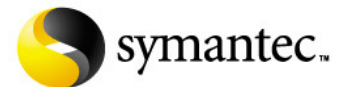


Enterprise Vault



**Best Practice Considerations for Upgrading  
Enterprise Vault 6.0 to Enterprise Vault 7.0**

**Best Practice Considerations for Upgrading  
Enterprise Vault 7.0 to Enterprise Vault 2007**

**Best Practice Considerations for Upgrading  
Enterprise Vault 2007 to Enterprise Vault 8.0**

Steve Blair, Sr. TPM APJ  
Evan Barrett, Technical Product Manager  
29 June 2009





## Sections in this document

- 1) Preface
- 2) Review Product Release Notes
- 3) Document your current environment
- 4) Review prerequisites
- 5) Install prerequisites
- 6) Backup your existing environment
- 7) Validate backups are good
- 8) Upgrading to Enterprise Vault 7
- 9) UAT (User Acceptance Testing) of new version
- 10) Backup new Enterprise Vault Environment
- 11) Release to production / users
- 12) Upgrading Enterprise Vault 7 to Enterprise Vault 2007
- 13) Upgrading Enterprise Vault 2007 to Enterprise Vault 8.0

### Target Audience

This document presumes that the reader has had Symantec Enterprise Vault training and possesses a thorough understanding of their architecture and operational aspects of their Enterprise Vault environment. In addition, having a good understanding of your Microsoft Exchange, Microsoft SQL, Storage infrastructure, Microsoft Active Directory will assist with terms and concepts discussed in this Best Practice paper.

### Credits

This paper is produced by the Enterprise Vault TPM (Technical Product Management) group. In addition this paper combines and presents in one format many years of technical discussions in the wider Enterprise Vault community to present all needed information in one formal document.

### Trademarks and Copyrights

Enterprise Vault is a registered trademark of **Symantec Corporation**. Exchange, Outlook, SharePoint and Windows are trademarks of **Microsoft Corporation**. Domino and Lotus Notes are trademarks of **IBM**.



## Preface

Customers with 100 to 100,000 users always face tasks of keeping their supplier software up to date with latest patches, and new features. Regardless of the size of your Enterprise Vault deployment, the planning reviewing, and laying the course for your upgrade of your existing Enterprise Vault environment to the next version of Enterprise Vault requires time. We have put together this Best Practice paper to cover many common tasks that one should consider in preparing for a major upgrade to assist your needs.

Because of the unique nature of a customer environment, this guide is not a definitive step-by-step document. It is intended to raise awareness of Best Practice strategies to assist customers in having a smooth upgrade of their environment. While you may feel that some of the content contained in this Best Practice Guide is common sense it is always wise to review operational guidelines before upgrading.

The intention of this document is to highlight a number of areas to help you ensure a smooth upgrade for your current version of Enterprise Vault to the next version of Enterprise Vault. This document provides best practices for upgrading from EV 6, 7, and 2007 and finishing with Enterprise Vault 8.0.

Before undertaking an upgrade from of any of Enterprise Vault version, customers should always feel free to contact Symantec Customer Support if you have questions that you want to discuss as part of your planning cycle. This can help you eliminate upfront any concerns you may have, and help you out in your upgrade regardless of this being a SP (Service Pack) or major release (E.G. 6 to 7).

In large environments it is Best Practise that you should consider having your environment assessed by Symantec Professional Services prior to upgrade. This does not mean it is mandatory for Professional Services to perform your upgrade, but as customer environments change over time, having a health check before upgrading to a major release is a sound technical undertaking that many customers may want to do.

Prior to implementing the upgrade to the next version of Enterprise Vault verify that all open support cases have been closed or reviewed with Support.

Before starting to do any software infrastructure upgrade, it is always important to lay out what steps are involved to be successful. Customers who have the least number of issues in their infrastructure rigidly apply change controls that all customers can easily pick the steps that work best for them. Many larger customers may develop their own customisations, which should



be reviewed as part of their documentation and planning cycle (both pre and post upgrade).

We believe as a Best Practice this paper covers steps applicable to all customers, and that the paper is intended to allow you to have internal discussions at your site. Each of the major sections contained in this document are part of many of our customers normal Change Control procedures, thus we have laid out the steps in this document based upon Best Practises as observed with our customers.

