



Enterprise Vault How To Guide

Moving an Enterprise Vault server to a new Active Directory Domain

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Applies to: Enterprise Vault – all versions

Introduction

In the event of an Active Directory domain migration it may be required to move the Enterprise Vault (EV) server to a new domain, or to a new Active Directory Forest.

This paper will cover the steps required to move the Enterprise Vault server to the new domain. For details on managing Exchange Migrations with Enterprise Vault please refer to the whitepaper available at <http://www.symantec.com/docs/TECH124279>.

This whitepaper assumes that the reader is familiar with Enterprise Vault, SQL and common Active Directory administration tasks.

Steps required to migrate the EV server to a new domain

1. **Create a new Vault Service Account (VSA) in the new domain**, and assign all the required permissions on Exchange Server, SQL and existing EV servers. VSA permission requirements are detailed in the "Installation and Configuration Guide" included in the Documentation folder on the product media.

Depending on the order in which components such as the EV server, Exchange, SQL and storage are migrated it may be required that the new VSA is given access to the resources in the old domain. For example if the EV server is configured to use the new VSA in preparation for the domain migration, but the SQL server is still residing in the old domain, the new VSA will have to be granted permission to access the databases on the old SQL server.

2. **Migrate all EV databases to the new SQL server in the new domain.** Refer to technote <http://www.symantec.com/docs/TECH35744> for detailed instructions. After the migration confirm that the new VSA have DB-Owner permission on all EV databases.
3. **Configure Enterprise Vault to run under the context of the new VSA.** To do this, log into the EV server using the old VSA, and open the Vault Administration Console. Right-click on the Directory object, and select Properties.

On the tab Service Account, replace the existing details with that of the new VSA.

Clicking OK will update vault services and DCOM objects with the new server account.

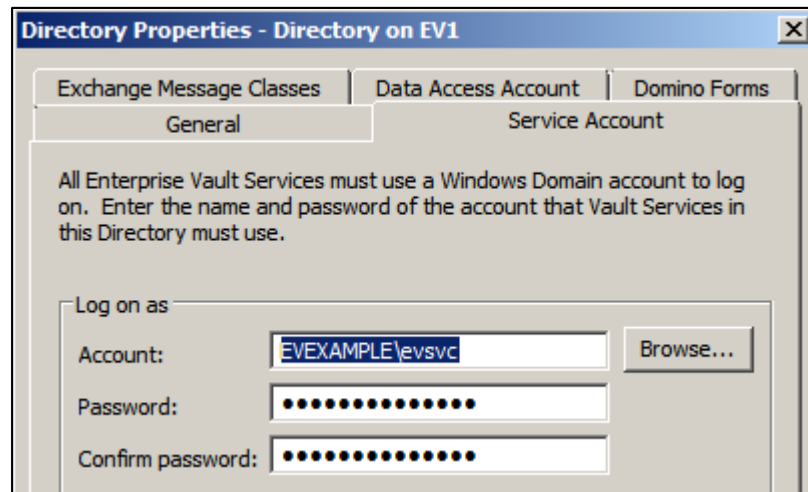


Figure 1 - Updating the VSA in the Vault Administration Console

Check that the Enterprise Vault services are all started and running under the correct service account, and confirm that there are no permission related errors in the computer event log.

4. **Change the EV server domain membership to the new domain.** This is usually done by removing the server from the existing domain, and then adding to the new domain. Note that the domain administrator account will be required to add the server to the new domain, or an admin account with the correct delegated permissions (not recommended to be the new VSA – the VSA should never have Domain Admin rights assigned to it).

Confirm that the group policy and security policies of the new domain does not restrict any functionality on the EV server.

5. **Confirm whether the EV server name is configured within the ComputerEntry table of the Directory database as a fully qualified domain name (FQDN).**

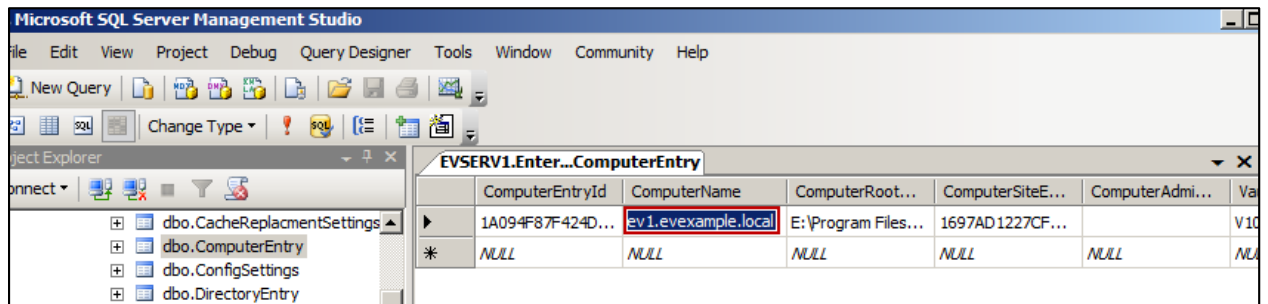


Figure 2 - Confirm the ComputerName entry in the EnterpriseVaultDirectory database

If the name was entered in the initial EV Configuration wizard as EVserver.olddomain.com, and the name resolution for the old domain will not work after the migration to the in the new domain you have the following two options:

- Remove the old A-record for the EVserver.olddomain.com in DNS and create a CName DNS alias with the same name EVserver.olddomain.com pointing to the EVserver.newdomain.com. The EVserver.olddomain.com must be resolvable for users even if the olddomain.com domain name will disappear completely. If this is not a viable option then proceed to the new step.
- Change the FQDN for EV server manually in the ComputerEntry table. If using mailbox archiving with shortcuts, confirm whether the shortcut policy is configured to use links. If this is the case it can be an issue after the DNS change, as the links are usually “hard coded” and contain the old FQDN EVserver.olddomain.com. If required the shortcuts can rebuilt using the instructions detailed in <http://www.symantec.com/docs/TECH47364>.

The Enterprise Vault policy setting “Add server to Intranet Zone” will need to be modified to add the new FQDN to end user trusted sites list. After changing the FQDN all users mailboxes should be synchronized (use the Synchronization tab on the Mailbox Archiving task).

The best practice recommendation is to implement EV servers utilizing the short name instead of FQDN (exactly because of such situations with domain renaming or migration).

Any non-standard configuration changes to the EV server over time (such as setting the IIS default domain name or scripts containing the domain name) will have to be updated to reflect the new domain name.

Following the server migration ensure that all users (including those connecting from remote networks or VPN) can access archived items, and that new items are being archived with scheduled or manual archiving.

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