

# Symantec Enterprise Vault™

## Deployment Scanner

9.0

# Symantec Enterprise Vault: Deployment Scanner

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Last updated: 2011-10-21.

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# Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
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- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our Web site at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

## Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:semea@symantec.com">semea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>



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# About this guide

This chapter includes the following topics:

- [Introducing this guide](#)
- [Where to get more information about Enterprise Vault](#)
- [Comment on the documentation](#)

## Introducing this guide

Before you install or upgrade Enterprise Vault, you should run Deployment Scanner to report on the configuration of the computer, including any issues that may prevent Enterprise Vault from running on it.

This guide contains the following information:

- Descriptions of the tests that Deployment Scanner runs on your computer
- How to install Deployment Scanner
- How to run Deployment Scanner
- Troubleshooting information
- How to export a report about your environment

## Where to get more information about Enterprise Vault

[Table 1-1](#) lists the documentation that accompanies Enterprise Vault.

**Table 1-1** Enterprise Vault documentation set

Document	Comments
Symantec Enterprise Vault Help	<p>Includes all the following documentation so that you can search across all files. You can access this file by doing either of the following:</p> <ul style="list-style-type: none"> <li>■ On the Windows <b>Start</b> menu, click <b>Start &gt; Programs &gt; Enterprise Vault &gt; Documentation</b>.</li> <li>■ In the Administration Console, click <b>Help &gt; Help on Enterprise Vault</b>.</li> </ul>
<i>Introduction and Planning</i>	Provides an overview of Enterprise Vault functionality.
<i>Deployment Scanner</i>	Describes how to check the prerequisite software and settings before you install Enterprise Vault.
<i>Installing and Configuring</i>	Provides detailed information on setting up Enterprise Vault.
<i>Upgrade Instructions</i>	Describes how to upgrade an existing Enterprise Vault installation to the latest version.
<i>Setting up Exchange Server Archiving</i>	Describes how to archive items from Microsoft Exchange user mailboxes, journal mailboxes, and public folders.
<i>Setting up Domino Server Archiving</i>	Describes how to archive items from Domino mail files and journal databases.
<i>Setting up File System Archiving</i>	Describes how to archive the files that are held on network file servers.
<i>Setting up SharePoint Server Archiving</i>	Describes how to archive the documents that are held on Microsoft SharePoint servers.
<i>Setting up SMTP Archiving</i>	Describes how to archive SMTP messages from other messaging servers.
<i>Administrator's Guide</i>	Describes how to perform day-to-day administration, backup, and recovery procedures.

**Table 1-1** Enterprise Vault documentation set (*continued*)

Document	Comments
<i>Reporting</i>	Describes how to implement Enterprise Vault Reporting, which provides reports on the status of Enterprise Vault servers, archives, and archived items. If you configure FSA Reporting, additional reports are available for file servers and their volumes.
<i>Utilities</i>	Describes the Enterprise Vault tools and utilities.
<i>Registry Values</i>	A reference document that lists the registry values with which you can modify many aspects of Enterprise Vault behavior.
Help for Administration Console	The online Help for the Enterprise Vault Administration Console.
Help for Enterprise Vault Operations Manager	The online Help for Enterprise Vault Operations Manager.

For the latest information on supported devices and versions of software, see the *Enterprise Vault Compatibility Charts* book, which is available from this address:  
<http://www.symantec.com/docs/TECH38537>

## "How To" articles on the Symantec Enterprise Support site

Most of the information in the Enterprise Vault administration manuals is also available online as articles on the Symantec Enterprise Support site. You can access these articles by searching the Internet with any popular search engine, such as Google, or by following the procedure below.

### To access the "How To" articles on the Symantec Enterprise Support site

- 1 Type the following in the address bar of your Web browser, and then press **Enter**:  
[http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp)
- 2 In the Supported Products A-Z page, choose the required product, such as Enterprise Vault for Microsoft Exchange.
- 3 In the **Product Support** box at the right, click **How To**.
- 4 Search for a word or phrase by using the Knowledge Base Search feature, or browse the list of most popular subjects.

## Comment on the documentation

Let us know what you like and dislike about the documentation. Were you able to find the information you needed quickly? Was the information clearly presented? Report errors and omissions, or tell us what you would find useful in future versions of our guides and online help.

Please include the following information with your comment:

- The title and product version of the guide on which you want to comment.
- The topic (if relevant) on which you want to comment.
- Your name.

Email your comment to [evdocs@symantec.com](mailto:evdocs@symantec.com). Please only use this address to comment on product documentation.

We appreciate your feedback.

