Enterprise Vault.cloud™ Lync Connector Administration Guide

Lync Connector 1.0 - 1.2.2

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Enterprise Vault.cloud: Lync Connector Administration Guide

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Legal Notice

Contents

About Lync Connector

This chapter includes the following topics:

Introduction to Enterprise Vault.cloud Lync Connector

About this guide

This guide provides an overview of Lync Connector and its requirements, and includes full instructions on how to install, configure, and use Lync Connector to archive Lync Server instant message transcripts to Enterprise Vault.cloud.

About Lync Connector

Veritas Enterprise Vault.cloud™ Lync Connector is an application that archives the transcripts of on-premises Microsoft Lync Server and Skype for Business Server instant messages and conferences to Enterprise Vault.cloud.

Lync Connector requires a Lync Server or Skype for Business Server configuration that archives the conversation transcripts to a Lync Server — or Skype for Business Server — archiving database. For simplicity this database is referred to throughout this guide as the Lync archiving database.

Lync Connector performs scheduled synchronizations between the Lync archiving database and Enterprise Vault.cloud, typically every hour. In each synchronization Lync Connector extracts the conversation transcripts from the database in email format, and after validation and processing it forwards the transcripts to Enterprise Vault.cloud using SMTP.

Lync Connector includes a console interface through which you can configure, manage, and monitor the Lync Connector synchronizations.

Note: Lync Connector does not provision Enterprise Vault.cloud archive accounts. Lync content is archived to users' archives only if the archive accounts already exist in Enterprise Vault.cloud. You must use another solution such as CloudLink to provision archive accounts.

Supported content for archiving

Lync Connector supports the archiving of the following Lync content:

- Instant messages
- Conferences, including attachments such as handouts, whiteboards, and polls

Lync Connector does not currently support the archiving of the following Lync content:

- Peer-to-peer file transfers
- Audio and video
- Persistent chat

Supported versions of Lync Server and Skype for Business Server

Lync Connector supports archiving from Microsoft Lync Server 2010 and 2013, and Skype for Business Server 2015.

For the latest information on the versions that Lync Connector works with, see the Enterprise Vault.cloud Compatibility List.

The requirements section of this guide provides more information on the requirements for the archiving environment.

See "Supanttttorted Lync environments" on page 19.

Changes in Lync Connector version 1.2.2

Lync Connector version 1.2.2 is the latest version of Lync Connector. This version contains the following update:

■   The Enterprise Vault.cloud data center (region) names have changed. The new names replace the old names in the configuration option for selecting the Enterprise Vault.cloud data center. The new names map to the old names as shown in the following table.

Table 1-1   Enterprise Vault.cloud data center name changes

Old name	New name
US - El Segundo	Americas - US1
US - Miami	Americas - US2
US - US3	Americas - US3
AP - Sydney	APJ - AU1
EU - Amsterdam	EMEA - EU1

In earlier versions of Lync Connector, each old data center name maps to its new name automatically. The data center URLs have not changed.

Should I upgrade to Lync Connector 1.2.2?

If you currently use an earlier version of Lync Connector, there is normally no requirement to upgrade to Lync Connector 1.2.2. The recent changes relate to the support for a new data center, and to the data canter naming only.

See "Lync Connector release history" on page 9.

Lync Connector release history

Table 1-2 lists the releases of the Lync Connector application, and the changes included in each release.

Note: This guide applies to all the versions of Lync Connector.

Table 1-2 Lync Connector release history

Lync Connector version	Release Date	Changes
Lync Connector 1.2.2	April 2018	The data center names have changed in the configuration option for selecting the Enterprise Vault.cloud data center. See "Changes in Lync Connector version 1.2.2" on page 9.
Lync Connector 1.2.1	January 2018	Adds support for the Enterprise Vault.cloud US-US3 region data center.
Lync Connector 1.2	October 2016	Fixes an issue in version 1.1 which could prevent Lync Connector from working with Lync Server 2010.
Lync Connector 1.1	June 2016	Lync Connector was rebranded for Veritas. No functional changes. **Note:** Do not use Lync Connector 1.1 with Lync Server 2010.
Lync Connector 1.0	May 2015	First release of Lync Connector, branded as Symantec.

Lync Connector architecture

Figure 1-1 illustrates how Lync Connector interacts with the Lync archiving database, Active Directory, and the Enterprise Vault.cloud data center when it performs each synchronization.

Figure 1-1   Lync Connector architecture
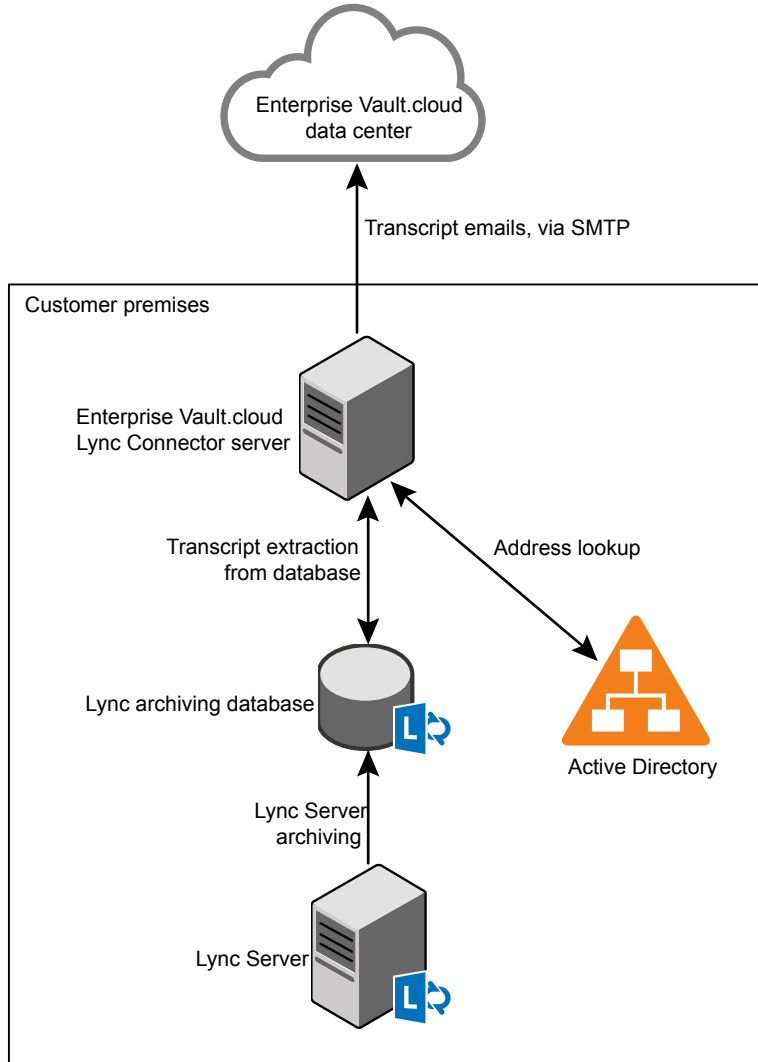
The components of Lync Connector

Table 1-3 lists the components of Lync Connector.

Table 1-3   Lync Connector components

Component	Description
Veritas Enterprise Vault.cloud Lync Connector service	A Windows service that performs the synchronizations between the Lync archiving database and Enterprise Vault.cloud. **Note:** If you have the Symantec-branded version of Lync Connector, the service is named as follows: Symantec Enterprise Vault.cloud Lync Connector service.
Enterprise Vault.cloud Lync Connector Console	A Windows graphical user interface (GUI) application through which you configure, monitor, and manage the Lync Connector synchronizations. You must run this application on the same computer as the Lync Connector service. It cannot be run remotely. See "About the Lync Connector Console" on page 17.
Lync Connector Service Configuration application	A small Windows GUI application through which you configure the credentials that the Lync Connector service account runs under. The Lync Connector installer launches this application at the end of the installation.

About Lync Connector synchronizations

Lync Connector performs a synchronization between the Lync archiving database and Enterprise Vault.cloud on a scheduled basis, typically once an hour. You can also trigger a synchronization on demand, if one is not currently running.

In each synchronization Lync Connector extracts any unextracted Lync transcripts from the Lync archiving database in .eml email message format, and processes the extracted transcripts as follows:

- It verifies the suitability of each transcript for archiving. Transcripts that are too large for forwarding to Enterprise Vault.cloud are immediately excluded and placed in the **excluded** subfolder of Lync Connector's working folder.

- It substitutes the sender SIP address and the recipient SIP address in the transcript email with the corresponding primary email addresses. To determine the primary email address for each SIP address, Lync Connector performs an Active Directory lookup.

- It wraps each transcript email message in an envelope that is addressed to the journal address that you have configured for Lync on-premises archiving.

- It then forwards the email message to Enterprise Vault.cloud using SMTP, either directly through outgoing port 25, or else indirectly through an on-premises SMTP server that you have provided.

Lync Connector processes a maximum of 100,000 extracted transcripts in each synchronization. Any unprocessed transcripts are queued for processing in the next synchronization, ahead of any transcripts that are newly extracted.

The original extracted email of each successfully processed transcript is placed in the **completed** subfolder of the Lync Connector working folder, and retained for a configurable period.

If a transcript fails processing, or if none of its participants is recognized as having an archive account, the processing is automatically retried at regular intervals for an auto-retry period. The auto-retry period is 72 hours by default. If a transcript remains unsent at the end of the auto-retry period, it is placed in the **failed** or **excluded** subfolder of the working folder, respectively.

At the end of the synchronization Lync Connector performs some housekeeping operations, and generates its reports for the synchronization.

Lync Connector provides a mechanism for you to manually trigger the reprocessing of any transcript at the next synchronization.

Conference transcript availability options

A Lync Connector configuration option lets you choose whether to make conference transcripts available to the conference participants in Personal.cloud. If you make the conference transcripts available to the participants, the full conference transcript is available to every participant, regardless whether they joined late or left early. For example, a participant who joined half way through a conference receives the full conference transcript.

All of the archived conference content is accessible from Discovery.cloud, regardless of this setting.

If you choose not to make the conference transcripts available in Personal.cloud you must choose a single archive account to which all conference transcripts are archived.

You configure the availability of conference content on page 8 of the Lync Connector configuration wizard.

About SIP address substitution

Lync uses SIP addresses to identify users. The transcripts that Lync Connector extracts from the Lync archiving database contain SIP addresses rather than email addresses, even though the transcripts are extracted in email format. SIP addresses have the same format as email addresses. Many companies have a policy that every user's SIP address and email address are the same, but otherwise the addresses may be different.

