mailbox is provisioned (i.e., turned on for vaulting). The system email welcome message is standardized for the entire state. The agency may also want to hold informational meetings or send other email bulletins.
6 Question: What is a retention group?	**6 Response:** An Active Directory (AD) Universal Security Group (USG) where the membership includes accounts based on the retention policy defined for the members. Enterprise Vault (EV) targets these groups to apply retention to email.

7 Question: Who administers membership in the retention groups?	**7 Response:** Your Active Directory Administrator.
8 Question: Is there a limit to the number of retention categories that can be made available to the end user?	**8 Response:** Technically there is not a limit to the number of retention category folders that could be made available in Outlook. From a best practice standpoint, it is best to limit the number of retention categories to an Overall Mailbox Policy and somewhere between zero to five custom retention folders. Most end users will be able to manage email retention when there is a reasonable number of categories from which to choose.
9 Question: Who administers adding and deleting mailboxes?	**9 Response:** Your agency's Exchange administrator (i.e., the person who currently adds and deletes mailboxes).
10 Question: What is the process for changing retention categories on an existing mailbox?	**10 Response:** Simply change the membership settings in the Active Directory. Email before the change retains the original category. Newly vaulted email receives the new retention category.
11 Question: If our agency is already on the vault and our current policy is that items do not get vaulted until they are 60 days old – will this need to change to 30 days when we migrate, or can we keep our current policy settings?	**11 Response:** Your agency will need to change your policy to 30 or 45 days. After the implementation of the Vault, any email older than the number of days specified will be vaulted. This was originally included as a Key Recommendation by the Shared Services Advisory Committee in their original "To-Be Definition" (requirements) document and approved by the CAB and the ESC in June 2010
12 Question: How do new email accounts get vaulted?	**12 Response:** The Provisioning Task targets agency-managed Active Directory (AD) Universal Security Groups (USG's). Once a user's AD account is placed within the USG, the account will become Vault activated during the next provisioning window.
13 Question: What happens to deleted email accounts?	**13 Response:** Even after an Active Directory or email account is deleted, the vaulted email is retained and accessible to an administrator until the retention period expires. The Vault account will remain in existence despite the deletion of the Active Directory or Mailbox accounts.
14 Question: I need help filling out the WaSERV Retention Policy Worksheet. Who will assist?	**14 Response:** Your SSEP Vault Project Team will work with you to complete this important document. They will assist you during the process of implementing your vaulting environment.
15 Question: How many mailboxes can we completely vault per night?	**15 Response:** This depends on many factors such as total items, size of items, number of mailboxes, Exchange availability, network bandwidth, etc. CTS has run benchmarks and has determined a conservative number of about 60,000 items per hour, per Exchange server, assuming normal operations.

16 Question: Can we delete email that has been vaulted?	**16 Response:** The end user will not have the ability to delete items from the Vault. Vaulted items are expired from the Vault based on agency retention policy. By moving an item to an Outlook folder with a shorter retention the item will be expired sooner.
17 Question: Why do I see another user's folder in Archive Explorer?	**17 Response:** If you have permissions to that user's mailbox or delegated authority to specific folders, that user's vault will be available to you within Archive Explorer. There are two ways this occurs. The first is through explicit rights in Active Directory. Someone is given direct rights over the complete mailbox of a user. This is most commonly seen when an Exchange admin grants rights to someone for eDiscovery purposes. The second method is user driven. Within Outlook it is possible for users to share specific folders such as the Inbox or Calendar by granting Reviewer or Owner rights. This is most often seen in an Executive to Administrative Assistant relationship or amongst co-workers.
18 Question: Can the user specify a retention category on a single email or folder?	**18 Response:** No. The agency determines the retention category for a user's folder. This is commonly performed by assigning a single retention period to a user's entire mailbox. Alternately, the agency may choose to create custom folders with different retention periods.
19 Question: Why is the Archive Explorer page not reflecting my Outlook folder structure?	**19 Response:** Only folders with vaulted items will be displayed in the Archive Explorer Page. Also, because processing happens during the night, moves of items between folders may not be seen until the following day.
20 Question: Why is the Archive Explorer page not showing vaulted email that I know has been vaulted?	**20 Response:** The Archive Explorer page is Internet Explorer driven. By design, that page will not refresh until manually done. In addition, changes made in Outlook (such as vaulting the first email in a new folder) will not take effect in Archive Explorer until the following day. This is because of a nightly task that processes this information. Once the process happens, the user can right click in Archive Explorer, choose Refresh, and that will re-sync Archive Explorer. This process is manual to minimize server calls to the SQL backend.

