

Symantec Enterprise Vault™

Upgrading to Enterprise Vault 10.0



Symantec Enterprise Vault: Upgrading to Enterprise Vault 10.0

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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

This guide describes how to upgrade to Enterprise Vault 10.0.

If you are performing a new installation of Enterprise Vault, see the Enterprise Vault 10.0 *ReadMeFirst*. Then follow the installation instructions in *Installing and Configuring*, which is in the `Documentation` folder on the Enterprise Vault 10.0 release media.

For the most up-to-date versions of this guide and of the ReadMeFirst, see the following page on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH141422>

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"> ■ On the Windows Start menu, click Start > Programs > Enterprise Vault > Documentation. ■ In the Administration Console, click Help > Help on Enterprise Vault.
<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
- 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. Please only use this address to comment on product documentation.

We appreciate your feedback.

Before you begin

This chapter includes the following topics:

- [Server upgrade paths](#)
- [Documentation](#)

Server upgrade paths

This guide describes how to upgrade to Enterprise Vault 10.0.

The only possible server upgrade paths to Enterprise Vault 10.0 are from the following:

- Enterprise Vault 9.0 or any Enterprise Vault 9.0 service pack.

An upgrade from any Enterprise Vault 10.0 Beta version is not supported.

If your Enterprise Vault servers are running a version of Enterprise Vault that is older than Enterprise Vault 9.0, you must first upgrade to Enterprise Vault 9.0 and then upgrade to Enterprise Vault 10.0.

Note: Do not upgrade to Enterprise Vault 9.0 and then immediately upgrade to Enterprise Vault 10.0. You must complete the Enterprise Vault 9.0 post-installation tasks as described in the Enterprise Vault 9.0 upgrade instructions, before you upgrade to Enterprise Vault 10.0.

Documentation

Do the following before you upgrade your system:

- Read through this guide and the Enterprise Vault 10.0 *ReadMeFirst*. For the most up-to-date versions of this guide and the *ReadMeFirst*, see the following page on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH141422>

- Check that the prerequisites for Enterprise Vault 10.0 are satisfied, as described in the *Installing and Configuring* manual. The manual is in the `Documentation` folder on the Enterprise Vault 10.0 media.

See “Where to get more information about Enterprise Vault” on page 13.

For the latest information on supported software and storage devices, see the *Enterprise Vault Compatibility Charts* at the following page on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH38537>.

Points to note before upgrading

This chapter includes the following topics:

- [About this chapter](#)
- [Changes to prerequisite hardware and software](#)
- [All Enterprise Vault servers must run the same version of Enterprise Vault](#)
- [Enterprise Vault installation path cannot contain non-ASCII characters](#)
- [Requirements for upgrading the Enterprise Vault databases](#)
- [Changes to indexing at Enterprise Vault 10.0](#)
- [About unfinished index rebuild and repair tasks on upgrade](#)
- [FSA restriction for Microsoft-clustered Windows Server 2003 file servers](#)
- [Exchange 2010 throttling policy script has changed](#)
- [Upgrading FSA metadata](#)
- [Upgrading Enterprise Vault Domino Server archiving](#)
- [Securing data locations](#)
- [Paths to index locations cannot contain non-ASCII characters](#)
- [Restriction on upgrading Outlook Add-Ins from Enterprise Vault 9.0.n](#)

About this chapter

Read this chapter before performing the upgrade. You may need to take action to review or modify your configuration before or after the upgrade.

Changes to prerequisite hardware and software

The hardware and software prerequisites have changed at Enterprise Vault 10.0.

For details, see the Enterprise Vault 10.0 *ReadMeFirst*.

We recommend that you run Enterprise Vault Deployment Scanner as part of the upgrade process to check that the software prerequisites are all present.

See also the *Enterprise Vault Compatibility Charts* at

<http://www.symantec.com/docs/TECH38537>.

For information on how to migrate Enterprise Vault 9.0 servers from 32-bit to 64-bit hardware, see the following page on the Symantec Support Web site:

<http://www.symantec.com/docs/HOWTO42430>

All Enterprise Vault servers must run the same version of Enterprise Vault

All of the Enterprise Vault servers that connect to the same Directory database must run the same version and service pack of Enterprise Vault.

Enterprise Vault installation path cannot contain non-ASCII characters

The path of the Enterprise Vault installation folder cannot contain non-ASCII characters. The installation program does not let you install to a folder path that contains non-ASCII characters.

If your existing Enterprise Vault 9.0 installation path contains non-ASCII characters, see the following technical note on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH159463>

Requirements for upgrading the Enterprise Vault databases

The following sections discuss the additional space requirements for the upgrade of the Enterprise Vault databases.

Note: Enterprise Vault does not let you proceed with the upgrade unless a suitable amount of space is available for the Directory database upgrade.

- See [“Directory database upgrade requirements”](#) on page 21.
- See [“Storage database upgrade requirements”](#) on page 22.

Directory database upgrade requirements

When the Directory service starts for the first time after you install the Enterprise Vault 10.0 software, it upgrades the Directory database schema.

The upgrade of the Directory database schema requires additional disk space on the SQL Server computer, mainly for log file growth. You can reclaim most of this additional space by routine database maintenance after the upgrade.

The required amount of space for the upgrade depends on which recovery model the database uses.

[Table 3-1](#) lists the additional space requirements.

Table 3-1 Space required for the upgrade of the Directory database

Directory database recovery model	Required additional space on the volume that holds the database transaction log files
Simple or Bulk-logged	Twice the combined size of the Directory database data files
Full	Four times the combined size of the Directory database data files

Note: Enterprise Vault does not let you proceed with the upgrade unless this additional space is available.

These estimated space requirements are based on the assumption that you perform the recommended maintenance activities when you back up the database before the upgrade.

See [“Backing up Enterprise Vault data”](#) on page 33.

The upgrade of a large Directory database may take a long time to complete, depending on the size of the database, the recovery model, and the available resources.

If the Directory database recovery model is currently set to Full, we recommend that you change the recovery model to Simple before you upgrade. This action improves the upgrade speed, and reduces the log file growth during upgrade. After you complete the Enterprise Vault upgrade you can revert to the Full recovery model.

See [“Changing the recovery model of the Directory database”](#) on page 32.

Storage database upgrade requirements

When each Storage service starts for the first time after you install the Enterprise Vault 10.0 software, it upgrades the schemas of the vault store databases that it manages. The schemas of the associated fingerprint databases are also upgraded, if required.

The upgrade time for each vault store database is significant if there are tens of millions of items in the JournalDelete table or the JournalArchive table. The vault store database transaction log will also grow during the upgrade, as it records the changes.

The upgrade of a large vault store database may take a long time to complete, depending on the size of the database and the available resources.

Make sure that you perform the recommended maintenance activities when you back up the databases before the upgrade.

See [“Backing up Enterprise Vault data”](#) on page 33.

Changes to indexing at Enterprise Vault 10.0

Enterprise Vault 10.0 creates 64-bit indexes and does not add new index data to existing 32-bit indexes. The 32-bit indexes are still available for searching. If you use expiry, Enterprise Vault updates the 32-bit indexes to remove details of those archived items that expiry has deleted.

The new 64-bit indexes have indexing levels of Brief or Full. The Medium level is no longer available. When you upgrade to Enterprise Vault 10.0 the behavior is as follows:

- An archive with Brief indexing stays as Brief.
- An archive with Medium indexing changes to Full indexing for the items that are archived in Enterprise Vault 10.0.

- An archive with Full indexing stays as Full. The default for a new archive is Full indexing.

The way you configure index volume rollover has changed at Enterprise Vault 10.0. The **AVSMaxLoc** registry value now applies to 32-bit indexes only. 64-bit indexes use the setting **Maximum items in an index volume** on the **Advanced** tab of the Enterprise Vault server's properties. The default maximum value for 64-bit indexes is 5,000,000 items. Do not change this value unless your technical support provider advises you to do so. For more information on the new setting, see "Computer properties advanced settings" in the *Administrator's Guide*.

Enterprise Vault 10.0 introduces Index Server groups. An Enterprise Vault server that runs an Indexing service (an Index Server) can be added to an Index Server group, or can remain ungrouped. Index Server groups provide load-balanced Indexing services for large or distributed Enterprise Vault environments. In a distributed environment, some Enterprise Vault servers may host Storage services, while others host Indexing services.

See the section "About Index Server groups" in the *Introduction and Planning* manual.

See the chapter "Setting up Index Server groups" in the *Installing and Configuring* manual.

If you use Enterprise Vault building blocks there are some restrictions to the configuration that you can use for Index Server groups.

See the chapter "Failover in a building blocks configuration" in the *Administrator's Guide*.

About unfinished index rebuild and repair tasks on upgrade

We recommend that you let any Index rebuild tasks finish before you perform the upgrade.

The Directory database upgrade handles unfinished index repair tasks and rebuild tasks as follows:

- Index repair tasks are abandoned. After the upgrade you can synchronize an index volume to fix known issues, if required.
- Index rebuild tasks stop, and any partially rebuilt volumes are closed. Enterprise Vault creates a new 64-bit index volume to hold the remaining unindexed items.

FSA restriction for Microsoft-clustered Windows Server 2003 file servers

At this release of Enterprise Vault 10.0, FSA cannot manage Windows Server 2003 file servers that are clustered using Windows Server Failover Clustering. (Windows Server Failover Clustering was formerly known as Microsoft Cluster Server, or MSCS).

We plan to remove this restriction in a future Enterprise Vault 10.0 service pack.

If you have Microsoft-clustered Windows Server 2003 file servers that are targets for FSA, we recommend that you do not upgrade to Enterprise Vault 10.0 until this restriction is removed.

For the latest information on the requirements for managing clustered file servers, see this technical note on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH71442>.

Exchange 2010 throttling policy script has changed

Note: This section only applies if you are upgrading from the Enterprise Vault 9.0 original release or from Enterprise Vault 9.0.1.

Enterprise Vault includes a PowerShell script called `SetEVThrottlingPolicy.ps1`, which assigns a new throttling policy to the Vault Service account, in support of Exchange 2010 archiving.

This script was changed in Enterprise Vault 9.0.2. If you are upgrading from the Enterprise Vault 9.0 original release or from Enterprise Vault 9.0.1, you must run this script again, as described in the section "Configuring the Exchange 2010 throttling policy on the Vault Service account" in *Installing and Configuring*.

Upgrading FSA metadata

Note: This section only applies if you upgraded to Enterprise Vault 9.0.

If you use File System Archiving and you upgraded to Enterprise Vault 9.0, then before you upgrade to Enterprise Vault 10.0 you must upgrade the FSA metadata in your vault store databases to the new summarized format.

You should have done the FSA metadata upgrade as part of your upgrade to Enterprise Vault 9.0. If you need to upgrade the metadata, a warning message appears in the Enterprise Vault 9.0 Administration Console's Status pane. The message lists the affected Enterprise Vault servers, and the number of vault stores that require upgrading. The message persists until you upgrade the data in all of the affected vault stores.

If you have not yet upgraded your FSA metadata you must use the **FSA upgrade utility** command line tool to perform the required actions.

For information on how to use the FSA upgrade utility, see the Enterprise Vault 9.0 *Utilities* guide.

Upgrading Enterprise Vault Domino Server archiving

The minimum required versions of Domino Server and the Lotus Notes Client have changed for Enterprise Vault 10.0. Before you start the upgrade you must make sure that the appropriate versions of Domino Server and the Lotus Notes Client are installed on the required computers.