# Symantec Enterprise Vault Deployment Scanner

This chapter includes the following topics:

- [About Enterprise Vault Deployment Scanner](#)
- [Installing Enterprise Vault Deployment Scanner](#)
- [Running Enterprise Vault Deployment Scanner](#)
- [Troubleshooting Enterprise Vault Deployment Scanner](#)

## About Enterprise Vault Deployment Scanner

Enterprise Vault Deployment Scanner reviews the configuration of a computer and reports on any issues that may stop Enterprise Vault from running on it.

[Table 2-1](#) describes the tests that Enterprise Vault Deployment Scanner performs.

**Table 2-1** Enterprise Vault Deployment Scanner tests

Test name	Description
.NET Framework	Checks that the installed version of .NET Framework is compatible with Enterprise Vault.
Active Server Pages (ASP)	Checks that Active Server Pages have been installed.
Active Server Pages .NET (ASP.NET)	Checks that ASP.NET has been installed.
Anti-virus software	Warns that any anti-virus software installed on the Enterprise Vault server must be correctly configured to work with Enterprise Vault.

**Table 2-1** Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
BOOT.INI Settings	Checks that the switch /3GB or /PAE has not been set for the default disk partition in the boot.ini file.
DCOM	Checks that DCOM support is enabled, and that port 135 is open on the firewall.
Disk Storage	Reports on the total space and available space for all fixed disks and indicates which one is the system drive.
EMC Centera Connectivity	Checks the connectivity to Centera access nodes.
Enterprise Vault Server Version	Reports on the installed version of Enterprise Vault, if present.
Exchange Server Permissions	Checks that the vault service account has sufficient permissions against Active Directory.
Exchange Server Version	Reports on the installed version of Microsoft Exchange server.
File Server Permissions	Checks that the vault service account has correct privileges on the file server.
File Share Permissions	Checks that the vault service account has correct privileges on the file share.
FSA Clustering	Checks that the version of the clustering software (Veritas Cluster Server or Windows Server Failover Clustering) on the file server is compatible with Enterprise Vault.
IIS	Checks that the installed version of IIS is compatible with Enterprise Vault.  Checks that ASP server-side and client-side script debugging are not set for the Web service, Web server, or Enterprise Vault virtual directory.
Internet Explorer	Checks that the installed version of Internet Explorer is compatible with Enterprise Vault.
License Check	Checks for a valid Symantec license.
Lotus Domino Server Version	Reports on the installed version of Lotus Domino Server.

**Table 2-1** Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
Lotus Notes	Checks that the Lotus Notes client has been installed.
Memory	Reports on the total amount and available amount of physical memory and virtual memory. Warns if the size of the page file is less than 1.5 times the size of physical memory.
Microsoft Cluster Server	Checks that the installed version of Windows Server Failover Clustering is compatible with Enterprise Vault. (Windows Server Failover Clustering was formerly known as <i>Microsoft Cluster Server</i> , or <i>MSCS</i> .)
Microsoft Updates	Lists all the installed Microsoft updates.
MMC Version	Reports on the installed version of Microsoft Management Console (MMC).
MSMQ Configuration	Checks that Microsoft Message Queuing (MSMQ) has been installed without Active Directory integration, and that all the storage directories are on non-system drives.
MSMQ Memory	Checks the values of registry keys that are related to MSMQ memory usage.
MSMQ Permissions	Checks that the vault service account has sufficient permissions to create the queues that Enterprise Vault uses.
Operating System	Checks that Enterprise Vault supports the installed version of the operating system and associated service packs.
Outlook Profile Test	Checks that a valid Microsoft Outlook profile has been created.
Outlook Version	Reports on the version of Microsoft Outlook.
Processor	Reports processor information.
Registry Check: DisableLoopbackCheck	Reports on whether the DisableLoopbackCheck registry key has been set.

**Table 2-1** Enterprise Vault Deployment Scanner tests *(continued)*

Test name	Description
Registry Check: DisableStrictNameChecking	Reports on whether the DisableStrictNameChecking registry key has been set.
SharePoint Test	Checks that SharePoint is installed on the target system.
SQL Collation Test	Reports any mixed collation in the Enterprise Vault directory databases and vault stores.
SQL Server Connectivity	Checks that the SQL Server supports network connections over the TCP/IP and named pipe protocols.
SQL Server Permissions	Checks that the vault service account has adequate SQL Server permissions.
SQL Server Version	Reports on the installed version of SQL Server, and warns if it is below the minimum required for Compliance Accelerator and Discovery Accelerator.
Vault Service Account	Checks that the vault service account is a member of the local Administrators' group.
VCS Authentication Client Binaries	Checks for the presence of these binaries, which are needed on the Enterprise Vault server if you want to configure FSA services for high availability on a VCS-clustered file server.
VERITAS Cluster Server Version	Checks that the installed version of Veritas Cluster Server (VCS) is compatible with Enterprise Vault.
Windows PowerShell	Checks that Windows PowerShell has been installed.