21 Question: Is it possible to vault Outlook Contacts using Enterprise Vault?	**21 Response:** It is best practice to not vault Outlook Contacts. Vaulted contacts do not appear in the Outlook address book. This is because vaulted contacts are no longer Outlook contacts, they are now Enterprise Vault archived items and therefore Outlook is unable to recognize them when displaying the contents of the Outlook address book. Vaulted contacts do not work with third party applications that use Outlook contacts. Vaulted contacts also cannot be modified. Users will be prompted whether to make a copy of the contact (this is not recommended).To modify vaulted contacts, they will have to be restored first. Enterprise vault will re-archive the contact as a second copy so users will end up with duplicate contacts in their vault. Vaulted contacts generally take up more space than un-vaulted contacts. Vaulting works best on static data such as sent/received emails. Reference – http://support.veritas.com/docs/287143
22 Question: When does the system perform the automatic vaulting? Is the vault unavailable during this time?	**22 Response** *Updated 1/10/12:* The vault window for Monday through Friday is 8:00 p.m. to 11:00 p.m. (3 hours) and 12:00 a.m. to 4:00 a.m. (4 hours). The Saturday and Sunday window is 6:00 a.m. to 4:00 a.m. (22 hours). The Vault **IS** available during these times. The Vault is available in Read Only Mode when the system is placed into backup mode between 4:00 a.m. and 6:00 a.m. each morning. In Read Only Mode, end users may open vaulted items and forward or reply; Processing functions such as Restore from Vault, Store in Vault, and the automated vaulting task are not available during this time and should not be attempted.
23 Question: Is there a separate client for Office 2003 and Office 2007? Is there a Vista client?	**23 Response:** Enterprise Vault has one client that services all Windows operating systems (2000, XP, Vista, 2007) and Office (XP, 2003, 2007, 2010).
24 Question: How are PSTs handled?	**24 Response:** In coordination with the SSEP Vault Project Team an Agency may develop their strategy for handling PSTs (Personal STorage). Options include: Ingesting PSTs into the Vault; Eliminating PSTs; or Continuing to use PSTs independent of the Vault. A reference document with information on why you may choose to eliminate PSTs or Vault them is

	available at - http://cts.wa.gov/projects/shared_email/waserv_materials.aspx.
25 Question: What are the pros and cons related to migrating PST's to the Vault?	**25 Response:** Vault PST Migration – Pros and Cons Methods and Options • Vault Server driven PST Migration • Virtual Vault Manual PST Migration • Customer does nothing and continues to use PSTs with Exchange 2010 • Customer uploads PSTs directly to Exchange *Vault Server Driven PST Migration* This tool is configured on the Vault server using a set of policy choices the agency may make to dictate how PSTs are migrated as well as what they look like going into the Vault (e.g. to a custom folder). This procedure is the most labor intensive for both IT parties, but ensures the data gets to the user's appropriate Vault in a customized manner. Technically speaking, this process seeks out PSTs located in the user's Documents and Settings as well as any network attached PSTs. The PST is copied over to the server, processed, and stored while allowing the user to continue using the PST. Lastly, shortcuts can be returned to the user's mailbox for access to the Vaulted items. Pros • This process ensures that most PSTs are located and appropriately vaulted. • Provides maximum visibility into user PSTs (e.g. password protected, corrupt, etc). • Provides a method for ingesting orphaned PSTs. • Allows for custom rules governing the ingestion of PSTs. For example, only data newer than 5 years is ingested while older data is deleted. • The process runs behind the scenes and the user is minimally impacted.

	Cons • Lengthy process. The Vault can only ingest about 60,000 items per hour. • User must be logged into Outlook for the migration to take place. • Vault service account requires full local administrator rights to all servers where PSTs reside. • Most labor intensive for CTS and agency IT staff. *Virtual Vault Manual PST Migraton* This method allows the end user to drag-and-drop PST files attached in Outlook to Vritual Vault bypassing Exchange. Pros • Managed by the end user, allowing them to determine what records to keep and what to destroy. • Allows end user to place items within the Virtual Vault folders of their choosing. Cons • The end user needs to be shown the process; how to move items from the PST to Virtual Vault, how to perform a manual sync, etc. • More opportunity for error due to end user management *Customer Continues to Use PSTs with Exchange 2010* An agency may choose not to ingest the PSTs into the Vault and continue using them in Exchange 2010. This is okay with the project team as it does not impact it in any way. Pros • No IT work is required • End users are not impacted Cons • It is strongly advised that agencies limit the location of email records to Exchange or the Vault. Data in a third location (e.g.

	PSTs) presents a substantial workload effort during eDiscovery or litigation. • PSTs typically consume large amounts of network and backup storage. *Customer uploads PSTs directly to Exchange* It is determined that if an agency chooses to upload PSTs directly to Exchange, it will need to be done prior to coming into Exchange 2010. This process places the workload on the end user. Agency IT staff would need to closely monitor mailbox quota limits as well as low bandwidth connections to their Exchange server during the process. End users may have trouble locating old PSTs (often defaulted to hidden folders in the profile). There is no work impact to CTS and minimal impact to agency IT staff. Pros • Little IT work is required • End users take an active role in what happens to their PSTs. Often this leads to the user realizing they do not need the PST. Cons • PSTs are created to save space on Exchange servers. Agencies must have the capacity to absorb large amounts of data. • Uploading PSTs to the Exchange server greatly impacts server performance as well as transaction logging. • Most agencies use mailbox quotas, which would be directly impacted by this choice. • Low bandwidth connections could be saturated by end users uploading large amounts of data. • Larger mailboxes cause a slower migration time to Exchange 2010.
26 Question: Does the Search Archive feature search email that has not been vaulted? Can it search within attachments?	**26 Response:** No, the Search Archive feature only searches email that has been vaulted. Yes, the Search Archive feature searches within text- based attachments such as Excel, Word, PowerPoint, etc.
27 Question: Can I move stubs around?	**27 Response:** Yes, the stub, in essence, is just a shortcut or pointer to the email and attachment in