As part of a comprehensive upgrade plan, we encourage customers performing an upgrade to consider opening a case with our Customer Support team before doing your actual upgrade. In case of an issue arising, this will speed your time to resolution if an issue occurs.

If you will be upgrading by more than one version of Enterprise Vault, you must still upgrade to prior versions before finally upgrading to the desired version. For example, if you are currently at Enterprise Vault 7.0 and wish to upgrade to version 8.0, you must upgrade to Enterprise Vault 2007 before upgrading to 8.0. Because of this position, you are recommended to thoroughly plan and adhere to the Best Practices in this paper to assist you in upgrading your environment. To ease the upgrade process, the EV client for Outlook (if Exchange mailbox archiving is implemented) does not require a version-by-version upgrade. For example, you can directly upgrade the EV 7.0 client for Outlook to the version 8.0 client.

It is highly recommended that you use the latest service pack when upgrading to the next version. At the time of this writing, Enterprise Vault 8.0SP1 is the latest release. If you are planning on upgrading to EV 8.0, it is highly recommended to directly upgrade EV 8.0SP1 (skipping the original 8.0 release).

### **Review Product Release Notes**

After downloading (or mounting the DVD) containing an Enterprise Vault release, customers should always take time to review the *ReadMeFirst\_EN.htm* **and** *UpgradeInstructions\_EN.htm* for any late-breaking items in our release notes before proceeding with your upgrade. This document is done not only for your benefit, but to assist you insuring that your end-users have minimal downtime as a result of the upgrade.

By reviewing the release notes, you will will identify any prerequisites, and insure that you have prepared properly for your upgrade. The product release notes also contain references to any pre-requisites in clear bold text to allow you at a glance to start building up your list of items to perform during your upgrade cycle. As part of the download of Enterprise Vault 7, you



will need to generate new license files for your Enterprise Vault environment. Customers performing a dual-upgrade, from Enterprise Vault 7 to Enterprise Vault 2007 will many of the steps covered in depth later in this paper, and should review those steps as well to insure a reliable upgrade has been completed.

Additional support for languages other than English are contained in the languages folder in the EV kit.

### **Document Current Environment**

It is a Best Practise to spend time to insure that your existing environment is documented before undertaking an upgrade to the next version of Enterprise Vault as multiple administrators in a site may make changes. If you had Symantec Professional Services install Enterprise Vault, you will have a Solution Design (SD) document. This document is a great starting point to review your environment, so you can then look for what you may have changed since installation.

In case you have made any customisations to .INI files, webpage forms, IIS security, or EVPM scripts, it is a Best Practise to safely make a copy of those customisations as the upgrade process could overwrite your changes. If you are in doubt as to whether (or not) you may need to keep any of these files, Best Practises would dictate you keep a copy on a SAN, NAS, or your desktop computer for safe keeping.

Any interconnections between AD forests, multiple EV servers, SQL servers, IIS (in the case of OWA) are great to document as you gain a better understanding of your environment that you will be affecting. Make sure to draw up where your Enterprise Vault Stores are located as well as your Indices are located, and their corresponding server / drive letter(s) as you may be prompted during upgrade for them. Should you have an issue during upgrading, you have a great paper trail immediately available to allow you to retrace your steps to hand.

**Note:** If during the current operations of your current version of Enterprise Vault, you have made any changes to the Windows Server Registry, or been directed to make Registry changes, it is especially important that you discuss the impact of an upgrade with Customer Support before proceeding with your upgrade. We have taken significant steps to reduce the number of Registry edits needed with newer versions of Enterprise Vault, and these changes may no longer be needed.



## Review Prerequisites

As part of your upgrading Enterprise Vault, you should spend time reviewing our Compatibility Guide. This list details what specific Operating Systems, patches, and possible storage SDK levels are required for your environment to be supported. There is a list of software in the Installation and Configuration Guide that must be installed prior to performing the upgrade. A Best Practice worth adhering to for any upgrade (E.G. Major release, or Maintenance Pack) is that you should insure that any 3<sup>rd</sup> party software as well as operating systems, storage devices, and hardware are supported in the Enterprise Vault Compatibility Guide located on <http://seer.entsupport.symantec.com/docs/276547.htm>.