[Table 3-2](#) lists the minimum requirements.

Table 3-2 Prerequisite minimum software versions for Domino Server archiving

Computer type	Required minimum software versions
Enterprise Vault Domino Gateway	<ul style="list-style-type: none">■ Domino Server 8.5.2 for Windows (32-bit version) with Fix Pack 2■ Lotus Notes Client 8.5.2
Domino mail server	Domino Server 7.0 or above
Enterprise Vault server	Lotus Notes Client 8.5.2
Remote Enterprise Vault Administration Console computer	Lotus Notes Client 8.5.2
The workstation from which you intend to run EVInstall.nsf to install the Lotus Notes and iNotes (DWA) extensions	The version of the Lotus Notes Client must be no older than the newest version of the Domino Server that is installed on the Enterprise Vault Domino Gateway and the Domino mail servers.

For details of the latest information on supported versions of Domino software, see the *Enterprise Vault Compatibility Charts* at <http://www.symantec.com/docs/TECH38537>.

Securing data locations

It is important to secure the locations that are used for storing Enterprise Vault data. Only authorized accounts should have access to the network shares and folders that are to be used for indexes and vault store partitions. Typically you implement access control on these locations using security ACLs.

If you use a network share for Enterprise Vault data, then before the upgrade you must ensure that the Vault Service account has full access to the network share on the remote server.

A recommended way to manage access to Enterprise Vault data locations on network shares is to create a domain security group for this purpose. This approach avoids the need to propagate new permissions to all subfolders and files if you change the Vault Service account.

To secure data locations

- 1 Check the ACL on network shares and folders that you plan to use for index locations and vault store partition folders.

Accounts other than the Vault Service account and local administrators should not have, or inherit, access to these locations.
- 2 If you want to manage access to network shares using a group, create a domain security group in Active Directory, for example EVDataAccess.
- 3 Add the Vault Service account to the new group.
- 4 Grant the new group full access to the network shares and folders that you plan to use for index locations and vault store partitions.

Paths to index locations cannot contain non-ASCII characters

Indexes created by Enterprise Vault 10.0 cannot be in locations that have characters higher than ASCII 127 in the path names. That is, the paths cannot contain characters other than letters (a-z, A-Z), digits (0-9), or punctuation.

When the Indexing service starts it checks for those index locations that have invalid characters in their path names. If there are any such index locations, the Indexing service does the following:

- Closes all index locations that contain invalid characters in their paths. Indexes in these locations remain searchable and can be updated by expiry. No new index data is written to these locations.
- Logs the following event:

Event ID: 41312
Task Category: Index Admin Service
Level: Error
Description:
The Indexing Service could not complete all the required startup routines:
Some of the open index locations contained invalid characters.
This index locations have been closed. Service will be stopped.

- Shuts down so that you can review the index locations.

If the Indexing service shuts down because of invalid path names, do the following:

- 1 In the Administration Console, expand **Indexing**.
- 2 Expand **Ungrouped Servers**.
- 3 Right-click the Indexing Server where you want to add a new index location.
- 4 Click the **Index Locations** tab.
- 5 Add or close index locations as required.
- 6 When you have reviewed the index locations, restart the Indexing service.

Restriction on upgrading Outlook Add-Ins from Enterprise Vault 9.0.n

At this release you cannot upgrade from some versions of Enterprise Vault 9.0.n Outlook Add-Ins to Enterprise Vault 10.0 Outlook Add-Ins. This restriction applies to both Outlook Add-Ins; that is, the Outlook Add-In and the HTTP-Only Outlook Add-In.

If you attempt to upgrade from an unsupported version of the Outlook Add-Ins, an error message is displayed and the installation stops.

Table 3-3 shows the versions to which the restriction applies.

Table 3-3 Supported upgrade paths for Outlook Add-Ins

Upgrade path	Supported
A build of Enterprise Vault 9.0.2 Outlook Add-In later than Cumulative Hotfix build 9.0.2.1137 to Enterprise Vault 10.0 Outlook Add-In	No

Table 3-3 Supported upgrade paths for Outlook Add-Ins *(continued)*

Upgrade path	Supported
Service pack versions later than Enterprise Vault 9.0.2 to Enterprise Vault 10.0 Outlook Add-In	No
A build of Enterprise Vault 9.0.2 Outlook Add-In up to and including build 9.0.2.1136 to Enterprise Vault 10.0 Outlook Add-In	Yes
Enterprise Vault 10.0 Outlook Add-In to a later version	Yes

We plan to remove this restriction in a future Enterprise Vault 10.0 service pack. You can find out the installed build of the Outlook Add-In as follows.

To find out the installed build of the Outlook Add-In

- 1
- Open Outlook.
- 2
- In Outlook 2003 or 2007, click **Help > About Enterprise Vault**.
In Outlook 2010, click **File > Enterprise Vault** tab.
The Outlook Add-In version is displayed in the dialog, for example 9.0.2.1136.

Steps to upgrade your system

This chapter includes the following topics:

- [Overview of the upgrade process](#)

Overview of the upgrade process

This chapter provides an overview of the Enterprise Vault upgrade process. It includes the instructions on how to upgrade your Enterprise Vault servers (that is, all servers that run the Enterprise Vault Directory service). If you are upgrading an Enterprise Vault 9.0 system that supports Domino mailbox archiving, this includes any Enterprise Vault Domino Gateway servers.

Overview of the upgrade process

- 1 Prepare the Enterprise Vault servers for the upgrade:
See [“About Enterprise Vault server preparation”](#) on page 31.
- 2 Install and configure the Enterprise Vault 10.0 server software as described in the appropriate chapter for your installation.
See [“About upgrading a single Enterprise Vault server”](#) on page 39.
See [“About upgrading multiple Enterprise Vault servers”](#) on page 45.
See [“About upgrading a Windows Server Failover Cluster”](#) on page 57.
- 3 Upgrade any computers that are running just the Enterprise Vault Administration Console.
See [“Upgrading stand-alone Administration Consoles”](#) on page 63.

- 4 Upgrade any computers that are running Enterprise Vault Reporting.
See [“Upgrading Enterprise Vault Reporting”](#) on page 65.
- 5 Perform the post-installation tasks as necessary:
 - Upgrade MOM and SCOM.
See [“Upgrading MOM and SCOM”](#) on page 69.
 - Upgrade Exchange Server forms.
See [“About upgrading Exchange Server forms”](#) on page 71.
 - Upgrade Exchange Journal archiving filters.
See [“About support for Exchange Server 2010 journal reports”](#) on page 73.
 - Upgrade Domino mailbox archiving.
See [“About upgrading Domino mailbox archiving”](#) on page 75.
 - Upgrade the FSA Agent on the Windows servers on which it is installed.
See [“About upgrading the FSA Agent”](#) on page 83.
 - Upgrade OWA and RPC extensions.
See [“About upgrading OWA and RPC Extensions”](#) on page 89.
 - Upgrade SharePoint Server components.
See [“About upgrading the SharePoint components”](#) on page 95.
 - Upgrade Domino filtering API custom filters.
See [“Upgrading Domino Filtering API custom filters”](#) on page 97.

Enterprise Vault server preparation

This chapter includes the following topics:

- [About Enterprise Vault server preparation](#)
- [Changing the recovery model of the Directory database](#)
- [Backing up the system](#)
- [Running Enterprise Vault Deployment Scanner](#)
- [Setting database permissions](#)
- [Preparing for indexing changes](#)
- [Adding the 'URL Authorization' IIS security role](#)
- [Allowing the MSMQ queues to empty](#)
- [Checking the archiving and expiry schedules](#)

About Enterprise Vault server preparation

Before you upgrade the Enterprise Vault software you must prepare for the upgrade, as described in this chapter.

Perform the following actions in the order they are listed:

- Change the recovery model of the Directory database, if required.
See [“Changing the recovery model of the Directory database”](#) on page 32.
- Back up the system.
See [“Backing up the system”](#) on page 32.

- Run Enterprise Vault Deployment Scanner.
See “[Running Enterprise Vault Deployment Scanner](#)” on page 34.
- Set database permissions.
See “[Setting database permissions](#)” on page 34.
- Prepare for indexing changes
See “[Preparing for indexing changes](#)” on page 35.
- Add the 'URL Authorization' IIS security role
See “[Adding the 'URL Authorization' IIS security role](#)” on page 36.
- Allow the MSMQ queues to empty.
See “[Allowing the MSMQ queues to empty](#)” on page 36.
- Check the archiving and expiry schedules.
See “[Checking the archiving and expiry schedules](#)” on page 36.

Changing the recovery model of the Directory database

If the Directory database recovery model is currently set to Full, we recommend that you change the recovery model to Simple before you upgrade. This action improves the upgrade speed, and reduces the log file growth during upgrade. After you complete the Enterprise Vault upgrade you can revert to the Full recovery model.

See “[Requirements for upgrading the Enterprise Vault databases](#)” on page 21.

Note: Back up the **EnterpriseVaultDirectory** database before you change the recovery model to Simple. Back up the database again after you revert the recovery model to Full.

For information about viewing or changing the recovery model of a SQL database, see the following article on the Microsoft Web site:

<http://msdn.microsoft.com/en-us/library/ms189272.aspx>

Backing up the system

You need to back up your Enterprise Vault data and any changed language files.

Backing up Enterprise Vault data

Before upgrading your Enterprise Vault environment, back up all Enterprise Vault data in accordance with your normal backup procedures.

See "Backing up Enterprise Vault" in the *Administrator's Guide*.

Note: When you back up your databases, perform the recommended database maintenance steps that are described in the following technical note on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH74666>

These maintenance steps shrink the database, rebuild the table indexes, and update the database statistics. Such actions enable the upgrade of the databases to proceed more quickly.

When you have backed up your vault store partitions, the Storage service marks the relevant files as backed up, and this removes the entries from the WatchFile table. The Storage service performs these tasks at preconfigured intervals. You should wait for the WatchFile table to reduce in size before you proceed with the upgrade. If you do not wait, the Storage service can take some time to restart after the upgrade is complete. You can use the usage report at <http://evserver/enterprisevault/usage.asp> to check the number of files in the **Awaiting Backup** column.

Backing up changed language files

The installation procedure overwrites the files in the following Enterprise Vault server language folders:

Enterprise Vault\Languages\Mailbox Messages\language

where *language* indicates the language used.

The installation does not modify the live versions of these files that you have in the Enterprise Vault folder, for example C:\Program Files (x86)\Enterprise Vault.

If you have made changes that you want to keep to the files in the language folders, copy the files to another location.

Running Enterprise Vault Deployment Scanner

Before you upgrade to Enterprise Vault 10.0, we strongly recommend that you run Enterprise Vault Deployment Scanner to check prerequisite software and settings.

Deployment Scanner is included in the `Deployment Scanner` folder on the Enterprise Vault 10.0 media.

Use the Vault Service account when running Deployment Scanner.

To install Deployment Scanner, Windows Installer 3.1 must be installed on the Enterprise Vault server computers. You can download Windows Installer 3.1 from the [Microsoft Download Center](#). You must have local Administrator permissions to install Deployment Scanner.

Note: If you choose to check SQL Server, the report may show a warning that "SQL databases contain entities with mixed collations". See the following technical note for details of how to fix the problem:

<http://www.symantec.com/docs/TECH55063>

If you make changes to your configuration as a result of running Deployment Scanner, repeat your system backup if necessary.

