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Enterprise Vault™ 8.0 Service Pack 1

This document describes the changes introduced by Enterprise Vault 8.0 Service Pack 1 (SP1).

Before installing or upgrading to Enterprise Vault 8.0 SP1 you must read this document and also the ReadMeFirst for Enterprise Vault 8.0 which lists current known issues as well as the new features in the original release of Enterprise Vault 8.0. For the most up-to-date versions of these documents, see http://entsupport.symantec.com/docs/308965 on the Symantec Enterprise Support site.

For the latest information on supported versions of software, see the *Enterprise Vault Compatibility Charts* at http://entsupport.symantec.com/docs/276547.

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New features

Enterprise Vault 8.0 SP1 provides the following new features:

- Pass-through recall for placeholder shortcuts
- FSA Agent support for VCS clustered file servers on Windows Server 2008
- FSAUtility support for EMC Celerra
- Scripted NSF migration using Enterprise Vault Policy Manager

- SharePoint 'Restore from Archive' option
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Pass-through recall for placeholder shortcuts

For NTFS and NetApp file servers you can configure Enterprise Vault to perform pass-through recall for placeholder shortcuts. On receipt of a read request for a placeholder, Enterprise Vault then passes the data directly through to the calling application. Enterprise Vault recalls the file to the file server only if the calling application makes a write request, for example if the application requires a writeable file or if the user attempts to save changes.

Note that some applications such as Excel always recall to disk even when pass-through recall is enabled.

For NetApp file servers, pass-through recall works only with read-only file systems such as snapshots. NetApp file servers must be running Data ONTAP 7.3 or later.

For EMC Celerra file servers, Enterprise Vault supports the Celerra pass-through facility.

For more information about configuring pass-through recall, see the *Setting up File System Archiving* manual.

FSA Agent support for VCS clustered file servers on Windows Server 2008 [Ref PCO34]

The Enterprise Vault 8.0 SP1 FSA Agent supports clustering with Veritas Cluster Server (VCS) on Windows Server 2008.

FSA Agent support for clustering with Microsoft server clusters (MSCS) on Windows Server 2008 was added in the Enterprise Vault 8.0 base release.

For more information on the supported versions of Windows, see the Enterprise Vault *Compatibility Charts*.

For instructions on configuring FSA with clustered file servers, see the *Setting up File System Archiving* manual.

FSAUtility support for EMC Celerra [Ref 801079]

The command-line utility FSAUtility now works with archive points and placeholders on EMC Celerra devices as well as NTFS devices and NetApp Filers.

Scripted NSF migration using Enterprise Vault Policy Manager [Ref 801080]

Enterprise Vault Policy Manager now provides support for scripted migration of content from NSF files to Enterprise Vault. For detailed information about the use of Policy Manager, see the *Utilities* manual.

Policy Manager lets you control how each NSF file is processed. For each NSF file you can:

- Specify the destination archive.
- Choose to create shortcuts to migrated items.
- Control whether shortcuts are left in the NSF file or placed in a specific folder in the user's mail file.
- Specify the retention category to apply to the migrated items.
- Control what happens to the NSF file after the items have been migrated.

SharePoint 'Restore from Archive' option

On MOSS 2007 and WSS 3.0 there is a new option on the document menu of Enterprise Vault shortcuts that enables users to restore the archived items. This new option is 'Restore from Archive'.

The new option is installed automatically, but you can deactivate it and activate it as required. For details, see the 'Adding SharePoint archiving Web Parts on MOSS 2007 and WSS 3.0' chapter in *Setting up SharePoint Server Archiving*.

NTFS to Centera Migration utility [Ref 801377, E1517359]

Enterprise Vault 8.0 SP1 includes the NTFS to Centera Migration utility. This utility was supplied in earlier versions of Enterprise Vault but was not included with Enterprise Vault 8.0.

See the *Utilities* manual for details of the NTFS to Centera Migration utility.

Korean support [Ref 801111]

The Enterprise Vault Outlook User Add-Ins, extensions for Lotus Notes clients, Archive Explorer, Enterprise Vault search applications and SharePoint Archive Search Web Parts are now available in Korean.

Changes affecting Outlook users and requiring new Outlook Add-ins

In order to obtain the changes described in this section the Enterprise Vault 8.0 SP1 Outlook Add-ins must be installed.

No warning that an additional vault was not available [Ref 801006, E1442073]

On the Vault Cache Properties: Vaults page, when a user tried to add or remove a vault that was not available at the time, Enterprise Vault did not warn the user that it was not available.

This has been fixed.

Incorrect connection status in Vault Cache Properties [Ref 801006, E1455367]

This issue occurred when a client enabled for vault cache could not connect to the Enterprise Vault server. On the Vault Cache Properties: Status page, the incorrect status **Connected to the Enterprise Vault server** appeared briefly, before it changed to **Not connected to the Enterprise Vault server**.

This has been fixed.

Duplicate keyboard shortcut character on Help menu [Ref 801006, E807724]

On the Outlook Help menu, the option **About Enterprise Vault** had the same keyboard shortcut character as another option on the menu.

This has been fixed.

Vault cache did not work after upgrade if OVEnabled was set to 0 on a user's computer [Ref 801368, E1457411]

In some cases, vault cache did not work correctly after you upgraded Outlook Add-Ins from Enterprise Vault 2007 to the original release of Enterprise Vault 8.0.

The issue occurred only if offline vault (now vault cache) had been used with Enterprise Vault 2007 Outlook

Add-Ins, but was disabled at the time you upgraded.

This has been fixed. You can upgrade Outlook Add-Ins from Enterprise Vault 2007 to 8.0 SP1 without changing the value of **OVEnabled**.

"Enterprise Vault is currently unavailable" error in mailbox folder properties [Ref 801571, E1543684]

Under some circumstances, users who opened the Properties dialog box for a mailbox folder found that the Enterprise Vault tab showed the following error:

```
Enterprise Vault is currently unavailable
```

This happened on Outlook clients using Outlook Add-Ins provided with Enterprise Vault 8.0, when connected to an Enterprise Vault server older than version 8.0.

This has been fixed.

Outlook Add-Ins were restricted to HTTP-only behavior, even when set to Normal [Ref 801576, E1557391]

When connected to Enterprise Vault servers of version 7.5 and older, Outlook clients running Outlook Add-Ins version 8.0 were restricted to HTTP-only functionality, even when **Outlook Add-In behavior** was set to **Normal**.

This has been fixed.

Changes to OWA support

OWA 2007 users could not open items archived from public folders hosted on Exchange Server 2003 [Ref 801001, E1411786, E1422509, E1457418]

This issue could occur in an environment configured to include the following:

- Public folders hosted on Exchange Server 2003
- An Exchange Server 2007 SP1 Client Access Server (CAS), on which the Enterprise Vault OWA 2007 extensions were installed

When this issue occurred, OWA 2007 users could not open items that were archived from public folders hosted on Exchange Server 2003. The shortcut opened, but if the user chose to view the original item then the following error page was displayed:

```
The page cannot be found
HTTP Error 404 - File or directory not found.
```

This has been fixed. For the fix to work, you need to add the settings ClientConnection and EVWebAppUrl to the file EVBackEnd.ini, which is in the OWA subfolder of the Enterprise Vault installation folder on the server running Exchange Server 2003. ClientConnection specifies the use of a direct connection to the Enterprise Vault server when users view an archived item. EVWebAppUrl specifies the URL of the Web access application on the Enterprise Vault server. Note that entries in the file EVBackEnd.ini are case-sensitive.

