



Enterprise Vault 10.0.2 Feature Briefing

Product Improvement

This document provides an overview of a new feature available in Enterprise Vault 10.0.2 to aid product improvement.

If you have any feedback or questions about this document please email them to IIG-TFE@symantec.com stating the document title.

Feature Description

Enterprise Vault 10.0.2 includes a new feature that helps Symantec improve the quality of Enterprise Vault. The product improvement feature collects information from the Enterprise Vault installation and sends it securely and anonymously to Symantec. Participation in this program is entirely the customer's choice.

Business Value

The product improvement feature will give Symantec better insight into how customers configure and deploy Enterprise Vault. Using this information Symantec will be able enhance the reliability of future releases, and also better understand the impact of future release features.

This feature also offers customers the ability to provide an email address where Symantec can send relevant best practice information based on the environment data collected.

Underlying Principles

Once the customer agrees to participate in the program, the product improvement feature will periodically collect data from Enterprise Vault servers in the environment. The information is collected to a single Enterprise Vault server in the environment, and stored in an XML file in the "...Reports\Telemetry" directory.

The Enterprise Vault collector server will automatically upload the data to Symantec's secure server via HTTPS. Should none of the Enterprise Vault servers be connected to the Internet then any other workstation with the Enterprise Vault Admin Component (Vault Administration console without any EV services) can take responsibility to upload the data.

Figure 1 provides a high-level overview of the product improvement components.

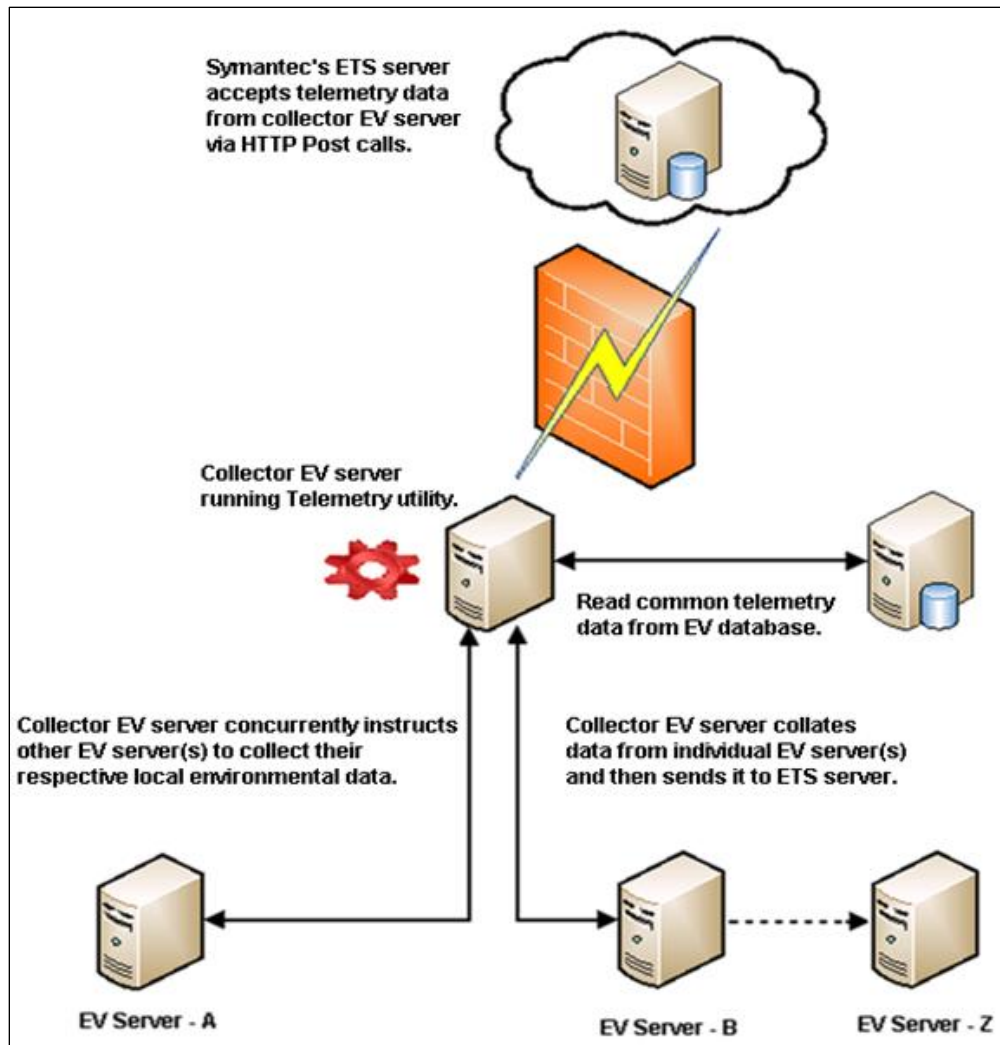


Figure 1 - Product Improvement Component Overview

Test Drive

Following a new installation or upgrade to 10.0.2, the administrator will be presented with a “Welcome to Enterprise Vault” wizard when opening the Enterprise Vault Admin Console for the first time.

