Veritas Alta™ Archiving : Folder Sync 1.14.0 Administration Guide

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Veritas Alta Archiving: Folder Sync [version] Administration Guide

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Contents

About Folder Sync

This chapter includes the following topics:

- About this guide

- About Exchange Online folder synchronization

- About Folder Sync

- About support for multiple instances of Folder Sync

- Changes introduced in version 1.14.0

- Changes introduced in version 1.13.3

- Changes introduced in version 1.13

- Folder Sync revision history

About this guide

This guide describes the Veritas Alta Archiving Folder Sync 1.14.0 application, which provides mailbox folder synchronization to Alta Personal Archive for both on-premises Microsoft Exchange and Microsoft Office 365.

This guide describes how to:

- Install and configure Folder Sync for on-premises Exchange, Office 365, or hybrid environments.

- Use Folder Sync to perform and manage the replication of the mailbox folder structures to Alta Personal Archive.

- Monitor the results of the folder synchronizations.

- Monitor the migration of folder synchronization., in hybrid configurations where you migrate mailboxes from on-premises Exchange to Office 365.

■ Troubleshoot issues with Folder Sync.

This guide is also available in Veritas Help Center format at the following location: http://help.veritas.com/Welcome?context=EVCFS1.0.

Prerequisite knowledge

Folder Sync should be installed, configured, and maintained by a qualified Microsoft Exchange Server or Office 365 administrator, as appropriate.

About Exchange Online folder synchronization

Exchange Online folder synchronization is an add-on service for Enterprise Vault.cloud to synchronize Exchange Online mailbox folders of users to Personal.cloud.

At present, customers are using the **Folder Sync** feature for folder synchronization. However, the cloud users are recommended to use the **Exchange Online Folder Sync** feature. Using Exchange Online folder synchronization is easy and beneficial for the following reasons:

■ No need of any on premise hardware

■ No need of any licenses like SQL Server, Windows Server, and so on

■ Everything can be managed using Enterprise Vault.cloud management console.

You must perform the following activities while managing Exchange Online folder synchronization.

■ Enabling the Exchange Online Folder Synchronization service

■ Enabling individual users for folder synchronization

■ Configuring App in Azure AD with required permissions

■ Configuring Exchange Online folder synchronization

■ Viewing status of individual users for Exchange Online folder synchronization

For more information on Exchange Online folder synchronization, see Archive Administration Help.

About Folder Sync

Folder Sync version [version] provides an add-on service for Veritas Alta Archiving that synchronizes users' on-premises Exchange and Office 365 mailbox folder structures to Alta Personal Archive. Folder Sync [version] also supports folder

synchronization in hybrid environments where both on-premises and Office 365 mailboxes coexist.

A Folder Sync synchronization does the following for each targeted mailbox, if the mailbox has an account in your company's Veritas Alta Archiving archive:

- It synchronizes the mailbox's folder structure to Alta Personal Archive.

- It moves the archived items in Alta Personal Archive to their synchronized folders.

If users create, rename, or move their mailbox folders, or move items between mailbox folders, Folder Sync updates the Alta Personal Archive folder structure and the item locations during subsequent synchronizations.

If you migrate a synchronized mailbox from on-premises Exchange to Office 365, Folder Sync can map the migrated mailbox to its on-premises original, and reassociate the synchronized folders in Veritas Alta Archiving.

The initial setup procedure takes you through the steps to create the Folder Sync SQL Server database, and to install Folder Sync's management console. You can then use the management console to configure the connections with Veritas Alta Archiving and your on-premises Exchange servers, or Office 365, or both.

From Folder Sync's management console you can then run, schedule, and manage the Folder Sync task that performs the mailbox folder synchronizations. You can start a synchronization manually at any time. You can also set up regular scheduled synchronizations. The scheduled synchronizations can be set to target automatically any new mailboxes that get added between synchronizations.

Note: Alta Personal Archive supports up to 10000 synchronized folders.

Folder Sync is purchasable on a per-user basis. Contact your Veritas Alta Archiving support representative for more information about purchasing the service.

About support for multiple instances of Folder Sync

You can configure multiple instances of Folder Sync [version] on separate servers to provide either or both of the following functions:

- Load sharing. The multiple instances of Folder Sync load-balance automatically.

- Continued synchronization in the event of a host server failure. If one of the servers that hosts Folder Sync fails, the additional instance or instances can continue to perform the folder synchronization while you get the failed server back on line.

> **Note:** Each Folder Sync instance must be set up to share the same Folder Sync SQL Server database.

Each Folder Sync server has its own management console, from which you can manage and monitor all of the Folder Sync tasks.

Changes introduced in version 1.14.0

Folder Sync 1.14.0 (V1.95.7815 binaries) is the latest version of Folder Sync. This version contains the following update:

- The syncing of the mailbox list is shown in the **Job List** view.

- An issue with users having two separate mailboxes migrated causing sync to fail, has been fixed.

- The **tblThread** table is purged during schedule startup.

- Modern authentication is used for EWS and PowerShell connections to Exchange online.

- In the **All Mailboxes** view, columns added for the database and Exchange server names.

- A deactivated server does not impact the performance of the task list.

- The EWS throttling rate is lowered by increasing the number of messages per batch retrieved from Exchange.

- Exchange Web Services (EWS) throttling errors are handled by retrying up to three times after a short waiting time. This wait time is based on the **BackOffMilliseconds** header of the EWS response. A log is written for each retry (search for **ServerBusyException, retry**).

- The **ArchiveAcceleratorSynchService.exe.config** and the **DeselectMailboxWhenNotFound (default: True)** settings are added, which enable/disable the deselection of mailboxes that the Mailbox Actionability Check cannot find.

- The error received at the time of checking account actionability (a check made only for O365 mailboxes) of users having a UPN and primary SMTP that are different from each other is fixed.

- The ability to skip folder based on name is supported.

- The RSS Subscriptions folder is skipped by default.

- The ability to process the mailboxes that are migrated multiple times is supported.

Should I upgrade to Folder Sync 1.14.0?

If you currently use the Folder Sync 1.13.3 original release (V1.94.6662 binaries) or any earlier version of Folder Sync, you should upgrade to version 1.14.0 to ensure optimum operation as well as access to the new features.

Changes introduced in version 1.13.3

Folder Sync 1.13.3 (V1.94.6662 binaries) version contains the following update:

- The Veritas Alta Archiving region names have changed. The new names replace the old names in the drop-down list when you select the Veritas Alta Archiving server during the configuration of the Folder Sync task.
  The new names map to the old names as shown in the following table.

Table 1-1   Veritas Alta Archiving region name changes

Old region name	New region name
North America	Americas - US1
US - US3	Americas - US3
Australia	APJ - AU1
Europe	EMEA - EU1
Custom	Custom

In earlier versions of Folder Sync, each old region name maps to the equivalent new region name automatically. The region data center URLs have not changed.

Should I upgrade to Folder Sync 1.13.3?

- If you currently use the Folder Sync 1.13 original release (V1.94.6460 binaries) or any earlier version of Folder Sync, you should upgrade to version 1.13.3 to ensure optimum operation as well as access to the new features.

- If you currently use Folder Sync 1.13.1 or 1.13.2, it is not necessary to upgrade to 1.13.3. The changes in 1.13.2 and 1.13.3 affect the Veritas Alta Archiving regions and region naming only.

Changes introduced in version 1.13

Folder Sync 1.13 introduced the following new features and improvements:

- Support for mailbox folder synchronization for both on-premises Microsoft Exchange and Microsoft Office 365.

- Support for hybrid environments, where both on-premises Exchange and Office 365 mailboxes exist. If you migrate a synchronized mailbox from on-premises Exchange to Office 365, Folder Sync can map the migrated mailbox to its on-premises original, and reassociate the synchronized folders in Veritas Alta Archiving.

- You can now configure multiple instances of Folder Sync to provide load sharing, or to provide redundancy in the event of a server failure.

- A revised and redesigned **All Mailboxes** table shows the synchronization status of all mailboxes, whatever their Exchange location. You can filter the information using the column filters, or use the group view to group the information based on the values in a selected column.

- Improved performance, with an increase in the number of supported concurrent processing threads.

- Improved scheduling. Previously for a scheduled synchronization the **ScheduleRestartPeriod** value set the delay period after all mailbox synchronizations completed, before reprocessing started. Now, the reprocessing of the mailboxes starts if the **ScheduleRestartPeriod** has elapsed since the oldest processed mailbox was processed.

- The **Item Synch** task has been renamed the **Folder Sync** task.

- The task configuration settings now include an **Include Shared Mailboxes** option. If you select this option, Folder Sync includes shared mailboxes in the list of mailboxes that can be selected for folder synchronization.
  This option replaces the Folder Sync 1.12 configuration file setting for including shared mailboxes.

Note: The supported versions of Microsoft SQL Server, on-premises Exchange server, and the Folder Sync server have changed for this version.

Folder Sync revision history

Table 1-2 lists the changes to Folder Sync in recent releases.

Table 1-2   Folder Sync revision history

Folder Sync version	Release date	Changes
Folder Sync 1.14.0 (V1.95.7815 binaries)	June 2021	This version of Folder Sync has covered and resolved the Hotfix changes of the Folder Sync version 1.13. To view all the updates in this version, See "Changes introduced in version 1.14.0" on page 9.
Folder Sync 1.13.3 (V1.94.6662 binaries)	April 2018	The Veritas Alta Archiving region names have changed when you select your Veritas Alta Archiving data center server during the configuration of the Folder Sync task. See "Changes introduced in version 1.13.3" on page 10.
Folder Sync 1.13.2 (V1.94.6584 binaries)	January 2018	This version adds support for the Veritas Alta Archiving US-US3 region data center.
Folder Sync 1.13.1 (V1.94.6506 binaries)	November 2017	This version added support for Exchange forest child domains. This version also added support for the handling of folder names that include invalid XML characters.
Folder Sync 1.13 original release (V1.94.6460 binaries)	September 2017	This version of Folder Sync was the first version to provide folder synchronization for both on-premises Exchange and Office 365, including hybrid environments. A full list of the changes in this version is provided elsewhere. See "Changes introduced in version 1.13" on page 10.
Folder Sync 1.12 (V1.94.6296.26980 binaries)	March 2017	This was the first generally available version of Folder Sync for Office 365 folder synchronization. **Note:** You were unable to upgrade from previous versions of Folder Sync to this version.