Enterprise Vault.cloud uses email addresses to identify its archive accounts. To ensure that the Lync transcripts are directed to the appropriate archive accounts, Lync Connector substitutes the sender and recipient SIP addresses in each transcript email with the corresponding primary email addresses. To find the email address Lync Connector performs a lookup in Active Directory for each SIP address.

Note: An advanced setting lets you turn off the SIP address substitution, if you are sure that your company uses SIP addresses that are always identical to the email addresses. However, for most cases we recommend that you keep the default option to perform the address substitution. You can turn off the SIP address substitution from the **Address Mapping** tab of the **Advanced Settings**.

Lync Connector provides a manual method for mapping email addresses to SIP addresses, which you can use to fix issues with specific addresses.

About the format of the archived transcripts

Figure 1-2 shows how a Lync transcript appears in Personal.cloud for each participant.

Figure 1-2 Example Lync transcript email message in Personal.cloud
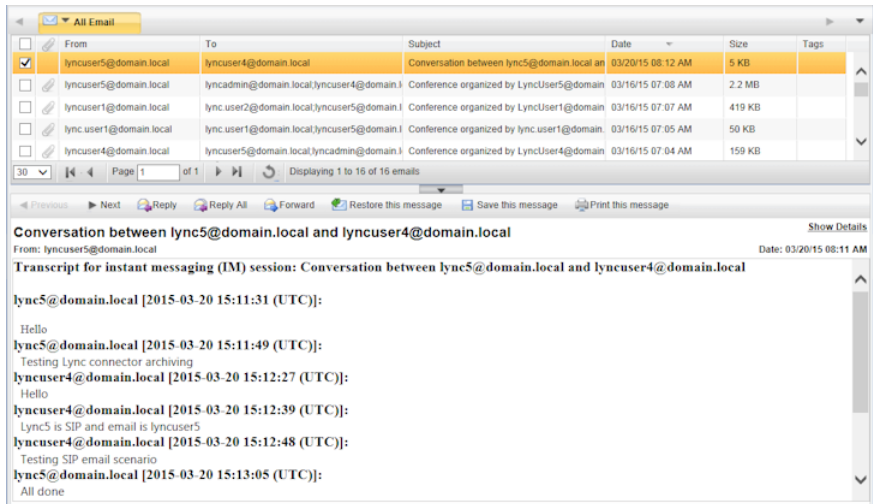
The transcript email messages have the following properties:

- For a two-person conversation, the initiator is assigned as the sender of the email, and the other person is the recipient.

- For a conference, the initiator is assigned as the sender of the email, and the other participants are the recipients. All of the participants of a conference are included as recipients, including those participants who joined late or left early.

- The subject of the email message indicates the communication type, which is **conversation** for a two-person conversation, otherwise **conference**. The subject then shows the SIP addresses of the conversation participants or the conference organizer. For example:
  Conversation between user1@*domain* and user2@*domain*

- The start time of the conversation or conference is used as the date of the email message.

- The Lync conversation forms the body of the email message.

- Conference session information is included as attachments. This information includes a record of the users who joined and left the conference.

- Conference handouts are included as attachments.

- The time of each interaction in the conversation or conference is shown in Coordinated Universal Time (UTC).

- If Lync Connector performed SIP address substitution, the **From** and **To** fields of the transcript email message use the substituted email addresses.

The example in the figure shows the effect when Lync Connector replaces a participant's SIP address with an email address that differs from the SIP address. In this example the initiator's SIP address is **lync5@domain.local** but the email address is **lyncuser5@domain.local**. Lync Connector has replaced the SIP address with the email address in the **From** fields of the message. The SIP address is retained in the title and the body of the email message.

About the archiving of historical data

By default Lync Connector does not extract from the Lync archiving database any transcripts that predate Lync Connector's installation date. If you want to archive any historical Lync data you can specify an earliest transcript date when you configure Lync Connector.

Note: The **Earliest transcript date** setting should not be set to more than a few days in the past, up to a week at most. Lync Connector is not designed to handle large amounts of historical content.

Note the following with regard to the archiving of historical data:

- On its first synchronization, Lync Connector attempts to extract all of the content of the Lync archiving database that is no older than the earliest transcript date you specified.

- A large amount of historical data is likely to take a long time to extract and process, and may require a large amount of disk space for storage.

- Lync Connector processes all of the historical data before it begins to process new data.

To discuss the options for archiving a large volume of historical Lync data, contact your Enterprise Vault.cloud customer service representative.

Lync Connector evaluation mode

Lync Connector can be configured in evaluation mode for testing or evaluation purposes. In evaluation mode Lync Connector extracts for processing from the Lync archiving database only those transcripts that are associated with a single named user.

Note that although the content is extracted for one user only, all of the participants in the selected user's Lync conversations and conferences are targets to receive the user's transcript emails in Personal.cloud. To minimize the number of Enterprise

Vault.cloud users who receive the archived transcripts in evaluation mode, specify a user whose Lync communications involve only a small number of participants.

Evaluation mode can be configured on page 2 of the Lync Connector configuration wizard.

See "Configuration wizard page 2: Lync archiving database" on page 35.

About the Lync Connector Console

The Lync Connector Console provides the interface through which you configure, manage, and monitor Lync Connector's synchronizations between the Lync archiving database and Enterprise Vault.cloud.

Figure 1-3 shows a configured Lync Connector Console, with the **Monitor** tab selected.

Figure 1-3   Enterprise Vault.cloud Lync Connector Console
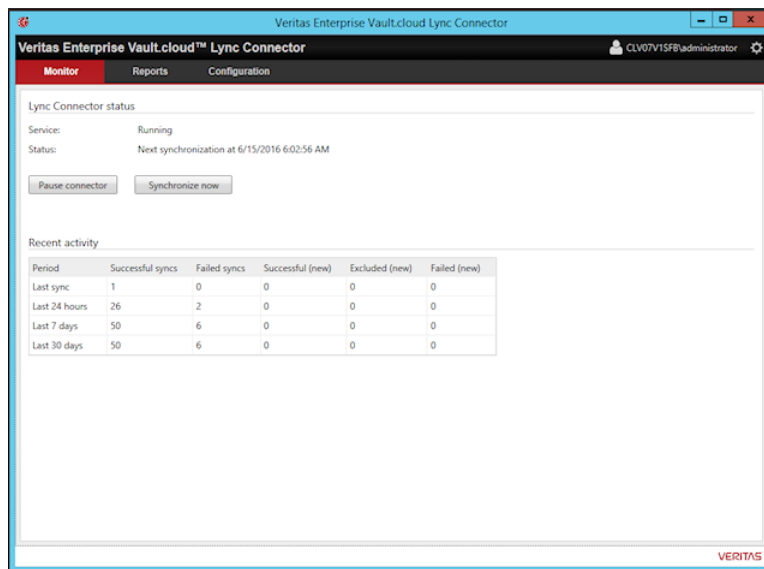
Note: This figure shows the Lync Connector 1.1 Console. The Lync Connector 1.0 Console is identical, except that it has Symantec branding.

The Lync Connector Console comprises three main management areas, which you access from the following tabs:

Monitor tab	Indicates the current status of Lync Connector and the results of the most recent synchronizations.
	See "The Monitor tab" on page 45.
Reports tab	Displays the summary reports for each Lync Connector synchronization.
	See "The Reports tab" on page 48.
Configuration tab	Shows the status of the Lync Connector configuration, and lets you launch the Lync Connector configuration wizard.
	See "Configuring Lync Connector" on page 32.

The **Settings** icon on the title bar provides access to some additional options.

⚙ The **Settings** icon

Click **Settings** to access the following menu options:

Advanced Settings	Opens the Advanced settings window, which gives access to the settings that are for advanced configuration only.
	See "Viewing and modifying the Lync Connector advanced settings" on page 67.
Set service account	Opens the Lync Connector Service Configuration application, which lets you change the credentials of the Windows account that the Lync Connector Service runs under.
	This application runs automatically after the installation of Lync Connector, so you only need to access it again if you want to view or change the service account credentials.
	See "Lync Connector Service Configuration" on page 28.
Open logs folder	Opens the folder where Lync Connector stores its trace logs.
	See "About the Lync Connector trace logs" on page 74.
Help	Launches the online Help for Lync Connector. You can also access context-sensitive Help from the Help options on the configuration wizard pages and on the advanced settings pages.

Requirements for Lync Connector

This chapter includes the following topics:

- About the requirements for Lync Connector
- Supported Lync environments
- Lync Connector server requirements
- SMTP routing options
- Lync Connector working folder requirements
- Lync Connector Windows account requirements

About the requirements for Lync Connector

Before you deploy Lync Connector you must ensure that you have a compatible Lync environment, and that you meet the other requirements and prerequisites for Lync Connector.

Supported Lync environments

Lync Connector supports archiving from Microsoft Lync Server 2010 and 2013, and Skype for Business Server 2015. For the latest information on the versions that Lync Connector works with, see the Enterprise Vault.cloud Compatibility List.

Note: A known issue exists with Lync Connector in an environment that uses Lync 2013 clients with a Lync 2010 server.

See "Use of Lync 2013 clients with a Lync 2010 server" on page 72.

For the correct functioning of Lync Connector it is essential that the latest Lync Server cumulative update is installed, and that the associated back-end database updates are applied:

■ For Lync Server 2010, see the following Microsoft knowledge base article: http://support2.microsoft.com/?kbid=2493736

■ For Lync Server 2013, see the following Microsoft knowledge base article: http://support.microsoft.com/kb/2809243/en-gb

Lync Connector's additional requirements for the Microsoft Lync environment are as follows:

■ The Lync server must be fully configured to archive to a SQL Server Lync archiving database. Archiving to the database must be enabled in Lync for all of the users whose Lync content you want to archive to Enterprise Vault.cloud.

■ Most or all of the content in the Lync archiving database should be associated with users who have Enterprise Vault.cloud archive accounts.
Lync Connector is not optimized for environments where only a small subset of the transcripts in the Lync archiving database relates to users with Enterprise Vault.cloud archive accounts. Subject only to a historical date limit, Lync Connector retrieves and processes all of the content from the Lync archiving database.

■ Lync Connector ignores any transcripts in the database that are marked as purgeable. When Lync Connector extracts a transcript from the Lync archiving database it marks the transcript as purgeable to indicate that the transcript has been obtained. You must ensure that no other applications such as a backup process mark any transcripts in the database as purgeable before Lync Connector has extracted them.

Note: This restriction is essential for the successful operation of Lync Connector.

■ You can delete from the Lync archiving database the content that Lync Connector has exported, if you want. The benefit of deleting this content is that the database is maintained at a manageable size, and the Lync Connector takes less time to process it.