# Installing Enterprise Vault Deployment Scanner

Deployment Scanner is automatically installed with Enterprise Vault and is also available as a separate installable, which you can obtain from Symantec Technical Support.

You require Windows Installer 3.1 or later to install Deployment Scanner.



### To install Enterprise Vault Deployment Scanner separately

- 1 Copy the supplied .msi file to the computer on which you want to run Enterprise Vault Deployment Scanner.

The computer must be running Windows Server 2003/2008.

- 2 In Windows Explorer, double-click the .msi file.
- 3 Follow the on-screen instructions.

## Running Enterprise Vault Deployment Scanner

Enterprise Vault Deployment Scanner has a wizard-like interface that guides you through the test process.

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**Note:** Before you run Deployment Scanner, add the Vault Service account to the Administrators group on all the systems that it will scan.

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### To run Enterprise Vault Deployment Scanner

- 1 Log on using the vault service account.
- 2 Use one of the following methods to start Deployment Scanner:
  - On the Windows **Start** menu, click **All Programs > Enterprise Vault > Deployment Scanner**.
  - On the **Tools** menu of the Vault Administration Console, ensure that **Advanced Features** is checked. Then, in the left pane of the Vault Administration Console, right-click your Enterprise Vault server and click **Deployment Scanner**.
- 3 In the Welcome page, check **Do not set configuration options for Deployment Scanner** if you have previously run Deployment Scanner and want to rerun it without entering the configuration options again.

- 4 Click **Next** and then, if you checked **Do not set configuration options for Deployment Scanner**, go to step 6. Otherwise, complete the fields in the two Server Configuration pages.

Microsoft SQL Server(s)	Identifies the machines on which you have installed SQL Server. Enterprise Vault uses SQL Server to store configuration data and information about the archives.  If you are not using the default database instance on the SQL Server, you must also enter the instance name here, in addition to the name of the database server, in the format <i>sql_server\database_instance</i> . For example, <i>sql\vault</i> .
Microsoft Exchange Server(s)	Identifies the Microsoft Exchange servers from which you want to archive the items in user mailboxes, journal mailboxes, or public folders.
Microsoft SharePoint Server(s)	Specifies the addresses of the Microsoft SharePoint servers that hold the documents you want to archive.
File Server(s)	Identifies the file servers that contain files for archiving.
File Share(s)	Specifies the paths to the network shares that contain files for archiving.
EMC Centera Access Node(s)	Specifies the IP addresses of access nodes in an EMC Centera cluster.

In each case, you can add a new item by typing its name or address and then clicking **Add**. To remove an item from a list, click it and then click **Remove**.

- 5 When you have set all the options, click **Next** to proceed with the tests.
- 6 Wait a few moments for the utility to perform the tests and display the results.
- 7 Click the blue links to display more information on each test result. As well as displaying the test results on-screen, Enterprise Vault Deployment Scanner saves the report to an HTML file in the `Reports` subfolder. The name of the report file identifies the date and time at which you created it.
- 8 Click **Finish** to exit Enterprise Vault Deployment Scanner.

# Troubleshooting Enterprise Vault Deployment Scanner

[Table 2-2](#) lists some error messages that you may see when you run Enterprise Vault Deployment Scanner.

**Table 2-2** Enterprise Vault Deployment Scanner error messages

Message	Possible cause
Could not load configuration file! The configuration data for this product is corrupt.  Or:  Could not load configuration file! The system cannot find the file specified.	The PreReqConfig.xml file may be missing or corrupt. This file must be in the folder where you have installed Enterprise Vault Deployment Scanner.
Could not save configuration file! Access is denied.	The PreReqConfig.xml file may be read-only.
Could not scan computer! Access is denied.	The Reports subfolder may be read-only.
Could not scan computer! Class not registered.	The PreReqScan.dll file may not be registered. Open a Command Prompt window and type the following to register the file:  regsvr32 path\PreReqScan.dll
Could not scan computer! The data is invalid.	The PreReqStyle.xsl file may be absent. This file must be in the folder where you have installed Enterprise Vault Deployment Scanner.

## Exporting information about your environment using Enterprise Vault Deployment Scanner

If you are an existing Enterprise Vault user who is experiencing problems because of environmental factors, you can use Deployment Scanner to collect and export configuration information in a form that Symantec Technical Support can analyze.

**To export information about your environment**

- 1** On the Welcome page of Deployment Scanner, check **Gather information about your environment**, and then click **Next**.
- 2** Select the environment checks to perform, and then click **Next**.
- 3** On the **Support Case** page, enter the support number, if you have one.
- 4** Select a location for the `.cab` file that will hold the support information.
- 5** Select the items that you want to include in the `.cab` file.
- 6** Click **Next** to collect and export the information about your environment.