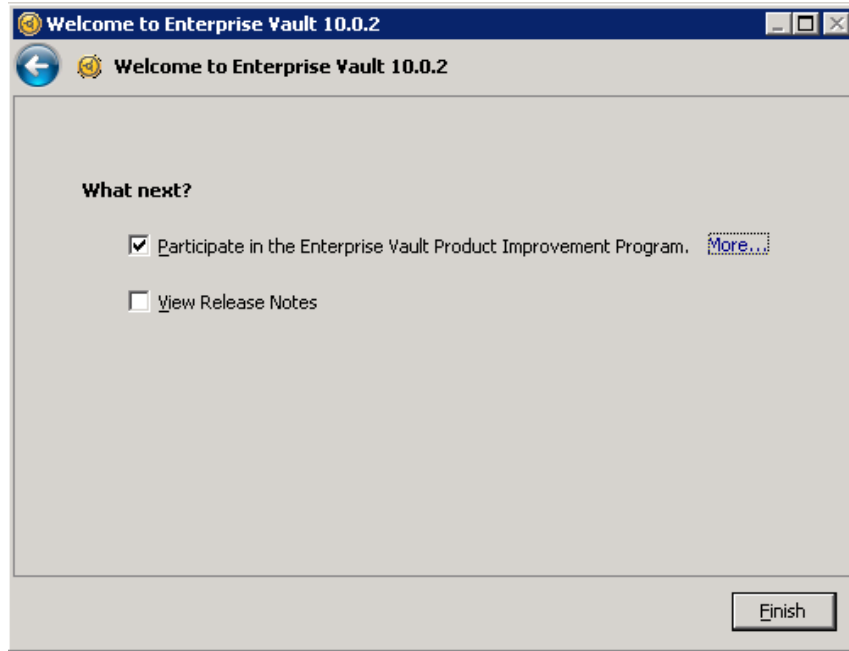


Figure 2 - Welcome to Enterprise Vault Wizard

This wizard allows customers to choose to participate in the Product Improvement Program.

Further configuration settings can be found in the Vault Admin Console, by right-clicking on the Directory node and selecting Properties.

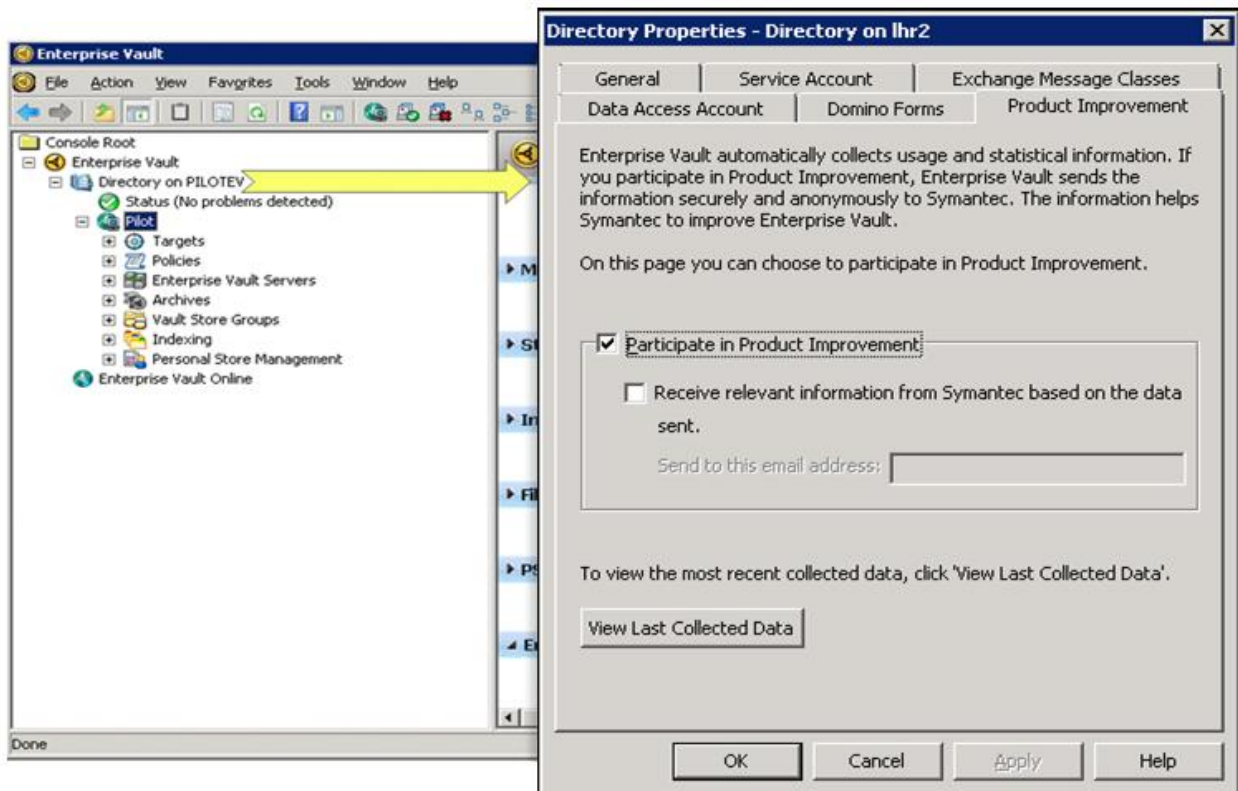


Figure 3 - Product Improvement configuration

On this screen the administrator will be able to configure an email address where Symantec can send information relevant to the customer's configuration, and view the last collected data sent to Symantec.

Licensing and Support Considerations

There are no additional licenses required for this feature.

About Symantec:

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Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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