> **Note:** If in the Lync Server's archiving settings you enable the purging of archiving data, consider the option to purge exported archiving data only. Otherwise you may risk the deletion of content from the database before Lync Connector has exported it.

Lync Connector server requirements

The requirements for the computer on which Lync Connector is installed are as follows:

- The computer must be in the same Windows domain as the Lync archiving database.

- A separate computer is recommended for the Lync Connector, but for small configurations you may use a Lync server.

- The computer can run any 64-bit operating system that the Microsoft Lync administration tools support.

- The Microsoft Lync administration tools must be installed.

- Microsoft .NET 4.5 must be installed. The Lync Connector installation installs this component automatically if required.

- Lync Connector requires outgoing HTTPS Internet access (port 443) to the Enterprise Vault.cloud data center.

- Lync Connector requires outgoing SMTP access to the Enterprise Vault.cloud data center. This access can be provided either directly or indirectly.
  See "SMTP routing options" on page 21.

- Lync Connector requires access to a folder with at least 10 GB of free disk space, preferably located locally. Lync Connector uses this folder as a working folder, to hold the transcript emails that it extracts and processes from the Lync archiving database.
  See "Lync Connector working folder requirements" on page 22.

SMTP routing options

To forward the Lync transcript emails, Lync Connector requires outgoing SMTP access to your Enterprise Vault.cloud data center. You can use either of the following options:

- Direct access on port 25 to the Enterprise Vault.cloud data center SMTP server.

- Indirect SMTP access on a configurable port to an on-premises SMTP server that can relay the email messages to your Enterprise Vault.cloud data center SMTP server.

On-premises SMTP server requirements

If you choose to use indirect SMTP routing, the on-premises SMTP server must be set up as follows:

- Relaying must be allowed, to enable the SMTP server to relay the email messages to the Enterprise Vault.cloud data center.

- The message size limit for the SMTP server should match the Lync Connector's configured maximum email size, which is 75 MB by default.

  If necessary, increase the SMTP server's message size limit to match the Lync Connector maximum email size setting. Refer to your server's documentation for how to change the message size limit.

  Alternatively you can configure the Lync Connector's maximum email size to match the SMTP server's message size limit.

  The Lync Connector maximum email size is set on the **SMTP** tab of the Lync Connector advanced settings.

  See "Viewing and modifying the Lync Connector advanced settings" on page 67.

See "Configuration wizard page 6: SMTP" on page 40.

Lync Connector working folder requirements

Lync Connector requires a working folder with sufficient free space to hold the transcripts that it extracts and processes, and the reports that it generates. By default Lync Connector retains successfully processed transcripts in the working folder for 30 days, and failed transcripts and excluded transcripts for 60 days. You can change these retention periods if you want, when you configure Lync Connector.

Note the following requirements and recommendations for the working folder:

- Lync Connector must have fast and reliable access to the folder. For optimal performance choose a location that is local to the computer on which Lync Connector is installed, although a network share can be specified if you want.

- The folder must have at least 10 GB of free disk space. More space may be required, depending on the amount of data that Lync Connector processes and for how long you choose to retain the processed data.

  See "Calculating the working folder space requirements" on page 23.

- The Lync Connector service account must have read and write access to the folder.

■ We recommend that you restrict access to the folder, given the sensitivity of its contents. For further protection you may want to consider encryption of the folder.

Calculating the working folder space requirements

You can perform a calculation to estimate the approximate space requirements for the working folder.

To calculate the Lync Connector working folder space requirements

◆ The space requirements of the **completed** subfolder usually dominate the space requirements of the Lync Connector working folder. The **completed** subfolder keeps the original extracted version of each successfully processed transcript for a configurable period. To estimate the disk space that the **completed** subfolder requires, multiply together the following:

■ (Number of Lync users who are archived to the Lync archiving database)

■ x (Average number of conversations per day, per user)

■ x (Retention period for the **completed** folder, in days). The default retention period is 30 days. You can set this value when you run the Lync Connector configuration wizard.

■ x (Average size of each transcript)

For example, suppose that you have 100,000 Lync users, each of whom participates in an average of five Lync conversations per day. If the average transcript size is 3 KB and the retention period for the **completed** folder is 30 days, the calculation is:

100,000 x 5 x 30 x 3 KB = 45,000,000 KB, or approximately 5 GB.

Note: We recommend that you allow a minimum of 10 GB of free space, even if this calculation produces a lower figure.

Lync Connector Windows account requirements

The Windows accounts that you use to run the Lync Connector components must meet the following requirements.

Lync Connector service account

At the end of the Lync Connector installation you are prompted to provide the credentials of the Windows account that the Lync Connector service is to run under.

The Lync Connector service account must have the following characteristics:

- Read access to the Microsoft Lync archiving database.

- Permission to run the Lync Server Management Shell cmdlets `Get-CsService` and `Export-CsArchivingData`.

  To run these cmdlets the account must be a member of the **RTCUniversalServerAdmins** administrators group.

  Note: In some Lync environments it has been observed that membership of **RTCUniversalServerAdmins** is not sufficient to run the `Export-CsArchivingData` cmdlet. If you get Lync archiving database export failure errors, see the following article on our support website:

  http://www.veritas.com/docs/000025188

- Permission to perform user queries against Active Directory, for the domains that contain the Lync user accounts.

- Read and write access to the Lync Connector working folder that you specify during the Lync Connector configuration.

The account does not require local administrator privileges.

Lync Connector application accounts

You can run the Lync Connector Console under any Windows logon account.

The Lync Connector Service Configuration application requires local administrator privileges and User Account Control (UAC) elevation, both of which it prompts for if absent.

Steps for setting up archiving with Lync Connector

This chapter includes the following topics:

■ Steps to set up archiving with Lync Connector

Steps to set up archiving with Lync Connector

Table 3-1 describes the overall setup process for Lync Connector archiving. Follow the steps in the order shown.

Table 3-1   Steps to set up archiving with Lync Connector

Step	Action	Reference
Step 1	Check that your Microsoft Lync configuration and your system environment meet the requirements of Lync Connector.	See "About the requirements for Lync Connector" on page 19.
Step 2	Enable the Lync On-Premises Archiving feature in Enterprise Vault.cloud Archive Administration.	See the Enterprise Vault.cloud Archive Administration Help for instructions on how to enable the Lync On-Premises Archiving feature. In the Archive Administration Help, search for "Lync On-Premises Archiving".

Table 3-1   Steps to set up archiving with Lync Connector *(continued)*

Step	Action	Reference
Step 3	Install Lync Connector.	See "Installing Lync Connector" on page 27.
Step 4	Configure Lync Connector.	See "Configuring Lync Connector" on page 32.

Installing Lync Connector

This chapter includes the following topics:

- Installing Lync Connector

- Lync Connector Service Configuration

- Upgrading Lync Connector

- Uninstalling Lync Connector

Installing Lync Connector

You must install Lync Connector on a computer with the required prerequisites.

See "Lync Connector server requirements" on page 21.

Note: Separate instructions are available if you want to upgrade an existing installation of Lync Connector.

See "Upgrading Lync Connector" on page 29.

To install Lync Connector

1 Download the Lync Connector installation package from the following location on the Veritas support site:

http://www.veritas.com/docs/100015413

2 Log on to the computer with an account that has local administrator privileges.

3 Extract the contents from the compressed installation folder.

> **Note:** We have no warranty on this product and the use is governed by the
> EULA that is located in the
> `Enterprise_Vault.cloud_Lync_Connector_1.`*`x.x.x`*`_64-Bit` **folder**.

4 Double-click the `setup.exe` file.

5 When the Lync Connector installation begins, follow the Lync Connector setup
wizard.

6 At the end of the installation the Enterprise Vault.cloud Lync Connector Service
Configuration screen appears. Enter the credentials of the Lync Connector
service account.

See "Lync Connector Service Configuration" on page 28.

See "Uninstalling Lync Connector" on page 30.

Lync Connector Service Configuration

On the **Lync Connector Service Configuration** page you must specify the
credentials of the account that the Enterprise Vault.cloud Lync Connector service
runs under.

> **Note:** To display the service configuration page, click **Start** > **Programs**> **Enterprise
> Vault.cloud Lync Connector Service Configuration**. Alternatively, on a configured
> system you can click the **Settings** icon on the Lync Connector Console's title bar,
> and select **Set service account**.

You must provide the details of an account that has the following characteristics:

■ Permission to run the Lync Server Management Shell cmdlets `Get-CsService`
and `Export-CsArchivingData`.
Normally this means that the account must be a member of the
RTCUniversalServerAdmins administrators group. Some additional
configuration may be required in some Lync environments.
See "Lync Connector Windows account requirements" on page 23.

■ Permission to perform user queries against Active Directory, for the domains
that contain the Lync user accounts.

■ Read and write access to the Lync Connector working folder that you specify
during the Lync Connector configuration.

Enter the credentials of the Lync Connector service account as follows:

Account	Enter the name of the service account in the format *domain_name\user_name.*
Password	Enter the password for the service account.
Confirm password	Re-enter the password for the service account.

Click **OK** to save the service account details. The Lync Connector Service Configuration application restarts the Lync Connector service to make the change take effect.

Upgrading Lync Connector

The changes in recent releases of Lync Connector are described elsewhere.

See "Changes in Lync Connector version 1.2.2" on page 9.

The upgrade procedure for Lync Connector requires you to remove the existing installation and then to install the new version. The Lync Connector configuration files are retained, so that the new version keeps your existing configuration settings.

The procedure includes an extra step if you currently have a Symantec-branded version of Lync Connector.

To upgrade Lync Connector

1   Check whether Lync Connector's requirements have changed, and update your environment if required.

See "About the requirements for Lync Connector" on page 19.

2   Log on to the computer with an account that has local administrator privileges.

3   Open the Windows **Services** MMC snap-in, and stop the Lync Connector service.

- If your current version of Lync Connector is Veritas-branded, the service is named:
   Veritas Enterprise Vault.cloud Lync Connector

- If your current version of Lync Connector is Symantec-branded, the service is named:
   Symantec Enterprise Vault.cloud Lync Connector

4   In Windows **Control Panel**, uninstall Enterprise Vault.cloud Lync Connector.

5   If your current version of Lync Connector is Symantec-branded, perform the following actions. Otherwise, go straight to step 6

- Locate the Symantec Lync Connector configuration folder:

  `%ProgramData%\Symantec\EV.Cloud\Lync connector\configuration`

  where `%ProgramData%` is the value of the `ProgramData` environment variable, typically `C:\ProgramData`.

- Make a backup copy of the configuration folder. Place the copy in another location for safe keeping.