Table 1-2   Folder Sync revision history *(continued)*

Folder Sync version	Release date	Changes
Folder Sync 1.11 (V1.93.5735 binaries)	February 2016	This version of Folder Sync for on-premises Exchange introduced the following enhancements: ■ A new **Auto Select New Targets** configuration option. If the option is selected, scheduled Folder Sync synchronizations target any new mailboxes that are added between synchronizations. ■ Support for SQL Server 2012 as the Folder Sync database. ■ Support for Windows Server 2012 R2 as the Folder Sync host server. This version also includes a number of bug fixes, including the following: ■ If the default language of the Folder Sync service account's SQL login was set to a language other than British English that supports an international date format, synchronizations could fail to run. ■ Folder Sync threw an exception when you created a new scheduled synchronization, if you typed a value in the minute field. ■ Folder Sync did not synchronize a folder if the folder name consisted of a tab character only, or a tab and a space. ■ The **Job Type** column of the job list always displayed **Messages**, regardless of the job type. Also the **Processed** column did not include processed folders, only messages. ■ The **Is equal to** filter option for the **Started** and **Stopped** columns of the job list did not work.
Folder Sync 1.10.1 (V1.92.5493 binaries)	March 2015	This version of Folder Sync for on-premises Exchange included fixes for the following issues: ■ During an upgrade, database index creation sometimes timed out and resulted in an `incompatible database schema` error. ■ Under some circumstances, transactions that failed due to a connection error were not retried when the connection was restored. This issue sometimes resulted in folder display issues in Alta Personal Archive. ■ If the default language of the Folder Sync service account's SQL login was set to British English, Folder Sync failed to start new jobs after the 12th day of each month.

Table 1-2   Folder Sync revision history *(continued)*

Folder Sync version	Release date	Changes
Folder Sync 1.10 (V1.92.5155 binaries)	March 2014	This version of Folder Sync for on-premises Exchange contained the following enhancements: ■ Support for Exchange 2013 ■ Support for Exchange 2013 DAG (Database Availability Groups) ■ Support for Active Directory resource forests ■ Support for child domain synchronization ■ A new **Workers** configuration option lets you set the number of threads to use for concurrent mailbox synchronizations.

Requirements for Folder Sync

This chapter includes the following topics:

- Compatibility with Microsoft Exchange
- Folder Sync Microsoft SQL Server requirements
- Where to install Folder Sync
- Requirements for the servers on which Folder Sync is installed

Compatibility with Microsoft Exchange

For information on the versions of on-premises Microsoft Exchange Server that Folder Sync [version] works with, see the Veritas Alta Archiving Compatibility List, at http://www.veritas.com/docs/000016792.

Note: If you use Exchange database availability groups (DAG), the mailboxes that Folder Sync synchronizes must be a part of a mailbox store that is DAG enabled.

Folder Sync Microsoft SQL Server requirements

Folder Sync requires a Microsoft SQL Server database to store the data it collects about the mailbox folders. When you perform the initial post-installation configuration of Folder Sync you must specify a SQL Server instance for Folder Sync to use.

If you install Folder Sync on multiple servers for load sharing or redundancy, all the instances of Folder Sync must use the same SQL Server instance, so that they can share the mailbox folder synchronization data.

For the versions of SQL Server that Folder Sync version [version] supports, see the Veritas Alta Archiving Compatibility List, at http://www.veritas.com/docs/000016792.

We recommend that you locate SQL Server on a standalone computer, not the computer on which Folder Sync is installed. The computer that hosts SQL Server requires the following hardware resources:

- For the synchronization of fewer than 5000 mailboxes, a minimum of 2 CPU and 8 GB RAM.

- For the synchronization of more than 5000 mailboxes, a minimum of 4 CPU and 16 GB RAM.

Note: You may want to consider a high-availability solution for your SQL Server environment. A high-availability solution can help to minimize or mitigate the effect of system downtime. See the following Microsoft article, or its equivalent for your SQL Server version:
https://msdn.microsoft.com/en-us/library/ms190202(v=sql.130).aspx.

Where to install Folder Sync

For optimal performance, we recommend that you install each instance of the Folder Sync application on a separate standalone server or virtual machine.

Note: We recommend that you do not install Folder Sync on an Active Directory domain controller, SQL Server computer, or Exchange server, due to the effect on performance.

The location requirements for Folder Sync depend on the type of Exchange environment that you support:

Table 2-1   Folder Sync application location requirements

Exchange environment	Requirements	Notes
On-premises Exchange, or hybrid on-premises/Office 365	An instance of the Folder Sync application must be installed in each Active Directory domain that contains Exchange Servers that you want to process, excluding related child domains.	If you use Veritas CloudLink for your on-premises Exchange mailbox synchronization you can install Folder Sync on the CloudLink server, if the server meets all of the Folder Sync server requirements. If you install CloudLink and Folder Sync on the same server, then to run either application you must log on with that application's service account.
Office 365 only	At least one instance of the Folder Sync application must be installed. Each instance must be installed on a standalone server or standalone virtual machine.	

As explained elsewhere, you can install multiple instances of Folder Sync for load sharing or redundancy.

See "About support for multiple instances of Folder Sync" on page 8.

Requirements for the servers on which Folder Sync is installed

Table 2-2 specifies the requirements for any server on which you install Folder Sync version [version].

Table 2-2   Folder Sync server requirements

Item	Requirement and details
Server operating system	Microsoft Windows Server 2019, Standard Edition or Enterprise Edition
	Microsoft Windows Server 2016, Standard Edition or Enterprise Edition
	Microsoft Windows Server2012 R2 Standard Edition or Enterprise Edition
	Microsoft Windows Server 2008 R2 Standard Edition or Enterprise Edition, 64-bit.
	This version of Folder Sync requires a 64-bit operating system.
	Note: User Account Control (UAC) must be turned off, or you must install and run Folder Sync as an administrator.
CPU and RAM	4 CPU with at least 4 GB RAM. 8 GB RAM or more is recommended.
	For more information about the recommended requirements for your particular configuration, contact Veritas Services & Support.
Network connection	Fast Internet connection.
Microsoft .NET Framework versions	Microsoft .NET Framework 4.5.2
	For Windows Server 2008 R2 only, Microsoft .NET Framework 3.5 SP1 must also be installed.
PowerShell	For Windows Server 2008 R2 only, PowerShell 4.0 or higher must be installed.
SQL Report Viewer	Microsoft Report Viewer 2012 runtime redistributable package.
	Note: This version is required even if you use another version of SQL Server.
	You can download the Report Viewer package from the following Microsoft article:
	https://www.microsoft.com/en-gb/download/details.aspx?id=35747
SQL Server System CLR Types package	SQLSysClrTypes 2012
	Note: This version is required even if you are use another version of SQL Server.
	This package is a prerequisite for the Microsoft Report Viewer 2012. Download instructions are available from the Microsoft Report Viewer 2012 download page.
Office 365 and hybrid environments only: Microsoft Azure Active Directory Module for Windows PowerShell	ExchangeOnlineManagement 2.0.5 or later
	See "Installing the Azure Active Directory module for Windows PowerShell" on page 19.

Table 2-2   Folder Sync server requirements *(continued)*

Item	Requirement and details
Exchange Server 2007 only: Exchange Server Management Tools	Exchange Server 2007 Management Tools (64-bit)
	The Management Tools can be installed from the Exchange Server 2007 service pack.
	See *How to Install the Exchange 2007 Management Tools* at http://technet.microsoft.com/en-us/library/bb232090(v=exchg.80).aspx.
Internet Ports	Port 443 must be open to allow communication to the required Veritas websites and Office 365 endpoints.

Installing the Azure Active Directory module for Windows PowerShell

If you use Folder Sync in Office 365 or hybrid environments, the servers on which you install Folder Sync require the Microsoft Azure Active Directory module for Windows PowerShell.

Note: The following procedure requires the credentials of the Folder Sync Office 365 administrator account.

See "Service account and administration account requirements for Folder Sync" on page 21.

To install the Azure Active Directory module for Windows PowerShell

1 Download the latest 64-bit version of *PackageManagement*.

2 Install the package on the server or servers on which you want to run Folder Sync.

3 Open Windows PowerShell as an administrator and run the following command to install the **MsOnline** module.

```
Install-Module -Name MSOnline
```

If you are prompted to install the NuGet provider, enter **y**.

If you are prompted to install the modules from the PSGallery, enter **y**.

4   When the package has installed, enter the following command to connect to Azure Active Directory:

```
Connect-MsolService
```

You need to provide the credentials of the Folder Sync Office 365 administrator account.

See "Service account and administration account requirements for Folder Sync" on page 21.

5   To confirm that the installation has worked, run an Office 365 cmdlet, such as the following:

```
Get-MsolUser
```

Preparing the service and admin accounts for Folder Sync

This chapter includes the following topics:

- Service account and administration account requirements for Folder Sync

- Creating the Folder Sync service account

- Preparing the administration account for Exchange 2016 or 2013

- Preparing the administration account for Exchange 2010

- Preparing the administration account for Exchange 2007

- Preparing an administration account for Office 365

Service account and administration account requirements for Folder Sync

During the installation and configuration of Folder Sync [version] you need to supply the credentials of the following accounts.

Table 3-1   Folder Sync: account requirements

Account	Description	Reference for details
Folder Sync service account	During the installation of Folder Sync you must specify a Windows service account for the Folder Sync application to run under. This account must have the necessary attributes.	See "Creating the Folder Sync service account" on page 22.
Exchange or Office 356 administrator account	During the configuration of the Folder Sync task's properties you must provide the credentials of an on-premises Exchange administration account or an Office 365 administration account. The account must have the required administration roles assigned. **Note:** For a hybrid environment you require administration accounts for both on-premises Exchange and Office 365.	See "Preparing the administration account for Exchange 2016 or 2013" on page 23. See "Preparing the administration account for Exchange 2010" on page 24. See "Preparing the administration account for Exchange 2007" on page 24. See "Preparing an administration account for Office 365" on page 25.
Veritas Alta Archiving Admin service account	During the configuration of the Folder Sync task's properties you must provide the credentials of an Veritas Alta Archiving Administrator account. The account must have the administrator role in the Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console under **Role Management > Assign Accounts**.	See the Veritas Alta Archiving Archive Administration help for more information about Veritas Alta Archiving administrator role assignment.

Creating the Folder Sync service account

You must prepare a Windows service account with the required attributes, for Folder Sync to run under.

> **Note:** For an upgrade of Folder Sync you can use your existing Folder Sync service account.

To create the Folder Sync service account

1   Create a Windows Active Directory domain user account, with a non-expiring password.

2   Make the account a member of the local Administrators group on the server on which Folder Sync is to be installed.

3   In SQL Server Management Studio, create a login for the account and give the SQL Server login the **dbcreator** server role. This server role is required to enable Folder Sync to deploy its SQL database.

Preparing the administration account for Exchange 2016 or 2013

When you configure Folder Sync to synchronize folders for on-premises Exchange or hybrid environments, you must provide the credentials of an Exchange administration account that has the necessary permissions.

You must grant the administration account the required permissions on each Exchange Server that Folder Sync is to process.

To prepare the administration account for Exchange 2016 or 2013

1   Create a Windows Active Directory domain user account with a non-expiring password.

> **Note:** Alternatively you can use the Folder Sync service account as the administration account.

2   Log on to the Exchange Server using administrator credentials.

3   In the Exchange Admin Center, go to **permissions > admin roles**.

4   Add the administration account to the built-in **View-Only Organization Management** role group.

5   Create a new Role Group for Folder Sync and give it a suitable name, such as **Folder Sync App Impersonation**.

6   Add to the new Role Group the **ApplicationImpersonation** management role, and add the administration account as a member.

Preparing the administration account for Exchange 2010

When you configure Folder Sync to synchronize folders for on-premises Exchange or hybrid environments, you must provide the credentials of an Exchange administration account that has the necessary permissions.

You must grant the administration account the required permissions on each Exchange Server that Folder Sync is to process.