As new technologies come to market, it is not unusual for us to withdraw supporting older versions of applications; this is done to bring new functionality to you. It is against Best Practice to run with unsupported Operating Systems, applications or storage SDKs for your environment. If you are unsure of the suitability or compatibility of a particular part of your environment, please contact our Customer Support teams in advance of your upgrading to the next version of Enterprise Vault to ascertain any status. It is outside the scope of this document to cover the implementation planning for 3<sup>rd</sup> party products, so if in doubt – check with your vendor(s) before proceeding.

As part of your upgrading to the next version of Enterprise Vault, your company may be considering upgrading some of your server hardware to newer models. This is a normal part of an IT environment, but it is very important to review the hardware being used for Enterprise Vault. It is a Best Practice that customers should review the latest Enterprise Vault Performance Guide which can be found on Symantec's support site.

As part of releasing Enterprise Vault 7, we have replaced support for the FLEXIm licensing used since release Enterprise Vault 3.5 with the Symantec licensing eFlex program. Because of this change, you need to have your Enterprise Vault 7.0 notification letter with your customer number. This will allow you to visit the Symantec License Portal at <https://licensing.symantec.com/acctmgmt/index.jsp> to generate a new license for all Enterprise Vault 7.0, 2007, and 8.0 servers and features installed at your site prior to starting an upgrade.

**Note:** If you have multiple Enterprise Vault 6 servers, any FSA target hosts, or any SharePoint2003 hosts, you will need to do the prerequisite checking on **all** servers with Enterprise Vault installed.



## **Backup your existing environment**

As you will be installing a newer version of Enterprise Vault as well as new prerequisite software in your environment, a sound and tested set of backups are part of the Best Practice you must adhere to. Unfortunate as it may sound, sometimes there are things outside of your control in your environment that may force you to back out of an upgrade, and having the “safety net” of up-to-date backups is another part of a sound adherence to Best Practices.

Backing up your production environment is more than just backing up your Enterprise Vault server; it also includes your SQL databases that contain Enterprise Vault, your Vault Stores partitions, and any customizations to your environment as we have previously discussed.

Best Practice for a multi-server Enterprise Vault environment is that you should backup each server with Enterprise Vault on it. Best Practice for customers with a multi-server environment will require that all Enterprise Vault servers located (connected) in the same Vault Site must be upgraded at the same time, so these backups must match the servers you are upgrading.

Additionally, for customers with separate DA (Discovery Accelerator) or CA (Compliance Accelerator) deployments in addition to the core Enterprise Vault infrastructure, you will need to backup those servers and the corresponding SQL databases before performing an upgrade.

It should be noted that there are new databases for Enterprise Vault 8.0 that will need to be backed up (Enterprise Vault “finger print” databases). These databases should start with “EVVSG” and are required to be backed up as part of a disaster recovery solution for Enterprise Vault.

## **Validate your backups are good**

Whilst it is a challenge to insure that backups can be successfully recovered in case of an emergency, many customers use Microsoft Virtual Server or VMware on a system to test backups as part of their normal operations / UAT (User Acceptance Testing) procedures.

Our recommended Best Practice for your upgrade is to test and make sure as a minimum you can mount, read, and see a directory listing off of your backup tapes created earlier of your environment. Should an issue arise in your upgrade that is outside of your control, this will allow you to restore your environment before your users are back online.

Many customers will keep this backup as a pre-upgrade “Point in Time” permanent archive backup in a safe-site location as part of their fall back DR





(Disaster Recovery) procedures. While we cannot say this is a Best Practice, we do feel that this is a very prudent decision to perform that you should consider.

### **Install Prerequisites**

Now that you have documented your environment, made copies of any relevant information, run backups and made copies of your customizations of your environment, you are ready to install new prerequisites for the next version of Enterprise Vault. You may have potentially several sets of prerequisite software, for your Enterprise Vault server and potentially user desktop systems.

It is Best Practise after installing all of your prerequisites to run the Enterprise Vault Deployment Scanner. The tool will check software versions, permissions and insure that proper administrative access and controls are in place with all prerequisites tested to aid your upgrade going smoothly. It is a recommended Best Practice to run this tool before performing an upgrade to the next version of Enterprise Vault and reviewing the report it generates. The output from this tool will help you identify, and remediate any issue(s) found before you upgrade, thus allowing you to have a succesful upgrade. Please email a copy of the output report to the TSE in our Customer Support team you are working with on your open support case, if you chose to open one if you have any doubts on the output of the report.