For details of these settings, see technical note 317582 at http://entsupport.symantec.com/docs/317582 on the Symantec Enterprise Support site.

OWA 2007 lost Enterprise Vault functionality when URL contained an SMTP address [Ref 801292, E1437481]

Enterprise Vault functionality in OWA 2007 was not available when both of the following conditions applied:

- The URL used to access OWA 2007 contained an SMTP address (for example, https://*server*/owa/*user@domain*.com).
- Users accessed OWA using Integrated Windows Authentication or Windows Basic Authentication.

This issue did not occur when Forms Based Authentication was used.

This has been fixed.

OWA upgrade failure [Ref 801467, E1528817]

On some systems the OWA 2003 Control Files Tool, EVControlfilesTool.wsf, could fail to make the required changes to Exchange Server files.

The error in `EVControlfilesTool.wsf.log` was as follows:

```
Error: GetBestAmendedFileVersion: Error 424. Object required.
Microsoft VBScript runtime error
```

This has been fixed.

ASP.NET error when running owauser.wsf script on x64 servers [Ref 801452, E1485913]

When the owauser.wsf script was run on 64-bit Windows 2003 Server, the following error was generated even when the correct version of Microsoft .NET Framework was installed:

```
WebApp Config
--------------------------
Failed to update ASP.NET version
```

This has been fixed.

Changes affecting Notes and DWA users

In some circumstances, retrieval of items in Lotus Notes failed [Ref 801269, E1499248]

In some circumstances, users saw one of the following errors when they tried to retrieve items:

```
Notes error: %s element must contain a value
rawitemdata element must contain a value
```

This has been fixed.

In Notes and iNotes/DWA, shortcuts for meeting invitations did not respond correctly to the Accept and Decline actions [Ref 801411, E1523201]

In Lotus Notes and in iNotes/DWA, the shortcut version of a meeting invitation did not respond correctly to the Accept and Decline actions. When a user clicked Accept or Decline, the document closed and the Accept or Decline message was sent, as expected. But changes in the user interface did not occur correctly. The leftmost icon did not change to a check mark or a cross. The subject line still began with the word Invitation, not Accepted or Declined. When you opened the document, it still contained Accept and Decline buttons, rather than showing the expected changes to an accepted or declined meeting invitation.

This has been fixed. After Enterprise Vault archives a meeting invitation or an Accept or Decline message, it does not now convert the item into a shortcut. The icons for accepted or declined invitations are shown as check marks or crosses, and the items' contents are correct.

Changes affecting Notes users and requiring new templates

Lotus Notes messages with IDs above 32767 could not be manually archived [Ref 801071, E1465802]

If a Lotus Notes message had a note ID that exceeded 32767, you could not archive it manually. However, this message could be processed without problem by background archiving operations.

This has been fixed.

Changes to Archive Explorer

Settings to control Archive Explorer options [Ref 801305, E1133946]

There are new settings that enable you to control which features of the Archive Explorer user interface are available to users.

See the section 'Customizing the Web Access application' in the *Administrator's Guide* for details.

Archive Explorer copy and move operations failed when connected to Enterprise Vault 7.5 server [Ref 801524, 801553, E1537694, E1541198]

Users of Outlook Add-Ins provided with Enterprise Vault 8.0 found that, when using Archive Explorer inside Outlook, copy or move to selected folder operations failed if Outlook was connected to an Enterprise Vault version 7.5 server.

This has been fixed.

Changes to sorting in Archive Explorer [Ref 8010002, 801272]

In Archive Explorer, you can no longer sort items by retention category or folder name when working online. The Retention Category and In Folder column headings are grayed out to indicate that you cannot use them to sort items. You can still sort by retention category when working offline.

Changes to Exchange Server archiving

Archived Personal or Confidential messages were not in a delegate user's vault cache [Ref 801004, E1432992]

This issue occurred when the following were true:

- User A had delegate access to user B's Outlook Inbox.
- User B's archive included messages marked with Personal or Confidential sensitivity.
- User A was enabled for vault cache, and had selected user B's archive as an additional archive.

In Offline Archive Explorer, user A could find and view user B's messages marked with Normal sensitivity, but not Personal or Confidential messages. The issue occurred because Enterprise Vault did not synchronize Personal or Confidential messages to the delegate user's vault cache.

This has been fixed. Enterprise Vault now synchronizes Personal and Confidential messages to the delegate

user's vault cache.

By default, Enterprise Vault does not synchronize messages marked with Private sensitivity to the delegate user's vault cache. To override this default for all users, do the following:

1. Open the file `web.config` for editing. Typically, its path is `C:\Program Files\Enterprise Vault\WebApp\web.config`.

2. Do one of the following:

   o If the section `<appSettings>` already exists, add this line to it:

   ```
   <add key="DelegateCanSeePrivateItems" value="true"/>
   ```

   o If the section `<appSettings>` does not exist, then directly after the line `</system.web>`, add the following:

   ```
   <appSettings>
     <add key="DelegateCanSeePrivateItems" value="true"/>
   <appSettings>
   ```

3. Save `web.config`.

4. Restart Windows Internet Information Services (IIS).

Note: Changing the default does not cause Enterprise Vault to synchronize Private messages retrospectively to a delegate user's existing vault cache.

Outlook stopped responding on startup after upgrade of Outlook Add-In [Ref 801024, E1460846]

This issue occurred after the Enterprise Vault 2007 Outlook Add-In with offline vault enabled was upgraded to Enterprise Vault 8.0 on a computer running Windows Vista. After such an upgrade, Outlook stopped responding during its startup process.

This has been fixed.

Enterprise Vault did not check for missing MAPI properties when creating shortcuts [Ref 801049, E1465110]

When it created a placeholder shortcut, Enterprise Vault did not check the pending item to verify that it contained the following custom MAPI properties:

- Archive ID
- Archived Date
- Calculated Date
- Retention Category

In earlier versions of Enterprise Vault, the absence of these MAPI properties stopped Enterprise Vault from completing a Shortcut Deletion operation.

This has been fixed. When it creates a shortcut, Enterprise Vault now checks for the presence of the MAPI properties and tries to reset any that are missing.

Incorrect retention category could be applied to items archived from Exchange managed folders [Ref 801094, E1470044]

Running the Provisioning tasks for different domains in separate Active Directory forests could cause a conflict in Enterprise Vault's internal record of Exchange managed folders.

When this issue occurred, Enterprise Vault could apply an incorrect retention category to items that were archived from managed folders.

In the Administration Console, the visible effect of this issue was that the status of managed folder retention categories, as indicated by their icons, could change from active to inactive and back again. The current status depended on which Provisioning task had run most recently.

This has been fixed.

Attachments were removed from non-shortcut items even when the advanced setting was Off [Ref 801095, E1101566]

In version 8.0, Enterprise Vault always removed attachments from non-shortcut items (calendar items, meeting requests, and contacts) after it archived them. It removed these attachments even when the advanced setting **Strip attachments to non-shortcut items** in the Exchange mailbox policy was set to **Off**.

This has been fixed. Enterprise Vault now obeys the setting of **Strip attachments to non-shortcut items**.

Enterprise Vault remembers folder selection from a previous search [Ref 801116, E1438541]

In the Select Folders dialog box, Enterprise Vault now remembers a user's selection of folders from a previous search. (The Select Folders dialog box is displayed when a user clicks **Browse** in Advanced Search or Browser Search.)

