

Enterprise Vault 8.0 for Exchange: Maintain & Troubleshoot

COURSE DESCRIPTION

The *Enterprise Vault 8.0 for Exchange: Maintain & Troubleshoot* course is designed for the IT or Support professional tasked with maintaining and troubleshooting Enterprise Vault 8.0. It is particularly appropriate for those candidates who have previously attended the prerequisite courses named in the Prerequisites section below. Successful completion of this four-day, instructor-led, hands-on class provides suitable candidates the wherewithal to fulfill roles either as IT personnel responsible for managing, maintaining, and troubleshooting the product or as Support professionals who may be required to demonstrate an in-depth understanding of the product and provide assistance to other Enterprise Vault users.

Delivery Method

Instructor-led

Duration

Four days

Who Should Attend

Customers, support engineers, SEs, consultants, and partners

Prerequisites

You must have previously attended the following Symantec courses:

- *Symantec Enterprise Vault 8.x for Exchange: Install, Configure, & Deploy*
- *Symantec Enterprise Vault 8.x for Exchange: Manage & Administer*

Hands-On

This course includes multiple practical exercises and assessment items that enable you to test your new skills and begin to transfer them into your working environment.

Course Objectives

By the end of this course, you will be able to:

- Describe EV 8.0 process flow and list the factors that affect performance.
- Upgrade from EV 2007 to EV 8.0.
- List the functions performed by the Configuration Wizard.
- Troubleshoot installation and upgrade issues.
- Describe the steps involved in troubleshooting EV.
- Describe the information stored in the Enterprise Vault Directory.
- Describe how EV uses MAPI and troubleshoot common problems with MAPI.

- Describe the message queues used by EV components.
- View and monitor MSMQ using Windows Performance Monitor.
- Describe mailbox archiving architecture.
- Troubleshoot mailbox synchronization.
- Move mailboxes from one location to another.
- Update moved items in a mailbox.
- Implement age and quota-based archiving strategies.
- Troubleshoot common problems with mailbox archiving.
- Describe the architecture of journal archiving.
- Troubleshoot common problems with journal archiving.
- Describe the architecture of the Outlook Add-Ins.
- Troubleshoot common problems with the Outlook Add-Ins.
- Troubleshoot common problems with OWA 2003 extensions.
- Troubleshoot common problems with OWA 2007 extensions.
- Describe how the storage service works.
- Query the Vault Store database to find storage parameters.
- Troubleshoot common problems with NTFS partitions.
- Describe how partition rollover works.
- Configure partition rollover.
- Describe Vault Cache functionality.
- Describe Vault Cache architecture.
- Perform synchronization and download using Vault Cache.
- Troubleshoot Vault Cache.
- Describe the indexing architecture.
- Troubleshoot common problems with indexing and searching.
- Describe and list the tasks performed by Enterprise Vault Policy Manager (EVPM).
- Define the functionality and content of EVPM initialization files.
- Use EVPM to customize settings for public folder archiving.
- Use EVPM to archive items from Exchange managed folders.
- Describe the benefits and functionality of the backup mode.
- Describe the backup mode architecture.
- Configure Enterprise Vault for backup.
- Troubleshoot basic and advanced issues related to EV Backup Mode.
- Describe the functionality of the Symantec Agents available for use in backing up Enterprise Vault.
- Describe FSA architecture.
- Describe, configure, and troubleshoot FSA reports.
- Troubleshoot common problems with file system archiving.
- Describe FSA checkpointed scan functionality, architecture, and configuration.
- Troubleshoot FSA checkpointed scan.
- Discuss Archive Now Shortcut Later functionality, architecture, and configuration.

- Troubleshoot Archive Now Shortcut Later.