Setting database permissions

For the time you install and configure Enterprise Vault, the Vault Service account must be the database owner of all Enterprise Vault databases.

If you changed the database owner after Enterprise Vault was installed, you must make the Vault Service account the owner before you upgrade.

This permission is required to enable database schema and other updates to be enacted with appropriate privileges.

If it is not acceptable to make the Vault Service account the database owner of all Enterprise Vault databases, there is a set of minimum permissions you can apply.

See the following technical note on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH65841>

Preparing for indexing changes

Perform the following steps for each Enterprise Vault server that hosts an Indexing service, before you start the upgrade.

- Configure the Enterprise Vault server cache for the Indexing service. You must make sure that the Enterprise Vault server cache location is configured, and that it is not located on a disk that already has high I/O usage. From Enterprise Vault 10.0, indexing uses the Enterprise Vault server cache. If the cache is not specified, or is inaccessible, the Indexing service does not start. See [“To configure the Enterprise Vault server cache for the Indexing service”](#) on page 35.
- Check that at least one index location is available.
See [“To check that at least one index location is available”](#) on page 35.

For an Enterprise Vault cluster, perform the steps on each of the primary nodes in the cluster. You do not need to perform the steps on the failover nodes.

To configure the Enterprise Vault server cache for the Indexing service

- 1 In the Administration Console, right-click the Enterprise Vault server and then click **Properties**.
- 2 Click the **Cache** tab, and then make sure that a suitable cache location is configured.

To ensure optimum performance, the cache should be located on fast, locally-attached storage. Do not locate the cache on a disk that has competing, high I/O demand. For example, do not place the server cache on the same disk as any of the following:

- Enterprise Vault index locations
- Enterprise Vault storage partitions
- MSMQ
- SQL Server databases

If you have previously configured a cache location that will compete for I/O in this manner, relocate the cache.

To check that at least one index location is available

- 1 In the Administration Console, right-click the Enterprise Vault Indexing service and then click **Properties**.
- 2 Click the **Index locations** tab, and then check that at least one index location is configured and has the status of **Open**.

Adding the 'URL Authorization' IIS security role

Enterprise Vault 10.0 requires the 'URL Authorization' IIS security role. You must add this role to each Enterprise Vault server.

To add the 'URL Authorization' IIS security role:

- 1 Click **Start** > **Administrative Tools** > **Server Manager**.
- 2 In left pane of **Server Manager**, expand **Roles**, and then click **Web Server (IIS)**.
- 3 In the right pane, scroll to the **Role Services** section.
- 4 Click **Add Role Services**.
- 5 In the Security (Installed) section, select **URL Authorization** and then click **Next**.
- 6 On the **Confirm Installation Selections** page, click **Install**.
- 7 On the **Results** page, click **Close**.

Allowing the MSMQ queues to empty

Before you upgrade to Enterprise Vault 10.0, we recommend that you allow the MSMQ queues to empty.

Note: If you upgrade Enterprise Vault with items still on the queues, the Enterprise Vault services may log red events the first time they start after the upgrade.

Checking the archiving and expiry schedules

To allow time to examine the new installation before archiving starts, you may want to disable archiving and expiry before you upgrade the servers. You can enable the servers again when you have checked the installation.

The remainder of this section applies only when all of the following are true:

- You use Exchange Server archiving.
- You upgrade to Enterprise Vault 8.0.
- You then upgrade immediately to Enterprise Vault 9.0 and Enterprise Vault 10.0 without running Exchange Server archiving on the Enterprise Vault 8.0 or 9.0 systems.

Enterprise Vault 8.0 introduced changes to shortcuts and retention categories for Exchange Server archiving. The first run of Exchange archiving after the upgrade

updates archived items to match these changes. This update process may take a significant time, so plan for the first archiving run to take longer than normal.

See "Moved shortcuts and changed retention categories" in the Enterprise Vault 8.0 *ReadMeFirst*.

Single server: upgrading the Enterprise Vault server software

This chapter includes the following topics:

- [About upgrading a single Enterprise Vault server](#)
- [Installing the Enterprise Vault 10.0 server software on a single server](#)
- [Upgrading the Directory database](#)
- [Upgrading the storage databases](#)
- [Upgrading the auditing database](#)
- [Backing up the upgraded Enterprise Vault databases](#)
- [Starting all the Enterprise Vault services](#)

About upgrading a single Enterprise Vault server

This chapter describes how to upgrade the Enterprise Vault server software and databases, when you have only one server that runs Enterprise Vault services.

Perform the procedures in this chapter in the order that they are listed.

Installing the Enterprise Vault 10.0 server software on a single server

This section describes how to install the Enterprise Vault 10.0 server software when you have only one server that runs Enterprise Vault services.

To install the Enterprise Vault 10.0 server software on a single server

- 1 Log on to the Enterprise Vault server as the Vault Service account.
- 2 Stop the Enterprise Vault Admin service. This stops the Admin service itself, and any other Enterprise Vault services.
- 3 Stop any other services or applications that use Enterprise Vault. For example:
 - Enterprise Vault Administration Console
 - Enterprise Vault Accelerator Manager service
- 4 Close any other applications that may be running on the server, including the Control Panel, Computer Management, Windows Services, and the Windows Event Viewer.
- 5 If you are installing on an Enterprise Vault Domino Gateway, make sure that the Domino server on the Enterprise Vault Domino Gateway is shut down and that `EVInstall.nsf` is not being accessed locally.
- 6 Load the Enterprise Vault 10.0 media.
- 7 Use Windows Explorer to open the following folder:
`\Symantec Enterprise Vault 10.0\Server`
- 8 Double-click the file `setup.exe` to start the installation.
- 9 Work through the installation to upgrade the Enterprise Vault components.
- 10 If the installer prompts you to restart the server, restart and then log on again as the Vault Service account so that the installer can complete the upgrade.

Upgrading the Directory database

Follow this procedure to start the Enterprise Vault Directory service and upgrade the Directory database.

To upgrade the Directory database

- 1 Use Windows Services to start the Enterprise Vault Directory service.

When the Directory service starts for the first time, it automatically upgrades the Directory database schema and synchronizes new Exchange archiving policy advanced settings into existing policies.

The Directory service also migrates archive permissions. Note that this migration can take some time, depending on the size of your Enterprise Vault environment.

- 2 Wait for event 8576 to be logged in the Enterprise Vault event log:

The Directory service has completed the automatic upgrade of the EnterpriseVaultDirectory Database

Note: The upgrade of a large Directory database may take a long time to complete (possibly several hours), depending on the size of the database, the recovery model, and the available resources.

Upgrading the storage databases

Follow this procedure to start the Enterprise Vault Storage service. When the Storage service starts for the first time it upgrades the server's fingerprint databases and vault store databases, if required.

To upgrade the storage databases

- 1 Start the Enterprise Vault Storage service.
- 2 Open the Windows Event Viewer and view the Enterprise Vault event log.

The fingerprint database schema and the vault store database schema usually require upgrading, depending on your upgrade path.

If the fingerprint database schema requires upgrading, Enterprise Vault logs the following events for each fingerprint database:

- Event 7035: The upgrade of the database has started.
- Event 7036: The upgrade of the database has completed.

If the vault store database schema requires upgrading, Enterprise Vault logs the following events for each vault store database:

- Event 6958: The upgrade of the database has started.
- Event 6959: The upgrade of the database has completed.

Note: The time that is required to upgrade each database depends the size of the database, and the available resources. For a large database it may take a long time (possibly several hours) for the completion event to appear.

- 3 Wait for event 6221 to be logged in the Enterprise Vault event log:
`Storage Service started.`

Upgrading the auditing database

If you upgrade a system that uses Enterprise Vault auditing, upgrade the Enterprise Vault auditing database manually as follows.

To upgrade the auditing database

- 1 Make sure that you have backed up the **EnterpriseVaultAudit** database.
- 2 Stop all the Enterprise Vault services.
- 3 Start SQL Server Management Studio, and in the left pane under **Databases** select the **EnterpriseVaultAudit** database.
- 4 From the **File** menu, click **Open > File**.
- 5 Navigate to the Enterprise Vault installation folder (typically `C:\Program Files (x86)\Enterprise Vault`) and select the file **Audit_Schema_Upgrade.sql**.
- 6 From the **Query** menu, click **Execute**.
After a short time SQL Server Management Studio indicates that the script has completed successfully.
- 7 Exit from SQL Server Management Studio.

Backing up the upgraded Enterprise Vault databases

Back up the upgraded Enterprise Vault databases as follows.

To back up the upgraded Enterprise Vault databases

- 1 Stop any running Enterprise Vault services on the Enterprise Vault server.
- 2 Back up the Directory database.

Note: If you changed the recovery model of the Directory database from Full to Simple before the upgrade, revert the database to the Full recovery model before you perform the backup.

When you back up the database you can use the routine maintenance steps to reclaim most of the additional disk space that the upgrade required.

- 3 Back up each vault store database and fingerprint database.
- 4 Back up the auditing database, if you have one.

Starting all the Enterprise Vault services

Start all the Enterprise Vault services on the Enterprise Vault server.

Note: Before you start the Indexing service for the first time, make sure that at least one indexing location has the status of **Open**.

Multiple servers: upgrading the Enterprise Vault server software

This chapter includes the following topics:

- [About upgrading multiple Enterprise Vault servers](#)
- [Installing the Enterprise Vault 10.0 server software on multiple servers](#)
- [Upgrading the Directory database](#)
- [Upgrading the storage databases](#)
- [Upgrading the auditing database](#)
- [Backing up the upgraded Enterprise Vault databases](#)
- [Starting all the Enterprise Vault services](#)

About upgrading multiple Enterprise Vault servers

This chapter describes how to upgrade the Enterprise Vault server software and databases, when you have multiple servers that run Enterprise Vault services.

Perform the procedures in this chapter in the order that they are listed.

Installing the Enterprise Vault 10.0 server software on multiple servers

The following procedure describes how to install the Enterprise Vault 10.0 server software on all the servers that run Enterprise Vault services.

Perform the following procedure on each computer on which the Enterprise Vault services are installed.

To install the Enterprise Vault 10.0 server software

- 1 Log on to the Enterprise Vault server as the Vault Service account.
- 2 Start **Computer Management** and go to **Services and Applications**.
- 3 Under **Services**, stop the Enterprise Vault Admin service. This action stops the Admin service itself and other Enterprise Vault services, including the Enterprise Vault Directory service.

Stop any other services or applications that use Enterprise Vault. For example:
 - Enterprise Vault Administration Console
 - Enterprise Vault Accelerator Manager service
- 4 Close any applications that may be running on the server, including the Control Panel, Computer Management, Windows Services, and the Windows Event Viewer.
- 5 If you are installing on an Enterprise Vault Domino Gateway, make sure that the Domino server on the Enterprise Vault Domino Gateway is shut down and that `EVInstall.nsf` is not accessed locally.
- 6 Load the Enterprise Vault 10.0 media.
- 7 Use Windows Explorer to open the following folder:

`\Symantec Enterprise Vault 10.0\Server`
- 8 Double-click the file `setup.exe` to start the installation.
- 9 Work through the installation to upgrade the Enterprise Vault components.
- 10 If the installer prompts you to restart the server, restart the server and then log on again as the Vault Service account so that the installer can complete the upgrade.
- 11 When the installation is complete, the installer re-enables the Enterprise Vault services. Do not start any Enterprise Vault services at this time.
- 12 Repeat steps 1 to 11 for every computer on which the Enterprise Vault services are installed.