To prepare the administration account for Exchange 2010

1   Create a Windows Active Directory domain user account with a non-expiring password.

Note: Alternatively you can use the Folder Sync service account as the administration account.

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2   Log on to the Exchange Server using administrator credentials.

3   Start the Exchange Management Console.

From the Exchange Management Console **Toolbox**, open the **Role Based Access Control (RBAC) User Editor**.

4   Use the RBAC User Editor to do the following:

   ■   Navigate to **Roles & Auditing > Administrator Roles**.

   ■   Add the administration account to the built-in **View-Only Organization Management** role group.

   ■   Create a new Role Group for Folder Sync and give it a suitable name, such as **Folder Sync App Impersonation**.

   ■   Add to the Role Group the **ApplicationImpersonation** management role, and add the administration account as a member.

Preparing the administration account for Exchange 2007

For Exchange 2007, the Folder Sync service account must also act as the Exchange administration account.

The account requires the Exchange View-Only Administrator role and the Exchange Impersonation role on each Exchange Server that Folder Sync is to process.

To prepare the administration account for Exchange 2007

1 Log on to the Exchange Server using administrator credentials.

2 Click **Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.

3 Enter the following command to assign the Exchange View-Only Administrator role to the Folder Sync service account.

```
Add-ExchangeAdministrator -Role ViewOnlyAdmin -Identity domain\
"Service Account"
```

where *Service Account* is the name of the Folder Sync service account.

4 Exit from the Exchange Management Shell.

5 Initiate an Exchange PowerShell window.

6 Enter the following PowerShell command to grant the Exchange Impersonation role to the Folder Sync service account:

```
Get-MailboxDatabase | ForEach-Object {Add-ADPermission -Identity
$_.DistinguishedName -User Service Account -ExtendedRights
ms-Exch-EPI-May-Impersonate}
```

where *Service Account* is the name of the Folder Sync service account.

Preparing an administration account for Office 365

When you configure Folder Sync for Office 365 folder synchronization you must provide the credentials of a Microsoft Office 365 account with the required permissions.

Note: You must not use the account that Veritas Alta Archiving Office 365 Sync uses for Office 365 account synchronization.

If you install Folder Sync on multiple servers for load sharing or redundancy, each instance of Folder Sync requires its own Office 365 service account. Create a separate Office 365 service account for each installation.

The Office 365 account must have the following role assignments:

■ The account must be assigned to the following Office 365 administrator roles: **Exchange administrator**, **Service administrator**, **User management administrator**.

- In the Office 365 Exchange admin center, the account must be a member of an Exchange management role group that includes the management roles **ApplicationImpersonation**, **View-Only Configuration**, and **View-Only Recipients**.

The following procedure describes how you can create an account with these required permissions from the Office 365 Admin center.

To prepare an administration account for Office 365

1   Sign in to Microsoft Office 365 as a global administrator.

2   Click the **Admin** app to open the Office 365 Admin center.

3   Under **Users > Active Users**, click **+ Add a user**.

4   Complete the **New user** dialog, including the following role assignment:

Expand **Roles**, select **Customized administrator**, and then select the following roles:

- **Exchange administrator**

- **Service administrator**

- **User management administrator**

Then click **Add** to add the new user.

5   In the left menu bar of the Office 365 Admin center, expand **Admin centers** (**Admin** in the old admin center), and select **Exchange**.

6   In the left navigation pane of the Exchange admin center, click **permissions**.

7   On the **admin roles** page, click the **+** icon to create a new role group.

8   In the **new role group** window, enter a suitable role group name in the **Name** field, such as **Folder Sync App Impersonation**.

9   In the **Roles** section of the **new role group** window, click the **+** icon.

10   In the **Select a Role** window, select each of the following roles from the list, and click **add** to add them to the role group:

- **ApplicationImpersonation**

- **View-Only Configuration**

- **View-Only Recipients**

11   Click **OK** to close the **Select a Role** window and to return to the **new role group** window.

12   In the **Members** section of the **new role group** window, click the **+** icon.

13 In the **Select Members** window, select the new account that you are using as the Office 365 service account, and then click **Add**.

14 Click **OK** to close the **Select Members** window and to return to the **new role group** window.

15 Click **Save** to save the new role group.

The new role group now appears in the list of Admin Role Groups on the **admin roles** page.

Note: If you do not see the new role group, wait several minutes and then refresh the page.

16 Select the new role group in the **admin roles** list. Confirm that the three required roles are shown as assigned roles, and that the account that is to act as the Office 365 service account is listed as a member.

Note: A long propagation time may be required for an account to acquire any new or changed role settings. You can also use PowerShell commands such as `get-managementroleassignment` and `get-rolegroupmember` to confirm that the new settings have taken effect. For more information on PowerShell commands see Microsoft's support documentation.

Installing or upgrading Folder Sync

This chapter includes the following topics:

- About installing or upgrading Folder Sync

- Performing a new installation of Folder Sync 1.14.0

- Upgrading from the Folder Sync 1.13 original release or later

- Upgrading from Folder Sync 1.12

- Upgrading from Folder Sync 1.11 or earlier versions

About installing or upgrading Folder Sync

The latest version of Folder Sync is [version]. If you have not used Folder Sync before, install this version.

The requirement to upgrade to version [version] depends on your current version.

See "Changes introduced in version 1.14.0" on page 9.

If you upgrade from Folder Sync 1.11 or earlier, note that support has been withdrawn in Folder Sync [version] for the following:

- SQL Server 2005

- Exchange 2003

- The 32-bit version of Exchange 2007

- Windows Server 2005 as the host server operating system

For more information, see the Veritas Alta Archiving Compatibility List, at http://www.veritas.com/docs/000016792.

Table Table 4-1 describes the options for installation and upgrade. Follow the appropriate installation or upgrade procedure, as indicated.

Table 4-1 Options for installing or upgrading Folder Sync

Option	Reference
Perform a new install of Folder Sync [version]	See "Performing a new installation of Folder Sync 1.14.0" on page 29.
Upgrade from the Folder Sync 1.13 original release or later	See "Upgrading from the Folder Sync 1.13 original release or later" on page 31.
Upgrade from Folder Sync 1.12	See "Upgrading from Folder Sync 1.12" on page 33.
Upgrade from Folder Sync 1.11 or earlier versions	See "Upgrading from Folder Sync 1.11 or earlier versions" on page 34.

See "Folder Sync revision history" on page 11.

Performing a new installation of Folder Sync 1.14.0

Perform a new installation of Folder Sync [version] if you have not previously used Folder Sync.

Note: User Account Control (UAC) must be turned off, or you must install Folder Sync as an administrator.

To perform a new installation of Folder Sync

1   Download the Folder Sync [version] compressed setup file from the support website.

2   Extract the contents of the compressed setup file on the required server.

3   Run the extracted Folder Sync [version] setup .msi file.

4   When the ArchiveTools Folder Sync setup wizard displays, click **Next** to proceed with the installation of Folder Sync [version].

5   Specify the installation location for Folder Sync. We recommend that you use the default location. Then click **Next** to continue.

6   In the **Enter Service Account and Password** window, provide the logon credentials for the Folder Sync service account you have prepared:

- ■ Enter the Folder Sync service account user name in the format
  Domain\ServiceAccount

- ■ Enter the password for the Folder Sync service account, and then re-enter
  the password to confirm it.

7 Click **Install** to proceed with the installation.

8 When the setup wizard indicates that it is ready to finish, keep the option
Launch Archive Tools Configuration selected, and click **Finish**.

9 The Archive Accelerator Configuration Wizard starts, and prompts you for the
SQL instance to use for the ArchiveAccelerator database.

Note: If you install Folder Sync on multiple servers for load sharing or
redundancy, specify the same SQL instance for each installation of Folder
Sync. All of the Folder Sync installations must all share the same SQL server
database.

Specify the SQL Server instance that Folder Sync is to use, in the following
format:

SQL_computer_name\SQL_instance

Note: To use the default SQL instance, omit the *SQL_instance* and specify
only the following:

SQL_computer_name

---

10 Click **Next**. The Archive Accelerator Configuration Wizard displays your
configuration settings.

11 Click **Next** to begin the configuration.

The Archive Accelerator Configuration Wizard notifies you when the
configuration is complete and the Archive Tools Management Console has
been installed.

Now that the installation and initial configuration is complete you can configure
the Folder Sync task settings in the management console.

See "Configuring the settings for the Folder Sync task" on page 38.

Upgrading from the Folder Sync 1.13 original release or later

To upgrade from the Folder Sync 1.13 original release (V1.94.6460 binaries) or later you must first stop all the running **ArchiveTools Folder Sync** services and any **ArchiveTools CloudLink Server** services. You can then install Folder Sync [version] on the Folder Sync server or servers, and finally restart any **ArchiveTools CloudLink Server** services. The following steps describe the full procedure. You can retain your existing Folder Sync database to preserve its data.

To upgrade from the Folder Sync 1.13 original release or later

1   On a server on which Folder Sync is installed, click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

2   In the left pane of the management console, expand the **Archive Accelerator** node and click the **Task List** folder.

3   In the **Task List** window, right-click the **Folder Sync** task and select **Stop** to end the task. If you have multiple **Folder Sync** tasks configured, repeat this step for each **Folder Sync** task in the **Task List** window.

4   Wait for the status of every Folder Sync task to change to **Stopped**. If necessary, click **Refresh** in the **Actions** pane to refresh the display.

5   Close the ArchiveTools Management Console.

6   If you have CloudLink installed, open the Windows **Services** MMC snap-in on any servers on which CloudLink is installed, and stop the **ArchiveTools CloudLink Server** service.

    Make sure that all the **ArchiveTools Folder Sync** services and **ArchiveTools CloudLink Server** services are stopped before you continue.

7   Download the Folder Sync [version] compressed setup file from the following location on our Support website:

    http://www.veritas.com/docs/100039727

8   Extract the contents of the compressed setup file on the Folder Sync server.

9   Run the extracted Folder Sync [version] Setup .msi file.

10 When the ArchiveTools Folder Sync setup wizard displays, click **Next** to proceed with the installation of Folder Sync.

11 Specify the installation location for Folder Sync, and then click **Next** to continue.

12 In the **Enter Service Account and Password** window, provide the logon credentials for the Folder Sync service account:

- Enter the Folder Sync service account user name in the format *Domain\ServiceAccount*

- Enter the password for the Folder Sync service account, and then re-enter the password to confirm it.

13 Click **Install** to continue with the installation.

14 When the setup wizard indicates that the setup has completed, keep **Launch Archive Tools Configuration** checked and click **Finish**.

15 The ArchiveAccelerator Configuration Wizard starts, and prompts you for the SQL instance to use for the ArchiveAccelerator configuration database.

Specify the SQL Server instance in the following format:

SQL_computer_name\SQL_instance

Note: To use the default SQL instance, omit the *SQL_instance* and specify only the following:

SQL_computer_name

16 The Folder Sync database configuration wizard asks if you want to use the existing ArchiveAccelerator database. Click **Yes** to use the existing Folder Sync database and preserve its existing data.

Remember that If you installed Folder Sync on multiple servers for load sharing or redundancy, all of the Folder Sync instances must share the same SQL server database.