**Note:** If you have multiple Enterprise Vault servers, any FSA target hosts, or any SharePoint2003 hosts, you will need to do the prerequisite installation on **all** servers with Enterprise Vault installed.

### **Upgrading to Enterprise Vault 7**

Now that you have prepared your supporting documentation, checked and installed all prerequisite software, run a successful back as well as testing your backup you are now ready to perform installing Enterprise Vault 7. If you chose to open a support case to be proactive, now would be a good time to update the case and let Customer Support know who and when you will be doing your upgrade.

To perform your upgrade, you should follow the instructions located in the file [UpgradeInstructions\\_EN.htm](#) on your media. As a refresher from that document it is required that you upgrade **all** of your Enterprise Vault servers to Enterprise Vault 7.0 at the same time.



As discussed in the document, you must perform the following steps:

- Run the Deployment Scanner on the primary EV server
- Install the latest version/service pack of Enterprise Vault 7.0 on the primary EV server.
- Run the Configuration wizard.
- Check the installation
- Install the latest version/service pack Compliance Accelerator or Discovery Accelerator (optional)

Our Best Practices recommendation is that you perform these additional steps:

- Apply any Registry changes (as guided by Support)
- Perform UAT testing

You must upgrade the following to Enterprise Vault 7.0:

- **All** servers that are running Enterprise Vault services to the same release and SP version.
- All computers that are running the Enterprise Vault Administration Console.
- If Exchange Server archiving is implemented, upgrade Exchange Server forms on the Exchange Server.
- If OWA or RPC users have Enterprise Vault access, upgrade all OWA and RPC servers.
- All SharePoint servers that are being archived.

To enable Exchange Server mailbox users to have the full functionality of Enterprise Vault 7.0, upgrade Enterprise Vault 7 User Extensions on users' desktop computers. If you intend to upgrade an existing installation to a clustered environment (using Microsoft server clusters or VCS), you must first upgrade to Enterprise Vault 7.0 and then run the "Convert to Cluster" wizard as described in the Installing and Configuring guide. On upgraded systems, Outlook is still required on all Enterprise Vault servers that host the Enterprise Vault Storage service, even if Exchange Server archiving is not being performed. This is required in order to access items archived using earlier versions of Enterprise Vault.

**Note:** If during the current operations of Enterprise Vault 6, you have made any changes to the Windows Server Registry, or been directed to make



Registry changes, it is especially important that you review what was discussed with Customer Support after the upgrade if any Registry changes need to be reapplied now. This applies to **all** servers that Enterprise Vault is installed, as well as archiving targets for FSA and SharePoint2003.

### UAT Testing of Enterprise Vault 7

As you have finished upgrading your Enterprise Vault servers to version 7, it is now very important that you perform some UAT (User Acceptance Testing) to insure that your environment is running smoothly before allowing your end-users onto it. It is a Best Practice to test that end-users, as well as Administrators can still interact with Enterprise Vault 7 as they could with Enterprise Vault 6.

In general you will find that you have new functionality on the VAC (Vault Administration Console) but end-users will see little of the new capabilities that Enterprise Vault 7 delivers to your company at this point.

You should test the following as a minimum Best Practice as part of your UAT relative to the features you have purchased. You may want to do a cut -n-paste of the charts below to help you with any Change Control requirements in your company, and as a data point that all is working.

Enterprise Vault Server(s)	Yes	No
Have all Enterprise Vault services started?		
Can you open the VAC console?		
Does the VAC console display the correct Enterprise Vault server(s) as it did before?		
Can you see your Archiving Targets?		
Can you see your Vault Store partitions, and view their size(s) and attributes?		
Are you receiving Windows system log errors?		
Can you double-click on the Enterprise Vault servers and see their attributes?		
Can you manually do an archive run, or has the archive task started running?		