Upgrading the Directory database

Follow this procedure to upgrade the Enterprise Vault Directory database.

Note: Do not start the Directory services on other Enterprise Vault servers until you have successfully completed this procedure on one Enterprise Vault server.

To upgrade the Directory database

- 1 On one Enterprise Vault server only, use Windows Services to start the Enterprise Vault Directory service.

Note: Choose an Enterprise Vault server that has good network connectivity with the SQL Server computer that hosts the Enterprise Vault Directory database.

When the Directory service starts, it automatically upgrades the Directory database schema and synchronizes new Exchange archiving policy advanced settings into existing policies.

The Directory service also migrates archive permissions. Note that this migration can take some time, depending on the size of your Enterprise Vault environment.

- 2 Wait for event 8576 to be logged in the Enterprise Vault event log:

The Directory service has completed the automatic upgrade of the EnterpriseVaultDirectory Database

Note: The upgrade of a large Directory database may take a long time to complete (possibly several hours), depending on the size of the database, the recovery model, and the available resources.

Upgrading the storage databases

Perform the following procedure for each server that has an Enterprise Vault Storage service. When the Storage service starts for the first time it upgrades the server's fingerprint databases and vault store databases, if required.

To upgrade the storage databases

- 1 Start the Enterprise Vault Storage service.
- 2 Open the Windows Event Viewer and view the Enterprise Vault event log.

The fingerprint database schema and the vault store database schema usually require upgrading, depending on your upgrade path.

If the fingerprint database schema requires upgrading, Enterprise Vault logs the following events for each fingerprint database:

 - Event 7035: The upgrade of the database has started.
 - Event 7036: The upgrade of the database has completed.

If the vault store database schema requires upgrading, Enterprise Vault logs the following events for each vault store database:

 - Event 6958: The upgrade of the database has started.
 - Event 6959: The upgrade of the database has completed.

Note: The time that is required to upgrade each database depends the size of the database, and the available resources. For a large database it may take a long time (possibly several hours) for the completion event to appear.

- 3 Wait for event 6221 to be logged in the Enterprise Vault event log:

`Storage Service started.`

Start the Storage service on every server and wait for event 6221 to be logged before you continue.

Upgrading the auditing database

If you upgrade a system that uses Enterprise Vault auditing, upgrade the Enterprise Vault auditing database manually as follows.

To upgrade the auditing database

- 1 Make sure that you have backed up the **EnterpriseVaultAudit** database.
- 2 Stop all the Enterprise Vault services on all servers.
- 3 Start SQL Server Management Studio, and in the left pane under **Databases** select the **EnterpriseVaultAudit** database.
- 4 From the **File** menu, click **Open > File**.

- 5 Navigate to the Enterprise Vault installation folder (typically `C:\Program Files (x86)\Enterprise Vault`) and select the file **Audit_Schema_Upgrade.sql**.
- 6 From the **Query** menu, click **Execute**.
After a short time SQL Server Management Studio indicates that the script has completed successfully.
- 7 Exit from SQL Server Management Studio.

Backing up the upgraded Enterprise Vault databases

Back up the upgraded Enterprise Vault databases as follows.

To back up the upgraded Enterprise Vault databases

- 1 Stop any running Enterprise Vault services on the Enterprise Vault servers.
- 2 Back up the Directory database.

Note: If you changed the recovery model of the Directory database from Full to Simple before the upgrade, revert the database to the Full recovery model before you perform the backup.

When you back up the database you can use the routine maintenance steps to reclaim most of the additional disk space that the upgrade required.

- 3 Back up each vault store database and fingerprint database.
- 4 Back up the auditing database, if you have one.

Starting all the Enterprise Vault services

Start all the Enterprise Vault services on all the Enterprise Vault servers in the site.

Note: Before you start the Indexing service for the first time, make sure that at least one indexing location has the status of **Open**.

Veritas Cluster Server: upgrading the Enterprise Vault server software

This chapter includes the following topics:

- [About upgrading a Veritas cluster](#)
- [Veritas Cluster Server: installing the Enterprise Vault 10.0 software](#)
- [Upgrading the Directory database](#)
- [Upgrading the storage databases](#)
- [Moving the index metadata location to a shared drive](#)
- [Upgrading the auditing database](#)
- [Backing up the upgraded Enterprise Vault databases](#)
- [Starting all the Enterprise Vault services](#)

About upgrading a Veritas cluster

This chapter describes how to upgrade the Enterprise Vault server software and databases, when the servers that run Enterprise Vault tasks are part of a Veritas cluster.

Perform the procedures in this chapter in the order that they are listed.

Veritas Cluster Server: installing the Enterprise Vault 10.0 software

This section describes how to install the Enterprise Vault 10.0 server software when the servers that run Enterprise Vault tasks are part of a Veritas cluster.

Note that Enterprise Vault does not support high-availability upgrades. You must install the server software on all nodes in the cluster before you start Enterprise Vault services or run the configuration wizard.

To install the Enterprise Vault 10.0 server software

- 1 Log on to the active node as the Vault Service account.
- 2 Use VCS cluster administration tools to take all Enterprise Vault service resources offline.

Note the following important points:

- You must stop all Enterprise Vault services in the Enterprise Vault site. For example, stop the services on non-clustered servers, such as an Enterprise Vault Domino Gateway.
 - If you install on an Enterprise Vault Domino Gateway, make sure that the Domino server on the Enterprise Vault Domino Gateway is shut down and that `EVInstall.nsf` is not accessed locally.
 - If there are multiple sites that share the Enterprise Vault Directory you must also stop all Enterprise Vault services in the other sites.
- 3 Stop any other services or applications that can lock Enterprise Vault files. For example:
 - Enterprise Vault Administration Console
 - Enterprise Vault Accelerator Manager service
 - 4 Close any applications that may be running on the server, including the Control Panel, Computer Management, Windows Services, and the Windows Event Viewer.
 - 5 Load the Enterprise Vault 10.0 media.
 - 6 Use Windows Explorer to open the following folder:
`\Symantec Enterprise Vault 10.0\Server`
 - 7 Double-click the file `setup.exe` to start the installation.

- 8 Work through the installation.
- 9 Install the Enterprise Vault software on the other servers in your Enterprise Vault environment, including any cluster failover nodes.

Upgrading the Directory database

After the upgrade of the Enterprise Vault software on the active node you must start the Admin service and the Directory service. When the Directory service starts, it upgrades the Directory database.

To upgrade the Directory database

- 1 On the active node, use the cluster administration tools to bring the Admin service and Directory service resources online.

Do not bring any other Enterprise Vault resources online.

When the Directory service starts, it automatically upgrades the Directory database schema and synchronizes new Exchange archiving policy advanced settings into existing policies.

The Directory service also migrates archive permissions. Note that this migration can take some time, depending on the size of your Enterprise Vault environment.

- 2 Wait for event 8576 to be logged in the Enterprise Vault event log:

The Directory service has completed the automatic upgrade of the EnterpriseVaultDirectory Database

Note: The upgrade of a large Directory database may take a long time to complete (possibly several hours), depending on the size of the database, the recovery model, and the available resources.

- 3 Start the Admin service and the Directory service on all the Enterprise Vault servers in your environment, including servers in other Enterprise Vault sites that use the same Directory database.

Note: Do not continue until all the Admin services and Directory services have started.

Upgrading the storage databases

Perform the following procedure for each server that has an Enterprise Vault Storage service. When the Storage service starts for the first time it upgrades the server's fingerprint databases and vault store databases, if required.

To upgrade the storage databases

- 1 Use the cluster administration tools to bring the Enterprise Vault Storage service online.
- 2 Open the Windows Event Viewer and view the Enterprise Vault event log.

The fingerprint database schema and the vault store database schema usually require upgrading, depending on your upgrade path.

If the fingerprint database schema requires upgrading, Enterprise Vault logs the following events for each fingerprint database:

- Event 7035: The upgrade of the database has started.
- Event 7036: The upgrade of the database has completed.

If the vault store database schema requires upgrading, Enterprise Vault logs the following events for each vault store database:

- Event 6958: The upgrade of the database has started.
- Event 6959: The upgrade of the database has completed.

Note: The time that is required to upgrade each database depends the size of the database, and the available resources. For a large database it may take a long time (possibly several hours) for the completion event to appear.

- 3 Wait for event 6221 to be logged in the Enterprise Vault event log:

`Storage Service started.`

Start the Storage service on every server and wait for event 6221 to be logged before you continue.

Moving the index metadata location to a shared drive

For each primary node you must move Enterprise Vault's index metadata folder to a shared drive in the cluster. The index metadata folder is the folder in which Enterprise Vault stores indexing configuration data and reporting data.

Perform the following procedure for each primary node in the cluster.

To move the index metadata location to a shared drive

- 1 Make sure that the Enterprise Vault Indexing service is stopped.
- 2 In Windows Explorer, browse to the `evindexing\data` subfolder of the Enterprise Vault program folder, typically `C:\Program Files (x86)\Enterprise Vault`.
- 3 Move the `IndexMetaData` folder from the `data` subfolder to a shared drive in the cluster.
- 4 Make sure that the Enterprise Vault Directory service and Admin service are online.
- 5 In the left pane of the Administration Console, right-click the Enterprise Vault Indexing service and then click **Properties**.
- 6 On the **General** tab, set **Index metadata location** to the path for the `IndexMetaData` folder on the shared drive, for example `V:\IndexMetaData`.

Upgrading the auditing database

If you upgrade a system that uses Enterprise Vault auditing, upgrade the Enterprise Vault auditing database manually as follows.

To upgrade the auditing database

- 1 Make sure that you have backed up the **EnterpriseVaultAudit** database.
- 2 Stop all the Enterprise Vault services.
- 3 Start SQL Server Management Studio, and in the left pane under **Databases** select the **EnterpriseVaultAudit** database.
- 4 From the **File** menu, click **Open > File**.
- 5 Navigate to the Enterprise Vault installation folder (typically `C:\Program Files (x86)\Enterprise Vault`) and select the file **Audit_Schema_Upgrade.sql**.
- 6 From the **Query** menu, click **Execute**.
After a short time SQL Server Management Studio indicates that the script has completed successfully.
- 7 Exit from SQL Server Management Studio.

Backing up the upgraded Enterprise Vault databases

Back up the upgraded Enterprise Vault databases as follows.

To back up the upgraded Enterprise Vault databases

- 1 Stop any running Enterprise Vault services.
- 2 Back up the Directory database.

Note: If you changed the recovery model of the Directory database from Full to Simple before the upgrade, revert the database to the Full recovery model before you perform the backup.

When you back up the database you can use the routine maintenance steps to reclaim most of the additional disk space that the upgrade required.

- 3 Back up each vault store database and fingerprint database.
- 4 Back up the auditing database, if you have one.

Starting all the Enterprise Vault services

Start the Enterprise Vault services on all the servers in the site.

Use the cluster administration tools to bring all the Enterprise Vault services online.

Note: Before you start the Indexing service for the first time, make sure that at least one indexing location has the status of **Open**.

If there are multiple sites that share the Enterprise Vault Directory you can start all Enterprise Vault services in the other sites.

