Enterprise Vault

Compendium of Resources

EV Stuff = www.tinyurl.com/EVstuff

Blog Post - http://www.symantec.com/connect/blogs/essential-links-ev-information

A one stop shop for all the links mentioned in this deck
(and it's also updated as more useful links are identified)

Essential Links to EV Information
Updated: 01 Aug 2012 | 8 comments

Glenn Martin | SYMANTEC EMPLOYEE | PARTNER | ACCREDITED

+8
8 Votes

Symantec. | Official Blog

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When I visit customers I often get asked about how they can help themselves and find out more about EV. I'm always happy to send them the various useful links which I know they'll find useful or even essential for keeping up to date with EV developments. So rather than have to copy paste this list each time I need to share it I thought I'd post it here for everyone to take advantage of and then I can also have a single URL added to my email signature which will reference this list. Having been involved in EV for so long I take it for granted that customers and partners can find this stuff easily but now they really can...I think the following is a great compendium of must know locations and hope you all find this to be of use.

EV Product Team Blog (this blog) Where the PM team posts useful info about EV, tips, tricks & SPs http://www.symantec.com/connect/symantec-blogs/enterprise-vault

Customer Forum - A place for EV related discussions and Q&A. This is an active forum with contributions from Symantec employees and other EV customers - well worth keeping an eye on...also has an RSS feed. http://www.symantec.com/connect/backup-and-archiving/forums/enterprise-vault

SymConnect

[Support Pages](#)

[Customer Support Forum](#)

[Enterprise Vault Product Team Blog](#)

Symantec Connect

- http://www.symantec.com/connect/archiving-and-ediscovery/blogs

EV Blog

- **There is the official PM team blog AND a community Blog**

Archiving and eDiscovery Blogs

Official Symantec Blogs | Community Blogs

Enterprise Vault Blog

Welcome to the Enterprise Vault Blog which is run by the Symantec Enterprise Vault product management team; we aim to keep you informed & connected about all things EV.

- File System Archiving now supports Windows Server 2012 | 21 Jan 2013
- Enterprise Vault 10.0.3 reaches General Availability | 18 Jan 2013 | 7 Replies
- Symantec and Informatica: Better Together for Unstructured and Structured Archiving | 16 Jan 2013 | 1 Reply
- Symantec positioned highest in execution and vision in Gartner archiving MQ | 18 Dec 2012 | 6 Replies
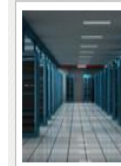- Archive Migrations – Key Considerations Before Migrating | 17 Dec 2012

Symantec eDiscovery

Symantec is at the cutting edge of eDiscovery technology and expertise. We are Symantec Discovery Attorneys who bring a broad range of eDiscovery expertise to the industry. Our diverse backgrounds offer different points of view and insights as we discuss key developments in eDiscovery, Information Governance and related matters. Our goal is to engage the marketplace with best practices, provide a forum to discuss industry needs and challenges, and predict megatrends in the eDiscovery space. To contribute to the conversation, join our eDiscovery group.

Archiving and eDiscovery Blogs

Official Symantec Blogs | **Community Blogs**

Archiving and eDiscovery Community Blog

The Archiving and eDiscovery Community Blog is the perfect place to share short, timely insights including product tips, news and other information relevant to the Enterprise Vault and eDiscovery products. Any authenticated Connect member can contribute to this blog.

