

VERITAS Enterprise Vault 6.x Supporting and Troubleshooting

COURSE DESCRIPTION

Enterprise Vault is an information management system; it archives and manages data from e-mail servers, file servers, and Microsoft SharePoint servers.

The overall objective of this course is to provide the end users with a closer look at Enterprise Vault 6.0. This course expands upon fundamental knowledge of Enterprise Vault already obtained and has a focus on advanced concepts, fault isolation and recovery.

Delivery Method

Instructor-led

Duration

3 days

Course Objectives

By the end of this course, you should be able to

- Troubleshoot common problems with MAPI.
- Describe the architecture of mailbox archiving including MSMQ.
- Troubleshoot common problems with mailbox synchronization and archiving.
- Troubleshoot common problems with Exchange journal archiving.
- Troubleshoot common problems with the User Extensions.
- Describe the architecture of File System Archiving.
- Describe and troubleshoot the storage process.
- Troubleshoot common problems with indexing and searching.

Who Should Attend

This course is intended for Enterprise Vault administrators who are responsible for:

- Ongoing support of the Enterprise Vault environment
- Troubleshooting issues related to specific areas of the Enterprise Vault application

Prerequisites

Enterprise Vault 6.x Administration I and Administration II

Hands-On

This course includes labs and assessment items that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Using Enterprise Vault

- Enterprise Vault Review
- The Enterprise Vault Directory
- Introduction to MAPI
- Troubleshooting MAPI Errors

Microsoft Message Queuing

- Microsoft Message Queuing
- Troubleshooting Microsoft Message Queuing

Mailbox Synchronization and Archiving

- Mailbox Archiving Architecture
- Mailbox Synchronization
- Mailbox Synchronization Troubleshooting Tools
- Troubleshooting Mailbox Archiving

Troubleshooting Journaling

- Architecture of Journal Archiving
- Common Problems with Exchange Journal Archiving

Client Troubleshooting

- Introduction to the User Extensions
- Troubleshooting User Extensions

File System Archiving

- Introduction to File System Archiving
- Troubleshooting File System Archiving

Troubleshooting Storage

- Introduction to the Storage Service
- Introduction to the Vault Store Database
- Troubleshooting NTFS Partitions

Indexing and Searching

- Introduction to Indexing and Searching
- Managing Indexes
- Troubleshooting Indexing and Searching