Test that the cluster failover works correctly for Enterprise Vault.

Windows Server Failover Clustering: upgrading the Enterprise Vault server software

This chapter includes the following topics:

- [About upgrading a Windows Server Failover Cluster](#)
- [Windows Server Failover Clustering: installing the Enterprise Vault 10.0 software](#)
- [Upgrading the Directory database](#)
- [Upgrading the storage databases](#)
- [Moving the index metadata location to a shared drive](#)
- [Upgrading the auditing database](#)
- [Backing up the upgraded Enterprise Vault databases](#)
- [Starting all the Enterprise Vault services](#)

About upgrading a Windows Server Failover Cluster

This chapter describes how to upgrade the Enterprise Vault server software and databases, when the servers that run Enterprise Vault tasks are part of a Windows cluster.

Perform the procedures in this chapter in the order that they are listed.

Windows Server Failover Clustering: installing the Enterprise Vault 10.0 software

This section describes how to install the Enterprise Vault server software when the servers that run Enterprise Vault tasks are part of a Windows Server failover cluster.

Note that Enterprise Vault does not support high-availability upgrades. You must install the server software on all nodes in the cluster before you start Enterprise Vault services or run the configuration wizard.

To install the Enterprise Vault 10.0 server software

- 1 Log on to the active node as the Vault Service account.
- 2 Use Failover Cluster Manager or the command line utility `cluster` to take the Admin service resource offline. This takes all the Enterprise Vault services offline.

Note the following important points:

- Do not take the EnterpriseVaultServerInstance offline.
 - You must stop all Enterprise Vault services in the Enterprise Vault Site. For example, stop the services on non-clustered servers, such as an Enterprise Vault Domino Gateway.
 - If you install on an Enterprise Vault Domino Gateway, make sure that the Domino server on the Enterprise Vault Domino Gateway is shut down and that `EVInstall.nsf` is not accessed locally.
 - If there are multiple sites that share the Enterprise Vault Directory, you must also stop all Enterprise Vault services in the other sites.
- 3 Stop any other services or applications that can lock Enterprise Vault files. Use Failover Cluster Manager to stop clustered services. For example:
 - Enterprise Vault Administration Console
 - Enterprise Vault Accelerator Manager service
 - 4 Close any applications that may be running on the server, including the Control Panel, Computer Management, Windows Services, and the Windows Event Viewer.
 - 5 Load the Enterprise Vault 10.0 media.

- 6 Use Windows Explorer to open the following folder:
`\Symantec Enterprise Vault 10.0\Server`
- 7 Double-click the file `setup.exe` to start the installation.
- 8 Work through the installation.
- 9 Install the Enterprise Vault software on the other servers in your Enterprise Vault environment, including any cluster failover nodes.

Upgrading the Directory database

After the upgrade of the Enterprise Vault software on the active node you must start the Admin service and the Directory service. When the Directory service starts, it upgrades the Directory database.

To upgrade the Directory database

- 1 On the active node, use the cluster administration tools to bring the Admin service and Directory service resources online.

Do not bring any other Enterprise Vault resources online.

When the Directory service starts, it automatically upgrades the Directory database schema and synchronizes new Exchange archiving policy advanced settings into existing policies.

The Directory service also migrates archive permissions. Note that this migration can take some time, depending on the size of your Enterprise Vault environment.

- 2 Wait for event 8576 to be logged in the Enterprise Vault event log:

The Directory service has completed the automatic upgrade of the EnterpriseVaultDirectory Database

Note: The upgrade of a large Directory database may take a long time to complete (possibly several hours), depending on the size of the database, the recovery model, and the available resources.

- 3 Start the Admin service and the Directory service on all the Enterprise Vault servers in your environment, including servers in other Enterprise Vault sites that use the same Directory database.

Note: Do not continue until all the Admin services and Directory services have started.

Upgrading the storage databases

Perform the following procedure for each server that has an Enterprise Vault Storage service. When the Storage service starts for the first time it upgrades the server's fingerprint databases and vault store databases, if required.

To upgrade the storage databases

- 1 Use the cluster administration tools to bring the Enterprise Vault Storage service online.
- 2 Open the Windows Event Viewer and view the Enterprise Vault event log.

The fingerprint database schema and the vault store database schema usually require upgrading, depending on your upgrade path.

If the fingerprint database schema requires an upgrade, Enterprise Vault logs the following events for each fingerprint database:

- Event 7035: The upgrade of the database has started.
- Event 7036: The upgrade of the database has completed.

If the vault store database schema requires an upgrade, Enterprise Vault logs the following events for each vault store database:

- Event 6958: The upgrade of the database has started.
- Event 6959: The upgrade of the database has completed.

Note: The time that is required to upgrade each database depends the size of the database, and the available resources. For a large database it may take a long time (possibly several hours) for the completion event to appear.

- 3 Wait for event 6221 to be logged in the Enterprise Vault event log:

`Storage Service started.`

Start the Storage service on every server and wait for event 6221 to be logged before you continue.

Moving the index metadata location to a shared drive

For each primary node you must move Enterprise Vault's index metadata folder to a shared drive in the cluster. The index metadata folder is the folder in which Enterprise Vault stores indexing configuration data and reporting data.

Perform the following procedure for each primary node in the cluster.

To move the index metadata location to a shared drive

- 1 Make sure that the Enterprise Vault Indexing service is stopped.
- 2 In Windows Explorer, browse to the `evindexing\data` subfolder of the Enterprise Vault program folder, typically `C:\Program Files (x86)\Enterprise Vault`.
- 3 Move the `IndexMetaData` folder from the `data` subfolder to a shared drive in the cluster.
- 4 Make sure that the Enterprise Vault Directory service and Admin service are online.
- 5 In the left pane of the Administration Console, right-click the Enterprise Vault Indexing service and then click **Properties**.
- 6 On the **General** tab, set **Index metadata location** to the path for the `IndexMetaData` folder on the shared drive, for example `V:\IndexMetaData`.

Upgrading the auditing database

If you upgrade a system that uses Enterprise Vault auditing, upgrade the Enterprise Vault auditing database manually as follows.

To upgrade the auditing database

- 1 Make sure that you have backed up the **EnterpriseVaultAudit** database.
- 2 Stop all the Enterprise Vault services.
- 3 Start SQL Server Management Studio, and in the left pane under **Databases** select the **EnterpriseVaultAudit** database.
- 4 From the **File** menu, click **Open > File**.
- 5 Navigate to the Enterprise Vault installation folder (typically `C:\Program Files (x86)\Enterprise Vault`) and select the file **Audit_Schema_Upgrade.sql**.
- 6 From the **Query** menu, click **Execute**.
 After a short time SQL Server Management Studio indicates that the script has completed successfully.
- 7 Exit from SQL Server Management Studio.

Backing up the upgraded Enterprise Vault databases

Back up the upgraded Enterprise Vault databases as follows.

To back up the upgraded Enterprise Vault databases

- 1 Stop any running Enterprise Vault services.
- 2 Back up the Directory database.

Note: If you changed the recovery model of the Directory database from Full to Simple before the upgrade, revert the database to the Full recovery model before you perform the backup.

When you back up the database you can use the routine maintenance steps to reclaim most of the additional disk space that the upgrade required.

- 3 Back up each vault store database and fingerprint database.
- 4 Back up the auditing database, if you have one.

Starting all the Enterprise Vault services

Start the Enterprise Vault services on all the servers in the site.

Use the cluster administration tools to bring all the Enterprise Vault services online.

Note: Before you start the Indexing service for the first time, make sure that at least one indexing location has the status of **Open**.

If there are multiple sites that share the Enterprise Vault Directory you can start all Enterprise Vault services in the other sites.

Test that the cluster failover works correctly for Enterprise Vault.

Upgrading stand-alone Administration Consoles

This chapter includes the following topics:

- [Upgrading stand-alone Administration Consoles](#)

Upgrading stand-alone Administration Consoles

If you have any computers on which only the Enterprise Vault Administration Console component is installed, you must upgrade the stand-alone Administration Console.

Note that the supported versions of Windows for stand-alone Administration Consoles have changed for Enterprise Vault 10.0. A stand-alone Administration Console must run one of the following versions of Windows:

- Windows Vista SP1 or later
- Windows 7
- Windows Server 2008 R2

To upgrade a stand-alone Administration Console

- 1 Log on to the Enterprise Vault server as the Vault Service account.
- 2 Make sure that the Administration Console is not running.
- 3 Load the Enterprise Vault 10.0 media.
- 4 Use Windows Explorer to open the following folder:

`\Symantec Enterprise Vault 10.0\Server`

- 5 Double-click the file `setup.exe` to start the installation.
- 6 Work through the installation to upgrade the Administration Console component.

Upgrading Enterprise Vault Reporting

This chapter includes the following topics:

- [Upgrading Enterprise Vault Reporting](#)
- [Installing the Enterprise Vault Reporting component](#)
- [Running the Enterprise Vault Reporting Configuration utility](#)

Upgrading Enterprise Vault Reporting

You must upgrade Enterprise Vault Reporting on the computers on which it is installed.

[Table 11-1](#) lists the steps that are required to upgrade Enterprise Vault Reporting.

Table 11-1 Steps to install Enterprise Vault Reporting

Step	Action	Description
Step 1	Install the Enterprise Vault Reporting 10.0 component on each computer on which the Enterprise Vault Reporting component is installed.	See “Installing the Enterprise Vault Reporting component” on page 66.
Step 2	Run the Enterprise Vault Reporting Configuration utility on each computer on which the Enterprise Vault Reporting component is installed.	See “Running the Enterprise Vault Reporting Configuration utility” on page 66.

Installing the Enterprise Vault Reporting component

You must install the Enterprise Vault 10.0 Reporting component on each computer on which the Enterprise Vault Reporting component is already installed.

If the Reporting component is installed on an Enterprise Vault server, you can install the Enterprise Vault 10.0 Reporting component when you install the other Enterprise Vault components.

Use the following procedure to install the Enterprise Vault Reporting component on any additional computers on which it is installed.

To install the Enterprise Vault Reporting component

- 1 Log on to the computer with the Vault Service account.
- 2 Load the Enterprise Vault 10.0 media.
- 3 Use Windows Explorer to open the following folder:
`\Symantec Enterprise Vault 10.0\Server`
- 4 Double-click the file `setup.exe` to start the installation.
- 5 Work through the installation to upgrade the Enterprise Vault Reporting component.

Running the Enterprise Vault Reporting Configuration utility

Perform the following procedure on each computer on which the Enterprise Vault Reporting component is installed.

Do not run the utility until you have done the following:

- Installed the Enterprise Vault 10.0 software on the Enterprise Vault servers.
- Installed the Enterprise Vault 10.0 Reporting component on each computer on which the Reporting component is installed.

To run the Enterprise Vault Reporting Configuration utility

- 1 On the Windows **Start** menu, click **Programs > Enterprise Vault > Enterprise Vault Reports Configuration**.
- 2 In the Reporting Configuration utility dialog box, select **Configure Reporting and deploy or upgrade reports**.
- 3 Type in the domain, user name, and password for the Reporting user account.
- 4 Select the SQL Server Reporting Services instance.

- 5 Select the language in which to deploy the reports.
- 6 Select or type in the name of the Directory database SQL Server.
- 7 Click **Configure** to deploy the reports.