17 Click **Next**. The Archive Accelerator Configuration Wizard displays your configuration settings.

18 Click **Next** to begin the configuration.

The Archive Accelerator Configuration Wizard notifies you when the configuration is complete.

19 Repeat steps 8 to 18 on any additional servers on which Folder Sync is installed.

20 Restart any **ArchiveTools CloudLink Server** services that you stopped in step 6.

21 Review the Folder Sync task configuration settings in the management console.

See "Configuring the settings for the Folder Sync task" on page 38.

Upgrading from Folder Sync 1.12

You can upgrade from Folder Sync 1.12 without uninstalling the current version. You can retain your existing Folder Sync database to preserve its data.

These instructions assume that you want to install the new Folder Sync on the same server as the old one. Before you continue, make sure that the Folder Sync server meets the latest requirements.

See "Requirements for the servers on which Folder Sync is installed" on page 17.

To upgrade from Folder Sync 1.12

1   On the server on which Folder Sync is installed, click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

2   In the left pane of the management console, expand the **Archive Accelerator** node and click the **Task List** folder.

3   In the **Task List** window, right-click **Folder Sync** and select **Stop** to end the task.

4   Wait for the status of the Folder Sync task to change to **Stopped**. If necessary, click **Refresh** in the **Actions** pane to refresh the display.

5   Close the ArchiveTools Management Console.

6   Open the Windows **Services** MMC snap-in, and ensure that the **ArchiveTools Folder Sync** service has stopped running.

7   Download the Folder Sync [version] compressed setup file from the following location on our Support website:

    http://www.veritas.com/docs/100039727

8   Extract the contents of the compressed setup file.

9   Run the extracted Folder Sync [version] Setup .msi file.

10 When the ArchiveTools Folder Sync setup wizard displays, click **Next** to proceed with the installation of Folder Sync.

11 Specify the installation location for Folder Sync, and then click **Next** to continue.

12 In the **Enter Service Account and Password** window, provide the logon credentials for the Folder Sync service account you have prepared:

    ■ Enter the Folder Sync service account user name in the format *Domain\ServiceAccount*

    ■ Enter the password for the Folder Sync service account, and then re-enter the password to confirm it.

13 Click **Install** to continue with the installation.

14 When the setup wizard indicates that the setup has completed, keep **Launch Archive Tools Configuration** checked and click **Finish**.

15 The ArchiveAccelerator Configuration Wizard starts, and prompts you for the SQL instance to use for the ArchiveAccelerator configuration database.

Specify the SQL Server instance in the following format:

SQL_computer_name\SQL_instance

Note: To use the default SQL instance, omit the ***SQL_instance*** and specify only the following:

SQL_computer_name

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16 The Folder Sync database configuration wizard asks if you want to use the existing ArchiveAccelerator database. Click **Yes** to use the existing Folder Sync database and preserve its existing data.

Note: If later you install Folder Sync on additional servers for load sharing or redundancy, specify the same SQL instance for each installation of Folder Sync. All of the Folder Sync installations must all share the same SQL server database.

---

17 Click **Next**. The Archive Accelerator Configuration Wizard displays your configuration settings.

18 Click **Next** to begin the configuration.

The Archive Accelerator Configuration Wizard notifies you when the configuration is complete.

Now that the installation and initial configuration is complete you must review the Folder Sync task configuration settings, and make any required updates to these settings in the management console.

See "Configuring the settings for the Folder Sync task" on page 38.

Upgrading from Folder Sync 1.11 or earlier versions

To upgrade from Folder Sync 1.11 or earlier versions you must uninstall your current version before you install version [version]. The following procedures describe how

to perform these steps. You can retain your existing Folder Sync database to preserve its data.

Note: Folder Sync [version] requires a 64-bit operating system. To upgrade from Folder Sync 1.11 or earlier versions that run on a 32-bit operating system you must update your server hardware to a 64-bit operating system.

Before you proceed, make sure that the server on which you want to install the new Folder Sync meets all the requirements.

See "Requirements for the servers on which Folder Sync is installed" on page 17.

To uninstall Folder Sync 1.11 or earlier versions

1   Click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

2   In the left pane of the management console, expand the **Archive Accelerator** node and click the **Task List** folder.

3   In the **Task List** window, right-click the **Folder Sync** task and select **Stop** to end the task.

4   Wait for the status of the Folder Sync task to change to **Stopped**. If necessary, click **Refresh** in the **Actions** pane to refresh the display.

5   Close the ArchiveTools Management Console.

6   Open the Windows **Services** MMC snap-in, and ensure that the **ArchiveTools Folder Sync** service has stopped running.

7   If you made any changes to the Folder Sync `.config` files, copy the files to a backup folder. The `.config` files are located in the Folder Sync installation folder, typically `C:\Program Files\ArchiveTools\ArchiveTools Folder Sync`. These files are deleted when you uninstall Folder Sync in step 9.

8   Click **Start > Control Panel > Programs > Programs and Features**.

9   In **Uninstall or change a program**, right-click **ArchiveTools Folder Sync** and click **Uninstall**.

Note: If Windows fails to completely remove ArchiveTools Folder Sync, see the following article on our Support website:

http://www.veritas.com/docs/100014288

To install the new version of Folder Sync

1   Download the Folder Sync [version] compressed setup file from the following location on our Support website:

http://www.veritas.com/docs/100039727

2   On the 64-bit server on which you want to install the new Folder Sync, log on as an administrator.

3   Extract the contents of the compressed setup file.

4   Run the extracted Folder Sync [version] Setup .msi file.

5   When the ArchiveTools Folder Sync setup wizard displays, click **Next** to proceed with the installation of Folder Sync.

6   When you are prompted, specify the installation location for Folder Sync. We recommend that you use the default location that is displayed. Then click **Next** to continue.

7   In the **Enter Service Account and Password** window, provide the logon credentials for the Folder Sync service account:

   ■   Enter the Folder Sync account user name in the format *Domain\ServiceAccount*

   ■   Enter the password for the Folder Sync service account, and then re-enter the password to confirm it.

8   Click **Install** to continue with the installation.

9   When the setup wizard indicates that it is ready to finish, keep **Launch Archive Tools Configuration** checked, and click **Finish**.

10 The Archive Accelerator Configuration Wizard starts, and prompts you for the SQL instance to use for the ArchiveAccelerator configuration database.

   Specify the SQL Server instance in the following format:

   SQL_computer_name\SQL_instance

   Note: To use the default SQL instance, omit the *SQL_instance* and specify only the following:

   SQL_computer_name

   ---

11 The Folder Sync database configuration wizard asks if you want to use the existing ArchiveAcccelerator database. Click **Yes** to use the existing Folder Sync database and preserve its existing data.

Note: If you later install Folder Sync on additional servers for load sharing or redundancy, specify the same SQL instance for each installation of Folder Sync. All of the Folder Sync installations must all share the same SQL server database.

---

12 Click **Next**. The Archive Accelerator Configuration Wizard displays your configuration settings.

13 Click **Next** to begin the configuration.

The Archive Accelerator Configuration Wizard notifies you when the configuration is complete.

14 If you saved any modified `.config` files when you uninstalled Folder Sync, you can edit the new `.config` files to reinstate your changes. The new `.config` files are located in the Folder Sync [version] installation folder, typically `C:\Program Files\ArchiveTools\ArchiveTools Folder Sync`.

Note: Save a backup copy of the new `.config` files before you make any changes.

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15 Now that the installation and initial configuration is complete you must specify the new Folder Sync task settings for on-premises Exchange synchronization.

See "Configuring the settings for the Folder Sync task" on page 38.

Configuring the Folder Sync task

This chapter includes the following topics:

- Configuring the settings for the Folder Sync task
- Restarting the Folder Sync task

Configuring the settings for the Folder Sync task

As part of setting up Folder Sync you must configure the settings for the Folder Sync task.

Note: When you upgrade Folder Sync, some of the Folder Sync task configuration values are retained. You must check whether these values are still appropriate.

For upgrades from Folder Sync 1.12 or earlier it is usually appropriate to increase the **Concurrent Mailboxes** value from its old default value of 30 to the new default value of 50. This new default value reflects the increased processing efficiency of the new version.

To configure settings for the Folder Sync task

1 Log on to the Folder Sync server using the Folder Sync service account credentials.

2 Click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

3 In the left pane of the management console, expand the **Archive Accelerator** folder and select the **Task List** folder.
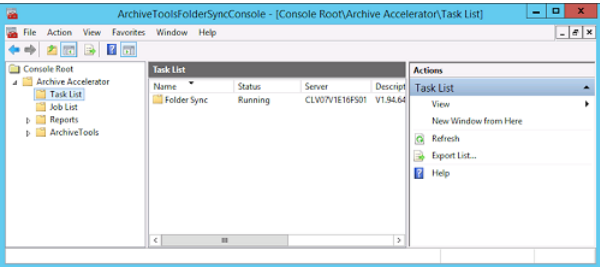
4 In the central **Task List** pane, right-click the **Folder Sync** folder and select **Properties**.

Note: If you have set up multiple instances of Folder Sync on separate servers, the **Task List** pane shows the Folder Sync task for each server. Select the task for the required server.

5   On the **Folder Sync Properties** dialog, select the **Settings for**
computer_name tab and enter the required information as described in the
following steps.

6   Under **Mailbox Settings**, select the required processing options as follows:

Process Deleted Items folder	Select this option if you want to provide Folder Sync users with a Deleted Items folder in Alta Personal Archive:

- If this check box is selected, any items that are moved to the Deleted Items Folder in Outlook appear in the Deleted Items Folder in Alta Personal Archive after synchronization.
- If this check box is cleared, the Deleted Items Folder does not appear with the other synchronized folders in Alta Personal Archive. Items that are moved to the Deleted Items Folder in Outlook remain in the original mailbox folder in Alta Personal Archive after synchronization.

Auto Select New Mailboxes	Select this option if you want scheduled Folder Sync synchronizations to target any new mailboxes that are added between the synchronizations. For every newly added mailbox, Folder Sync sets the **Selected** value to **True** in the mailbox database table.

Note: If you select this option before Folder Sync has performed its first scheduled synchronization, Folder Sync also sets the **Selected** value to **True** for all existing Office 365 mailboxes. Scheduled synchronizations target all existing mailboxes in addition to any newly added ones.

If you select this option after Folder Sync has performed its first scheduled synchronization, Folder Sync does not change the **Selected** value for existing mailboxes. Only newly added mailboxes are targeted automatically.

Note: Do not select the **Auto Select New Mailboxes** option unless you have sufficient Folder Sync licenses for the provisioned Alta Personal Archive users in your Office 365 environment.

Deselect Disabled Mailboxes	Select this option if you want to stop Folder Sync from synchronizing disabled mailboxes. If a mailbox becomes disabled, Folder Sync deselects the mailbox from further processing.
Include Shared Mailboxes	Select this option to include shared mailboxes in Folder Sync's **All Mailboxes** list. The shared mailboxes are then available for selection in Folder Sync.
Include Disabled Users	Select this option to include disabled users in Folder Sync's **All Mailboxes** list. The disabled users are then available for selection in Folder Sync.