<b>File Servers &amp; SharePoint Servers:</b>	<b>Yes</b>	<b>No</b>
Can you use Windows Explorer and go onto a file system with archived content and see the Placeholders?		
Can you double-click on an archived item and the file(s) open as they should?		
If you are using Archive Explorer, can you open a browser window and see versions of the files archived (if you have revision history enabled)		
When the item you have opened, the icon changes from the Enterprise Vault Placeholder to its normal, non archived icon?		
Does the normal, non archived icon revert back to a Placeholder after a period of time?		
Can you locate a phrase in the file, and perform a search and have the correct filename returned to you using the Archive Explorer search function?		

<b>Outlook / Entourage:</b>	<b>Yes</b>	<b>No</b>
Open Outlook on an end-user workstation		
Do the Enterprise Vault tool buttons appear on the top right part of Outlook (if enabled)?		
Are archived items shortcuts in the user mailbox?		
Can you double-click and have an archived item retrieved / opened?		



Can you can reply / forward the item (if enabled)?		
Can delete the archived item (if enabled from the tool buttons &/or the Outlook Delete prompt)?		
Can you search the end-user mailbox for text in an email, and have the search tool show you the correct results?		
Do items show up correctly in the end-users' chosen language (where applicable with local language Enterprise Vault client installed)?		
Does Offline Vault & Archive Explorer start updating &/or show user archives (where purchased and installed)?		

### **Perform a backup of your upgraded Enterprise Vault 7 environment**

As you have just upgraded to Enterprise Vault 7 as well as installed new versions of prerequisite software in your environment, a sound and tested set of backups of Enterprise Vault 7 environment and your SQL databases are part of the Best Practice you should consider performing now that your upgrade and UAT testing are done. This is a normal operation in Change Control environments, and we recommend you considering adhering to this advice.

Best Practice for a multi-server Enterprise Vault 7 environment is that you should backup each server with Enterprise Vault on it. Additionally, for customers with separate DA (Discovery Accelerator) or CA (Compliance Accelerator) deployments in addition to the core Enterprise Vault 7 infrastructure, you should consider making a backup of those servers and the corresponding SQL databases after performing an upgrade.

### **Release to Production / end-users**

Congratulations, you are now done with your upgrade to Enterprise Vault 7 and your associated infrastructure. From this point, you may want to consider that many of the concepts and procedures detailed in this Best Practice paper will aid your future success. Discuss with your co-workers and management how you adopt parts or all of the recommendations to get the most from your Enterprise Vault deployment. For customers upgrading to get the benefits of more improvements in Enterprise Vault 2007, please refer to the next chapter in this guide.



From this point forward, the Enterprise Vault Administrators guide has a great section on “Day to Day” operations and administration that will help you keep your Enterprise Vault environment in top condition.

If at the present time you do not plan to upgrade to Enterprise Vault 2007, you may stop here. If however you do intend to upgrade to Enterprise Vault 2007, additional instructions are below.



## Upgrading to Enterprise Vault 2007

Upon finishing installing Enterprise Vault 7, there are a few additional steps to upgrade your environment to Enterprise Vault 2007. Since you upgraded all your end-user workstations in the previous steps to the Enterprise Vault 7 client, you may or may not want to upgrade them to the new Enterprise Vault 2007 version. A quick review of the Enterprise Vault Compatibility Charts at <http://seer.entsupport.symantec.com/docs/276547.htm> to insure no requirements have changed should be done.

- Download the latest version/service pack of Enterprise Vault 2007 (and optionally Compliance Accelerator and/or Discovery Accelerator) from the Symantec Support Site (<http://www.symantec.com/business/support/index.jsp>)
- Check your Enterprise Vault 7 licenses against the Symantec Licensing Portal as detailed below.
- In the post you will have received an upgrade notification letter from Symantec Customer Care containing your serial number on the license certificate. Having that certificate to hand, you should visit the Symantec Licensing Portal at <https://licensing.symantec.com> and check your entitlement status for your licensed Enterprise Vault modules.
- After opening your web browser, follow these steps to insure that your license keys for Enterprise Vault are valid. Many times customers may have made additional purchases between the time of initial purchase to upgrade, and this will help you make sure your license (SLF) files are up to date.
  - Login to the Symantec Licensing Portal
  - Select "New Purchase"
  - Enter the Serial number from the License Certificate(s) you received
  - Click Submit
  - Verify and register the license and enter your email address for delivery via email.

Your license key(s) will be emailed to you directly and should be stored in your catalogue for future reference on your central shared disk storage.