If the Reporting Configuration utility indicates that there was an error deploying Enterprise Vault reports, see the technical note *Troubleshooting Enterprise Vault Reporting*.

The Enterprise Vault Reporting Configuration utility synchronizes the report security settings with the current administrator roles. If you subsequently add, remove, or modify roles from Authorization Manager in the Administration Console, Enterprise Vault must synchronize Enterprise Vault Reporting again to reflect the changes.

See "Enabling the synchronization of Enterprise Vault Reporting roles-based security" in the *Reporting* guide.

Upgrading MOM and SCOM

This chapter includes the following topics:

- [Upgrading MOM and SCOM](#)

Upgrading MOM and SCOM

Note: This section applies to all upgrades if you use MOM or SCOM.

If you use Microsoft Operations Manager (MOM) or System Center Operations Manager 2007 (SCOM) to monitor Enterprise Vault events then you must install the new management pack.

To install the Enterprise Vault MOM management pack

- 1 Start the MOM Administrator Console.
- 2 In the left pane, right-click **Processing Rule Groups** and, on the shortcut menu, click **Import Management Pack**.
- 3 Select the Enterprise Vault Management Pack, `EnterpriseVault.akm`, and work through the rest of the **Import Options** wizard.

Note: The minimum version of SCOM 2007 is now SCOM 2007 R2. You cannot import the Enterprise Vault SCOM management pack into the SCOM 2007 original release.

To install the Enterprise Vault SCOM management pack

- 1 Start the SCOM operations console.
- 2 Start the import wizard and import one of the following:
 - `EnterpriseVault.mp`. This is the sealed management pack.

- `EnterpriseVault.xml`. This is the unsealed mangement pack.

The wizard automatically converts the file to a MOM 2005 Backward Compatibility pack.

Upgrading Exchange Server forms

This chapter includes the following topics:

- [About upgrading Exchange Server forms](#)

About upgrading Exchange Server forms

By default, Enterprise Vault 10.0 deploys the Exchange Server forms to users' computers automatically.

You must upgrade Exchange Server forms provided with Enterprise Vault 10.0 if you use Outlook 2010 in your environment.

If you decide to upgrade the forms that are in the Organization Forms Library, follow the instructions in the "Distributing Exchange Server Forms" chapter of *Setting up Exchange Server Archiving*.

Note the following:

- When you upgrade or reinstall the Enterprise Vault forms `EVPendingArchive.fdm`, `EVShortcut.fdm`, `EVPendingDelete.fdm`, `EVPendingRestore.fdm`, and `EVPendingArchiveHTTP.fdm`, **always uninstall the existing copies first**. Do not install the new forms on top of the existing copies.
- By default, Enterprise Vault deploys the forms automatically into personal forms libraries.

Upgrading Exchange Journal archiving filters

This chapter includes the following topics:

- [About support for Exchange Server 2010 journal reports](#)

About support for Exchange Server 2010 journal reports

If the journal report decryption feature is enabled on Exchange Server 2010, then the journal reports for RMS-protected messages have two messages attached: the RMS-protected message, and a clear text copy of the message. Enterprise Vault archives both copies of the message. A new advanced setting in the Exchange Journaling policy, **ClearText copies of RMS Protected items**, lets you select whether Enterprise Vault uses the clear text copy or the RMS-protected copy as the primary message during archiving. By default, Enterprise Vault uses the clear text copy as the primary message.

Note: If the clear text copy is the primary message, the content of RMS-protected messages can be indexed, but single instance sharing between Exchange mailbox and journal archiving is not possible.

The policy setting is described in the online help in the Administration Console and in the *Administrator's Guide*.

If you have Enterprise Vault filters configured for Exchange Server journal archiving, it is important to understand the effect of the policy setting values, and to check that the filters work as expected before enabling filtering on your production system.

Upgrading Domino mailbox archiving

This chapter includes the following topics:

- [About upgrading Domino mailbox archiving](#)
- [Domino client version required to run EVInstall.nsf](#)
- [Preparing for the upgrade of Domino mailbox archiving](#)
- [Upgrading Domino mailbox archiving](#)
- [Granting the Domino archiving user access to mail files](#)
- [Identifying internal mail recipients](#)
- [Checking the custom filter rules](#)
- [Minimizing the potential performance effects of shortcut deletion](#)

About upgrading Domino mailbox archiving

You must follow the instructions in this chapter to upgrade Domino mailbox archiving after you have upgraded the Enterprise Vault server software.

Domino client version required to run EVInstall.nsf

You must use a suitable version of the Lotus Notes Client on the workstation from which you run EVInstall.nsf.

The version of the Lotus Notes Client must be no older than the newest version of the Domino Server that is installed on the Enterprise Vault Domino Gateway and the Domino mail servers.

See [“Upgrading Enterprise Vault Domino Server archiving”](#) on page 25.

Preparing for the upgrade of Domino mailbox archiving

This section describes how to prepare your Domino servers for the upgrade of Domino mailbox archiving.

Complete the following procedure on all Enterprise Vault Domino Gateway servers and on all Domino mail servers on which you have updated these forms to include the Enterprise Vault customizations:

- `Forms85.nsf`
- `Forms8.nsf`
- `Forms7.nsf`

Note: The following procedure requires you to replace the forms files with the original Domino versions. When you replace the forms files you lose any non-Enterprise Vault customizations that you made to them. If you made any non-Enterprise Vault customizations to the forms files you must reapply these changes to the files after you have upgraded to Enterprise Vault 10.0.

To prepare for the upgrade of Domino mailbox archiving

- 1 Stop the HTTP task.
- 2 If `Forms85_x.nsf` exists on the server, delete it.
- 3 Replace the `Forms85.nsf`, `Forms8.nsf`, and `Forms7.nsf` files with the original Domino versions that you backed up before you installed the previous version of Enterprise Vault.
- 4 If the forms databases have replication enabled, the changes that EVInstall makes are replicated to all Domino mail servers. If you want to prevent the replication to other mail servers, disable the replication of `Forms7.nsf`, `Forms8.nsf`, and `Forms85.nsf`.
- 5 Update the ACLs on the original Domino `.nsf` files to give Manager access to the ID of the user that will run EVInstall.

Upgrading Domino mailbox archiving

This section describes how to upgrade Domino mailbox archiving.

To upgrade Domino mailbox archiving

- 1 Use the Domino Administrator to sign the Symantec Enterprise Vault 10 - Domino Installer (`EVInstall.nsf`) on the Enterprise Vault Domino Gateway with the ID of the user that will be used to run it.
- 2 Make sure that you have a suitable version of the Lotus Notes client installed on the workstation from which you want to run `EVInstall.nsf`.

See [“Domino client version required to run EVInstall.nsf”](#) on page 75.

- 3 Do the following in the order listed:
 - From your chosen workstation, connect to the Enterprise Vault Domino Gateway server and run `EVInstall.nsf`.
 - In the application page, select the Enterprise Vault Domino Gateway and a target Domino mail server.
 - If you require iNotes (DWA), select **Modify Domino Web Access Forms Files**.
 - Click **Install Symantec Enterprise Vault 10.0 database design templates** to start the process.
The application takes several minutes to create the new Enterprise Vault templates.
 - On the Enterprise Vault Domino Gateway and the Domino mail server where the database design templates were created, you may need to run the Designer task to update the Enterprise Vault design templates with design elements inherited from their corresponding master templates.
To run the Designer task, enter the appropriate command in the server console, as follows:

On a Domino 8.5 Enterprise Vault Domino Gateway	No action required.
On a Domino 8.0.x mail server	No action required.
On a Domino 7.0 mail server	<code>load design -f EV_DWA7.ntf</code>

- 4 Deploy the templates created on the Domino mail server to each target Domino mail server that has the same Domino Server version. For example, if you ran `EVInstall.nsf` against a Domino Server 7.0.2 target server, deploy the templates to all Domino Server 7.0.2 mail servers.

Deploy the templates by creating replicas of the Enterprise Vault mail templates and running `Load Design` on each mail server.

It is important that you copy the templates created on the Domino mail server and not those created on the Enterprise Vault Domino Gateway.

Note that the command `Load Design` updates all databases on the server. It may be quicker to restrict the scope of the command so that it updates just those databases that need changing. In this case, use the command's `-i` or `-d` or `-f` switches to update all Enterprise Vault mail databases that have had any of the following templates applied to them:

- `ev_dwa*.ntf`
- `ev_iNotes*.ntf`
- `ev_Mail*.ntf`

See the Domino help for more information about Load Design switches.

- 5 If you have other target mail servers with different Domino Server versions (for example, 7.0.3), do the following until you have deployed the templates to all mail server targets:
 - Run `EVInstall.nsf` again.
 - In the application page, clear the **Enterprise Vault Domino Gateway** selection.
 - Select a target Domino mail server.
 - If you require iNotes (DWA), select **Modify Domino Web Access Forms Files**.
 - Click **Install Symantec Enterprise Vault 10.0 database design templates** to start the process.
The application takes several minutes to create the new Enterprise Vault templates.
 - Deploy the templates and run `Load Design` as before, on each mail server.

Granting the Domino archiving user access to mail files

The Domino archiving user account needs permissions to all the mail files to be archived. We recommend that you provide **Manager** access to the mail files.

The account requires a minimum of **Editor** access with **Delete Documents** and **Create shared folders/views**.

Note: If you intend not to archive unread items then the Domino archiving user requires Manager access to the mail files. This is because Domino requires Manager access in order to determine which items are unread.

If Domino administrators have Manager access to all mail files, then you can use the Manage ACL tool in the Domino Administrator client to add the Domino archiving user to all mail databases.

Repeat the following steps for each target Domino mail server.

To add the Domino archiving user to all mail databases

- 1 In the Domino Administrator client, navigate to the Domino mail server and click the **Files** tab.
- 2 In the tasks pane, click the **Mail** folder to display a list of all the mail databases in the results pane.
- 3 Select the first mail database, and then press Shift+End to select all the mail databases.
- 4 Right-click and select **Access Control > Manage**.
- 5 Click **Add** and then click the person icon to select the Domino archiving user from the Domino directory list. Click **OK**.
- 6 When the user is in the **Access Control List** dialog box, change the set **User Type** to **Person** and **Access** to **Manager**.
- 7 Select **Delete documents**.
- 8 Click **OK** to add the user to the ACL of all mail databases selected.

If no user has Manager access to every mail database, then do the following:

- Place the Domino server administrator's user name in the Full Access Administrators field in the server document.
- Restart the Domino server.
- In the Domino Administrator client choose Administration > Full Access Administration and complete the procedure described above.
- If necessary the administrator can then be removed from the Full Access Administrators field.

Identifying internal mail recipients

You can specify that Enterprise Vault must perform a local address lookup for specific Notes domains. The local lookup enables Enterprise Vault to identify the Lotus Notes user name for messages that are addressed to alternate email

addresses. The local lookup results can aid searching in the Web applications and in Compliance Accelerator and Discovery Accelerator.

In order to specify the domains that require local address lookup you must make some changes to the registry on the Enterprise Vault servers that run the journaling and archiving tasks.