Concurrent Mailboxes	Select the number of mailboxes to be processed at the same time. The default value of 50 is recommended for most configurations.

7 Under **Veritas Alta Archiving**, enter the details of your Veritas Alta Archiving environment as follows:

Server	From the drop-down list, select your Veritas Alta Archiving region. Folder Sync then populates the data center location box with the appropriate value.
	If your Veritas Alta Archiving region is not listed in the drop-down list, or if you are unsure about what to select, contact Veritas Services & Support.
	If you select **Custom** you can enter a customized data center location. Do not use this option except under the direction of Veritas Services & Support.
Use SSL	Select this check box if you want to use a secure connection between the Folder Sync server and the Veritas Alta Archiving archive server.
Admin Account	Provide the credentials of the Veritas Alta Archiving administrator account that you want Folder Sync to use. The account must have the administrator role in the Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console under **Role Management > Assign Accounts**.
	Click **Select** and enter the account user name and password. Enter the user name in UPN format, such as *administrator@company.com*
Test Connection	When you have entered the Veritas Alta Archiving configuration information, click **Test Connection** to test whether Folder Sync can make the connection to your Veritas Alta Archiving company with the supplied details.

8 Under **Exchange**, select the mailbox synchronization option that you want this instance of Folder Sync to support:

- **On-Prem**: On-premises Exchange mailbox synchronization.

- **Office 365**: Office 365 mailbox synchronization.

- **Hybrid**: Hybrid environment, that is with both on-premises Exchange and Office 365.

9 If you selected **On-Prem** or **Hybrid** in step 8, complete the **On-Prem** settings as follows:

Note: For Exchange 2007, only the **EWS Endpoint** must be set. Leave the other two settings with no value set.

EWS Endpoint	Enter the Exchange Web Services endpoint for the Exchange server.
	To obtain the EWS endpoint for an Exchange server, enter the following command on the server, in the Exchange Management Shell:
	`get-webservicesvirtualdirectory	select internalurl`
	The URL is typically of the format:
	https://*<FQDN>*/EWS/Exchange.asmx
	where ***<FQDN>*** is the fully qualified domain name of the on-premises Exchange server.
PowerShell Endpoint	Except for Exchange 2007, enter the PowerShell endpoint for the Exchange server.
	To obtain the PowerShell endpoint for an Exchange server, enter the following command on the server, in the Exchange Management Shell:
	`get-powershellvirtualdirectory	select internalurl`
	The URL is typically of the format:
	http://*<FQDN>*/powershell
	where ***<FQDN>*** is the fully qualified domain name of the on-premises Exchange server.
	Note: For Exchange 2007, do not set a value.

Admin Account	Except for Exchange 2007, click **Select** and enter the account user name and password for your prepared on-premises Exchange administration account. Enter the user name in UPN format, such as *administrator@company.com*
	If you install Folder Sync on multiple servers for load sharing or redundancy, each Folder Sync's Folder Sync task must use a different on-premises Exchange admin account.
	Note: For Exchange 2007, do not set a value. The Folder Sync service account credentials are used automatically.

10 If you selected **Office 365** or **Hybrid** in step 8, complete the **Office 365** settings as follows:

EWS Endpoint	Use the supplied Office 365 Exchange Web Services endpoint:
	https://outlook.office365.com/EWS/Exchange.asmx
PowerShell Endpoint	Use the supplied Office 365 PowerShell endpoint:
	https://ps.outlook.com/powershell
Admin Account	Click **Select** and enter the account user name and password for your prepared Office 365 administration account. Enter the user name in UPN format, such as *administrator@company.com*
	Note: If you install Folder Sync on multiple servers for load sharing or redundancy, each Folder Sync's Folder Sync task must use a different Office 365 administration account.

11 When you have completed the configuration and successfully tested the connection to Veritas Alta Archiving, click **OK**.

12 Restart the Folder Sync task to complete the configuration.

Restarting the Folder Sync task

After you configure the Folder Sync message service settings you can restart the Folder Sync task to trigger the check for whether an Veritas Alta Archiving account exists for each mailbox. Folder Sync does not perform folder synchronizations for a mailbox unless it can confirm that an account exists for the mailbox in your company's Veritas Alta Archiving archive.

Note: You must also restart the Folder Sync task if you make changes to the Folder Sync configuration file `ArchiveAcceleratorSynchService.exe.config`.

A restart of the Folder Sync task triggers a check for provisioned archive accounts if at least 60 minutes have passed since the provisioned accounts were last checked.

To restart the Folder Sync task

1   On the Folder Sync server, click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

2   In the left pane of the management console, expand the **Archive Accelerator** node.

3   Select the **Task List** folder.

4   In the **Task List** pane, right-click the **Folder Sync** folder and select **Stop**.

5   Wait for the status of the Folder Sync task to change to **Stopped**. If necessary, click **Refresh** in the **Actions** pane to refresh the display.

6   In the **Task List** pane, right-click the **Folder Sync** folder and select **Start**.

    Confirm that the status of the Folder Sync task changes back to **Started**. If necessary click **Refresh** in the **Actions** pane to refresh the display.

Note: If the mailbox account synchronization has succeeded for a mailbox, the mailbox database table in the ArchiveTools Management Console shows the account ID in the **Account ID** column.

See

Running and scheduling Folder Sync synchronizations

This chapter includes the following topics:

- About performing and scheduling Folder Sync synchronizations

- Performing a "Run Now" Folder Sync synchronization

- Configuring scheduled Folder Sync synchronizations

- About Folder Sync scheduling and choosing a scheduling strategy

- Creating scheduled Folder Sync synchronization events

- Selecting the mailboxes to target for scheduled Folder Sync synchronizations

- Changing the iterative restart period for scheduled Folder Sync synchronization events

About performing and scheduling Folder Sync synchronizations

From the ArchiveTools Management Console you can create a Folder Sync synchronization event to run immediately. You can also configure folder synchronization events to run on a schedule at a specific day and time each week. In either case you must select the mailboxes that you want Folder Sync to process.

- See "Performing a "Run Now" Folder Sync synchronization" on page 47.

- See "Configuring scheduled Folder Sync synchronizations" on page 49.

Performing a "Run Now" Folder Sync synchronization

From the ArchiveTools Management Console you can perform a Folder Sync synchronization immediately for one or more mailboxes.

Folder Sync may take some time to complete the processing of all of the mailboxes. The processing time depends on several factors including the number of selected mailboxes and the size of the mailboxes.

Note: You cannot prioritize mailboxes for synchronization. Folder Sync synchronizes the selected mailboxes in alphabetical order.

To perform a Run Now Folder Sync synchronization

1   In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2   Expand the **Archive Tools** node and select **All Mailboxes**.

The main pane then displays the **All Mailboxes** table, which shows the Folder Sync status for each mailbox in the Folder Sync mailbox database.

See "Viewing the All Mailboxes table" on page 58.

3   In the list of mailboxes, select the mailboxes on which you want to run the synchronization.

To select multiple mailboxes, hold down the **Ctrl** key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the **Shift** key while you select the mailboxes.

Note: To select all of the mailboxes that are currently provisioned in Veritas Alta Archiving, sort or group the table on the **Archived** column, then select all of the mailboxes that have the value **True** in that column.

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4   Right-click any one of the selected mailboxes, and choose **Run Now** to display
the **Run Now** dialog.
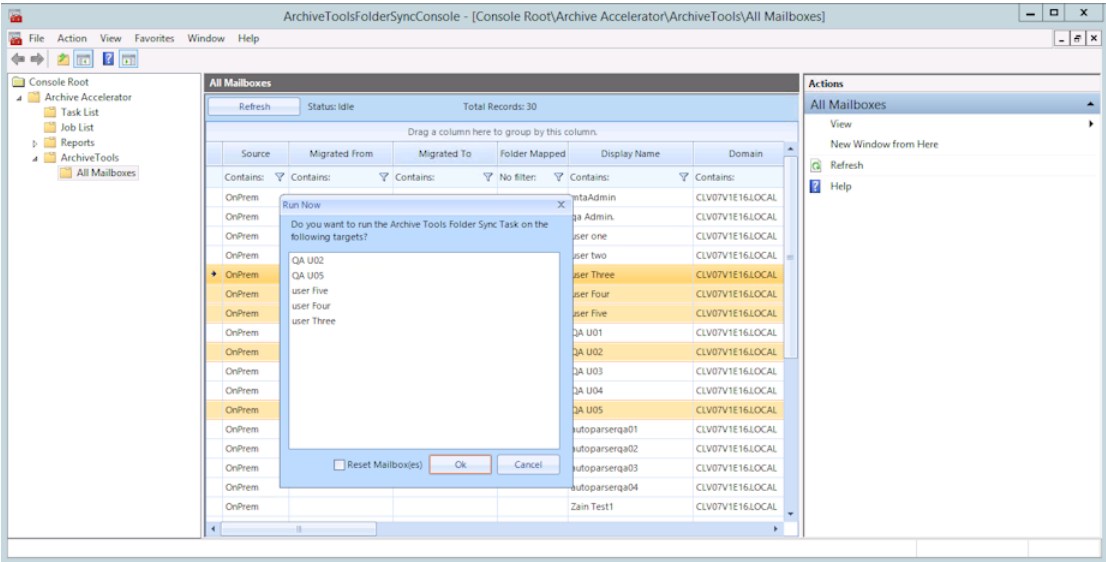
5   On the **Run Now** dialog, click **OK** to start the Folder Sync synchronization.

Note: Never select the **Reset Mailbox(es)** check box, unless Veritas Services
& Support direct you to do so.

See "About the Reset Mailbox(es) option" on page 48.

The Status column displays the Folder Sync synchronization status for each
mailbox. To update the Status column, click **Refresh**.

About the Reset Mailbox(es) option

When you select one or more mailboxes and then select **Run Now** from the
right-click menu, the **Run Now** dialog appears. The dialog includes a **Reset
Mailbox(es)** check box, which you should normally always keep unselected.

Note: Never select the **Reset Mailbox(es)** check box unless Veritas Services &
Support direct you to do so. Do not use the **Reset Mailbox(es)** option simply
because a mailbox encountered errors while processing.

If the **Reset Mailbox(es)** option is selected when you click **OK** on the **Run Now** dialog, the Run Now operation executes a reset on all of the selected mailboxes. The next time that Folder Sync processes a reset mailbox, the mailbox is processed as if for the first time.

Configuring scheduled Folder Sync synchronizations

The Folder Sync scheduling feature lets you configure folder synchronization events to run on a schedule.

Table 6-1 lists the steps to consider when you configure scheduled Folder Sync synchronizations. Note that the steps can be performed and repeated in any order, as required.

Table 6-1   Steps to configure scheduled Folder Sync synchronization events

Step	Reference
Understand the scheduling process, and decide on a suitable folder synchronization schedule.	See "About Folder Sync scheduling and choosing a scheduling strategy" on page 49.
Create one or more scheduled synchronization events.	See "Creating scheduled Folder Sync synchronization events" on page 51.
Select the target mailboxes for the scheduled folder synchronization events.	See "Selecting the mailboxes to target for scheduled Folder Sync synchronizations" on page 53.
If required, modify the pause period between iterative reruns of the scheduled folder synchronization events.	See "Changing the iterative restart period for scheduled Folder Sync synchronization events" on page 55.