So if the user selects folders and performs a search, and then returns to the Search screen and clicks **Browse** again, the same folders are selected in the dialog box. Also, the **Search subfolders** check box retains its state from the previous search.

The archiving task incorrectly reported the volume of archivable data in mailboxes over 4 GB in size [Ref 801146, E1297641]

When run in report mode, the archiving task incorrectly reported the volume of archivable data in mailboxes over 4 GB in size.

This has been fixed.

Importing the Enterprise Vault Management Pack failed [Ref 801167, E1461947]

Importing the Enterprise Vault Management Pack using the SCOM management console failed, and the following message appeared:

```
Invalid Management Pack
```

This has been fixed.

The archiving agent made multiple passes through each mailbox for shortcut processing [Ref 801174, E1465202]

In some circumstances, the archiving agent could pass through each mailbox more than once for shortcut processing during a background archiving run. This generated multiple entries for moved items in the moved items report.

This has been fixed.

Option to create a mail message that contains the Outlook Add-Ins log [Ref 801175, E1372545]

There is a new **Send Log** button in the Outlook Add-Ins log viewer that enables the user to create a mail message that contains the Outlook Add-Ins log.

For more information, see the *Administrator's Guide*.

Under certain circumstances exports to PST could fail [Ref 801270, E1474384]

Under certain circumstances, exports of items from Enterprise Vault to PST files could fail. This could happen if a PST file was momentarily unavailable during the export.

The efficiency of the export process has been improved to better handle retries when files are unavailable.

Archive-pending items were not reset when archiving was based on quota [Ref 801148, E1475362]

When Exchange Server archiving was based on quota, or on age and quota, the Exchange Mailbox Archiving task did not reset archive-pending items.

The correct behavior is that the task resets archive-pending items according to the advanced setting **Pending shortcut timeout** in the Exchange Mailbox policy.

This has been fixed.

Outlook can be configured to test for full Enterprise Vault Outlook Add-In functionality, even when using RPC over HTTP [Ref 801298, E1508181]

By default, Enterprise Vault does not provide full Outlook Add-In functionality to Outlook clients that are configured to use RPC over HTTP. However, Outlook clients configured in this way can support Outlook Add-In functionality when directly connected to the corporate LAN.

The Enterprise Vault Outlook Add-In can be configured to test for local connectivity, and provide Outlook Add-In functionality when connectivity permits. You can enable this feature on each client computer using the DCOMOverrideRPCHTTP DWORD registry value.

When DCOMOverrideRPCHTTP is set to a non-zero value, Outlook checks for local connectivity on start-up and at intervals determined by the value set in another DWORD registry value called DCOMPollInterval. The value of DCOMPollInterval represents a number of minutes.

Both these DWORD values are in:

```
HKEY_CURRENT_USER
 \SOFTWARE
  \KVS
   \Enterprise Vault
    \Client
```

Full Outlook Add-In functionality is not available to Outlook clients that connect from remote locations.

Corrupt messages caused Exchange Journaling task to stop [Ref 801437, E1501907]

It was discovered that the Enterprise Vault Exchange Journaling task stopped after unsuccessfully attempting to archive a corrupt item that it could not move to the journal mailbox folder, **Enterprise Vault Journaling Service\Invalid Journal Report**, or mark as **Do Not Archive**. As the task had repeatedly tried to archive the message every 60 seconds, multiple errors were reported in the event log.

The Enterprise Vault Exchange Journaling task now handles such items differently. If the task cannot move or mark the item, then it makes no further attempts to archive the item, and sends the following message to the Event Log:

```
The following message could not be archived by the Journal Task
as it may be corrupt.
Title: message title
Task: Exchange Journaling Task for server
Mailbox: /O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP
(...)/CN=RECIPIENTS/CN=JOURNAL
Number of corrupt Journal mailbox messages currently identified: n
```

```
The message cannot be moved to the
'Enterprise Vault Journaling Service\Invalid Journal Report' folder
and also cannot be marked as "Do Not Archive".
```

If DTrace logging is enabled for the Exchange Journaling task, then entries such as the following can also be seen in DTrace logs:

```
Action: Corrupt journal item encountered processing Journal mailbox
Description: Adding item to Failed Journal items list
```

To prevent subsequent attempts to archive the items, the Exchange Journaling task maintains a Failed Journal Items list of the corrupt items in memory. When the task is restarted, it will make an initial attempt to archive the items before adding them to the Failed Journal Items list.

Such items remain in the journal mailbox for the administrator to remove manually.

Enterprise Vault services could fail to start when Outlook was not the default mail client
[Ref 801444, E1526322]

In some circumstances, Enterprise Vault could fail to start when Outlook was not configured as the default mail client on the server.

This has been fixed. On start-up, the Admin service now checks that Outlook is configured as the default mail client and, if it is not, configures it as such.

Meeting request items archived repeatedly by the Exchange Journaling task [Ref 801137, E1480858]

In some environments, meeting request items (with a message class of IPM.Schedule.Meeting.Request) were not removed from the Exchange journal mailbox by the Exchange Journaling task. This resulted in many copies of each meeting request item in the archive, and a build-up of these items in the journal mailbox.

This has been fixed.

For more information on this issue, see the following article on the Symantec Support Website:

http://entsupport.symantec.com/docs/319365.

Archiving task stopped if an item in the mailbox could not be archived [Ref 801509, E1535565]

If the Exchange Archiving task was unable to archive an item in a mailbox, the task stopped and did not attempt to process any more items in the mailbox.

This has been fixed.

Outlook 2007 support on Enterprise Vault servers [Ref E1517354]

Outlook 2007 is now supported on Enterprise Vault servers. Changes in the architecture of Outlook 2007 affect Enterprise Vault throughput, and testing has shown that fewer items may be archived per hour, particularly for Journaling. This is not expected to be an issue in most cases but, if you are already using Outlook 2003, we recommend that you continue to use it on the Enterprise Vault server.

For more information about performance when using Outlook 2007 on the Vault Server, see the *Performance Guide* (http://entsupport.symantec.com/docs/312319).

Leading or trailing spaces in message subject could cause duplicate items in vault cache
[Ref 801134, E1475299]

This issue could occur when the subject of a message included leading or trailing spaces, and vault cache

had preemptively cached the item. Enterprise Vault could sometimes download the item again from the mailbox archive to the vault cache. The result was that the item could be duplicated in the vault cache.

This has been fixed.

Note: In Offline Archive Explorer, the subject appears with the leading and trailing spaces removed.

Enterprise Vault Policy Manager did not strip automatically set permissions on archives
[Ref 801192, E1063349]

The Enterprise Vault Policy Manager did not strip automatically set permissions when you used the `ArchivePermissions` section in the initialization file. For example:

```
[ArchivePermissions]
ArchiveName=John Doe
Zap=True
```

These settings stripped only manually set permissions on John Doe's archive. They did not strip the permissions automatically inherited from the Exchange mailbox.

This has been fixed.

Items that are copied or moved to shared archives [Ref 801010, 801561, E1542957]

In Enterprise Vault 8.0 Exchange server archiving, when a shortcut was copied or moved to another folder in the same mailbox and the destination folder used the same archive, Enterprise Vault could update the archived item's location and retention category.

In Service Pack 1, if the new location is configured to use a shared archive, Enterprise Vault now creates a copy of the item in that archive. It leaves a copy in the original archive even if the item's shortcut was moved, rather than copied. The owner of the mailbox where the copy is made must have read permission on the archive folder where the item originated. If the item originated in a shared archive, the owner of the mailbox where the copy is made must have read permission on the shared archive.