To specify local lookup domains

- 1 On an Enterprise Vault server that runs a Domino archiving or journaling task, create a new registry key named **NotesDomains** in the following location:

```
HKEY_LOCAL_MACHINE
\SOFTWARE
\Wow6432Node
\KVS
\Enterprise Vault
\Agents
```

- 2 Under the new **NotesDomains** key, create a subkey for each Notes domain. For example, if you have Notes domains 'MyNotesDomain1' and 'MyNotesDomain2' you create subkeys 'MyNotesDomain1' and 'MyNotesDomain2'.
- 3 Under each of the Notes domain subkeys, create a new String value named **InternalSMTPDomains**.
- 4 Assign to each InternalSMTPDomains value a string that lists the domains for which you want to use local lookup. Use semi-colons (;) to separate domains. For example:

```
exampledomain1.com;exampledomain2.com
```

- 5 Under each of the Notes domain subkeys, create a new DWORD value called **EnableLocalPartLookup**.
- 6 Give **EnableLocalPartLookup** one of the following values:
 - 0 to disable local part lookup
 - 1 to enable local part lookup
- 7 Repeat all these steps for other Enterprise Vault servers that run Domino archiving or journaling tasks.

[Table 15-1](#) shows how the NotesDomains registry key controls how Enterprise Vault identifies internal mail recipients.

Table 15-1 Effects of NotesDomains registry key

Registry key or value	Effect on Enterprise Vault behavior
NotesDomains key is missing	Full address lookup and a warning in the event log.
NotesDomains key is present but has no key for the current Notes domain	Original address is recorded. No lookup.
NotesDomains key is present and has a key for the current Notes domain	<ul style="list-style-type: none">■ If EnableLocalPartLookup is set to 0, perform a full address lookup.■ If EnableLocalPartLookup is set to 1, perform a full address and local part lookup for addresses that match the Domain. <p>If the InternalSMTPDomains list is present and the SMTP domain matches a domain in the list, SMTP messages being archived from journals are checked with full address and local part lookup.</p> <p>If the InternalSMTPDomains list is not present or there is no match, full address lookup is used.</p>

Checking the custom filter rules

In Enterprise Vault 8.0 SP3 changes were made to the display name format that Enterprise Vault uses to look up Lotus Notes users. Enterprise Vault 8.0 SP3 and later releases do not include the domain in display name attributes, </DISPN>, in custom filter rules.

To use the <DISPN> attribute to specify a filter for message authors and recipients, use the format that is shown in the following examples:

```
<DISPN>Kevin Smith/exampleOrg</DISPN>
```

```
<DISPN>Kevin Smith/exampleOU/exampleOrg</DISPN>
```

The following display name format is no longer valid in Enterprise Vault 8.0 SP3 and later releases:

```
<DISPN>Kevin Smith/exampleorg@exampledomain</DISPN>
```

If you have custom filtering configured for Domino Server archiving, check that the correct display name format is used in the existing filter rules files.

Minimizing the potential performance effects of shortcut deletion

Enterprise Vault 9.0 introduces the automatic deletion of shortcuts in Domino mail files. If you have shortcuts that were created by an Enterprise Vault release before Enterprise Vault 9.0 we recommend that you implement shortcut deletion gradually.

If you implement shortcut deletion for all mailboxes immediately, the automatic deletion of old shortcuts from thousands of mailboxes can affect the Domino server and network performance. In particular, the shortcut deletion can affect compaction, replication, and index updates.

To minimize these effects, you can use either of the following methods to introduce shortcut deletion gradually:

- Add shortcut deletion to groups of mailboxes.
- Use an age restriction to limit the number of shortcuts that are deleted. For example, you could delete those shortcuts that are more than 36 months old, then later change the policy to delete those shortcuts that are older than 30 months old, and so on.

See the section "Configuring mailbox policies" in *Setting up Domino Server Archiving* for details of how to set up shortcut deletion.

Upgrading the FSA Agent

This chapter includes the following topics:

- [About upgrading the FSA Agent](#)
- [Upgrading FSA Agent services that are clustered for high availability](#)
- [Upgrading the FSA Agent on a target Windows file server from the Administration Console](#)
- [Upgrading the FSA Agent on an FSA Reporting proxy server from the Administration Console](#)
- [Upgrading the FSA Agent manually](#)

About upgrading the FSA Agent

We recommend that you upgrade the FSA Agent on all the Windows servers on which it is installed. Support is provided for backward compatibility, but new features may not be available until the FSA Agent version is aligned with the Enterprise Vault server version.

Note: If you are upgrading from any version of Enterprise Vault 8.0 and you use FSA Reporting, you must upgrade the FSA Agent on your Windows file servers. Otherwise, FSA Reporting scans do not run.

For details of the compatible versions of the Enterprise Vault server and the FSA Agent, see the following documents:

- The Enterprise Vault *Compatibility Charts* at <http://www.symantec.com/docs/TECH38537>.
- For FSA Reporting, the Enterprise Vault technical note at <http://www.symantec.com/docs/TECH57334>.

Note: Do not install the FSA Agent on Enterprise Vault servers. Enterprise Vault servers do not require the FSA Agent.

You can upgrade the FSA Agent from an Enterprise Vault Administration Console, or manually. If you upgrade from an Administration Console you must turn off the Windows Firewall on the file server while you perform the upgrade. Otherwise the Administration Console wizard fails with the message "Error: The RPC server is unavailable". If you do not want to turn off the Windows Firewall, upgrade the FSA Agent manually.

Note: From Enterprise Vault 9.0.2, the FSA Agent requires the Microsoft Visual C++ 2005 redistributable package as an additional prerequisite. If you upgrade the FSA Agent from the Administration Console, the wizard installs the required Visual C++ packages automatically. If you perform a manual upgrade you must install the required Visual C++ packages, as described in the manual upgrade procedure.

Table 16-1 describes the options for upgrading the FSA Agent.

Table 16-1 Upgrading the FSA Agent

To do this	See this section
Upgrade FSA Agent services that are clustered for high availability.	See “Upgrading FSA Agent services that are clustered for high availability” on page 84.
Upgrade the FSA Agent on target Windows file servers from the Administration Console.	See “Upgrading the FSA Agent on a target Windows file server from the Administration Console” on page 85.
Upgrade the FSA Agent on FSA Reporting proxy servers from the Administration Console.	See “Upgrading the FSA Agent on an FSA Reporting proxy server from the Administration Console” on page 86.
Upgrade the FSA Agent manually.	See “Upgrading the FSA Agent manually” on page 87.

Upgrading FSA Agent services that are clustered for high availability

To perform the following procedure you must run the Administration Console on a computer whose operating system is compatible with the operating system of the file server cluster.

For the latest information on the requirements for managing clustered file servers, see this technical note on the Symantec Support Web site:

<http://www.symantec.com/docs/TECH71442>.

To upgrade FSA Agent services that are clustered for high availability

- 1 Perform these steps in the order shown:
 - In the Administration Console, expand the Enterprise Vault site.
 - Expand the **Targets** container and then the **File Servers** container.
 - Right-click the clustered file server and then, on the shortcut menu, click **FSA Cluster Configuration**.
 - Select the option **Remove the FSA resource from all groups** to remove the FSA resource.
- 2 Upgrade the FSA Agent on the clustered file server by using one of the following methods:
 - Upgrade the FSA Agent from the Administration Console.
 See “[Upgrading the FSA Agent on a target Windows file server from the Administration Console](#)” on page 85.
 - Upgrade the FSA Agent manually on each file server node.
 See “[Upgrading the FSA Agent manually](#)” on page 87.
- 3 Perform the following steps in the order shown to reconfigure the FSA services for high availability:
 - In the Administration Console, expand the Enterprise Vault site.
 - Expand the **Targets** container and then the **File Servers** container.
 - Right-click the clustered file server and then, on the shortcut menu, click **FSA Cluster Configuration**.
 - Select the option **Add, remove or reconfigure the FSA resource for groups that have shared disks**, and add the FSA resource back to the groups that have a shared disk.

Upgrading the FSA Agent on a target Windows file server from the Administration Console

Use the following procedure to upgrade the FSA Agent by using the Administration Console's Install FSA Agent wizard.

Before you upgrade the FSA Agent on a target Windows file server, note that while the upgrade proceeds, Enterprise Vault stops the three FSA Agent services on the file server:

- Enterprise Vault File Placeholder service. While this service is stopped, Enterprise Vault cannot create placeholders or perform placeholder recalls on the Windows file server.
- Enterprise Vault File Collector service. While this service is stopped, no FSA Reporting scans run on the following:
 - The file server.
 - Any non-Windows file servers for which the file server acts as the FSA Reporting proxy server.
- Enterprise Vault File Blocking service. While this service is stopped, File Blocking does not work on the following:
 - The file server.
 - Any NetApp filers for which the file server performs File Blocking.

To upgrade the FSA Agent on a target Windows file server from the Administration Console

- 1 Turn off the Windows Firewall on the file server.
- 2 In the Administration Console, expand the Enterprise Vault site until the **Targets** container is visible.
- 3 Expand the **Targets** container.
- 4 Expand the **File Servers** container.
- 5 Right-click the file server on which you want to upgrade the FSA Agent and then, on the shortcut menu click **Install FSA Agent**.
- 6 Work through the wizard.
- 7 Turn the file server's Windows Firewall back on when the installation has finished.

Upgrading the FSA Agent on an FSA Reporting proxy server from the Administration Console

This section applies if you use FSA Reporting with non-Windows file servers.

If you have configured any target Windows file servers or other Windows servers as FSA Reporting proxy servers, you can upgrade the FSA Agent on the proxy servers from the Administration Console.

Note: Do not install the FSA Agent on Enterprise Vault servers, even if they act as FSA Reporting proxy servers. Enterprise Vault servers do not require the FSA Agent.

To upgrade the FSA Agent on an FSA Reporting proxy server from the Administration Console

- 1 Turn off the Windows Firewall on the FSA Reporting proxy server.
If you do not want to turn off the Windows Firewall you can install the FSA Agent manually on the FSA Reporting proxy server.
See [“Upgrading the FSA Agent manually”](#) on page 87.
- 2 In the Administration Console, expand the Enterprise Vault site until the **Targets** container is visible.
- 3 Expand the **Targets** container.
- 4 Expand the **File Servers** container.
- 5 Right-click the target non-Windows file server and on the shortcut menu click **Upgrade FSA Agent on proxy server for FSA Reporting**.
This option is not available if the FSA Reporting proxy server is an Enterprise Vault server. Enterprise Vault servers do not require the FSA Agent.
If the proxy server is a target Windows file server, Enterprise Vault displays a dialog to warn that the FSA Agent services stop while the upgrade proceeds. Click **Yes** if you want to continue.
- 6 Work through the wizard to upgrade the version of the FSA Agent on the FSA Reporting proxy server.
- 7 Turn the Windows Firewall back on when the installation is finished.

Upgrading the FSA Agent manually

Use the following procedure to upgrade the FSA Agent on a server by installing the required files manually.