- How to allow a particular user to have particular message classes to be archived | 05 Feb 2013
- Adding a new Client Access Server and it's effect on Enterprise Vault | 01 Feb 2013 | 2 Replies
- Performance Guides | 31 Jan 2013
- Upgrading to Enterprise Vault 10.0.3? | 30 Jan 2013
- EV 10.0.3 Release now supports SharePoint 2013 | 25 Jan 2013

Community Blog

General EV Community Post Here

Developer & Engineers Post Here

https://twitter.com/@enterprisevault

http://www.facebook.com/EnterpriseVault

Enterprise Vault Videos

- **Overview Video**   http://bit.ly/Tc8vqt
- **Hal Videos**   http://www.youtube.com/watch?v=Rxz-5JMQBoQ

Symantec-Hal: Exposing Exchange 2010 Storage Bloat

Enterprise Vault – Rich Partner Ecosystem

- http://go.symantec.com/archive-everything

- Extensions for EV to archive other data sources

- Storage Partners to ensure support of leading platforms

- Solve Migration Challenges when moving from competitor archives

- Many other general purpose tools & extensions

Support Pages – *Good Starting Point For Latest Info*

Pages Available for Each Module

Enterprise Vault Compliance Accelerator

Enterprise Vault Discovery Accelerator

Enterprise Vault for Microsoft Exchange

Enterprise Vault for File System Archiving

Enterprise Vault for Lotus Domino

Enterprise Vault for Microsoft Sharepoint

Enterprise Vault for SMTP

Technotes – Subscribe & Get Updates

- **Register and get a SymAccount**

- **Subscribe to:**
  - Technotes
  - Blogs
  - Articles
  - Forum Posts

- **Get Email Updates for:**
  - New Technotes
  - Updated Technotes
  - Blog / Forum updates

Find Out How

EV Support & Technotes

- **Latest Technotes** – These links show a rolling list of the technotes published for each product module - a useful resource to browse.

  - EV Exchange Archiving
    EV Domino Archiving
    EV File System Archiving
    EV Sharepoint Archiving
    EV Compliance Accelerator
    EV Discovery Accelerator

- **Product Support Web Site** - Click on the following links and you'll be taken to the support site where you can search for KB articles, compatibility charts, tech notes and other sources of information.

  - Enterprise Vault Compliance Accelerator
    Enterprise Vault Discovery Accelerator
    Enterprise Vault for File System Archiving
    Enterprise Vault for Lotus Domino
    Enterprise Vault for Microsoft Exchange
    Enterprise Vault for Microsoft Sharepoint

Enterprise Vault Documentation

- Follow this link to get the documentation for all releases.

  - **http://tinyurl.com/evdocuments**

Or go direct to specific releases

Version	Article Link
10.0.3	DOC6040
10.0.2	DOC5804
10.0.1	DOC5422
10.0	DOC4402
9.0.4	DOC5590
9.0.3	DOC4898
9.0.2	DOC4665
9.0 and 9.0.1	TECH140748

Do you know you can send your feedback directly to the documentation team?
evdocs@symantec.com

Enterprise Vault Upgrades

- Benefits of upgrading to Enterprise Vault 9 and 10
    - http://www.symantec.com/business/support/index?page=content&id=DOC5617

- Enterprise Vault Version 9 – Briefing Papers
    - DOC5618   Enterprise Vault 9 Feature Briefings

- Enterprise Vault Version 10 – Briefing Papers
    - DOC5619   Enterprise Vault 10 Feature Briefings

- Moving EV to a new Hardware Platform
    - http://www.symantec.com/business/support/index?page=content&id=HOWTO42445
    - http://www.symantec.com/business/support/index?page=content&id=TECH141481

Enterprise Vault Operations

- Backing Up Enterprise Vault Best Practice

  – Medium environment

    - http://www.symantec.com/business/support/index?page=content&id=DOC4933

  – White Paper

    - http://www.symantec.com/business/support/index?page=content&id=TECH147148

- EV 10 Best Practice - Implementing Enterprise Vault on Vmware

  – http://www.symantec.com/business/support/index?page=content&id=TECH180094

- Advanced Strategies for Monitoring Enterprise Vault

  – http://www.symantec.com/business/support//index?page=content&id=HOWTO74545

Enterprise Vault Performance & Sizing Docs

- Performance Guides – *all versions*

  - http://www.symantec.com/docs/TECH125795

- Discovery Accelerator Best Practice Guides – *all versions*

  - http://www.symantec.com/business/support/index?page=content&id=TECH159520

- Symantec Enterprise Vault 10.0: SQL Best Practices Guide

  - http://www.symantec.com/business/support/index?page=content&id=DOC5365

Getting The Software & Compatibility List

- ## How to Obtain EV Software & License Keys
  Obviously a fundamental question, especially when we release new Service Packs or you loose your original software. Here's an excellent article which explains everything you need to know about how to obtain your software & license key file