	storage. You may move the shortcut around wherever you would like.
28 Question: If I delete a stub, does that mean I deleted the email in the vault?	**28 Response:** Deleting a stub does not affect the vaulted email in any way. The user always has read-only rights to their vaulted email. No person has the ability to delete emails once they are vaulted. This can only happen when the expiry date is reached and is performed solely by the system.
29 Question: How can I restore my stub if I accidentally deleted it?	**29 Response:** You may restore a stub either by pulling it back from your Deleted Items folder or using Outlook's Recover Deleted Items feature.
30 Question: Can I email stubs\shortcuts to someone else?	**30 Response:** Yes but they will only be able to read the limited information in the stub\shortcut. Because the items are secure in the vault, another user does not have permission to access your vaulted email. To send someone your vaulted email, open the item in Outlook and use the Forward or Respond options.
31 Question: Can I change the retention on my vaulted email items?	**31 Response:** Yes; if your agency has provided you with multiple retention category folders in Outlook, you may move your items to folders with a different retention.
32 Question: If I have a 2 year retention policy on my mailbox, and a 6 month custom retention folder, what happens to my vaulted item if I move it from the 2 year retention to the 6 month retention?	**32 Response:** If the item is older than 6 months it will be expired from the vault during the next archiving window process. If the item is less than 6 months old it will remain in the vault until the 6 month expiry has been reached.
33 Question: Why are my vaulted items with a 2 year retention still available when the date on the email is already 2 years old?	**33 Response:** Most items are vaulted 30 days after they are sent or received in email. You should expect to see your items expired 2 years and 30 days after the date of the email.
34 Question: Why do calendar items not show the date of the meeting when I do a search? I show many vaulted calendar items for the same date but on my calendar they are all different dates, why is this?	**34 Response:** Search results list the date the calendar invitation was sent; not the date of the meeting or the date it was accepted. Once you have your search results, you may have to open the items for more information if the subject line was not informative.
35 Question: I have a 10 year custom retention folder; can I create folders under this folder to manage my email in a manner that works for my filing system?	**35 Response:** Yes, you can create folders just as you currently do in email. The folders you create will inherit the retention category of the parent folder.

Vault - 4/5/2011	
Question: Will the agencies currently hosted with Vault have to wait until all the other agencies have finished?	**Response:** No. Vaulted agencies are moving to Exchange 2010. All vaulted customers are in the new Vault environment. Agencies who were not currently using the Vault were part of the first groups of agencies migrated for Exchange, Filtering and BlackBerry®. Those agencies using the Vault have been part of a second phase of migrations. The second phase of migrations was tied to the availability of the Vault infrastructure as connected to the Shared Exchange environment. Agencies currently hosted using the Vault will not have to wait until all email only agencies have been migrated. The timing of the migrations is a combination of the readiness of the environment for the Shared Service Email offering and the readiness of the agency. Please continue to work with your client liaison, Steve Lovaas or Jim Hammond, regarding timing positioning of your agency migration.
Question: Do you have templates for establishing retention policies?	**Response:** Michelle Tuscher is serving as the Project Vault Retention Policy Coordinator. Michelle will coordinate with Agency Vault Retention Policy Coordinators regarding sharing information from the agencies that currently have retention policies in place.
Question: What is happening with DIS as a pilot and its use of the vault?	**Response:** DIS did participate in the Rapid Deployment Program for Exchange 2010. The materials generated for planning purposes in the Shared Services Email Project are a result of the lessons learned from this pilot. DIS also was the early user of the Vault. DES and CTS will Vault with the other agencies now that the Vault infrastructure is available with Exchange 2010; as they complete their retention policy work; and as scheduled in the vaulting queue.

Vault - 1/9/2012	
Question: Does the agency need to purchase licensing for Discovery Accelerator?	**Response:** No. Enterprise Vault and Discovery Accelerator licensing is included in the $4.90 cost of email. This is an important distinction when reviewing the cost of email. The additional application features and resources are value added to the complete cost of the email service.
Question: I received a message in Outlook that my message was deleted without being read – from 3 years ago. What does this mean?	**Response:** In Outlook the sender of a message may request a Read Receipt of their sent email. This is a function of Outlook\Exchange. When you begin vaulting and your messages are moved from Exchange to Enterprise Vault, Exchange views the action as a copy to EV and delete from Exchange. This would trigger Exchange to send a Read Receipt to the sender of the original email if the email had not been read (normal processing). If the message was never read by the recipient, the message will state "Your message … (sent information) was deleted without being read…". And, even though the receiver never read the message, it is in fact in the receivers Vault.

Please forward further questions to:

Michelle.Tuscher@cts.wa.gov **Aaron.Cuoio@cts.wa.gov**