- Create a new configuration folder for Veritas, with the following path:

  `%ProgramData%\Veritas\EV.Cloud\Lync connector\configuration`

  where `%ProgramData%` is the value of the `ProgramData` environment variable, typically `C:\ProgramData`.

- Copy the contents of the Symantec configuration folder into the Veritas configuration folder.

6 Download the latest Veritas Lync Connector installation package from the following location on the Veritas support site:

http://www.veritas.com/docs/100015413

7 Extract the contents from the compressed installation folder.

Note: We have no warranty on this product and the use is governed by the EULA located in the `Enterprise_Vault.cloud_Lync_Connector_1.x.x.x_64-Bit` folder.

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8 Double-click the `setup.exe` file.

9 When the Lync Connector installation begins, follow the Lync Connector setup wizard.

10 At the end of the installation the Enterprise Vault.cloud Lync Connector Service Configuration screen appears. Re-enter the credentials of the Lync Connector service account.

See "Lync Connector Service Configuration" on page 28.

11 If Lync Connector indicates that the configuration is incomplete, rerun the configuration wizard to configure any new configuration requirements. Otherwise you do not need to rerun the configuration wizard.

Uninstalling Lync Connector

You can uninstall Lync Connector if you no longer want to use it.

To uninstall Lync Connector

1 Open the Windows **Services** MMC snap-in, and stop the Lync Connector service.

- If you have the Veritas-branded version of Lync Connector, the service is named as follows:

  Veritas Enterprise Vault.cloud Lync Connector

- If you have the Symantec-branded version of Lync Connector, the service is named as follows:

  Symantec Enterprise Vault.cloud Lync Connector

2 In Windows **Control Panel**, uninstall Enterprise Vault.cloud Lync Connector.

3 The Lync Connector configuration files and log files remain on the computer so that a reinstall retains the previous settings. If you want to remove the configuration files and log files, delete the following folder:

- For a Veritas-branded version of Lync Connector:

  `%ProgramData%\Veritas\EV.Cloud\Lync connector`

- For a Symantec-branded version of Lync Connector:

  `%ProgramData%\Symantec\EV.Cloud\Lync connector`

where `%ProgramData%` is the value of the `ProgramData` environment variable, typically `C:\ProgramData`.

Note: We recommend that you take a backup of the folder before you delete it.

Configuring Lync Connector

This chapter includes the following topics:

Configuring Lync Connector

After you have installed Lync Connector you must run the configuration wizard to configure it for your environment. You can also rerun the configuration wizard if you need to change any of the configuration settings.

To configure Lync Connector

1   Log on to the computer on which you installed Lync Connector.

2   Start the Lync Connector Console in either of the following ways:

- Click the **Enterprise Vault.cloud Lync Connector Console** icon on the desktop.

- Or click **Start** > **All Programs** > **Veritas Enterprise Vault.cloud Lync Connector** > **Enterprise Vault.cloud Lync Connector Console**

   Note: If you have the Symantec-branded version of Lync Connector, the path is as follows:

   Start > **All Programs** > **Symantec Enterprise Vault.cloud Lync Connector** > **Enterprise Vault.cloud Lync Connector Console**

3   Click the **Configuration** tab, if it is not already selected.

4   Click **Run the configuration wizard** to start the wizard.

5   Complete the configuration wizard steps. For more information, see the help for each wizard step.

   If you have already run the configuration for this instance of Lync Connector, the wizard displays the current configuration settings, which you can modify if required.

   On each step you can click **Next** to save your changes and move to the next page.

   To quit the wizard, click **Cancel**, which in most cases discards any unsaved changes to the current wizard page.

Configuration wizard page 1: Enterprise Vault.cloud credentials

The **Enterprise Vault.cloud credentials** page of the Lync Connector configuration wizard is where you specify the Enterprise Vault.cloud data center and your Enterprise Vault.cloud administrator credentials.

Enter the following information on the wizard page:

Data center	Select your company's Enterprise Vault.cloud data center from the drop-down list.
	Note: If you do not know which data center your company uses, contact your Enterprise Vault.cloud customer service representative.
Administrator user name	Enter your Enterprise Vault.cloud administrator account user name.
Administrator password	Enter your Enterprise Vault.cloud administrator account password. For security reasons, Lync Connector does not store the password.

Click **Connect to Enterprise Vault.cloud** when you have provided the data center and administrator credentials. The wizard then attempts to connect to Enterprise Vault.cloud over HTTPS with the credentials. It checks that the Lync Connector feature is enabled in the Enterprise Vault.cloud Administration Console, and that you have at least one Lync on-premises journal address configured there.

If only one journal address is configured in Archive Administration for Lync on-premises archiving, Lync Connector selects that address automatically.

If more than one journal address is configured for Lync on-premises archiving, the following **Journal address** setting appears after a successful connection is established:

Journal address	From the drop-down list, select the journal address that this instance of the Lync Connector is to use.
	Lync Connector lists all the journal addresses that have been configured for Lync on-premises archiving in the Enterprise Vault.cloud Administration Console.

If one of the following error messages appears, you need to take remedial action:

- **No Lync Connector journal address configured in Enterprise Vault.cloud**
  This message indicates that no journal address has been configured for Lync on-premises archiving in the Enterprise Vault.cloud Administration Console. Contact your Enterprise Vault.cloud customer support representative.

- **The Lync Connector feature is not enabled**
  This message indicates that the Lync On-Premises Archiving feature is not enabled in Enterprise Vault.cloud Archive Administration. You must enable this feature in Archive Administration before you can configure Lync Connector.
  See

Click **Next** to move to the next wizard page if the connection to Enterprise Vault.cloud is successful.

Configuration wizard page 2: Lync archiving database

The **Lync archiving database** page of the Lync Connector configuration wizard is where you specify the information that relates to the Microsoft Lync archiving database.

Enter the following information on the wizard page:

Lync archiving database	From the drop-down list select the Lync archiving database that you want Lync Connector to process.
	To refresh the list of available databases, click **Refresh**.
Earliest transcript date	Specify the date of the oldest transcripts that you want to extract from the Lync archiving database. Lync Connector does not extract any transcripts from the database that were created before this date. By default Lync Connector uses the date when the connector was installed.
	Note: You must ensure that the **Earliest transcript date** is set to no more than a few days in the past. Lync Connector is not designed for the ingestion of large amounts of historical data. The processing of historical data requires a large amount of time, resources, and server disk space.
	See "About the archiving of historical data" on page 16.

Click **Test connection to Lync archiving database** when you have provided all the information. The wizard tests the connection to the database with the credentials you provided.

Note: Make sure that you check the connection to the database. The connection is essential for Lync Connector archiving.

Evaluation mode

Evaluation mode lets you try out or test Lync Connector with a much reduced amount of archiving. You can specify a single Lync user for whom to extract content from the Lync archiving database.

Note: All of the participants in the chosen user's instant messages are targets to receive archived transcripts in Personal.cloud. To minimize the number of users who receive transcripts in Personal.cloud, choose a user whose Lync conversations and conferences involve only a small number of participants.

Download content for one user only	Check the check box to limit the extraction of transcripts from the Lync archiving database to those for a single nominated user.
	If you check this option, you can uncheck it later to extract the transcripts for all users in subsequent synchronizations.
User SIP address	If you chose to extract the content for one user only, specify the SIP address of that user.

Click **Next** to move to the next wizard page.

Configuration wizard page 3: Working folder

The **Working folder** page of the Lync Connector configuration wizard is where you specify the location of the working folder. Lync Connector uses this folder to hold the transcript emails that it extracts from the Lync archiving database, and the reports that it generates. By default Lync Connector retains successfully processed transcripts in the working folder for 30 days, and failed transcripts and excluded transcripts for 60 days. You can change these retention periods if you want, on the next configuration page.

Note the following requirements and recommendations for the working folder:

- Lync Connector must have fast and reliable access to the folder. For optimal performance choose a location that is local to the computer on which Lync Connector is installed, although a network share can be specified if you want.

- The folder must have at least 10 GB of free disk space. More space may be required, depending on the amount of data that Lync Connector processes and for how long you choose to retain the processed data.
  See "Calculating the working folder space requirements" on page 23.

- The Lync Connector service account must have read and write access to the folder.

- We recommend that you restrict access to the folder, given the sensitivity of its contents. For further protection you may want to consider encryption of the folder.

Enter the following information on the wizard page:

Working folder	Enter the path to the folder that you want Lync Connector to use as its working folder.
	Click **Browse** if you want to browse to the location.

Click **Test folder access** when you have specified the folder location. The wizard then tests whether it can read and write to the folder with the Lync Connector service account credentials.

Click **Next** to move to the next wizard page when the wizard has indicated that the test was successful.

Configuration wizard page 4: File management

The **File management** page of the Lync Connector configuration wizard is where you specify the retention periods and the auto-retry period for transcript emails.

The retention periods give you time to perform the backup of successfully processed transcripts, and to examine failed or excluded transcripts.

The retry period controls for how long Lync Connector periodically retries the processing of transcripts that initially fail to process successfully.

Bear in mind that the longer the retention periods, the more space is required in the Lync Connector working folder.

The supplied default values should be suitable for most customers. However, note the following:

- If you intend to process very large amounts of Lync data you may need to reduce the retention periods for successfully processed transcripts and excluded transcripts, to avoid excessively high disk space requirements.

- If you have plenty of disk space for the Lync Connector working folder you may be tempted to increase the transcript retention periods. This approach should not be used in place of a proper backup strategy.

Specify the following information on the wizard page:

Retention periods

Successfully processed transcripts (days)	Specify how many days to retain the extracted transcripts that Lync Connector has processed successfully and sent to Enterprise Vault.cloud.
	The successfully processed transcripts are deleted from the **completed** folder after this many days.
	The default value is 30 days.

Excluded transcripts (days)	Specify how many days to retain the transcripts that Lync Connector has excluded from forwarding to Enterprise Vault.cloud, after the auto-retry period has ended where applicable.
	The excluded transcripts are deleted from the **excluded** folder after this many days.
	The default value is 60 days.
Failed transcripts (days)	Specify how many days to retain the transcripts that Lync Connector has failed to process after the auto-retry period has ended.
	The failed transcripts are deleted from the **failed** folder after this many days.
	The default value is 60 days.
Reports (days)	Specify how many days to retain the Lync Connector reports.
	Reports are deleted from the **reports** folder after this many days.
	The default value is 365 days.

Specify for how long and how often to automatically retry failed and excluded transcripts:

Auto-retry period (hours)	Specify for how long you want Lync Connector periodically to retry the processing of transcripts that failed processing, or for which no participants with archive accounts were recognized.
	The default value is 72 hours.
	After the auto-retry period has ended Lync Connector moves to the **failed** folder or the **excluded** folder the transcripts that remain failed or excluded.
Minimum time between auto-retries(hours)	Specify the minimum time between the automatic processing retries for failed and excluded transcripts.
	This time limit ensures that Lync Connector does not waste its transcript processing resources by performing the auto-retries with unnecessary frequency.
	The default value is 12 hours.