On MSMQ queue A6, data is compressed and message storage is limited [Ref 801010]

From the original release of Enterprise Vault 8.0, the Microsoft Message Queue Server (MSMQ) queue A6 has been used to process updates to moved and copied items.

In this service pack, Enterprise Vault compresses the moved and copied item data that is placed in requests on queue A6. It also limits message storage on this queue to 100 MB. When the queue is full, further requests are rejected. These moved and copied items have to wait for another shortcut processing run.

Policy Manager setting UsePercentageQuota is now optional [Ref 801123, E1477257]

The setting UsePercentageQuota in the [Filter] section of the Enterprise Vault Policy Manager (EVPM) initialization file was mandatory in Enterprise Vault 8.0. It is now optional. UsePercentageQuota specifies whether to use quota-based archiving.

Under some circumstances, items imported from PST files were not indexed and could not be retrieved [Ref 801369, E1502107]

Under some circumstances, items imported from a PST file using the Enterprise Vault 8.0 administration console were not indexed and could not be retrieved. This happened when:

- The PST file was originally exported from Enterprise Vault version 7.5 or earlier
- The import was made using the .cfg file created by the original PST export

This has been fixed.

Changes to PST Migration

Changed default number of concurrent PST migrations [Ref 801055, E775411]

The default maximum number of PST files that the PST Migrator task will migrate concurrently has been changed from 5 to 10.

During client-driven PST migration, administrators were unable to reset PST files that remained in the queue [Ref 801287, E1374903]

In the Administration Console, some of the files that remain in the list under **PST management** > **Files**, and show **Migrating** as their status, are client-driven PST migration failures. Administrators were unable to use the Administration Console to reset PST files that remained in the queue.

This has been fixed, and you can now change the status of these files. Right-click one or more of the files and click **Properties**. On the **General** tab of the **Properties** dialog box, change the **Migration** option to **Migration failed**. Subsequently, you can change the status of the files again. For example, if you want to retry the files, you can change the **Migration** option to **Ready to migrate**.

PST Locator task could not match PST files to archives based on NTFS permissions [Ref 801266, E1410454]

When it searched an NTFS volume on a file server for PST files to migrate to Enterprise Vault archives, the PST Locator task did not match the files to the archives based on the NTFS permissions on the files.

This has been fixed.

Changes to Domino Server archiving

EVInstall.nsf improvement when processing mail templates [Ref 801278, E1055256]

EVInstall.nsf now processes all supported mail templates on a mail server. Mail templates with versions that are later than the mail server version are not processed.

Previously, EVInstall.nsf processed only the mail template that corresponded to the Domino server version.

Delegated users were unable to reply to or forward archived messages [Ref 801246, E1228244]

Delegated users were unable to reply to or forward archived messages. The following message was displayed:

You are not authorized to perform that operation

This has been fixed.

Archived items were not hard-deleted and remained in the Trash folder [Ref 801486, E1530760]

When the archiving policy was configured to delete original items after archiving, the items were soft-deleted rather than hard-deleted. As a result the items remained in the Trash folder in the Notes client.

This has been fixed, and archived items are now hard-deleted after archiving, when **Delete original items after archiving** is set.

Domino items that had more than one field with the same name were not archived [Ref 801497, E1533918]

Domino items that had more than one field with the same name, such as multiple **From** fields, were not archived.

This has been fixed.

StorageFileWatch terminated unexpectedly when archiving from Domino [Ref 801505, E1534530]

When archiving from Domino and using collections, it was possible for StorageFileWatch to terminate unexpectedly.

This has been fixed.

Enterprise Vault stopped indexing items archived by Domino Journaling task [Ref 801490, E1531712, E1525427]

After archiving items successfully for a period of time, the Domino Journaling task started to report multiple warnings like the following in the event log:

```
Type:  Warning
Date:  02/02/2009
Time:  09:15:38
Event: 6258
Source: Enterprise Vault
Category: Lotus Domino Journaling Task
User:  N/A
Computer: EV1
Description:
Unable to access the message text content
Reason: Unspecified error  [0x80004005]
Item: ...
Subject: ...
```

The affected items were archived but not indexed.

This has been fixed.

Domino Journaling task fails to archive items on the first attempt [Ref 801498, E1534661]

On the first attempt, the Domino Journaling task failed to archive MIME messages that had no body part. Errors like the following were reported in the event log:

```
Type:  Error
Date:  13/02/2009
Time:  17:01:53
Event: 41206
Source: Enterprise Vault
Category: Lotus Domino Journaling Task
User:  N/A
Computer: EV1
Description:
There was an error processing an item in a database.
The task will process the item again on the next archiving run.
```

The items were then archived successfully on the second attempt.

This has been fixed.

Notes using stored forms were not indexed [Ref 801237, E1487463]

The content of Notes that used stored forms was not indexed. This meant that Enterprise Vault could not search or display a preview version of such items.

This has been fixed.

Long recipient lists in the To and CC fields were not fully indexed [Ref 801407, E1521143]

Recipients beyond 512 characters in the **To** and **CC** fields were not indexed.

This has been fixed.

Error when Domino Mailbox task stopped [Ref 801281, E1473606]

If the timeout value was exceeded when the Domino Mailbox task stopped and a thread was still busy processing a request, the following exception was generated:

```
The process cannot access the file '0.bin' because it is being used by another process.
```

The default timeout value has now been increased from 30 to 120 seconds. You can also configure the value using the DominoArchiveThreadWait registry value in:

```
HKEY_CURRENT_USER
 \Software
  \KVS
   \Enterprise Vault
    \Agents
```

DominoArchiveThreadWait is a DWORD value that sets the timeout, in seconds.

Enterprise Vault services could not be restarted [Ref 801450, E1524552]

If the Enterprise Vault 8.0 Storage service was not running it was possible for a retrieval to leave the Enterprise Vault services in a state in which they would not restart.

When this problem occurred the following error was logged:

```
Event Type: Error
Event Source:    Enterprise Vault
Event Category: Storage Online
Event ID:    7083
Date:         26/01/2009
Time:         18:11:36
User:         N/A
Computer:    MYSERVER
Description:
Retrieval of saveset failed.
```

This has been fixed.

Changes to NSF Migration

Errors occurred during the migration of large numbers of NSF files [Ref 801038, E1452157]

During the migration of large numbers of NSF files, a significant proportion failed, and the following error was listed for each failed file in the migration report:

```
An exception occurred: Error(568) - Opening database 'C:\NSF_FILES\archive.nsf' (Database is
corrupt -- Cannot allocate space)
```

This was due to a Lotus Notes memory leak.

Enterprise Vault now uses a different approach to the migration of large numbers of NSF files to work around this memory leak.

NSF migration wizard did not migrate an NSF file when the associated mail file was unavailable [Ref 801257, E1409941]

The NSF migration wizard did not allow you to proceed with the migration of an NSF file if the associated mail file was unavailable. Now, NSF migrator only warns that the mail file is not available, and allows the migration of items from the NSF file to the archive to proceed.

NSF migration reporting failed for NSF files with very long file names [Ref 801295]

During NSF migration, the creation of a migration report failed for NSF files whose file name was very long.

This has been fixed.

NSF migrator reported encrypted items as failed items [Ref 801306, E1418166]

During migration, NSF migrator reported encrypted items as failed items, even when the archiving policy was configured not to archive encrypted items.

This has been fixed. In these circumstances, encrypted items are now reported as ineligible items.