About Folder Sync scheduling and choosing a scheduling strategy

Folder Sync lets you configure folder synchronization events to run on a schedule. Note the following about the scheduled synchronization events:

■ Each scheduled synchronization event runs once a week, on the day and time that you specify. For example, if you schedule an event to run on Wednesdays at 9:00 P.M., the event runs every Wednesday at that time until you remove the

event. To configure Folder Sync to run on multiple days of the week you can create a separate synchronization event for each day.

- For each scheduled synchronization event you must define a duration period, which can be up to 23 hours and 59 minutes.

Note: Avoid periods when the Folder Sync server is busy with system tasks such as backup. For on-premises synchronizations, also avoid periods when the Exchange servers are busy with system tasks

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- The time that Folder Sync takes to complete the processing of all of the mailboxes depends on several factors, including:

    - The number of selected mailboxes.

    - The size of the mailboxes.

    - The duration period that you set for the scheduled synchronization events.

    The processing may take a considerable time to complete if you synchronize a large number of mailboxes, or if the mailboxes hold a lot of items.

- If the Folder Sync task fails to process all of the mailboxes within the event duration period, it resumes the synchronization where it left off in the next scheduled event.

- If a set pause period elapses after the Folder Sync task completes the processing of the first mailbox, the task begins to process the mailboxes again from the beginning. The pause period is referred to as the iterative restart period. The default value of the iterative restart period is 60 minutes. You can change this period if you want.
  See "Changing the iterative restart period for scheduled Folder Sync synchronization events" on page 55.

- You cannot select different mailboxes for different scheduled synchronization events. If you want to perform a synchronization for an extemporary list of mailboxes, perform a Run Now synchronization.

- Folder Sync processes the selected mailboxes in alphabetical order. You cannot prioritize mailboxes for synchronization.

In practice you may need to set an aggressive synchronization strategy to ensure that new emails are synchronized from the Exchange folders to the archive folders without much delay. For example you can:

- Create a synchronization event for every day of the week.

- Configure each synchronization event to run with a duration period that is as long as possible. You can configure a duration of up to 23 hours and 45 minutes.

> **Note:** Avoid periods when the Folder Sync server is busy with system tasks such as backup. For on-premises synchronizations, also avoid periods when any on-premises Exchange servers are busy with system tasks.

■ Reduce the iterative restart period to 30 minutes.

# Creating scheduled Folder Sync synchronization events

The Folder Sync scheduling feature lets you schedule synchronization events. Each synchronization event runs on a weekly basis. We recommend that you create a scheduled synchronization event for every day of the week.

For each event you must specify a day of the week on which to run the event, a start time, and a duration period.

To create scheduled Folder Syncsynchronization events

1   On the Folder Sync server, click **Start > All Programs > ArchiveTools > ArchiveTools Management Console**.

2   In the left pane of the management console, expand the **Archive Accelerator** folder.

3   Select the **Task List** folder.

4   In the **Task List** pane, right-click the **Folder Sync** folder and select **Properties**.

5 On the **Folder Sync Properties** dialog, ensure that the **Folder Sync Scheduling** tab is selected.
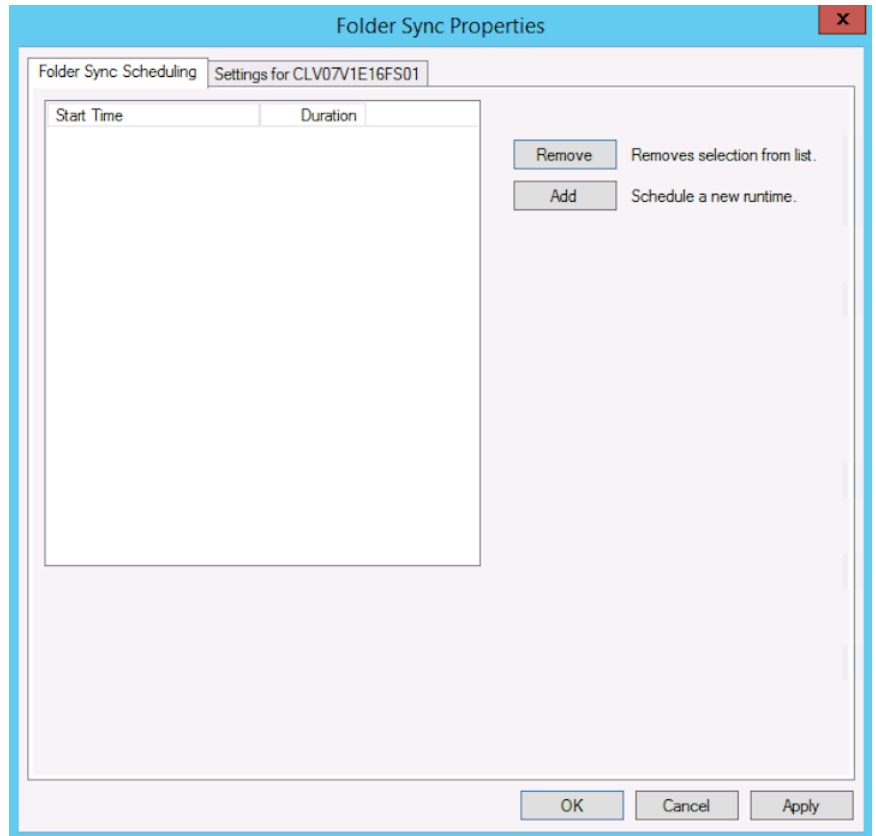
6 Click **Add** to create a new scheduled synchronization event.

The **Schedule New Task** dialog appears.
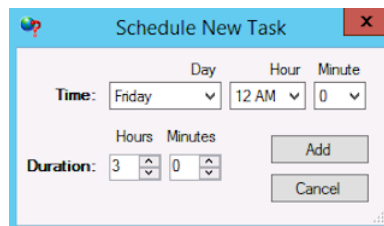
7 On the **Schedule New Task** dialog, specify the required schedule as follows:

Time	Select the day of the week and the time at which you want the synchronization event to start.
	The synchronization event runs at the selected day and time each week.
Duration	Select the duration period for the synchronization event.
	Avoid periods when the Folder Sync server and any on-premises Exchange servers are busy with system tasks such as backup.

8 Click **Add** to create the synchronization event.

9 To schedule additional synchronization events, repeat steps 6 to 8.

To remove a scheduled synchronization event, select the task and then click **Remove**.

Note: You cannot edit a scheduled synchronization event. If necessary, remove the event and create a new one.

Selecting the mailboxes to target for scheduled Folder Sync synchronizations

If you create scheduled Folder Sync synchronization events, you must select the mailboxes to target for scheduled folder synchronizations.

Note: You cannot select different mailboxes for different scheduled synchronization events. If you want to perform a synchronization for an extemporary list of mailboxes, you can perform a Run Now synchronization.

Folder Sync processes the selected mailboxes in alphabetical order. You cannot prioritize mailboxes for synchronization.

You use the ArchiveTools Management Console to select the mailboxes to target. You can also remove mailboxes from the list of targeted mailboxes, if required.

Note: To target automatically any new mailboxes that are added between synchronizations, use the **Auto Select New Targets** configuration option.

See "Configuring the settings for the Folder Sync task" on page 38.

To select the mailboxes to target for scheduled Folder Sync synchronizations

1 In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2 Expand the **Archive Tools** node and then select **All Mailboxes**.

The main pane displays the mailbox database table, which shows the Folder Sync status for each mailbox in the mailbox database.

See "Viewing the All Mailboxes table" on page 58.

3 In the mailbox database table, select one or more mailboxes that you want to target for scheduled folder synchronization.

To select multiple mailboxes, hold down the **Ctrl** key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the **Shift** key while you select the mailboxes.

4 Right-click any one of the mailboxes that you selected, and choose **Select for Sync**.

5 To check which mailboxes are now selected for scheduled synchronization, you can examine the **Selected** column of the table. This column displays **True** for all of the mailboxes in the mailbox database that are targeted for scheduled synchronization.

Note: To refresh the information in the mailbox database table, click **Refresh** under **Actions** in the right pane.

To remove mailboxes from the list of mailboxes that are targeted for scheduled Folder Sync synchronizations

1 In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2 Expand the **Archive Tools** node and then select **All Mailboxes**.

The main pane displays the mailbox database table, which shows the Folder Sync status for each mailbox in the mailbox database.

3   In the mailbox database table, select one or more mailboxes that you want to remove from folder synchronization.

To select multiple mailboxes, hold down the **Ctrl** key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the **Shift** key while you select the mailboxes.

4   Right-click any one of the mailboxes that you selected, and choose **Select for Sync**.

5   The **Select Mailboxes for Sync** dialog lists the mailboxes you selected. Clear the **Select** check box at the bottom of the dialog, and then click **OK**.

Note: You must clear the **Select** check box, otherwise the mailboxes are selected for synchronization.

---

6   To confirm that the mailboxes are now unselected, examine the **Selected** column of the mailbox database table. This column displays **False** for all of the mailboxes in the mailbox database that are not targeted for scheduled synchronization.

Note: To refresh the information in the mailbox database table, click **Refresh** under **Actions** in the right pane.

Changing the iterative restart period for scheduled Folder Sync synchronization events

Within the duration period that you set for a scheduled Folder Sync synchronization, the Folder Sync task may perform repeat folder synchronization runs. The task begins a repeat synchronization run if a pause period elapses after the task has finished processing the first mailbox. The pause period between the reruns is named the iterative restart period.

By default the iterative restart period is set to 60 minutes. You can change this value if you want. For example, to set a more aggressive policy for folder synchronizations, you can reduce the iterative restart period to, say, 30 minutes.

Note: Setting the iterative restart period to 0 disables the rerun of the scheduled folder synchronization in the duration period.

To change the iterative restart period you must edit a value in a Folder Sync configuration file.

To change the iterative restart period for scheduled Folder Sync synchronizations

1   On the Folder Sync server, navigate to the Folder Sync installation folder, typically `C:\Program Files\ArchiveTools\ArchiveTools Folder Sync`.

2   Take a backup copy of the file **ArchiveAcceleratorSynchService.exe.config** and paste it in a suitable location in case you want to revert to it later.

3   Open **ArchiveAcceleratorSynchService.exe.config** with a text editor such as Notepad.

4   Find the setting **ScheduleRestartPeriodMinutes**.

5   Change the value of this setting from the default of 60 to the required number of minutes.

6   Close the file, and save the changes.

7   Restart the Folder Sync task.

Monitoring and managing Folder Sync

This chapter includes the following topics:

■ About monitoring and managing Folder Sync

■ Viewing the All Mailboxes table

■ Viewing the Folder Sync job list

■ Viewing the Folder Sync mailbox report

■ Viewing the Folder Sync status report

■ Disabling or enabling Folder Sync from the Veritas Alta View Compliance and Governance Management Console

■ Viewing the Folder Sync synchronization status of an account from the Veritas Alta View Compliance and Governance Management Console

About monitoring and managing Folder Sync

Folder Sync provides a number of means for monitoring the status of its folder synchronizations.

Table 7-1 lists these options.