Click **Next** to move to the next wizard page.

Configuration wizard page 5: Active Directory

The **Active Directory** page of the Lync Connector configuration wizard is where you specify the Active Directory domains that Lync Connector uses to determine the email addresses of the Lync users from the Lync transcript SIP addresses.

Enter the following information on the wizard page:

Auto-detect forest	Leave this setting checked if you want Lync Connector to detect the Active Directory forest automatically.
	Uncheck this setting if you want to specify a domain controller manually.

If you uncheck the **Auto-detect forest** check box, specify the following additional details:

Domain controller	Specify the domain controller to use.
User name	Enter the name of an account with which Lync Connector can access the domain controller.
Password	Enter the password of the account whose user name you specified.
Refresh domains list	Click **Refresh domains list** after you enter the details of a domain controller, to update the list of domains that is displayed in **Domains**.

When you have specified the method for detecting the Active Directory domains, select the required domains as follows:

Domains	From the list of Active Directory domains, select the domains that Lync Connector is to use to determine the email addresses of the Lync users.
	You can select multiple Active Directory domains if required.

Verify email address lookup

To verify that the email address lookup process works successfully, perform a test email address lookup before you continue.

Note: This test is especially important if your company's email addresses differ from the SIP addresses.

SIP address	Enter the SIP address of a user who has an email address in one of the selected Active Directory domains.
	If you chose evaluation mode on page 2 of the wizard, enter the SIP address of the evaluation user.
Determine email address	Click **Determine email address** when you have entered a SIP address. The wizard tests whether it can successfully perform the lookup of the email address for the SIP address.

Click **Next** to move to the next wizard page.

Configuration wizard page 6: SMTP

The **SMTP** page of the Lync Connector configuration wizard is where you specify the SMTP route for the Lync transcript emails when Lync Connector sends them to Enterprise Vault.cloud.

Enter the following information on the wizard page:

Send emails directly to Enterprise Vault.cloud	Leave this setting checked if you want to route the Lync transcript emails directly to the Enterprise Vault.cloud data center.
	Note: This setting requires port 25 to be open for outgoing traffic on the server on which you have installed Lync Connector.
	The direct routing uses Transport Layer Security (TLS) to encrypt the SMTP traffic.
	Uncheck this option to specify a local SMTP server, on a configurable port number.

If you uncheck **Send emails directly to Enterprise Vault.cloud**, enter the following additional information to specify the details of the local SMTP server:

SMTP server	Specify the local SMTP server to use for routing.
SMTP port	Specify the SMTP port to use.
	By default Lync Connector uses port 25.
Use TLS	Select this check box if the connection is to use Transport Layer Security to encrypt the SMTP traffic.
Authentication required	Check this option if the SMTP server requires account authentication.

If you check the **Authentication required** check box, specify the SMTP server authentication credentials as follows:

User name	Specify the user name of the SMTP authentication account.
Password	Specify the password of the SMTP authentication account.

Verify SMTP routing

To verify that the configured SMTP routing works successfully, perform a test to verify that an email message can reach Enterprise Vault.cloud.

Enterprise Vault.cloud user email address	Specify the email address of a user who has an archive account in Enterprise Vault.cloud.
Send test message to Enterprise Vault.cloud	Click **Send test message to Enterprise Vault.cloud** when you have entered a user email address. The wizard tests whether it can route an email message to the specified user's archive account.
	A short while after you click this option, a routing test message with a title similar to the following should appear in the user's Personal.cloud:
	Enterprise Vault.cloud Lync Connector routing test

Click **Next** to move to the next wizard page.

Configuration wizard page 7: Sender email address

The **Sender email address** page of the Lync Connector configuration wizard is where you specify the envelope sender email address that Lync Connector uses for the Lync transcript emails.

The envelope sender email address receives notifications of email routing failures, such as non-delivery reports.

Note: It is particularly important to monitor this sender email address if you have chosen to use a local SMTP server through which to route the transcript emails to Enterprise Vault.cloud.

Enter the following information on the wizard page:

Sender email address	Specify the envelope email address that the Lync Connector uses for the Lync transcript emails.

Click **Next** to move to the next wizard page.

Configuration wizard page 8: Conference transcript availability

The **Conference transcript availability** page of the Lync Connector configuration wizard is where you specify whether conference transcript emails are available in Personal.cloud to the conference participants.

Note: If you choose to make the conference transcripts available in Personal.cloud, the full conference transcript is available to every participant, even if they joined the conference late or left early.

If you decide not to make the conference transcripts available in Personal.cloud you must select an Enterprise Vault.cloud archive account to hold the conference transcripts.

All conference content is accessible from Discovery.cloud, regardless of these settings.

Enter the following information on the wizard page:

Do not include Lync conference transcripts in Personal.cloud	By default this option is unchecked, and conference transcripts are archived to Personal.cloud.

If you check **Do not include Lync conference transcripts in Personal.cloud**, you must select an archive account in Enterprise Vault.cloud to hold the conference transcripts.

Archive for conference content	From the drop-down list, select an Enterprise Vault.cloud archive account in which to place the conference transcript emails.
	Note: By default, the configuration wizard selects your company's unassigned legacy account. You may find it beneficial to select a different archive account, so that the conference content is easier to search for Discovery purposes.

Click **Next** to move to the next wizard page.

Configuration wizard: Configuration complete page

The **Configuration complete** page of the Lync Connector configuration wizard indicates that the configuration has completed successfully.

Click **Finish** to close the wizard.

If you want to modify any of the configuration settings, click **Configuration wizard** on the **Configuration** tab, to re-run the wizard.

Note: A number of advanced settings are available for Lync Connector. The default values of the advanced settings are appropriate for most configurations.

See "Viewing and modifying the Lync Connector advanced settings" on page 67.

Now that the configuration is complete you can begin using the Lync Connector Console to manage the Lync transcript archiving.

See "Using the Lync Connector Console" on page 44.

Viewing or changing the credentials of the Lync Connector service account

When you install Lync Connector you specify the credentials of the account that the Enterprise Vault.cloud Lync Connector service runs under.

You can view or change the account credentials if required.

To view or change the configured credentials of the Lync Connector service account

1 Do one of the following:

  ▪ Click **Start** > **Programs**> **Enterprise Vault.cloud Lync Connector Service Configuration**.

  ▪ Or in the Lync Connector Console's title bar, click the **Settings** icon and select **Set service account**.

2 On the Enterprise Vault.cloud Lync Connector Service Configuration page, enter the details of the Lync Connector service account.

  See "Lync Connector Service Configuration" on page 28.

6

Managing archiving with Lync Connector

This chapter includes the following topics:

- Using the Lync Connector Console

- The Monitor tab

- Pausing and resuming Lync Connector

- Performing a synchronization on demand

- The Reports tab

- Manually submitting a transcript for reprocessing

- The Configuration tab

Using the Lync Connector Console

You can manage and monitor Lync Connector archiving from the Lync Connector Console.

See "About the Lync Connector Console" on page 17.

To use the Lync Connector Console

1   Log on to the computer on which you installed Lync Connector with any Windows logon account.

2   Do one of the following:

-   Click the **Enterprise Vault.cloud Lync Connector Console** icon on the desktop.

- Or click **Start** > **All Programs** > **Veritas Enterprise Vault.cloud Lync Connector** > **Enterprise Vault.cloud Lync Connector Console**

Note: If you have the Symantec-branded version of Lync Connector, the path is as follows:

Start > **All Programs** > **Symantec Enterprise Vault.cloud Lync Connector** > **Enterprise Vault.cloud Lync Connector Console**

3 Select the required tab:

- The **Monitor** tab displays information about the status of Lync Connector and the results of its recent synchronizations.
  See "The Monitor tab" on page 45.

- The **Reports** tab displays summary reports for each synchronization.
  See "The Reports tab" on page 48.

- The **Configuration** tab shows the status of the Lync Connector configuration, and lets you rerun the configuration wizard.
  See "Configuring Lync Connector" on page 32.

The Monitor tab

The **Monitor** tab of the Lync Connector Console lets you do the following:

- Monitor the status and the recent activity of Lync Connector.

- Pause or resume the activities of Lync Connector.

- Trigger a synchronization with the Lync archiving database on demand.

The **Monitor** tab shows the following information:

Lync Connector status

The **Lync Connector status** area contains the following:

Service	**Running** indicates that the Enterprise Vault.cloud Lync Connector service is running.
	Not running indicates that the service is stopped.
	Note: If the Enterprise Vault.cloud Lync Connector service is not running the Lync Connector Console cannot function, and it displays the following warning at the bottom of the page:
	Failed to connect to the Lync Connector service. Please start the service.
Status	**Next synchronization at** *date time*: Indicates the date and time of the next scheduled synchronization, if the Enterprise Vault.cloud Lync Connector service is running and Lync Connector activity is not paused.
	Connector is paused: Lync Connector is in the paused state.
	Synchronization in progress: A synchronization is currently occurring.
Pause connector / **Resume connector**	Lets you pause or resume the activities of Lync Connector.
	See "Pausing and resuming Lync Connector" on page 47.
Synchronize now	Lets you perform an immediate synchronization.
	See "Performing a synchronization on demand" on page 47.

Recent activity

The **Recent activity** table provides an overview of the status of Lync Connector archiving over the last few weeks. For each of the listed periods, the table shows the following information:

Successful syncs	The number of Lync Connector synchronizations that succeeded in the period.
Failed syncs	The number of Lync Connector synchronizations that failed in the period.
Successful (new)	The number of newly extracted transcripts that Lync Connector successfully forwarded to Enterprise Vault.cloud in the period.
	This figure gives an indication of the flow of new content from the Lync archiving database to Enterprise Vault.cloud. It does not include transcripts from auto-retries and manual retries, or any transcripts that were extracted but unprocessed in previous synchronizations.

Excluded (new)	The number of newly extracted transcripts that Lync Connector excluded from forwarding to Enterprise Vault.cloud in the period.
Failed (new)	The number of newly extracted transcripts that Lync Connector failed to forward to Enterprise Vault.cloud in the period.

For more detailed information on the results of Lync Connector's synchronizations, click the **Reports** tab.

Pausing and resuming Lync Connector

You can pause Lync Connector at any time. When Lync Connector is paused the Lync Connector service continues to run, but it performs no synchronization activities. If a synchronization is in progress, Lync Connector cancels it.