Reporting is improved for failures of post-NSF migration actions [Ref 801441, E1517045]

In some cases, when there was a failure of post-migration actions in the NSF migration wizard, the failure was reported only in the event log.

Reporting has been improved to clearly show the failure in the migration report.

NSF migration wizard set the wrong attributes on files with Unicode names [Ref 801441, E1526081]

The NSF migration wizard can be configured to set the hidden attribute on NSF files following successful migration. In the case of NSF files with Unicode characters in their files names, the NSF migration wizard set all of each file's attributes rather than just the hidden attribute.

This has been fixed.

Changes to Administration Console

MMC error message when selecting the "New Window from Here" command multiple times in Administration Console [Ref 801039, E1285843]

The following error message would appear if you selected the **New Window from Here** command for any item in the left pane of the Administration Console, closed the new window, and then selected the command again:

```
MMC has detected an error in a snap-in. It is recommended that you shut down and restart MMC.
```

This has been fixed.

Power Administrator and Storage Administrator did not have access to the Partition Rollover tab [Ref 801057, E1465098]

Users assigned to the Power Administrator or Storage Administrator roles were unable to see the **Partition Rollover** tab in the **Vault Store Properties** dialog box.

This has been fixed.

Administration Console let you delete partitions that contained SIS parts [Ref 801086, E1465214]

The Administration Console let you delete Enterprise Vault partitions that did not contain any savesets but did contain one or more SIS parts.

This has been fixed.

Administration Console now shows Centera compliance mode [Ref 801168, E1478285]

You can now view the compliance mode of a Centera device from within the Enterprise Vault Administration Console.

To view the Centera compliance mode:

1. In the Administration Console, right-click a vault store partition that is on a Centera device and, on the shortcut menu, click **Properties**.

2. Click the **Connection** tab.

3. Click **Change**.

4. Click an IP address and then click **Test**.

   The summary text shows that the compliance mode is one of the following: 'Basic', 'Governance', 'CompliancePlus'.

The same information is available in the New Partition wizard when you create a new Centera partition. Select an IP address in the wizard and then click **Test** to view the information.

Backup mode could be cleared unexpectedly from vault stores and index locations [Ref 801186, E1451957]

Under certain circumstances, backup mode could be cleared unexpectedly from vault stores and index locations. This happened because the Administration Console cached certain configuration information including backup mode settings for vault stores and index locations.

If you used PowerShell cmdlets to set or clear backup mode on vault stores or index locations while the Administration Console was open, the cached backup mode settings could become out of date, and then be wrongly reapplied.

This has been fixed.

Cannot open some reports from Common Tasks [Ref E1556108]

In the Administration Console it is not possible to open the data analysis reports or operation reports from Common Tasks.

As a workaround you can use a browser to open these reports. The URL for the reports is as follows:

```
http://<host_name>/<report_server_manager_name>/
```

where:

- <host_name> is the fully-qualified host name of the server that hosts the Microsoft SQL Server Reporting Services Report Server.
- <report_server_manager_name> is the name of the Report Server Manager.

For example:

```
http://myserver.mydomain.com/ReportServer
http://myserver.mydomain.com/ReportServer$MyInstance
```

where MyInstance is the Reporting Services instance name.

Changes to storage

SIS part reference count became exaggerated [Ref 801117, 801126, E1478148, E1465248]

The reference count for a SIS part in the fingerprint database could sometimes exceed the true number of references. The reference count would then remain above 0 when there were no longer any savesets that referenced the SIS part. Consequently Enterprise Vault never deleted the SIS part from the archive.

This has been fixed.

Intermittent EVSVR error when validating the fingerprints for SIS parts [Ref 801173, E1460892]

When you performed a Verify ArchiveObjects operation with the EVSVR utility and set the verification level to FingerPrintValid, the operation would sometimes record the following error message in the log file:

```
Failed to verify fingerprint
Reason: <0x8004010f>
...
Recomputed fingerprint: not available
```

This has been fixed.

Archiving to the Default Upgrade Group failed after you configured sharing [Ref 801258, E1502095]

If you attempted to archive items to the "Default Upgrade Group" vault store group shortly after you configured sharing for that group, the archiving could fail. DTrace logged the following entry:

```
The selected Vault Store Group doesn't have a Fingerprint Catalogue database.
```

This has been fixed.

Rollback of saveset archiving left unwanted files [Ref 801274, E1507063]

If Enterprise Vault rolled back the archiving of a saveset, unwanted files could occasionally remain in the archive.

This has been fixed.

Items migrated using third-party applications could not be retrieved by users on remote Enterprise Vault servers [Ref 801102, E1424983]

If the original instance of a shared item had been migrated from an Enterprise Vault storage server using a third-party application, the item could not be retrieved by users on other Enterprise Vault storage servers.

This has been fixed.

Unable to create shortcuts for very large files after vault store backed up [Ref 801519, E1535802]

Shortcuts could not be created for very large files if **Create shortcuts after backup** was set for a vault store. Warnings like the following appeared in the event log.

```
Event Type: Warning
Event Source: Enterprise Vault
Event Category: Storage File Watch
Event ID: 7109
Date:  3/18/2009
Time:  7:12:02 AM
User:  N/A
Computer: EV1
Description:
An invalid saveset was encountered while doing watch file scan.
This archive operation will be attempted to be cancelled.
Following further information is available.
Partition Name = Large Files Ptn1
VaultStoreEntryId = 18C35DD79433A474CB25BC49F45F712AE1210000EV1.UK.LOCAL
TransactionID = A131962AC7885FD7CFBC1A7F7703F051
Invalid Reason = File 'C:\Enterprise Vault Stores\Large Files Ptn1\2009
\03-06\A\131\A131962AC7885FD7CFBC1A7F7703F051.DVF'
not found for SavesetIdentity = [51]
```

This has been fixed.

Large files were not removed from primary storage after migration [Ref 801520, E1536362]

After shared, very large files (larger than 50 MB) had been archived and then migrated to secondary storage, the associated ARCHDVFSP and ARCHDVFCC files remained on primary storage beyond the time specified in the partition property setting, **Age at which migrated collection files are removed from storage**.

This has been fixed. These files will be removed by the next collection run after the elapse of the specified period.

Items on message queues during upgrade given incorrect transaction ID [Ref 801572, E1545870]

When upgrading Enterprise Vault, the transaction ID of some items that had been left on the message queue during upgrade was not updated to a 32-character value. This resulted in the saveset file being stored with an incorrect filename. The items could not be indexed or retrieved, and errors like the following were reported in the event log:

```
Type: Error
Date:  17/03/2009
Time:  03:00:15
Event: 7116
Source: Enterprise Vault
Category: Storage Crawler
User:  N/A
Computer: SVR1
Description:
Failed to access file
'\\SVR1\Vault_Stores5\Ptn04\
2009\03-17\6\1AA\61AAD530602A4FAC989767AC6E582380.DVS'.
Reason: The system cannot find the file specified.  [0x80070002]
```

This has been fixed.

Same files included in multiple CAB files [Ref 801133, E1457645]

Files that were being accessed during a collection run were included repeatedly in later CAB files, and were not deleted after CAB file compaction as expected.

This has been fixed.

Changes to indexing

PowerPoint notes pages were not indexed [Ref 801190, E1415607]

Enterprise Vault Indexing did not index the notes pages in Microsoft Office PowerPoint 2003 and 2007 files. As a result, users could not search successfully on keywords that occurred only in notes pages.

This has been fixed. The fix applies to items that are archived after you upgrade to Enterprise Vault 8.0 SP1, not to items that were archived before the upgrade.