  – http://www.symantec.com/business/support/index?page=content&id=TECH54592

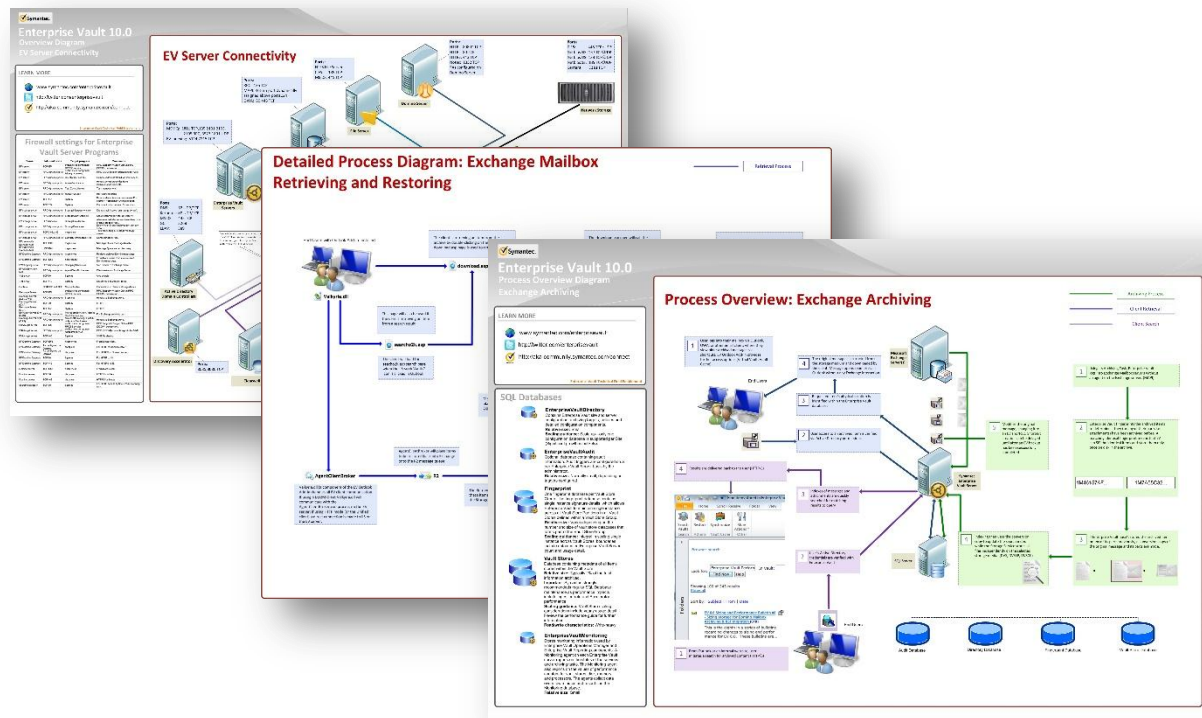- ## Enterprise Vault Compatibility List (includes Partner products)
  Explains what versions of what are compatible with the various releases of EV - an essential upgrade planning guide

  – http://www.symantec.com/business/support/index?page=content&id=TECH38537

Architecture Drawings

- Diagrams & Architecture Drawings for EV Components
  - http://www.symantec.com/business/support/index?page=content&id=HOWTO77305

Product End of Life Information

- If you ever need to check when the various versions of EV will no longer be supported there are a couple of useful links you can use. I've also written another article on this topic if you ever need something to specifically reference.