While Lync Connector is paused you can continue to access the Lync Connector Console, view its reports, and modify the Lync Connector configuration.

Note: If Lync Connector is in the paused state when the start time for a scheduled synchronization is reached, the synchronization does not occur. Any missed synchronizations are not run when Lync Connector is resumed. After you resume Lync Connector you can run a synchronization on demand if you do not want to wait until the next scheduled synchronization.

To pause Lync Connector

1   In the Lync Connector Console, select the **Monitor** tab.

2   Click **Pause connector**.

To resume Lync Connector

1   In the Lync Connector Console, select the **Monitor** tab.

2   Click **Resume connector**.

Performing a synchronization on demand

You can get Lync Connector to perform a synchronization immediately, on demand. The synchronization is performed in addition to Lync Connector's scheduled synchronizations.

Note: You cannot perform an immediate synchronization if Lync Connector is paused, or if a synchronization is currently in progress.

To perform a synchronization on demand

1   In the Lync Connector Console, select the **Monitor** tab.

2   Click **Synchronize now**.

The Reports tab

The Reports tab of the Lync Connector Console provides information on the status of the synchronizations that Lync Connector has performed, and the transcripts that it processed in each synchronization.

Synchronizations

The Synchronizations table reports on the status of the synchronizations that Lync Connector has performed during the period for which the synchronization records are retained.

To filter on failed and canceled synchronizations only, select **Failed / canceled** from the **Filter** drop-down menu.

To sort on a table column, click the column heading.

The Synchronizations table contains the following columns of information about each synchronization:

Status	The status of a synchronization can be one of the following:
	■ **In progress**: The synchronization is currently running.
	■ **Completed**: The synchronization completed successfully.
	■ **Canceled**: The synchronization was canceled, for example because you paused Lync Connector, or the Lync Connector service was stopped.
	■ **Failed**: The synchronization failed, for example because each processed transcript was failing with the same error.
Start	The time when the synchronization started.
End	The time when the synchronization completed.
Successful (new)	Of the transcripts that were extracted in this synchronization, the number that were successfully forwarded to Enterprise Vault.cloud for archiving.

Excluded (new)	Of the transcripts that were extracted in this synchronization, the number that Lync Connector excluded from archiving.
Failed (new)	Of the transcripts that were extracted in this synchronization, the number for which the processing failed.
Successful (total)	The total number of transcripts that Lync Connector successfully forwarded to Enterprise Vault.cloud for archiving in this synchronization. This figure includes the transcripts from auto-retries and manual retries, and transcripts that were extracted but unprocessed in previous synchronizations.
Excluded (total)	The total number of transcripts that Lync Connector excluded in this synchronization. This figure includes the transcripts from auto-retries and manual retries, and transcripts that were extracted but unprocessed in previous synchronizations.
Failed (total)	The total number of transcripts for which processing failed in this synchronization. This figure includes the transcripts from auto-retries and manual retries, and transcripts that were extracted but unprocessed in previous synchronizations.
Failure	For failed transcripts, this column lists the reason for the failure.

Note: If Lync Connector has performed more than 10,000 synchronizations, the table lists only the most recent 10,000.

Note: Lync Connector also generates reports for each synchronization in the **reports** subfolder of the working folder.

See "About the Lync Connector report files" on page 64.

Transcripts

The **Transcripts** table reports on the transcripts that Lync Connector processed in a particular synchronization.

To view the transcripts for a synchronization, select a row from the **Synchronizations** table.

Note: By default, the **Transcripts** table shows only failed or excluded transcripts. To remove or change the filter, select the required option from the **Filter** drop-down list.

To sort on a table column, click the column heading.

The **Transcripts** table contains the following columns of information about each transcript that Lync Connector processed in the selected synchronization:

Note: If a synchronization processed more than 10,000 transcripts, only the first 10,000 transcripts are listed. To view the details of the additional transcripts, view the **sync_details** report for the selected synchronization in the Lync Connector **reports** subfolder.

See "About the Lync Connector report files" on page 64.

Number	The table row number. This number is provided for ease of navigation, and has no other significance.
File	The location of the transcript at the time when Lync Connector processed it. The location may have changed subsequently, as a result of processing.
Status	The result of processing of the transcript, which can be one of the following:
	■ **Successful**: Lync Connector successfully processed the transcript and forwarded it to the SMTP server for archiving.
	■ **Excluded**: Lync Connector excluded the transcript from archiving. The reason is given in the **Exclusion reason** column.
	■ **Failed**: Lync Connector failed to process the transcript successfully. The reason is given in the **Failure reason** column.

Source	The source of the transcript, which can be one of the following:

- **Retry**: A transcript from the **retry** folder. The **retry** folder contains only those transcripts that the administrator has placed there manually.
- **Download**: A transcript from the **download** folder that was extracted from the Lync archiving database in a previous synchronization. Transcripts may remain in the **download** folder from a previous synchronization if for example a shutdown of the Lync Connector service occurred in mid-synchronization.
- **New**: A transcript from the **download** folder that was extracted from the Lync archiving database during this synchronization.
- **Auto retry (excluded)**: A transcript from the **autoretry\excluded** folder.
- **Auto retry (failed)**: A transcript from the **autoretry\failed** folder.

Exclusion reason	If Lync Connector excluded the transcript from archiving, the reason for the exclusion. The exclusion reason can be one of the following:

- **No recognized participants**: None of the participants was identified as having an archive account in Enterprise Vault.cloud. By default Lync Connector is configured to exclude such transcripts from archiving.
- **Too large**: The transcript email exceeds Lync Connector's configured maximum size limit for forwarding to Enterprise Vault.cloud.

Failure reason	If Lync Connector failed to send the transcript for archiving, the reason for the failure.
Size (bytes)	The size of the transcript email, in bytes.
Time processed	The date and time that Lync Connector began the processing of the transcript.

Manually submitting a transcript for reprocessing

You may want manually to force Lync Connector to reprocess a transcript. For example:

- You may want to reprocess a failed or excluded transcript, if you think the original reason for failure or exclusion is resolved.

- You may very occasionally want to reprocess a successfully processed transcript. For example, a transcript may have been successfully accepted and queued by the SMTP server, but a subsequent failure may have caused the message not to reach Enterprise Vault.cloud.

To manually submit a transcript for reprocessing

◆ Copy or move the transcript `.eml` file from its current subfolder in the Lync Connector working folder to the **retry** subfolder.

  At the next synchronization Lync Connector prioritizes the processing of the contents of the **retry** folder.

See "About excluded transcripts" on page 62.

See "About failed transcripts" on page 62.

See "About SIP address substitution failures" on page 53.

See "Lync Connector synchronization workflow" on page 56.

The Configuration tab

The Configuration tab of the Lync Connector Console indicates whether the Lync Connector configuration has been completed, and lets you launch the Lync Connector configuration wizard. You must run the configuration wizard before you can use the console to manage the archiving of Lync content. To modify an existing Lync Connector configuration you can re-run the configuration wizard.

Note: Before you run the configuration wizard for the first time, you must check that your Lync environment meets the requirements and prerequisites for Lync Connector.

See "About the requirements for Lync Connector" on page 19.

To launch the wizard, click **Run the configuration wizard**. The wizard then displays its first configuration page.

See "Configuration wizard page 1: Enterprise Vault.cloud credentials" on page 33.

Managing SIP address substitution

This chapter includes the following topics:

- About SIP address substitution failures
- Identifying when SIP address substitution has failed
- Resolving issues caused by SIP substitution failures

About SIP address substitution failures

By default, Lync Connector attempts to substitute SIP addresses with email addresses in the extracted Lync transcripts. Lync Connector performs an Active Directory lookup of the SIP address to find the associated email address.

See "About SIP address substitution" on page 14.

In some cases the Active Directory lookup may find that no user is associated with the SIP address, or that no primary email address is listed for the SIP address. For example in a federated environment the lookup for all external users fails. For internal users the lookup can fail if the SIP address has changed, or if the user has left the company and their Active Directory user object has been deleted.

If Lync Connector fails to find the email address for a SIP address it retains the SIP address in the transcript. In cases where company policy is to use identical SIP addresses and email addresses, this fall-back option should result in the transcript being routed to the user's archive. However, if the SIP address is different from the email address, the transcript is unlikely to be routed correctly.

Identifying when SIP address substitution has failed

To determine which SIP address lookups have failed, review the following report in the **reports** subfolder of the working folder:

`unrecognized_sip_addresses_datetime.txt`

Note: This report is generated only if there is at least one SIP address lookup failure in the synchronization.

The report contains a list of the SIP addresses that were not substituted in the transcript emails' sender and recipient fields.

See "Resolving issues caused by SIP substitution failures" on page 54.

Resolving issues caused by SIP substitution failures

If a SIP address substitution failure causes a problem you can add an entry to Lync Connector's manual address mapping file, `SipAddressMapping.csv`. Lync Connector uses any mappings in this file in precedence to the results of its Active Directory lookup. You can therefore use entries in this file to override the results of an Active Directory lookup, as well as to circumvent any email address lookup failures.

To resolve issues caused by SIP substitution failures

1   In Windows Explorer go to the Lync Connector configuration folder, at the following location:

   ■   If you use the Veritas-branded version of Lync Connector:

      `%ProgramData%\Veritas\EV.Cloud\Lync connector\configuration`

   ■   If you use the Symantec-branded version of Lync Connector:

      `%ProgramData%\Symantec\EV.Cloud\Lync connector\configuration`

   where `%ProgramData%` is the value of the `ProgramData` environment variable, typically `C:\ProgramData`.

2   Open the `SipAddressMapping.csv` file with a text editor, such as Notepad.

3   Edit the file to add an entry for each required mapping, in the format:

SIPaddress,*EMAILaddress*

Separate the SIP address and its corresponding email address with a comma. See the comments at the beginning of the file for more information.

Note: Entries that begin with a semicolon are treated as comments, and are ignored.

---

4   Save the changes to the file.

Note: Remember to keep the file in `.csv` format.

Lync Connector workflow

This chapter includes the following topics:

- Lync Connector synchronization workflow

- Transcript processing workflow

- About the Lync Connector working folder subfolders

- About excluded transcripts

- About failed transcripts

Lync Connector synchronization workflow

Figure 8-1 summarizes the processes that Lync Connector performs during a synchronization, and the order in which it performs them.