Table 7-1   Monitoring options in Folder Sync

Item	Description	More information
All Mailboxes table	Enables you to check the synchronization status of every mailbox. Provides filters and sort features.	See "Viewing the All Mailboxes table" on page 58.

Item	Description	More information
Job list	Presents a dynamic record of all the Folder Sync jobs that have run or that are currently executing, with details about each job.	See "Viewing the Folder Sync job list" on page 61.
Folder Sync mailbox report	Provides information on the status of each mailbox that Folder Sync has processed.	See "Viewing the Folder Sync mailbox report" on page 63.
Folder Sync status report	Provides information on the status of processing in the last 24 hours, for all the mailboxes that are selected for Folder Sync synchronization.	See "Viewing the Folder Sync status report" on page 66.

An Veritas Alta Archiving administrator can perform the following actions from the Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console:

- Disable or enable Folder Sync.
  See "Disabling or enabling Folder Sync from the Veritas Alta View Compliance and Governance Management Console" on page 68.

- View the synchronization status of an individual archive account.
  See "Viewing the Folder Sync synchronization status of an account from the Veritas Alta View Compliance and Governance Management Console" on page 68.
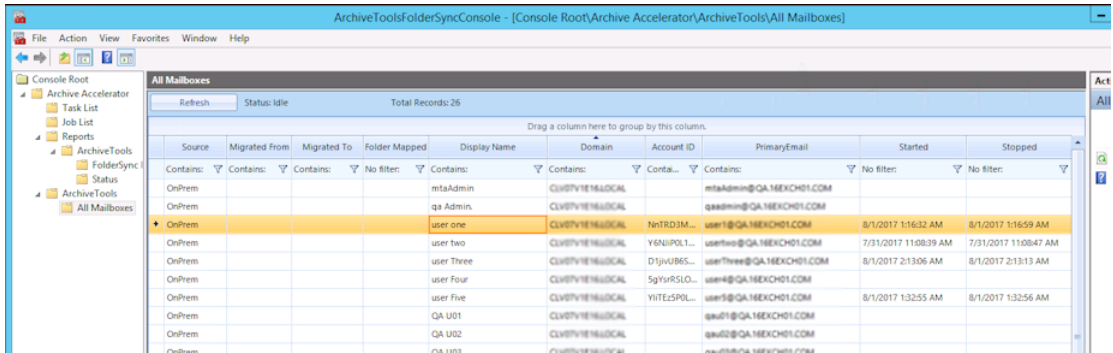
Viewing the All Mailboxes table

The **All Mailboxes** table provides information on the Folder Sync synchronization status for all the mailboxes that it has been directed to synchronize.

To view the All Mailboxes table

1   In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2   Expand the **ArchiveTools** node and select **All Mailboxes**.

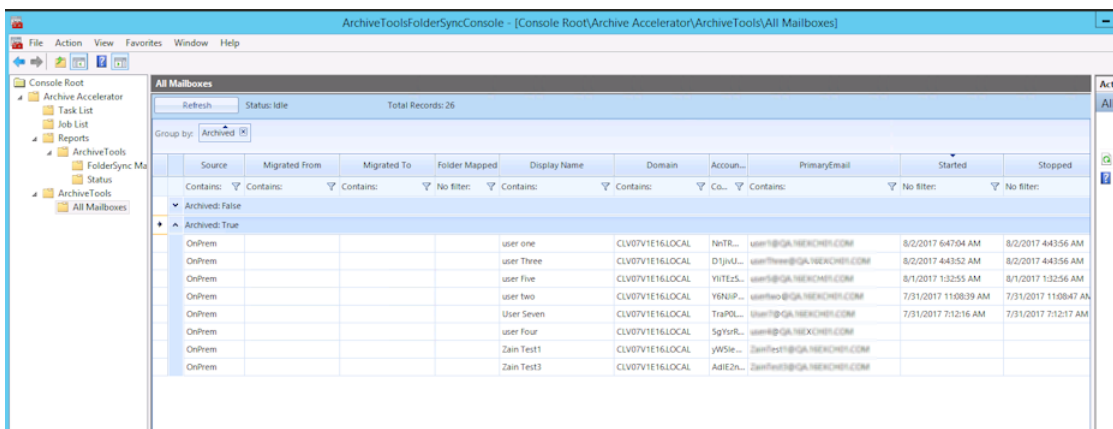The **All Mailboxes** table appears in the main pane:

Note: Click **Refresh** to refresh the table contents as required. The ArchiveTools Management Console does not update the table automatically.

You can sort, filter, and group the values in this table as follows:

- To sort the contents by a particular column, click the column heading.

- To filter the content of any column, click to the left of the filter icon in the required column, and type the text on which you want to filter.

- To group the content according to the values in a particular column, drag the column heading to the area above the table headings row.
  The following example shows the table, grouped by the values in the **Archived** column:

Contents of the All Mailboxes table

describes each column of the **All Mailboxes** table.

Note: Click **Refresh** to refresh the table contents as required. The ArchiveTools Management Console does not update the table automatically.

Table 7-2   All Mailboxes table content

Column heading	Description
Source	The Exchange environment of the mailbox, which can be one of: ■ **Online**: Office 365 ■ **OnPrem**: On-premises Exchange ■ A blank entry may indicate that the mailbox was added by an earlier version of Folder Sync and could not be rediscovered by this version. In hybrid environments, a blank entry may result for a mailbox that has been migrated.
Migrated From	Hybrid environments only: The name of the on-premises mailbox from which this Office 365 mailbox was migrated.
Migrated To	Hybrid environments only: The name of the Office 365 mailbox to which this on-premises mailbox was migrated.
Folder Mapped	Hybrid environments only: Shows the value **True** if the folder IDs have been mapped successfully from the on-premises mailbox to the Office 365 mailbox.
Display Name	The mailbox display name.
Domain	The domain of the mailbox.
Account ID	Displays the ID of the archive account in Veritas Alta Archiving, if Folder Sync has identified one. **Note:** If the entry is blank, Folder Sync has not identified an Veritas Alta Archiving archive account for the mailbox, and folder synchronizations do not proceed.
Primary Email	The primary email address for the mailbox.
Started	The date and time when the folder synchronization last started.
Stopped	The date and time when the latest folder synchronization stopped.
Last Completed	The date and time when folder synchronization last completed.

Table 7-2   All Mailboxes table content *(continued)*

Column heading	Description
Archived	**True**: Folder Sync has established that an archive account exists in Veritas Alta Archiving. **False**: Folder Sync has not found an archive account in Veritas Alta Archiving.
Selected	**True**: The mailbox is selected for a scheduled synchronization. **False**: The mailbox is unselected for scheduled synchronization.
Status	The folder synchronization status. The status can be any one of the following: ■ **To be started**. Folder synchronization has not run. ■ **Started**. Folder synchronization is in progress. ■ **Stopped**. The Folder Sync task stopped while folder synchronization was in progress. ■ **Completed**. Folder synchronization finished successfully. ■ **Erred**. An error occurred during processing. See the **Event Log** column for details. ■ **Paused**. Folder synchronization is paused.
Event	An event log error that was generated for this mailbox.
Added	The date and time that the mailbox was added to the table. For mailboxes that were added in a previous version of Folder Sync, this value defaults to the date and time that Folder Sync was upgraded.
Updated	The date and time that the mailbox was last updated as a result of account ID synchronization. This synchronization occurs when the ArchiveTools Folder Sync Service starts, and at the beginning of each scheduled synchronization. For support use.

Viewing the Folder Sync job list

A Folder Sync folder synchronization event runs a separate synchronization job for each selected mailbox that it processes. The Folder Sync job list presents a dynamic record of all the Folder Sync jobs that have run or that are currently executing, with details about each job.

The Jobs List view is updated in version [version] to display individual row for each provisioning phase. The row for **EV.Cloud** is displayed by default. However, the

rows for **OnPrem** or **Online**, or both are displayed based on the environment you have selected under **Exchange** in the **Folder Sync Properties** dialog box.

To view the Folder Sync job list

1   In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2   Select **Job List**.

The job list appears in the main pane.
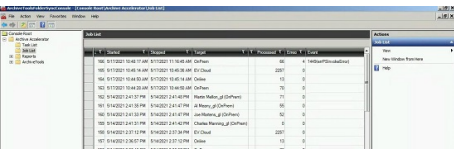
You can sort and filter the contents of the job list as follows:

- To sort the list on a column, click the column heading. To reverse the sort order, click the column heading again.

- To filter the content that is included in a column, click the filter icon in the column heading and in the **Filter** dialog specify the filter details. The available filter options depend on the column that is selected.
  To remove a filter from a column, click the filter icon in the column heading, and then click **Clear Filter**.

Contents of the Folder Sync job list

Table 7-3 describes the information that the Folder Sync job list table presents for each job.

Table 7-3   Folder Sync job list column descriptions

Column heading	Description
Job	The unique job number of this job.
Started	The date and time when the job started.
Stopped	The date and time when the job stopped.
Target	The display name of the mailbox that was the target of this job.
Sub Target	The folder that the job is processing, or last processed.
Processed	The number of messages and folders that were processed.

Table 7-3   Folder Sync job list column descriptions *(continued)*

Column heading	Description
Erred	The number of errors that occurred during processing
Event	The most recent error message that is associated with this job.
Job Status	One of Completed, Erred, or Interrupted.
Last Update	The last occurrence of an update to any column in this job row.
Server	The name of the server that is running the Folder Sync application.
Job Source	The source of the job: ■ **Manual**: A run now synchronization ■ **Schedule**: A scheduled synchronization.
Task Name	For Folder Sync the task name is always **Folder Sync**.
Job Type	Indicates whether **Messages** or **Folders** have been processed.
Report Only	Whether the job ran in Report Only mode.
Info	The number of folders and email messages that Folder Sync has sent to the web service for archiving. **Note:** This number does not indicate the number of folders or email messages that were archived at the time of the synchronization event.
Logfile	The name of the log file that is associated with the job. See "About the Folder Sync event log errors and log files" on page 70.

Viewing the Folder Sync mailbox report

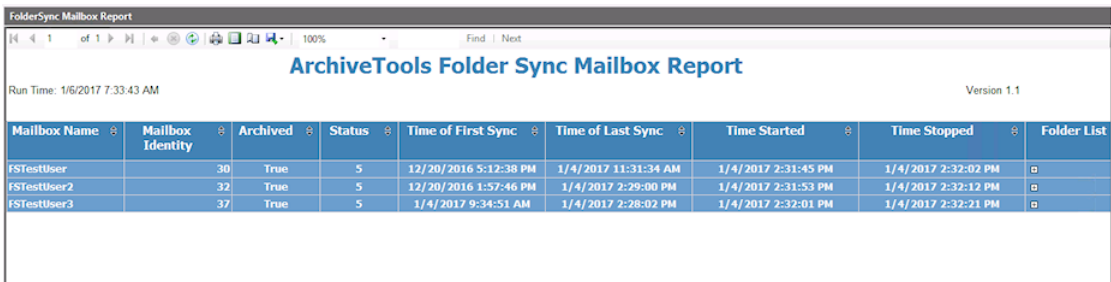The ArchiveTools Folder Sync mailbox report shows the status of each mailbox that Folder Sync has processed. The report includes a list of the folders that have been synchronized for each mailbox. You can click a folder in the list to view a child report, the ArchiveTools Folder Sync folder report. The folder report shows details of the emails that Folder Sync has processed for the selected folder.