- Product life cycle & support stages definitions

  - **In summary there are two key stages to be aware of.**
    - **End of Engineering Support =** *No More Patches or Fixes*
    - **End of Assisted Support =** *No more support calls*

- Find out when we will stop supporting the version you're interested in, this is handy page that allows you to select any version of the product and be instantly shown the dates for each of the two stages mentioned above.

Getting Support

- **MySupport -** a Web-based portal that allows customers to create new cases, as well as view and comment on their cases.

    - Create a new case - avoiding the initial phone call to create the case.
    o *see what action is being taken on your cases.*

    - Read what support engineers have logged for their cases.

    - Comment on your case.

- How to Create and Validate a MySymantec *(previously MySupport)* Account

- How to create a new case in MySymantec (*formerly MySupport*)

- Support Policies & Procedures

Enterprise Vault Connect - RSS Feeds

Blog	http://www.symantec.com/connect/item-feeds/blog/2171/feed/all/all/all
Forum	http://www.symantec.com/connect/feeds/sc_forum/1701,49271/all/all/all
Ideas	http://www.symantec.com/connect/feeds/idea/49271/all/all/all
Downloads	http://www.symantec.com/connect/feeds/download/49271/all/all/all
Articles	http://www.symantec.com/connect/feeds/article/49301,49271/all/all/all
Videos	http://www.symantec.com/connect/feeds/video/49271/all/all/all

Education & Training

Techcenter = www.tinyurl.com/EVTechcenter

Free Training Material - http://techcenter.symantec.com/ecampus/enterprise?siteName=sena&courseNo=DP6002

- **Enterprise Vault 10.0: Installation—Additional Installation Prerequisites: Domino Archiving (4 of 11)**
  This module describes how Domino archiving works and details the additional installation prerequisites for Domino archiving.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Additional Installation Prerequisites: File System Archiving (5 of 11)**
  This module describes how File System archiving works and details the additional installation prerequisites for File System archiving.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Additional Installation Prerequisites: SharePoint Archiving (6 of 11)**
  This module describes how Exchange archiving works and details the additional installation prerequisites for Exchange archiving.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Installing Enterprise Vault (7 of 11)**
  This module describes and demonstrates how to install Enterprise Vault 10.0. It also covers post-installation tasks and how to uninstall Enterprise Vault.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Installing Enterprise Vault into a Building Blocks Environment (8 of 11)**
  This module describes how Building Blocks can be used to provide high availability for Enterprise Vault servers. It also explains how to install Enterprise Vault 10.0 into a building blocks environment and how to manage failover.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Installing Enterprise Vault into a VCS Cluster (9 of 11)**
  This module describes how Enterprise Vault servers can be clustered using VCS and how to install and configure a VCS cluster of Enterprise Vault servers.
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Installing Enterprise Vault into a Microsoft Failover Cluster (10 of 11)**
  This module describes how Enterprise Vault servers can be clustered using a Microsoft Failover Cluster and how to install and configure a Microsoft Failover cluster of Enterprise Vault servers
  Launch Module ▶

- **Enterprise Vault 10.0: Installation—Upgrading to Enterprise Vault 10.0 (11 of 11)**
  This module describes the options for moving to Enterprise Vault 10.0. It also describes and demonstrates how to migrate Enterprise Vault 9.x servers to a 64-bit operating system platform and to upgrade servers to Enterprise Vault 10.0.
  Launch Module ▶

- **Enterprise Vault 10.x: Introduction to Enterprise Vault 10.x Indexing (1 of 3)**
  This module explains the architecture and processes for Enterprise Vault indexing.
  Launch Module ▶

Symantec Enterprise Vault Education

http://www.symantec.com/training/theme.jsp?themeid=enterprise_vault

- Find your local services

- Explore training options

- Certification details

Feedback

- If you found any errors in the links or have ideas which would make this compendium even more useful then please let me know via the following

  - Email - glenn_martin@symantec.com

  - Twitter - @glennthemartin