Figure 8-1   Lync Connector synchronization workflow

```
            ╭──────────────────────────╮
            │   Synchronization starts   │
            │  automatically, or on demand │
            ╰──────────────────────────╯
                         │
                         ▼
            ┌──────────────────────────┐
            │    Process retry folder    │
            └──────────────────────────┘
                         │
                         ▼
            ┌──────────────────────────┐
            │ Process any download folder content │
            │    that remains from previous    │
            │       synchronizations       │
            └──────────────────────────┘
                         │
                         ▼
            ┌──────────────────────────┐
            │  Extract the transcripts from the │
            │  Lync archiving database to the  │
            │        download folder        │
            └──────────────────────────┘
                         │
                         ▼
            ┌──────────────────────────┐
            │  Process download folder   │
            └──────────────────────────┘
                         │
                         ▼
            ╱──────────────────╲                    ┌──────────────────────────┐
           ╱  Has the minimum    ╲      Yes          │ Process autoretry\failed folder │
           ╲  period between auto- ╱ ─────────────▶  │ and autoretry\excluded folder  │
            ╲  retries elapsed?   ╱                   └──────────────────────────┘
             ╲──────────────────╱                                 │
                      │ No                                          │
                      ▼                                             │
            ┌──────────────────────────┐                          │
            │  Generate report files and  │ ◀───────────────────────┘
            │ perform housekeeping tasks  │
            └──────────────────────────┘
                         │
                         ▼
            ╭──────────────────────────╮
            │    Synchronization ends     │
            ╰──────────────────────────╯
```

The Lync Connector workflow for each synchronization can be summarized as follows. The referenced folders are all subfolders of the Lync Connector working folder.

- At the start of the synchronization Lync Connector processes any transcripts in the **retry** folder.

  Note: The **retry** folder contains only those transcripts that the administrator has placed there to initiate reprocessing manually.

- If any transcripts from a previous synchronization remain unprocessed in the **download** folder, Lync Connector processes those transcripts next.

  Note: Lync Connector processes a maximum of 100,000 extracted transcripts in each synchronization. Any unprocessed transcripts that remain in the download folder at the end of a synchronization are processed in the next synchronization, before any new transcripts are downloaded.

- Lync Connector then extracts newly available transcripts from the Lync archiving database and places them in the **download** folder.
- Lync Connector then processes the newly extracted transcripts in the **download** folder.
- If the minimum time between auto-retries has elapsed, Lync Connector then reprocesses the transcripts in the **autoretry\excluded** folder and the **autoretry\failed** folder.
- Lync Connector generates its reports for the synchronization, and places them in the **reports** folder.
- Finally Lync Connector performs a number of housekeeping tasks, including the following:
  - Any transcripts in the **autoretry\excluded** folder for which the auto-retry period has ended are moved to the **excluded** folder. Lync Connector performs no further automatic reprocessing of these transcripts.
  - Any transcripts in the **autoretry\failed** folder for which the auto-retry period has ended are moved to the **failed** folder. Lync Connector performs no further automatic reprocessing of these transcripts.
  - Empty synchronization folders are deleted.
  - Items in the **completed**, **excluded**, **failed**, and **reports** folders that are older than the folder's configured retention period are deleted.

> **Note:** The item deletion is not done on every synchronization, but approximately once a day.

Transcript processing workflow

Figure 8-2 shows the workflow path for each transcript that Lync Connector processes during a synchronization.

Figure 8-2   Transcript processing workflow
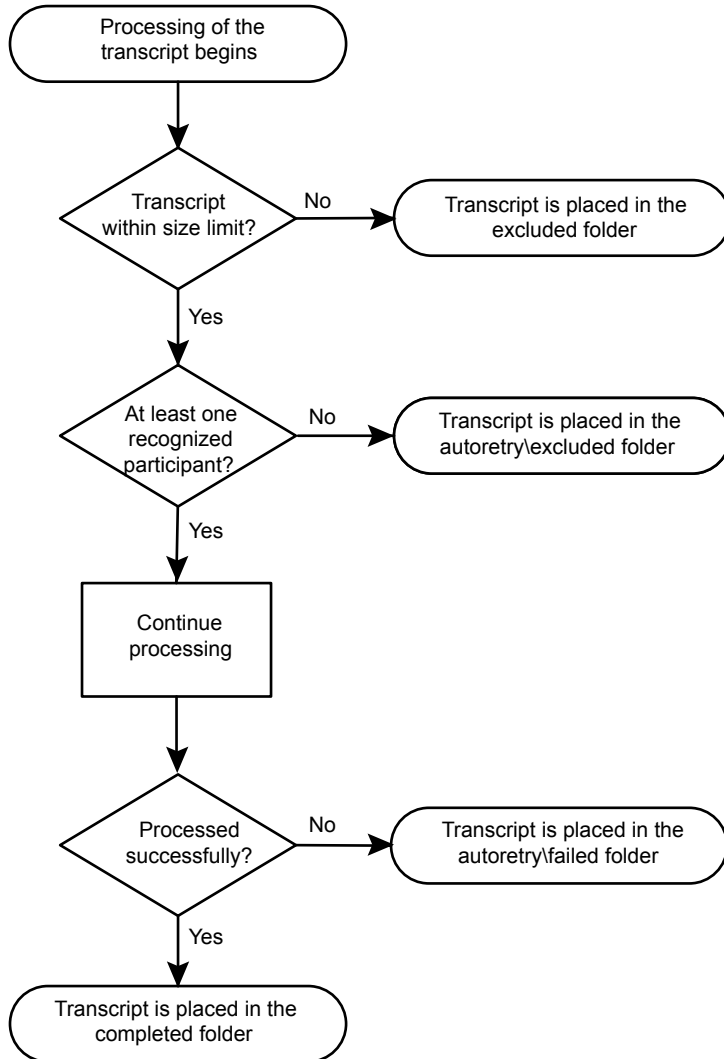
The processing of each transcript proceeds as follows:

- If the transcript exceeds the configured maximum size for archiving, Lync
  Connector places the transcript in the **excluded** folder.
  See "About excluded transcripts" on page 62.

- If none of the participants has an Enterprise Vault.cloud archive account, Lync Connector places the transcript in the **autoretry\excluded** folder, to await an automatic retry in a future synchronization.
  See "About excluded transcripts" on page 62.

- If a transcript fails processing, Lync Connector places it in the **autoretry\failed** folder to await an automatic retry in a future synchronization.
  See "About failed transcripts" on page 62.

- If the transcript was processed successfully Lync Connector places in the **completed** folder.

About the Lync Connector working folder subfolders

Table 8-1 lists the subfolders of the Lync Connector working folder, and their contents.

Table 8-1   Folders under the Lync Connector working folder

Folder	Contains
autoretry	Transcripts that did not process successfully and which are candidates for an automatic retry of processing.
	This folder contains the following subfolders:
	- **autoretry\failed**. Transcripts whose processing failed.
	- **autoretry\excluded**. Transcripts that are candidates for exclusion because no participants were identified as having archive accounts.
completed	The originals of the extracted transcript emails that Lync Connector has successfully processed and forwarded to Enterprise Vault.cloud.
download	Transcripts that Lync Connector has extracted from the Lync archiving database, and which it has not yet processed.
excluded	- Transcripts that exceeded Lync Connector's configured email size limit for archiving. - Transcripts for which no participants were identified as having archive accounts by the end of the auto-retry period.
failed	Failed transcripts for which the auto-retry period has ended.
reports	The reports that Lync Connector has generated.

Table 8-1　　Folders under the Lync Connector working folder *(continued)*

Folder	Contains
retry	Transcripts that the administrator has placed here for reprocessing. For example you might copy a transcript to the **retry** folder from the **failed** folder or the **excluded** folder, to make Lync Connector reprocess the transcript.
	Lync Connector does not place transcripts in this folder.

About excluded transcripts

Lync Connector deliberately excludes transcripts from archiving in the following cases:

- **Too large**: The transcript email exceeds Lync Connector's configured maximum size for forwarding to Enterprise Vault.cloud, which is 75 MB by default.
  See "Advanced settings: SMTP tab" on page 68.
  Lync Connector places the oversize messages in the **excluded** subfolder of the working folder.

- **No recognized participants**: None of the participants was recognized as having an archive account in Enterprise Vault.cloud.
  Lync Connector places the transcript in the **autoretry\excluded** subfolder of its working folder and retries the processing of the transcript at intervals, for the duration of the auto-retry period.
  If the transcript remains unsent at the end of the auto-retry period, Lync Connector moves the transcript to the **excluded** subfolder.
  Note that it is possible to configure Lync Connector to forward transcripts with no recognized participants to Enterprise Vault.cloud, although this is not normally recommended.
  See "Advanced settings: User filtering tab" on page 70.

See "Manually submitting a transcript for reprocessing" on page 52.

About failed transcripts

Lync Connector may fail to send a transcript for archiving for a number of reasons, such as a network failure to a remote SMTP server.

If Lync Connector initially fails to send a transcript for archiving, it places the transcript in the **autoretry\failed** subfolder of its working folder. Lync Connector retries the processing of these transcripts until the configured auto-retry period has ended.

If the failed transcript remains unsent at the end of the auto-retry period, Lync Connector moves the transcript to the **failed** subfolder.

See

Lync Connector reports and logged events

This chapter includes the following topics:

- About Lync Connector reporting and logged events
- About the Lync Connector report files
- About the logged events

About Lync Connector reporting and logged events

- You can use Lync Connector's report files to examine in detail the results of any synchronization.
  See "About the Lync Connector report files" on page 64.
- Logged events provide another means of notification for issues such as synchronization failures and service startup issues.
  See "About the logged events" on page 65.

About the Lync Connector report files

For each synchronization Lync Connector produces three reports in the **reports** subfolder of the Lync Connector working folder. Information from these reports is used to populate the report summary tables on the **Reports** tab of the Lync Connector Console.

Table 9-1 describes each report.

Table 9-1   Report files written to the reports folder

File name	Description
`sync_summary_`*`datetime`*`.xml`	A summary report in XML format, containing statistics about the synchronization. Lync Connector uses this report to populate the Synchronizations table on the **Reports** tab of the Lync Connector Console, and it also contains a few extra statistics.
`sync_details_`*`datetime`*`.csv`	A comma-separated values (.csv) file that contains a row of data for each transcript that the synchronization processed. Lync Connector uses this report to populate the Transcripts table on the **Reports** tab of the Lync Connector Console. You can use a spreadsheet viewer to sort or filter this report, or use tools such as Windows PowerShell to process it.
`unrecognized_sip_addresses_`*`datetime`*`.txt`	A text file that lists any SIP addresses that Lync Connector was unable to map to an email address. **Note:** This report is not generated if there were no unrecognized SIP addresses.

About the logged events

Lync Connector writes events to the Windows Application event log to indicate synchronization failures and other issues.

Lync Connector does not send email alerts, but you can use a tool that monitors the event log such as Windows Event Viewer to send them.

Table 9-2 lists the events that Lync Connector is able to write to the Application log.