To upgrade the FSA Agent manually

- 1 Find the required files on the Enterprise Vault server. The files are in the evpush\Agent folder under the Enterprise Vault installation folder, for example C:\Program Files (x86)\Enterprise Vault\evpush\Agent.
- 2 Install the required Microsoft Visual C++ redistributable packages on the file server:
 - On a 32-bit Windows system run both of the following:

- vcredist_x86.exe
- vc2005redist_x86.exe
- On a 64-bit Windows system run all of the following:
 - vcredist_x86.exe
 - vc2005redist_x86.exe
 - vcredist_x64.exe
- 3 Run the appropriate MSI file on the file server:
 - On a 32-bit Windows system run Enterprise Vault File System Archiving.msi
 - On a 64-bit Windows system run Enterprise Vault File System Archiving x64.msi

Upgrading OWA and RPC Extensions

This chapter includes the following topics:

- [About upgrading OWA and RPC Extensions](#)
- [Upgrading Enterprise Vault OWA 2010 Extensions](#)
- [Upgrading Enterprise Vault OWA 2007 Extensions](#)
- [Upgrading Enterprise Vault OWA 2003 Extensions](#)
- [Upgrading Enterprise Vault OWA 2000 Extensions](#)

About upgrading OWA and RPC Extensions

This chapter describes how you upgrade older versions of the Enterprise Vault OWA and RPC Extensions to Enterprise Vault 10.0.

You must upgrade the Enterprise Vault OWA and RPC Extensions on each OWA server and each RPC server in your Enterprise Vault environment.

If you have problems with installing Enterprise Vault OWA Extensions, see the following technical note on the Symantec Enterprise Support site:

<http://www.symantec.com/docs/TECH69113>

This technical note gives detailed troubleshooting information for Enterprise Vault OWA Extensions.

Upgrading Enterprise Vault OWA 2010 Extensions

To upgrade the Enterprise Vault OWA 2010 Extensions, perform the following steps on each Exchange 2010 CAS server.

To upgrade Enterprise Vault OWA 2010 Extensions

- 1 Load the Enterprise Vault 10.0 media.
- 2 Open the `Symantec Enterprise Vault 10.0` folder.
- 3 Open the `OWA 2010 Extensions` folder.
- 4 Double-click the file `Symantec Enterprise Vault OWA 2010 Extensions.msi` to start the installation.
- 5 Follow the installation instructions.
- 6 From a browser, enter the URL for the Exchange 2010 CAS server. Open an OWA client and check that you can view archived items.

Upgrading Enterprise Vault OWA 2007 Extensions

The target server for WebDav requests is set in the configuration file, *Exchange installation path\ClientAccess\Owa\Web.Config*, on the Exchange 2007 CAS server. If you changed the **EnterpriseVault_WebDAVRequestHost** entry in this file to specify a server other than localhost, then the change is preserved when you upgrade the extensions.

Note that if you later repair the extensions in Add or Remove Programs, then the value of the **EnterpriseVault_WebDAVRequestHost** entry is reset to the default value, "localhost".

To upgrade Enterprise Vault OWA 2007 Extensions on each Exchange 2007 CAS server

- 1 Load the Enterprise Vault 10.0 media.
- 2 Open the `Symantec Enterprise Vault 10.0` folder.
- 3 Open the `OWA 2007 Extensions` folder.
- 4 Double-click the appropriate .msi file to start the installation, depending on whether the Exchange Server is running in 64-bit or 32-bit mode:
 - `Symantec Enterprise Vault OWA 2007 Extensions x64.msi`
 - `Symantec Enterprise Vault OWA 2007 Extensions x86.msi`

- 5 Follow the installation instructions.
- 6 From a browser, enter the URL for the Exchange 2007 CAS server. Open an OWA client and check that you can view archived items.

Upgrading Enterprise Vault OWA 2003 Extensions

For details of the versions of OWA 2003 control files supported by the Enterprise Vault 10.0 OWA Extensions, see the *Enterprise Vault Compatibility Charts* at <http://www.symantec.com/docs/TECH38537>.

To upgrade the Enterprise Vault OWA 2003 Extensions

- 1 If a populated version of the file `EVServers.txt` already exists in the `OWA 2003 Extensions` folder on the Enterprise Vault server, or in the installation folder on the Exchange Server, then the installer uses this. If more than one populated version of `EVServers.txt` exists, then you are prompted for the file to use. Otherwise you can run the `MakeEVServersTxt.wsf` script to populate the `EVServers.txt` file.

See “[Preparing EVServers.txt](#)” on page 92.

- 2 Install the Symantec Enterprise Vault OWA 2003 Extensions on back-end servers and on front-end servers.

See “[OWA 2003: Installing the Enterprise Vault OWA 2003 Extensions](#)” on page 92.

See the “Installing the Enterprise Vault Extensions on Exchange Server 2003” section in the *Setting up Exchange Server Archiving* manual if you need to do any of the following:

- Install the Enterprise Vault Extensions on an RPC proxy server.
- Install the Enterprise Vault Extensions on an RPC target server.
- Perform a silent installation using the MSI command line.
- Perform an installation using an Active Directory Group Policy Object (GPO).

Preparing EVServers.txt

To prepare EVServers.txt

- 1 Log on to any Enterprise Vault server, using an account that has any Enterprise Vault administrator permissions.
- 2 Start Windows Explorer and navigate to the `OWA 2003 Extensions` subfolder of the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault\OWA 2003 Extensions`.
- 3 Double-click `MakeEVServersTxt.wsf` to run it. The script populates `EVServers.txt` in the same folder as the script itself.
- 4 If you are installing the Enterprise Vault Extensions remotely using, for example, Active Directory, then you must copy the `EVServers.txt` file to the same location as the MSI installation file.
- 5 If you are installing the Enterprise Vault Extensions interactively on each server, make `EVServers.txt` and the MSI installation file available to each back-end Exchange Server 2003.

OWA 2003: Installing the Enterprise Vault OWA 2003 Extensions

Note: If you are installing on a cluster, you must upgrade the appropriate Enterprise Vault OWA extensions on all nodes that could host the Exchange Virtual Server. On a VCS cluster, each node must be the active node at the time of upgrade.

To install the Enterprise Vault OWA 2003 Extensions on each back-end and front-end Exchange Server

- 1 Start Windows Explorer and navigate to the folder in which you placed `Symantec Enterprise Vault OWA 2003 Extensions.msi` and `EVServers.txt`.
- 2 Double-click `Symantec Enterprise Vault OWA 2003 Extensions.msi` to start the installation.
- 3 Work through the wizard.

Upgrading Enterprise Vault OWA 2000 Extensions

To upgrade the Enterprise Vault OWA 2000 Extensions

- 1 If a populated version of the file `EVServers.txt` already exists in the `OWA 2000 Extensions` folder on the Enterprise Vault server, or in the installation folder on the Exchange Server, then the installer uses this. If more than one populated version of `EVServers.txt` exists, then you are prompted for the file to use. Otherwise you can run the `MakeEVServersTxt.wsf` script to populate the `EVServers.txt` file.
See [“Preparing EVServers.txt”](#) on page 93.
- 2 Install the Symantec Enterprise Vault OWA 2000 Extensions on back-end servers and on front-end servers.
See [“OWA 2000: Installing the Enterprise Vault OWA 2000 Extensions”](#) on page 93.

Preparing EVServers.txt

To prepare EVServers.txt

- 1 Log on to any Enterprise Vault server, using an account that has any Enterprise Vault administrator permissions.
- 2 Start Windows Explorer and navigate to the `OWA 2000 Extensions` subfolder of the Enterprise Vault installation folder, for example `C:\Program Files (x86)\Enterprise Vault\OWA 2000 Extensions`.
- 3 Double-click `MakeEVServersTxt.wsf` to run it. The script populates `EVServers.txt` in the same folder as the script itself.
- 4 Copy `EVServers.txt` and `Symantec Enterprise Vault OWA 2000 Extensions.msi` to a location that can be accessed from your Exchange Server.
- 5 If you are installing the Enterprise Vault Extensions remotely using, for example, Active Directory, then you must copy the `EVServers.txt` file to the same location as the MSI installation file.

OWA 2000: Installing the Enterprise Vault OWA 2000 Extensions

Note: If you are installing on a cluster, you must upgrade the appropriate Enterprise Vault OWA extensions on all nodes that could host the Exchange Virtual Server. On a VCS cluster, each node must be the active node at the time of upgrade.

To install the Enterprise Vault OWA 2000 Extensions on each back-end and front-end Exchange Server

- 1** Start Windows Explorer and navigate to the folder in which you placed `Symantec Enterprise Vault OWA 2000 Extensions.msi` and `EVServers.txt`.
- 2** Double-click `Symantec Enterprise Vault OWA 2000 Extensions.msi` to start the installation.
- 3** Work through the wizard.

Upgrading SharePoint Server components

This chapter includes the following topics:

- [About upgrading the SharePoint components](#)
- [Upgrading the Enterprise Vault SharePoint components](#)

About upgrading the SharePoint components

This chapter describes how to upgrade Enterprise Vault SharePoint components.

The upgrade path depends on your version of SharePoint, as follows:

- You can upgrade Enterprise Vault components on any of the following:
 - Microsoft SharePoint Foundation 2010
 - Microsoft SharePoint 2010
 - Microsoft Office SharePoint Server 2007
 - Windows SharePoint Services 3.0

See [“Upgrading the Enterprise Vault SharePoint components”](#) on page 96.

- If you are upgrading from Enterprise Vault 8.0, note that from Enterprise Vault 9.0 onwards Enterprise Vault does not support SharePoint Portal Server 2003 or Windows SharePoint Services 2.0. If you use SharePoint Portal Server 2003 or Windows SharePoint Services 2.0, you must upgrade SharePoint before you can upgrade the Enterprise Vault components.

See the *Enterprise Vault Compatibility Charts* at <http://www.symantec.com/docs/TECH38537>.

- If you have started a gradual migration from SharePoint Portal Server 2003 or Windows SharePoint Services 2.0 to Microsoft Office SharePoint Server 2007 or Windows SharePoint Services 3.0, finish the gradual migration and then upgrade the Enterprise Vault components.

Upgrading the Enterprise Vault SharePoint components

We recommend that you upgrade the Enterprise Vault SharePoint components on each of your SharePoint Server computers.

To upgrade the Enterprise Vault SharePoint components on a SharePoint Server

- 1 Log on to the SharePoint Server using the Vault Service account.
- 2 On your SharePoint Server computer, load the Enterprise Vault 10.0 media.
- 3 Navigate to the following folder:
`\Symantec Enterprise Vault 10.0\Server`
- 4 Double-click `setup.exe` to start the installation.
- 5 On the **Select Components to Install** screen, ensure that only **Microsoft SharePoint Components** is selected.
- 6 Click **Next**.
- 7 Work through the remainder of the installation wizard.

Upgrading Domino Filtering API custom filters

This chapter includes the following topics:

- [Upgrading Domino Filtering API custom filters](#)

Upgrading Domino Filtering API custom filters

For Enterprise Vault 10.0 the .NET assembly and namespace have changed for filters that are developed using the Domino Filtering API.

[Table 19-1](#) lists the changes to the .NET assembly and namespace.

Table 19-1 Changes to .NET assembly and namespace in Enterprise Vault 10.0

Item	Old reference	New reference
.NET assembly	KVS.EnterpriseVault.LotusDominoInterfaces.dll	Symantec.EnterpriseVault.FilterInterfaces.dll
namespace	KVS.EnterpriseVault.LotusDomino	Symantec.EnterpriseVault.FilterInterfaces

If you have existing filters that were developed using an earlier version of the Domino Filtering API, then you need to upgrade the Domino Filtering API custom filters after upgrading to Enterprise Vault 10.0.

To upgrade Domino Filtering API custom filters

- 1 Upgrade the filter code to reference the new .NET assembly and namespace.
See [Table 19-1](#) on page 97.
- 2 Rebuild the filters.
- 3 Test the filters on a development server to make sure that they work as expected.