COURSE OUTLINE

Architecture and Upgrading

- Enterprise Vault architecture and performance
- Upgrading to Enterprise Vault 8.0
- Preinstallation and upgrade considerations
- The upgrade process
- Running the Configuration Wizard
- Troubleshooting installation/upgrade issues
- **Hands-On Labs:** Running Enterprise Vault, archiving manually, upgrading Enterprise Vault 2007 to Enterprise Vault 8.0, confirming the validity of the upgrade

Troubleshooting MAPI

- How to Troubleshoot Enterprise Vault
- The Enterprise Vault Directory
- Introduction to MAPI and Troubleshooting
- **Hands-On Labs:** Investigating the contents of the SQL database, troubleshooting common problems with MAPI

Microsoft Message Queues

- Microsoft Message Queuing
- Viewing Microsoft Message Queues
- **Hands-On Labs:** Setting up journaling of MSMQ, setting up the Performance Monitor, opening Microsoft SQL Server Management Studio, monitoring message queues while archiving and restoring messages, restoring messages

Mailbox Synchronization and Archiving

- Architecture of mailbox archiving
- Mailbox synchronization
- Moving mailboxes
- Updating moved items in mailbox
- Age and quota archiving strategy
- Troubleshooting mailbox archiving
- **Hands-On Labs:** Updating moved items in mailbox, troubleshooting common problems with mailbox archiving

Exchange Journal Archiving

- Architecture of journal archiving
- Common problems with Exchange Journal Archiving
- **Hands-On Labs:** Configuring Exchange Journal Archiving, creating a journal Vault Store, configuring a journal archive, configuring a journaling task, setting up a journaling mailbox target, testing Exchange journal archiving by tracking MSMQs, troubleshooting common problems with journal archiving

OWA and Client Troubleshooting

- Outlook Add-Ins overview
- Troubleshooting the Outlook Add-Ins
- Troubleshooting OWA 2003 Extensions

- Troubleshooting OWA 2007 Extensions
- **Hands-On Labs:** Using full client logging, running troubleshooting scripts, investigating hidden messages, troubleshooting Outlook Web Access (OWA)

Troubleshooting Storage

- The storage service
- The Vault Store database
- Troubleshooting NTFS partitions
- Vault Store Partition rollover
- Configuring automatic partition rollover
- **Hands-On Labs:** Moving a Vault Store Partition, tracking an e-mail sent to three users, using the soft delete option, configuring automatic partition rollover, forcing partition rollover with cmdlets, troubleshooting partition rollover, launching and running EVSVR, creating task control files, generating EV storage reports using EVSVR, verifying EV storage using EVSVR

Troubleshooting Vault Cache

- Overview of Vault Cache
- Vault Cache architecture
- Vault Cache workflow
- Troubleshooting Vault Cache issues
- **Hands-On Labs:** Establishing prerequisite settings, configuring Vault Cache policies, enabling and synchronizing Vault Cache, checking client logs and diagnostics and testing Vault Cache, troubleshooting issues with Vault Cache

Troubleshooting Indexing and Searching

- Indexing overview
- Troubleshooting indexing and searching
- **Hands-On Labs:** Tracking the indexing process using the SQL database tables, using indexing tools to troubleshoot problems, moving an index from one location to another

Enterprise Vault Policy Manager

- Defining Enterprise Vault Policy Manager
- Setting up initialization files
- Using EVPM to customize public folder archiving
- Archiving items from Exchange Managed Folders
- **Hands-On Labs:** Working with EVPM files, creating an EVPM script to archive a mailbox, creating a filter and a personal folder, creating a shared archive and configuring permissions, working with managed folders

Troubleshooting Enterprise Vault Backup Modes

- Overview of backup mode
- Backup mode architecture
- Configuring Enterprise Vault for backup
- Basic troubleshooting
- Advanced troubleshooting
- Symantec Agents for backing up Enterprise Vault
- **Hands-On Labs:** Setting/clearing a backup, troubleshooting issues with backup mode

File System Archiving

- Overview of file system archiving

- FSA reporting
- Troubleshooting file system archiving
- FSA checkpointed scan
- Archive Now Shortcut Later (ANSL) feature
- **Hands-On Labs:** Creating a new file server and installing the FSA Agent, configuring FSA reporting, using the FSA utility to move placeholders, troubleshooting common FSA problems, performing checkpointed file system scans, troubleshooting issues that can affect the checkpointed scan procedure, using the Archive Now Shortcut Later feature, troubleshooting issues that can impede ANSL functionality