As previously discussed earlier in this document, you must perform similar steps to upgrade from Enterprise Vault 7 to Enterprise Vault 2007:

- Stop all EV 7 tasks and services on the primary EV 7 server
- Run the EV 2007 Deployment Scanner on the primary EV 7 server
- Install Enterprise Vault 2007 on the primary EV 7 server.
- Run the EV 2007 Configuration wizard.



- Check the installation is working.
- Install Compliance Accelerator 2007 or Discovery Accelerator 2007 (and corresponding Sp's to them)

Our Best Practices recommendation is that you perform these additional steps:

- Apply any Registry changes (as guided by Support)
- Perform UAT testing

You must upgrade the following to Enterprise Vault 2007:

- **All** servers that are running Enterprise Vault services to the same release and SP version.
- All computers that are running the Enterprise Vault Administration Console.
- If Exchange Server archiving is implemented, upgrade Exchange Server forms on the Exchange Server. It should be noted that with Enterprise Vault 2007, it is not required to deploy forms to Exchange as Outlook clients can download forms directly from the Enterprise Vault server via the mailbox archiving policy. Please check the Enterprise Vault 2007 documentation for more information.
- If OWA or RPC users have Enterprise Vault access, upgrade all OWA and RPC servers.
- If Domino Journaling is enabled, ensure that the Lotus Notes client version installed on the Enterprise Vault server is at a supported level for Enterprise Vault 2007.
- All SharePoint servers that are being archived.

### **UAT Testing of Enterprise Vault 2007**

As you have finished upgrading your Enterprise Vault servers to 2007, it is now very important that you perform some UAT (User Acceptance Testing) to insure that your environment is running smoothly before allowing your end-users onto it. It is a Best Practice to test that end-users, as well as Administrators can still interact with Enterprise Vault 2007 as they could with Enterprise Vault 7 (or 6).

It is recommended that your review the new features of Enterprise Vault 2007 for possible adoption in your environment.





You should test the following as a minimum Best Practice as part of your UAT relative to the features you have purchased. You may want to do a cut -n-paste of the charts below to help you with any Change Control requirements in your company, and as a data point that all is working.

<b>Enterprise Vault Server(s)</b>	<b>Yes</b>	<b>No</b>
Have all Enterprise Vault services started?		
Can you open the VAC console?		
Does the VAC console display the correct Enterprise Vault server(s) as it did before?		
Can you see your Archiving Targets?		
Can you see your Vault Store partitions, and view their size(s) and attributes?		
Are you receiving Windows system log errors?		
Can you double-click on the Enterprise Vault servers and see their attributes?		
Can you manually do an archive run, or has the archive task started running?		

<b>File Servers &amp; SharePoint Servers:</b>	<b>Yes</b>	<b>No</b>
Can you use Windows Explorer and go onto a file system with archived content and see the Placeholders?		
Can you double-click on an archived item and the file(s) open as they should?		
If you are using Archive Explorer, can you open a browser window <del>and</del> see versions of the files archived (if you have revision history enabled)		



When the item you have opened, the icon changes from the Enterprise Vault Placeholder to its normal, non archived icon?		
Can you locate a phrase in the file, and perform a search and have the correct filename returned to you using the Archive Explorer search function?		

<b>Outlook / Entourage:</b>	<b>Yes</b>	<b>No</b>
Open Outlook on an end-user workstation		
Do the Enterprise Vault tool buttons appear on the top right part of Outlook (if enabled)?		
Are archived items shortcuts in the user mailbox?		
Can you double-click and have an archived item retrieved / opened?		
Can you can reply / forward the item (if enabled)?		
Can delete the archived item (if enabled from the tool buttons &/or the Outlook Delete prompt)?		
Can you search the end-user mailbox for text in an email, and have the search tool show you the correct results?		
Do items show up correctly in the end-users' chosen language (where applicable with local language Enterprise Vault client installed)?		
Does Offline Vault & Archive Explorer start updating &/or show user archives (where purchased and installed)?		



<b>Domino Journaling:</b>	<b>Yes</b>	<b>No</b>
Are Domino messages captured into the Domino Journal Archive?		