Changes to vault store database indexing [Ref 801417, E1506952]

Minor changes have been made to the indexing of vault store databases to improve SQL server performance.

Changes to File System Archiving

FSA Cluster Configuration failed to run from within the Getting Started wizard [Ref 801477, E1526130]

When configuring FSA for cluster high availability using the Getting Started wizard, clicking the option, **Configure FSA Cluster**, caused the FSA Cluster Configuration wizard to start and then terminate unexpectedly.

This has been fixed.

FSA Cluster Configuration wizard failed with Windows Server 2008 x64 cluster [Ref 801531, E1537451.htm]

The FSA Cluster Configuration wizard could fail to launch successfully from the Administration Console if the cluster ran Windows Server 2008 x64 Edition. You received the error message "FSA Cluster Wizard Module has stopped working".

This has been fixed.

Files were not archived after installing FSA agent on an Enterprise Vault server [Ref 801483, E1458266]

When installing the FSA agent on an Enterprise Vault server, a slash was incorrectly added to the end of the **InstallPath** entry in the registry. When the File System Archiving task ran, it did not archive any files or generate a report file.

This has been fixed.

Enhancements and fixes to FSAUtility [Ref 801068, 801074, 801243, 801324, 801357, 801433, 801470, 801471, 801545, E1220572, E1234116, E1442118, E1457441, E1481135, E1482631, E1488332, E1509572, E1523345, E1539278, E1539280]

Enterprise Vault 8.0 SP1 includes the following enhancements and fixes to FSAUtility:

- FSAUtility now works with archive points and placeholders on EMC Celerra devices as well as NTFS devices and NetApp Filers.

- An operation to move placeholders now moves any Alternate Data Stream (ADS) that is on them.
- An operation to move placeholders from a NetApp Filer no longer changes the last-modified date and time stamp on the placeholders to the current date and time.

  In addition, the operation no longer fails when the created, last-accessed, or last-modified date and time stamp includes millisecond information. Previously, the operation failed with the following error message:

  ```
  Error:Internal error moving placeholder:No item found in archive for
  \\server\volume\folder\file
  ```

- If the network connection is lost during an operation to move placeholders, FSAUtility now quits gracefully. When you retry the operation, FSAUtility resumes it from the point at which the network problem arose. Previously, if an operation to move placeholders was interrupted by network failure, FSAUtility would try to complete it and eventually report that the operation was 100% complete. When you retried the operation, FSAUtility would start from the beginning instead of from the point at which the problem arose.
- After processing a volume, FSAUtility no longer applies the "Archive this volume" flag that you set to the first volume in the Administration Console's list of target volumes.
- An operation to restore thousands of archived files to a multi-level folder structure no longer fails with the error message "Directory Service is unavailable".
- You can now use the command FSAUtility -t -e *ext_list* to restore files whose file name extensions contain more than three characters, such as Office 2007 documents. Previously, FSAUtility displayed an "Invalid user switch" error message when you specified an extension that contained four or more characters.

Potential data loss if you changed files that were archived from a CIFS location on a NetApp Filer [Ref 801085, E1451305]

Data loss could occur if you archived files from a Common Internet File Service (CIFS) location on a NetApp Filer. After you archived the files, any changes that you made to the files could be discarded, and the incorrect file version could be saved.

The problem could occur when you used any of the following methods to change archived files:

- Saving a newer version of a file into the same location as a placeholder shortcut of the same name and type.
- Dragging and dropping the modified version of a file onto a CIFS share and overwriting the file.
- Using third-party tools such as xcopy.exe to copy a large number of files within a scripted operation to the shared location.

This issue occurred because the NetApp ONTAP disk management subsystem triggered a recall after the newer version of the file was written to disk. For more information about this issue, see http://entsupport.symantec.com/docs/287035.

This has been fixed.

Optimized FSA Reporting [Ref 801106, 801481, 801101, E1434037, E1377520, E1458448, E1383353, E1303897, E1434752, E1408921, E1417204, E1420916, E1472289, E1367313, E1516994, E1516996, E1529570, E1529613, E1516997, E1529588, E1529620, E1238525, E1376988, E1233213, E1479293]

The FSA Reporting "GetArchiveInformation" method has been optimized to improve the efficiency of the scanning process. Multiple FSA Reporting scalability issues have also been resolved.

Archiving of files changed the last access time [Ref 801119, E1431837]

When FSA archived a file it could alter the file's last access time. This delayed the creation of shortcuts if the archiving policy was based on the last access time.

This has been fixed.

FSA did not display recalled .msg files correctly [Ref 801283, E1423119]

When you recalled from its shortcut an Outlook .msg file that FSA had archived, the recalled file did not open successfully. The following message appeared:

```
Cannot start Microsoft Outlook. Access is denied. Make sure the disk is not full or write
protected and that the file is not being used.
```

This has been fixed. FSA now archives an .msg file as a file saveset, not a MAPI saveset. Note that the fix results in the following changes in behavior:

- The item is not a candidate for single instance storage unless it is an exact copy of an .msg file that FSA has archived. Single instance storage does not occur with the same message that was archived from an Exchange mailbox or PST file.
- The item is not fully indexed with respect to message properties. Specifically, the message does not have any recipient properties, or sent and received dates.

Note: To avoid this problem with .msg files that you archived before applying this service pack, restore the files by using Archive Explorer or the FSA Utility.

FSA Reporting scans did not start in some Microsoft server cluster configurations [Ref 801284, E1262443]

FSA Reporting scans failed to start if the Enterprise Vault server was part of a Microsoft server cluster and it ran the FSA Agent. The Enterprise Vault server runs the FSA Agent in the following circumstances:

- When it is configured to perform FSA for a NetApp file server or an EMC Celerra file server.
- If the Enterprise Vault server computer is also configured as an NTFS file server.

This has been fixed.

After an upgrade from Enterprise Vault 7.0, subsequently restored placeholders could have incorrect timestamps [Ref 801405, E1435283]

When you archived content on Enterprise Vault 7.0, upgraded to a subsequent version, then changed the server's time zone, placeholders restored using the newer FSAUtility displayed incorrect timestamps.

This has been fixed.

FSA synchronization or archiving run failed with an "Out of Memory" error [Ref 801414, E1393971]

A problem sometimes occurred with an FSA permissions synchronization or an FSA archiving run, when there were a large number of folder targets. The process failed with a System Out Of Memory exception in DTrace.

This has been fixed.

Non-http connections to Celerra device prevented creation of target volume [Ref 801424, E1513095]

If there were additional, non-http connections to a target Celerra device, and the Placeholder shortcuts option was selected in the volume policy, then a new target volume could not be added for the Celerra device.

This has been fixed.

In a multiple-site environment only one FSA Reporting Web service location was recorded [Ref 801036, E1448851]

In an environment with multiple Enterprise Vault sites and with FSA Reporting configured, the Directory database recorded the location of the FSA Reporting Web service for only one of the sites. A failure of that Web service then affected FSA Reporting for all of the sites.

This has been fixed.

FSA share permissions [Ref 801275, E1503024]

Authenticated users could access an item in an archive folder for which they did not have access permission, if they were given a link to the archived item by a user who did have access permission. This has been changed so that users must have both archive folder and archive permissions to access items. Previously, they could access items if they had either archive folder or archive access permission.