Table 9-2   Lync Connector Application log events

Event ID	Event type	Description
7000	Error	A synchronization failed.
7001	Information	A synchronization completed successfully **Note:** This event is not written by default, as it generates a large number of entries. It provides detailed statistics for the synchronization, so it may prove useful for remote monitoring. You can enable the writing of this event from the Lync Connector advanced settings. See "Advanced settings: Monitoring tab" on page 70.
7002	Warning	A synchronization was canceled.
7003	Error	Lync Connector service startup failed because the settings file could not be loaded.
7004	Error	Lync Connector service startup failed.

Lync Connector advanced settings

This chapter includes the following topics:

Viewing and modifying the Lync Connector advanced settings

The Lync Connector advanced settings control some advanced configuration options. The default values of the advanced settings are appropriate for most environments.

To view or modify the Lync Connector advanced settings

1   On the Lync Connector Console's title bar, click the **Settings** icon.

See "About the Lync Connector Console" on page 17.

2   From the Settings menu, select **Advanced settings**.

3   In the **Advanced settings** window, select the required tab.

See "Advanced settings: General tab" on page 68.

See "Advanced settings: SMTP tab" on page 68.

See "Advanced settings: Address mapping tab" on page 69.

See "Advanced settings: User filtering tab" on page 70.

See "Advanced settings: Monitoring tab" on page 70.

Advanced settings: General tab

The **General** tab of the Lync Connector advanced settings contains the following setting:

Sync frequency	This setting determines the frequency with which the Enterprise Vault.cloud Lync Connector service performs its scheduled synchronizations. The synchronization process includes the extraction of transcripts from the Microsoft Lync archiving database and the processing of those transcripts and transcript retries, where appropriate.
	The frequency is a minimum value. A new synchronization does not begin if an existing synchronization is active.
	The default value is 1 hour, which should be suitable for most configurations.

See "Performing a synchronization on demand" on page 47.

Advanced settings: SMTP tab

The **SMTP** tab of the Lync Connector advanced settings contains the following settings:

Maximum concurrent sends	This setting determines the maximum number of transcript emails that Lync Connector forwards concurrently to the SMTP server.
	The default value is 4 concurrent sends, which should be suitable for most configurations.
Maximum email size (MB)	This setting determines the maximum size of transcript emails that Lync Connector forwards to Enterprise Vault.cloud. Emails that exceed this size are placed in the **excluded** subfolder.
	The default value is 75 MB, which should be suitable for most configurations.
Maximum send rate (per minute)	This setting determines the maximum rate at which Lync Connector forwards transcript emails to the SMTP server.
	The default value is 10,000 per minute, which should be suitable for most configurations.
Log SMTP sessions	This setting determines whether Lync Connector logs SMTP sessions.
	By default the SMTP sessions are not logged.

Advanced settings: Address mapping tab

The **Address mapping** tab of the Lync Connector advanced settings contains the following setting:

Perform email address lookup	Lync uses SIP addresses to identify users. SIP addresses are not always the same as email addresses.
	This setting determines whether Lync Connector performs a lookup in Active Directory of the corresponding email address for each SIP address that is associated with a transcript. If the two addresses differ, Lync Connector replaces the SIP address with the email address.
	By default Lync Connector performs the email address lookup for each SIP address.
	If you are sure that your organization uses SIP addresses that are always the same as the email address, you may want to uncheck this setting. If you uncheck the setting, Lync Connector avoids the overhead of the Active Directory lookup.
	Note: If you are in any doubt, do not uncheck this setting. If you uncheck this setting then a non-matching address is likely to result in the message not being archived for the user.

Advanced settings: User filtering tab

The **User filtering** tab of the Lync Connector advanced settings contains the following setting:

Exclude transcripts with no Enterprise Vault.cloud participants	This setting determines what happens to a transcript when none of the participants has an Enterprise Vault.cloud archive account.
	By default this setting is checked, and Lync Connector excludes the transcripts.
	If you uncheck this setting, Lync Connector forwards these transcripts to Enterprise Vault.cloud. Note that Enterprise Vault.cloud normally stores messages in the unassigned legacy account if they have no associated archive account.

Advanced settings: Monitoring tab

The **Monitoring** tab of the Lync Connector advanced settings contains the following setting:

Log an event in the Application event log for each successful sync	By default, Lync Connector does not log any successful syncs in the Windows Application event log.
	Check this setting if you want Lync Connector to log every successful synchronization.
	Note: The logging of successful syncs is likely to generate a high number of events in the log, but it may be useful in some circumstances such as for remote monitoring of Lync Connector.
	See "About the logged events" on page 65.

Troubleshooting Lync Connector issues

This chapter includes the following topics:

- About troubleshooting Lync Connector issues

- Use of Lync 2013 clients with a Lync 2010 server

- Lync archiving database export failure errors

- Synchronization failures

- Transcript processing failures

- SMTP server issues

- Failure reason: "Message size exceeds fixed maximum message size"

- About the Lync Connector trace logs

- Accessing the trace logs

About troubleshooting Lync Connector issues

If you have issues when configuring or running Lync Connector, refer to the appropriate troubleshooting information:

- See "Use of Lync 2013 clients with a Lync 2010 server" on page 72.

- See " Lync archiving database export failure errors" on page 72.

- See "Synchronization failures" on page 72.

- See "Transcript processing failures" on page 73.

- See "SMTP server issues" on page 73.

- See "Failure reason: "Message size exceeds fixed maximum message size""" on page 74.

The Lync Connector trace logs are available for detailed analysis and troubleshooting through your customer support representative:

- See "About the Lync Connector trace logs" on page 74.

- See "Accessing the trace logs" on page 75.

Use of Lync 2013 clients with a Lync 2010 server

An issue can occur with the format of transcripts in an environment that uses Lync 2013 clients with a Lync 2010 server. The issue arises if one Lync client uses RTF format and another uses HTML format in the same conversation. In the extracted transcript the conversation is contained partly in the message body and partly in one or more attachments, instead of appearing all in the body.

If this issue occurs none of the conversation is lost, so that it all remains available for eDiscovery purposes.

Lync archiving database export failure errors

In some Lync environments it has been observed that membership of **RTCUniversalServerAdmins** is not sufficient to run the `Export-CsArchivingData` cmdlet. If the Lync Connector service account has insufficient permissions you may receive Lync archiving database export failure errors.

See "Lync Connector Windows account requirements" on page 23.

Synchronization failures

A synchronization failure indicates that a fundamental failure caused Lync Connector to stop the synchronization. Usually the synchronization is stopped immediately and the synchronization is set to **failed** on the **Reports** tab. An error event is generated in the Application event log.

Some reasons for a synchronization failure include:

- Failure to connect to Enterprise Vault.cloud

- Failure to extract content from the Lync archiving database

- Failure to connect to the SMTP server

- Failure to query Active Directory

- Disk I/O failures

Also, if all of the processed transcripts fail processing with the same error, Lync Connector fails the synchronization, to indicate that a systemic error requires your attention.

Transcript processing failures

A transcript failure indicates that something went wrong with the processing of a transcript, but that the problem may be specific to that particular transcript. Lync Connector continues with transcript processing. The synchronization finishes with the status of **completed** rather than **failed**.

Individual transcript failures are likely to be due to a configuration or requirements error such as one of the following:

- SMTP server refuses to accept the email because it is too large

- Relaying not supported by the SMTP server

If all of the processed transcripts fail processing with the same error, Lync Connector fails the synchronization, to indicate that a systematic error requires your attention.

SMTP server issues

SMTP-related issues can vary depending on whether the SMTP routing is direct to Enterprise Vault.cloud or indirect, through an on-premises SMTP server.

The most likely reasons for issues with direct SMTP routing are as follows:

- A firewall is blocking outgoing access to the Internet on port 25.

- DNS lookups on the journal address domain fail.

The most likely reasons for issues with indirect SMTP routing are as follows:

- A firewall is blocking the connection to the on-premises SMTP server.

- The on-premises SMTP server TLS configuration does not match the SMTP TLS configuration setting you specified in Lync Connector.

- The on-premises SMTP server authentication configuration does not match the SMTP authentication configuration details you specified in Lync Connector.

- The on-premises SMTP server does not allow relaying. Or relaying is restricted by IP address and the computer on which Lync Connector is installed is not on the allow list.

- The on-premises SMTP server is unable to relay emails to Enterprise Vault.cloud, for example because DNS lookups on the journal address domain are failing.

- The SMTP server has a messages size limit that is smaller than the configured maximum email size in Lync Connector.
  See "Failure reason: "Message size exceeds fixed maximum message size""
  on page 74.

Failure reason: "Message size exceeds fixed maximum message size"

Issue	Lync Connector reports indicate transcripts are failing to be processed, with the failure reason **Message size exceeds fixed maximum message size**.
Cause	The SMTP server is not accepting the email message because the message size exceeds the SMTP server's maximum message size.
	You may see this SMTP server message if the SMTP server has a lower message size limit than Lync Connector's own maximum email size setting.
Workaround	You may want to increase the SMTP server's message size limit to match the Lync Connector maximum email size setting, which is 75 MB by default.
	Alternatively, you can reduce the Lync Connector maximum email size to match the SMTP server's message size limit.
	See "SMTP routing options" on page 21.

About the Lync Connector trace logs

The Lync Connector console user interface and the Windows application event log normally provide enough information for basic troubleshooting. For more complex issues, the trace logs contain detailed information on the transcript processing and on any errors that were encountered.

You may need to access the trace logs if your support representative asks you to forward them for detailed troubleshooting.

Lync Connector creates separate trace logs for the following:

- Lync Connector Console
- Lync Connector service

- Lync Connector Service Configuration application

- SMTP

The log level is set to verbose, the logs roll over every 10 MB, and a maximum of ten logs are retained.

We recommend that you include the trace logs in your backup regimen.

Note: The log files include SIP addresses, email addresses, and the transcript email message subject that Lync Connector creates, but no transcript message body content. You should restrict access to the log folders if you deem it appropriate.

Accessing the trace logs

The trace logs are written to the following folder:

- If you use the Veritas-branded version of Lync Connector:

  `%ProgramData%\Veritas\EV.Cloud\Lync connector\logs`

- If you use the Symantec-branded version of Lync Connector:

  `%ProgramData%\Symantec\EV.Cloud\Lync connector\logs`

where `%ProgramData%` is the value of the `ProgramData` environment variable, typically `C:\ProgramData`.

You can access the trace logs folder directly from the Lync Connector Console, as follows.

To access the trace logs from the Lync Connector Console

1   In the Lync Connector Console, click the **Settings** icon on the title bar.

2   From the drop-down menu, select **Open logs folder**.