### **Perform a backup of your upgraded Enterprise Vault 2007 environment**

As you have now upgraded to Enterprise Vault 2007 as well as installed new versions of prerequisite software in your environment, a sound and tested set of backups of Enterprise Vault 2007 environment and your SQL databases are part of the Best Practice you should consider performing now that your upgrade and UAT testing are done. This is a normal operation in Change Control environments, and we recommend you considering adhering to this advice.

Best Practice for a multi-server Enterprise Vault 2007 environment is that you should backup each server with Enterprise Vault on it. Additionally, for customers with separate DA (Discovery Accelerator) or CA (Compliance Accelerator) deployments in addition to the core Enterprise Vault 2007 infrastructure, you should consider making a backup of those servers and the corresponding SQL databases after performing an upgrade.

### **Release to Production / end-users**

Congratulations, you are now done with your upgrade to Enterprise Vault 2007 and your associated infrastructure.



## Upgrading to Enterprise Vault 8.0

Upon finishing installing Enterprise Vault 2007, there are a few additional steps to upgrade your environment to Enterprise Vault 8.0. A quick review of the Enterprise Vault Compatibility Charts at

<http://seer.entsupport.symantec.com/docs/276547.htm> should be done to make sure that EV 8.0 will support the versions of Exchange, Domino, Outlook, Lotus Notes, etc., that are in your environment.

- You need to download the Enterprise Vault 8.0 installation image from the Symantec Software Portal and store them to disk in a central shared location.
- **In lieu of downloading the original (GA) EV 8.0 installation media**, you may want to go ahead and download the latest service pack instead as Enterprise Vault service packs contain the full software package. **Service packs for Enterprise Vault 8.0** can no longer be downloaded from the Symantec support site and will require you to download it from Symantec's FileConnect service.
- Check your Enterprise Vault 7/2007 licenses against the Symantec Licensing Portal as detailed below.
- In the post you will have received an upgrade notification letter from Symantec Customer Care containing your serial number on the license certificate. Having that certificate to hand, you should visit the Symantec Licensing Portal at <https://licensing.symantec.com> and check your entitlement status for your licensed Enterprise Vault modules.
- After opening your web browser, follow these steps to insure that your license keys for Enterprise Vault are valid. Many times customers may have made additional purchases between the time of initial purchase to upgrade, and this will help you make sure your license (SLF) files are up to date.
  - Login to the Symantec Licensing Portal
  - Select "New Purchase"
  - Enter the Serial number from the License Certificate(s) you received
  - Click Submit
  - Verify and register the license and enter your email address for delivery via email.

Your license key(s) will be emailed to you directly and should be stored in your catalogue for future reference on your central shared disk storage.

As previously discussed earlier in this document, you must perform similar steps to upgrade from Enterprise Vault 2007 to Enterprise Vault 8.0 with a few minor changes:



- The installation process for Enterprise Vault 8.0 no longer requires that all services to be stopped as the installation process will stop any necessary services.
- Run the EV 8.0 Deployment Scanner on the primary EV 2007 server
- Install Enterprise Vault 8.0 on the primary EV 2007 server.
- Run the EV 8.0 Configuration wizard. A reboot may be required after installation. It is recommended that the system be rebooted to fully finish the overall installation process.
- Check the installation is working.
- Install Compliance Accelerator 8.0 or Discovery Accelerator 8.0 (and corresponding SP's to them)

Our Best Practices recommendation is that you perform these additional steps:

- Apply any Registry changes (as guided by Support)
- Perform UAT testing

You must upgrade the following to Enterprise Vault 8.0:

- **All** servers that are running Enterprise Vault services to the same release and SP version.
- All computers that are running the Enterprise Vault Administration Console.
- If Domino mailbox archiving is used, upgrade all Domino mail templates on all Domino servers.
- If OWA or RPC users have Enterprise Vault access, upgrade all OWA and RPC servers.
- All SharePoint servers that are being archived.

It is highly recommended the following items be upgraded as soon as possible:

- FSA Agents for all Windows servers that are FSA targets.
- Enterprise Vault Outlook client software
- Upgrade the EV Outlook client to 8.0 to take advantage of new Vault Cache features. **It should be noted** that the EV 8.0 client will not work with EV 2007 servers. Please hold off upgrading clients until all Enterprise Vault servers have been upgraded.