To view the Folder Sync mailbox report

1 In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2 Expand the **Reports** node. Then expand the **FolderSync** node, and select **FolderSync Mailbox Report**

The mailbox report appears in the main pane.

Note: If you have run the report before, the most recently generated report is shown. To refresh the report, click the refresh icon in the report's menu bar.

You can use the report's menu bar options to page through the report, print or export the report, and to search for a text string.

To sort the report on a column, click the sort icon in the column heading. To reverse the sort order, click the icon again.

Contents of the Folder Sync mailbox report

Table 7-4 lists the information that the Folder Sync mailbox report includes.

Table 7-4   Contents of the ArchiveTools Folder Sync mailbox report

Column heading	Description
Mailbox name	The display name of the mailbox for which information is provided.
Mailbox Identity	An integer that identifies this mailbox.

Table 7-4   Contents of the ArchiveTools Folder Sync mailbox report
(continued)

Column heading	Description
Archived	**True**: Folder Sync has established that a provisioned account exists in Veritas Alta Archiving.
	False: Folder Sync has been unable to identify a provisioned account exists in Veritas Alta Archiving.
Status	A code that indicates the folder synchronization status, as follows:
	■ **1** - To be started. Folder synchronization has not run.
	■ **2** - Started. Folder synchronization is in progress.
	■ **3** - Stopped. The Folder Sync task stopped while folder synchronization was in progress.
	■ **4** - Completed. Folder synchronization finished successfully.
	■ **5** - Erred. An error occurred during processing. See the Event log column of the Folder Sync mailbox database entry for details. See "Viewing the All Mailboxes table" on page 58.
	■ **6** - Paused. Folder synchronization is paused.
Time of First Sync	The date and time when the first successful synchronization of the mailbox completed.
Time of Last Sync	The date and time when the most recent successful synchronization of the mailbox completed.
Time Started	The date and time when the most recent synchronization attempt started.
Time Stopped	The date and time when the most recent synchronization attempt finished.
Folder List	Click the Expand icon to see a list of folders that Folder Sync processed in the last synchronization.
	Click any folder in the list to view a ArchiveTools Folder Sync folder report for the folder. The folder report lists details of the items that Folder Sync processed for the selected folder.
	To return to the parent mailbox report, click the left arrow button above the folder report's title in the main pane.

Viewing the Folder Sync status report

The ArchiveTools Management Console includes a ArchiveTools Folder Sync status report which shows information about the status of processing in the last 24 hours for the mailboxes that are selected for Folder Sync processing.

The ArchiveTools Management Console includes a report on the status of each mailbox that has been selected for Folder Sync synchronization.

To view the Folder Sync status report

1   In the left pane of the ArchiveTools Management Console, expand the **Archive Accelerator** node.

2   Expand the **Reports** node.

3   Expand the **FolderSync** node and select **Status**.

The Folder Sync status report appears in the main pane.

Note: If you have run the report before, the most recently generated report is shown. To refresh the report, click the refresh icon in the report's menu bar.

Refresh		

| ◄◄ ◄ 1 | of 1 ► ►► | 🖨 ▢ ▯ 🖫▾ | 100% | ▾ | Find | Next |

Archive Tools Folder Sync Status Report

Report Creation Time: 1/9/2017 12:22:46 PM

Distinct Selected Mailboxes Processed (Last 24 Hours)

Status ↕	Count ↕	%
To Be Started	3	60.00%
Processing...	2	40.00%
Unprocessed	0	0.00%
Total	5	

Total Mailboxes Processed (Last 24 Hours)

Status ↕	Count ↕
Completed	10
Mailbox Scan	2

Time Since Oldest Selected Mailbox Processed

Timespan
0:04:34

You can use the report's menu bar options to page through the report, print or export the report, and to search for a text string.

To sort the report on a column, click the sort icon in the column heading. To reverse the sort order, click the icon again.

Contents of the Folder Sync status report

Table 7-5 describes the information that the Folder Sync status report includes.

Table 7-5 Contents of the ArchiveTools Folder Sync status report

Section	Description
Distinct Selected Mailboxes Processed (Last 24 Hours)	Of the mailboxes that were selected for Folder Sync processing: The count for processed, completed, started, erred, and unprocessed individual mailboxes in the last 24 hours. **Note:** If the same mailbox was processed multiple times within the 24-hour period, the mailbox is counted **only once** in these figures. The mailbox numbers are shown both as a count and as a percentage of the total.
Total Mailboxes Processed (Last 24 Hours)	Of the mailboxes that were selected for Folder Sync processing: The total count for processed, completed, started, erred, and unprocessed mailboxes in the last 24 hours. **Note:** If the same mailbox was processed multiple times within the 24-hour period, the mailbox is counted **each time** in these figures.
Time Since Oldest Selected Mailbox Processed	Of the mailboxes that were selected for Folder Sync processing: The longest time that has elapsed since Folder Sync began processing any individual mailbox. If the time is under 24 hours, the format of the value is *Hours*:*Minutes*:*Seconds* (HH:MM:SS) If the time is greater than 24 hours, the format of the value is *Days*:*Hours*:*Minutes*:*Seconds* (D:HH:MM:SS) Assuming that at least one complete folder synchronization has completed, this time provides an indicator of how long Folder Sync took to process all of the selected mailboxes.

Disabling or enabling Folder Sync from the Veritas Alta View Compliance and Governance Management Console

Folder synchronization is enabled by default in the Veritas Alta View Compliance and Governance Management Console after you have installed and configured Folder Sync.

When you have completed the installation and configuration of Folder Sync, you can enable or disable all Folder Sync synchronization activity from the Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console.

Note: If you enable Folder Sync it does not run immediately, but at the next scheduled synchronization event.

To disable or enable Folder Sync from the Veritas Alta View Compliance and Governance Management Console

1   In a supported Internet browser, navigate to the URL for your Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console, and log in.

2   In the left pane of the Veritas Alta View Compliance and Governance Management Console, expand the **Policy Management** node and select **Archive Options**.

3   Under **Active Folder Synchronization**, the Veritas Alta View Compliance and Governance Management Console displays the current enablement status of Folder Sync, the number of users whose folders are being synchronized, and the date and time of the last synchronization event.

In the **Status** drop-down box, select **Enable** or **Disable**.

Viewing the Folder Sync synchronization status of an account from the Veritas Alta View Compliance and Governance Management Console

For individual users you can view the synchronization status and the date and time of the last synchronization event from the **Accounts** node of the Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console.

Note: You cannot make Folder Sync-related changes for individual users from the Veritas Alta View Compliance and Governance Management Console. Changes must be made in the ArchiveTools Management Console.

To view the Folder Sync synchronization status of an account from the Veritas Alta View Compliance and Governance Management Console

1   In an Internet browser, navigate to the URL for your Veritas Alta Archiving Veritas Alta View Compliance and Governance Management Console, and log in.

2   In the left pane of the Veritas Alta View Compliance and Governance Management Console, expand the **My Config** node and select **Accounts**.

3   Click a user from the list on the **Accounts** page, to display the **Edit Account** page for that user.

4   On the Edit Account page, **Folder Synchronization Status** shows the synchronization status for the selected user, and the date and time of the last synchronization event.

5   Click **Cancel** to exit the Edit Account page without making any changes.

Troubleshooting Folder Sync

This chapter includes the following topics:

- About the Folder Sync event log errors and log files

- Folder Sync fails to work for some mailboxes

- Troubleshooting occasional time-outs of the Folder Sync service

About the Folder Sync event log errors and log files

The Folder Sync application writes to the Windows Application log. The event log entries show the source as ArchiveTools Folder Sync. Synchronization errors are displayed in the ArchiveTools Management Console, in the following places:

- In the **Event Log** column of the **All Mailboxes** table.
  See "Viewing the All Mailboxes table" on page 58.

- In the **Event** column of the job list.
  See "Viewing the Folder Sync job list" on page 61.

The Folder Sync log files are located by default on the installation drive under the **ProgramData** folder, typically in **C:\ProgramData\Vault Solutions\Archive Accelerator**.

Note: To see the **ProgramData** folder you must set your Windows file options to view hidden files.

To change the log file location or configure which items to log, edit the file **ArchiveAcceleratorSynchService.exe.config** in the Folder Sync installation folder, typically **C:\Program Files\ArchiveTools\ArchiveTools Folder Sync**.

- To change the output location for the log files, set a value for the setting **logPath**.

- To log errors from the Folder Sync service, set the value of **logService** to **True**.

- To log errors from the job scheduler, set the value of **logJob** to **True**.

- If you set the value of **logXML** to **True**, Folder Sync creates a series of XML files that include the information that it sends to the Veritas Alta Archiving data center. The information includes folder names and item IDs.

If you make changes to the **ArchiveAcceleratorSynchService.exe.config** file, you must restart the Folder Sync task to implement the changes.

See

Folder Sync fails to work for some mailboxes

For Folder Sync to synchronize folders and their contents in a timely manner, the Folder Sync scheduler must run events on a daily basis. The events should be run with as near to a 24-hour duration as possible. Avoid running events at times of high server demand, such as when Folder Sync server backups or on-premises Exchange server backups are run.

Folder Sync does not perform folder synchronizations on mailboxes for which it cannot identify a provisioned account ID in Veritas Alta Archiving. If Folder Sync has not found a provisioned account ID for a mailbox, then the ArchiveTools Management Console shows the following in the entry for the mailbox database under **Archive Accelerator > ArchiveTools > Servers**:

- The **Account ID** column is empty.

- After an attempted folder synchronization, the **Event Log** column shows the error `No Account ID has been specified`.

To fix this condition, ensure that Veritas Alta Archiving has provisioned an archive account for the mailboxes, and then let Folder Sync perform a check for the provisioned mailbox accounts.

Folder Sync performs a check for provisioned mailbox accounts in the following circumstances:

- When the Folder Sync task starts, if at least 60 minutes have passed since it checked the mailbox accounts.

- If no scheduled folder synchronization is running and at least 60 minutes have passed since a scheduled folder synchronization completed.

Troubleshooting occasional time-outs of the Folder Sync service

If the Folder Sync host server is slightly underpowered you may experience occasional time-outs of the ArchiveTools Folder Sync service.

An error such as the following may be received:

```
Windows could not start the ArchiveTools Folder Sync service on Local
Computer. Error 1053: The service did not respond to the start or
control request in a timely fashion.
```

To help to avoid a time out of the service in this situation, you can set a Windows registry value on the host server as follows.

To troubleshoot occasional time-outs of the Folder Sync service

1   Start the Windows registry editor on the Folder Sync host server.

2   Locate the following registry subkey:

```
HKEY_LOCAL_MACHINE
 \SYSTEM
  \CurrentControlSet
    \Control
```

3   Under this subkey, edit or create the following DWORD value: **ServicesPipeTimeout**.

Give **ServicesPipeTimeout** a decimal value of **180000**.

4   Exit from the registry editor.

5   You must restart the host server to apply this change.