File blocking error reported after FSA agent was push-installed [Ref 801161, E1478288]

When the FSA Agent is pushed to a file server the File Blocking Service is also installed. When the File Blocking Service was started, the following error was logged in the file server event log:

```
Event Type: Error
Event Source: Enterprise Vault
Event Category: (119)
Event ID: 28691
Date: 1/1/2009
Time: 11:22:33 PM
User: N/A
Computer: DEMO
Description:
Could not update the local registry cache with file blocking targets and
registry information.
```

This has been fixed.

File blocking with VCS 5.1 on Windows Server 2008 [Ref 801336, E1487356]

File blocking did not work with VERITAS Cluster Server 5.1 on Windows Server 2008.

This has been fixed.

Install FSA Agent wizard error when installing the FSA Agent on an Enterprise Vault server [Ref 801386,E1433009]

A problem could occur if you ran the Install FSA Agent wizard to install the FSA Agent on an Enterprise Vault server. The wizard displayed an error message that began "Failed to save...", and there was no option to cancel the wizard. The Directory service was also stopped and not restarted.

This has been fixed.

Changes for Centera

Errors when indexing items on Centera devices [Ref 801191, E1500955]

When indexing items stored on Centera devices, the following error messages could occur when an item was indexed:

```
Error 6621: An exception has occurred.
Error 6882: Unable to complete retrieval request.
```

This has been fixed.

Enterprise Vault failed to store savesets to a Centera if it could not open a temporary saveset [Ref 801410, E1482613]

A problem could occur when Enterprise Vault stored a collection of savesets to an EMC Centera. If Enterprise Vault was unable to open a temporary saveset file, then in some cases Enterprise Vault did not store the other savesets in the collection to the Centera.

This has been fixed.

Changes to SharePoint support

No workflow data available on archived SharePoint workflow items [Ref 801245, E1485494]

If a SharePoint workflow item was archived and replaced with a shortcut, the workflow data was no longer available.

This has been fixed. In order to maintain continuity of the workflow information after SharePoint workflow items have been archived, Enterprise Vault never replaces such items with shortcuts.

Archived SharePoint documents not deleted from SharePoint Server [Ref 801282, E1470047]

When archived SharePoint documents were replaced with shortcuts, the original document was moved to the Recycle Bin. This could result in SharePoint archiving not providing the expected storage benefit.

This has been fixed. When Enterprise Vault replaces an archived SharePoint document with a shortcut, the original document is now hard-deleted from the SharePoint Server.

SharePoint archiving task forced to run as Vault Service account [Ref 801374, E1519910]

Attempting to run the SharePoint archiving task as any user other than the Vault Service account failed.

This has been fixed.

Changes to Enterprise Vault Operations Manager and Reporting

Vault Service account was denied access to reports on a 64-bit SQL Server [Ref 801045, E1439798]

A problem could occur if you configured FSA Reporting on a 64-bit version of SQL Server. If you then attempted to access Enterprise Vault Reporting's reports from Microsoft SQL Server Reporting Services using the Vault Service account, you could receive an Access Denied error.

This has been fixed.

Incorrect critical status on Monitoring Summary tab [Ref 801165, E1210656]

On the Enterprise Vault Monitoring page, the Summary tab incorrectly showed the status of All Tasks as critical for all servers running tasks. The status on the Details tab was correctly shown as normal.

This has been fixed.

Storage Trends report failed if a folder name contained a ' character [Ref 801235, E1468014]

A problem could occur with Enterprise Vault Reporting's **Storage Trends** report if the Reporting scan included a folder with the single quote character (') in its folder name. The report showed the message "An error has occurred during report processing", and failed to display any data.

This has been fixed.

Reports showed data for volumes and drives that were no longer selected for scanning [Ref 801341, E1249629, E1231848]

Enterprise Vault Reporting's Data Analysis reports continued to include data for volumes and physical drives that were no longer selected for scanning.

This has been fixed.

Vault Service account unable to create or delete report folders [Ref 801249, E1418269]

If the EVReportingRole was assigned to the Vault Service account, that account could not create or delete folders under the Symantec Enterprise Vault root folder on the Microsoft SQL Server Reporting Services computer.

This has been fixed.

Enterprise Vault Operations Manager Configuration utility reported critical exception when attempting to upgrade Directory database [Ref 801268, E1280474]

The Operations Manager Configuration utility reported a critical exception message (MonitoringAccessDBException) in the event log if it could not access the Directory database because it was being upgraded by the Directory Service on another Enterprise Vault server.

This has been fixed. The Operations Manager Configuration utility waits for exclusive access to the Directory database without reporting an exception.

Enterprise Vault Operations Manager Configuration utility cannot be run under a local user account [Ref 801271, E1053265]

The Operations Manager Configuration utility must be run under a domain account; using a local user account is no longer permitted.

Improved Reporting configuration error handling [Ref 801285, 801351, E1315698, E1182595]

The Enterprise Vault Reporting Configuration utility now provides improved error messages and log file entries to help the user to resolve configuration issues. If errors or warnings are generated in the EVDeployReports.Log during the configuration, the utility now indicates this fact.

Cannot access Enterprise Vault reports after upgrading to SQL 2005 SP3 [Ref E1533798]

After upgrading from SQL Server 2005 SP2 to SQL Server 2005 SP3, the following error message appeared when you tried to access Enterprise Vault reports:

```
The permissions granted to user username are insufficient for performing this operation.
(rsAccessDenied)
```

To access the reports after upgrading to SQL Server 2005 SP3, re-run the Enterprise Vault Reporting Configuration utility. When prompted by the utility, select the **Configure Reporting and deploy or upgrade reports** option. For more information about the Reporting Configuration utility, see *Installing and Configuring*.

Changes to Windows Desktop Search support

Various issues when vault cache items appeared in Windows Search results in Vista [Ref 801231, 801296, 801355, 801462, E1427836, E1427850]

On a Windows Vista computer, you may have encountered the following issues when working with vault cache items in the Windows Search results window:

- The results window did not show many of the properties of email items in the vault cache, including Cc names and addresses, Bcc names and addresses, and created and received dates.
- The Authors column of the results window misidentified the authors of the attachments to vault cache items. This column always showed the sender of an email as the author of any attachments to it, even when this was not the case.
- You could not preview the emails and attachments from the vault cache in the preview pane of the Windows Search results.

These have been fixed. Note that the appropriate preview handler must be installed to preview attachment items. For example, in the case of PDF documents, you can install the preview handler by installing the Adobe Reader.

Changes to DTrace

DTrace logging is now available for the FSA Cluster Configuration wizard [Ref 801153, E1465751]

DTrace logging is now available for the FSA Cluster Configuration wizard, to aid troubleshooting when you configure an FSA resource on a clustered file server.

If the DTrace **view** command does not include **FSAClusterWizard** in the list of processes that are available to monitor, register the wizard with DTrace as follows:

1. Enter the following command from DTrace:

   ```
   set FSAClusterWizard.exe
   ```

2. Register the name when DTrace prompts you.

New DTrace performance option added [Ref 801297]

There is a new DTrace script that you can use to monitor the performance of Exchange Server archiving and Centera collections.

The new script is called 'Performance Trace' and it is available from within the Administration Console.

Changes that affect Compliance Accelerator and Discovery Accelerator users

Discovery Accelerator users could not search "Marked for deletion" archives that

contained items on legal hold [Ref 801314, E1506921]

Discovery Accelerator users could not search items that had been placed on legal hold after the archives that contained those items were marked for deletion. Instead, the following error message would appear when the users conducted a search:

```
0x80041C52 - The vault is marked as being deleted
```

This has been fixed.