### UAT Testing of Enterprise Vault 8.0

As you have finished upgrading your Enterprise Vault servers to 8.0, it is now very important that you perform some UAT (User Acceptance Testing) to insure that your environment is running smoothly before allowing your end-users onto it. It is a Best Practice to test that end-users, as well as Administrators can still interact with Enterprise Vault 8.0 as they could with previous versions of Enterprise Vault.

It is recommended that you review the new features of Enterprise Vault 8.0 for possible adoption in your environment.

You should test the following as a minimum Best Practice as part of your UAT relative to the features you have purchased. You may want to do a cut –n-paste of the charts below to help you with any Change Control requirements in your company, and as a data point that all is working.

Enterprise Vault Server(s)	Yes	No
Have all Enterprise Vault services started?		
Can you open the VAC console?		
Does the VAC console display the correct Enterprise Vault server(s) as it did before?		
Can you see your Archiving Targets?		
Can you see your Vault Store partitions, and view their size(s) and attributes?		
Are you receiving Windows system log errors?		
Can you double-click on the Enterprise Vault servers and see their attributes?		
Can you manually do an archive run, or has the archive task started running?		
Do you see Vault Store Groups? Do you see existing Vault Stores in a Vault Store Group container?		
Can you right-click on a site name and see the "Set State" option?		



<b>File Servers &amp; SharePoint Servers:</b>	<b>Yes</b>	<b>No</b>
Can you use Windows Explorer and go onto a file system with archived content and see the Placeholders?		
Can you double-click on an archived item and the file(s) open as they should?		
If you are using Archive Explorer, can you open a browser window and see versions of the files archived (if you have revision history enabled)?		
When the item you have opened, the icon changes from the Enterprise Vault Placeholder to its normal, non archived icon?		
Does the normal, non archived icon revert back to a Placeholder after a period of time?		
Can you locate a phrase in the file, and perform a search and have the correct filename returned to you using the Archive Explorer search function?		

<b>Outlook / Entourage:</b>	<b>Yes</b>	<b>No</b>
Open Outlook on an end-user workstation		
Do the Enterprise Vault tool buttons appear on the top right part of Outlook (if enabled)?		



Are archived items shortcuts in the user mailbox?		
Can you double-click and have an archived item retrieved / opened?		
Can you can reply / forward the item (if enabled)?		
Can delete the archived item (if enabled from the tool buttons &/or the Outlook Delete prompt)?		
Can you search the end-user mailbox for text in an email, and have the search tool show you the correct results?		
Do items show up correctly in the end-users' chosen language (where applicable with local language Enterprise Vault client installed)?		
Does Offline Vault/Vault Cache & Archive Explorer start updating &/or show user archives (where purchased and installed)?		

<b>Domino Journaling:</b>	<b>Yes</b>	<b>No</b>
Are Domino messages captured into the Domino Journal Archive?		

<b>Domino Mailbox Archiving:</b>	<b>Yes</b>	<b>No</b>
Open Lotus Notes on an end-user workstation		
Do the Enterprise Vault tool buttons appear correctly in the Lotus Notes client (if enabled)?		
Are archived items shortcuts in the user mailbox?		
Can you double-click and have an archived item retrieved /		





opened?		
Can you can reply / forward the item (if enabled)?		
Can you search the end-user mailbox for text in an email, and have the search tool show you the correct results?		
Does Vault Cache work correctly?		

**Perform a backup of your upgraded Enterprise Vault 8.0 environment**

As you have now upgraded to Enterprise Vault 8.0 as well as installed new versions of prerequisite software in your environment, a sound and tested set of backups of Enterprise Vault 8.0 environment and your SQL databases are part of the Best Practice you should consider performing now that your upgrade and UAT testing are done. This is a normal operation in Change Control environments, and we recommend you considering adhering to this advice.

Best Practice for a multi-server Enterprise Vault 8.0 environment is that you should backup each server with Enterprise Vault on it. Additionally, for customers with separate DA (Discovery Accelerator) or CA (Compliance Accelerator) deployments in addition to the core Enterprise Vault 8.0 infrastructure, you should consider making a backup of those servers and the corresponding SQL databases after performing an upgrade.

**Release to Production / end-users**

Congratulations, you are now done with your upgrade to Enterprise Vault 8.0 and your associated infrastructure.