Long delays and errors when performing Discovery Accelerator searches [Ref 801385, E1229513]

In some circumstances, Discovery Accelerator users were unable to conduct more than one search at a time, and the following error message would appear in the event log on the Discovery Accelerator server:

```
Event Type: Error
Event Source: Accelerator Service Processor
Event Category: None
Event ID: 297
...
Description:
APP AT - Customer ID: 2 - Error processing Vault to Search off the queue
```

This has been fixed.

Slow performance when adding randomly sampled items to a Compliance Accelerator review set [Ref 801394, E1501103]

In large Enterprise Vault installations, the process by which Compliance Accelerator added randomly sampled items to the department review set could take a long time. This was because of a change in the way that Enterprise Vault 2007 scanned the saveset IDs of the sampled items.

This has been fixed.

Other changes

Getting Started Wizard improvements [Ref 801114, E1457402, 801062, E1300589, 801077, E1455961]

There have been various improvements to the Getting Started Wizard. The following issues have all been fixed:

- The Getting Started Wizard always displayed the Journal archive page, even when you did not choose to configure journaling.
- When a Domino Journaling policy was copied and saved with a new name in the Getting Started Wizard, the wizard did not show the policy in the list of policies. The policy was shown correctly in the Administration Console.
- The text description of policies in the Getting Started wizard did not always match the policy that was actually created.

Changed location of item not honored when archive is exported [Ref 801060, 801328, E1485506, E1461814, E1465828]

When the Export Archive wizard was used to export an archive to its original mailbox, a PST, or another mailbox, items that had been moved to a different folder were found in their original folder.

This has been fixed.

Under some circumstances, an error occurred when setting time-based partition rollover [Ref 801016, E1459824]

Under some circumstances, changes to time-based partition rollover produced an error on-screen, and the following error was written to the event log:

```
Event Type: Error
Event Source: Enterprise Vault
Event Category: Directory Service
Event ID: 13360
Date:  21/11/2008
Time:  17:36:43
User:  N/A
Computer: 2003SRV
Description:
An error was detected while accessing the Vault
Database 'EnterpriseVaultDirectory' (Internal reference: .\ADODataAccess.cpp
(CADODataAccess::ExecuteSQLCommand) [lines {1379,1381,1396,1428}] built Nov 17
19:18:11 2008):
Description:
[Microsoft][ODBC SQL Server Driver][SQL Server]Arithmetic overflow error
converting expression to data type datetime.
```

This has been fixed.

Images and links were missing from archived items after migration from Domino to Exchange [Ref 801124, E1476124, E1478405]

After migration from Domino to Exchange, mail items originally archived from Domino then opened in Outlook did not contain images or Domino database links that were in the original items.

This has been fixed. Images now appear as additional attachments, and Domino links are contained in additional NDL file attachments. If the Notes client is also present on the client computer, users can open the NDL files to access the Domino databases.

Repeated failure to post-process items [Ref 801130, E1439727]

It was possible for an item that could not be post-processed correctly to be archived repeatedly. This resulted in multiple copies of the item in the archive.

When this situation occurred there was no information in the event log. A DTrace of the archiving task showed lines such as the following:

```
62752 10:31:54.165  [5448] (ArchiveTask) <4812> EV:H :CArchivingAgent::PostProcessArchivedItem()
     |Unable to open the mailbox for the current item.
     The mailbox appears to have been deleted.  The current item will be discarded. |
```

This area of the archiving code has been improved.

Enterprise Vault registry replication worked incorrectly in 64-bit VERITAS Cluster Server 5.0 or 5.1 environments [Ref: 801224, E1454349]

When you ran the Enterprise Vault Cluster Setup wizard in a 64-bit environment, the Enterprise Vault registry key that the wizard added to the replication data was incorrect. The correct registry key in 64-bit environments is as follows:

```
HKEY_LOCAL_MACHINE\Software\Wow6432Node\KVS\Enterprise Vault
```

However, the wizard added the following registry key to the replication data:

```
HKEY_LOCAL_MACHINE\Software\KVS\Enterprise Vault
```

This has been fixed.

MaxUserPort and TCPTimedWaitDelay registry entries were added under the wrong registry key [Ref 801354, E1486145]

Enterprise Vault added the registry entries MaxUserPort and TCPTimedWaitDelay under the wrong key in the Windows registry. The correct key under which to add the entries is as follows:

```
HKEY_LOCAL_MACHINE
 \SYSTEM
  \CurrentControlSet
   \Services
    \Tcpip
     \Parameters
```

However, Enterprise Vault added the entries under the following key:

```
HKEY_LOCAL_MACHINE
 \System
  \CurrentControlSet
   \Control
    \Session Manager
     \Memory Management
```

This has been fixed. Enterprise Vault now adds the entries under the correct registry key, and it assigns the value 65534 (0xfffe) to MaxUserPort and 120 (0x00000078) to TcpTimedWaitDelay.

Deployment Scanner now checks for .NET Framework 2.0 on NTFS file servers [Ref 801395, E1460761]

The Deployment Scanner now checks for the presence of Microsoft .NET Framework Version 2.0 on NTFS file servers. Microsoft .NET Framework Version 2.0 is a prerequisite for the installation of the Enterprise Vault FSA Agent.

Changed limits to the numbers of Search Result items displayed by Browser search [Ref 801455, E1161980]

IIS does not allow uploads of large amounts of data by default. The amount of data that can be uploaded is controlled by the property AspMaxRequestEntityAllowed. In earlier releases of Enterprise Vault, if you tried to add 1,000 items to a basket from one Search Results page, the default limit set by AspMaxRequestEntityAllowed could be exceeded and an error message displayed. It is not advisable to set the default limit too high, so the maximum number of items Browser search displays on one Search Results page has been reduced.

The numbers of items that Browser search displays on one Search Results page are now:

- Normal search: 10, 25 or 50
- Advanced search: 10, 25, 50, 100, 250 or 500

Changes to sorting in Integrated Search [Ref 8010002, 801272]

On the Integrated Search results page, you can no longer sort search results by Folder or Retention Category. You can still search by Subject, From or Date.

Unexpected slash (\) character in message subject or document name [Ref 801378, E1511655]

If a message subject or document name contained a single quote character, the quote was preceded by a slash (\) character when the item was viewed using Browser search.

This has been fixed.

Updated database backup stored procedure [Ref 801267, E1390063]

The SQL stored procedure called `aspa_BackupEVDatabases` has been updated to include the fingerprint, audit and FSA reporting databases.

New Policy Manager setting lets you select Exchange mailboxes based on provisioning target group [Ref 801516, E1529591]

Enterprise Vault Policy Manager (EVPM) now supports a new setting called `provisioningGroup` in the `Mailbox` section of the initialization file. You can use this setting to select mailboxes based on their membership of provisioning target groups.

The following example shows an initialization file that selects users provisioned by the provisioning target group called **VIPs**, and creates a folder called **VIP_folder** in each selected user's **Inbox**.

```
[directory]
DirectoryComputerName=evsvr1.symantec.com
SiteName = EVSite
[Mailbox]
provisioningGroup=VIPs
[Folder]
Name=\Inbox\VIP_folder
FilterName=systemdefault
```

Note: In this example, EVPM selects only the mailboxes that have actually been provisioned by the provisioning target group. Other users may be eligible under the same group, but not provisioned because they have already been provisioned by a higher priority group. You must also run the provisioning task before running EVPM scripts that use the `provisioningGroup` setting, to ensure that provisioning is up to date.

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