Enterprise Vault™ Managing Retention

12.3 and later

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Enterprise Vault™: Managing Retention

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Chapter 1

About retention

This chapter includes the following topics:

About retention categories

When Enterprise Vault archives an item, it assigns a retention category to the item that specifies how long to keep it. Enterprise Vault typically deletes the item automatically when its retention period expires.

A retention category can specify a retention period, or inherit retention settings from the Archive Settings page in site settings. A retention period is how long an item is retained in Enterprise Vault. The retention period can be defined as one of the following:

- A period of time from the date on which the item is archived or modified. For example, you can specify that items are retained for five years from their archived date.
  By default, the start of the retention period is based on the item's modified date, but you can configure Enterprise Vault to use the archived date instead. For mail messages, the modified date is the date and time when the message was received. For documents, the modified date is the date and time when the document was last modified.
- Until a fixed date. For example, you can specify that items are retained until December 31 2021.

- Forever. Retaining items forever means that they never expire, and Enterprise Vault does not delete them automatically.

You can create as many retention categories as you need, and configure Enterprise Vault to assign them automatically to different Enterprise Vault entities. For example, you may want Enterprise Vault to assign one category to items that are archived from the mailboxes of users in the accounts department, and a different category to the items that are archived from the mailboxes of users in the legal department.

You can also configure the following Enterprise Vault clients, so that end users can change the retention category on items:

- Enterprise Vault Outlook Add-In. You can allow users to set the retention category on a mailbox folder, or on an individual item when they archive it manually.
- Enterprise Vault Search. You can allow users to change the retention category on an archived item.

If you assign a different retention category to a mailbox folder, or standard archive folder, Enterprise Vault only assigns the new retention category to new items that are archived from the folder or moved into it. Enterprise Vault does not change items that it has already archived. If you want to ensure that all items in a folder have the same retention category, you can use the Enterprise Vault Retention Folder feature.

If you modify an existing retention category, the changes are retrospective. For example, if you have a retention category called "Customer Accounts" with a retention period of 5 years and you change it to 10 years, then items that have been already archived with the "Customer Accounts" retention category are retained for a minimum of 10 years.

Retention categories allow you to categorize items in archives. When searching for items in archives, users can specify a retention category in the search criteria.

Properties in the retention category dialog let you prevent automatic deletion or user deletion of archived items that have the retention category assigned.

The Enterprise Vault records management and classification features extend the way that you can categorize archived items as follows:

- The Enterprise Vault records management feature lets you associate a record type with a retention category. When the retention category is applied to an item, the item is marked as a record of the type specified in the retention category.
  For more information on the records management feature, see "Using Enterprise Vault for records management" in the *Administrator's Guide*.
- The Enterprise Vault classification features (Veritas Information Classifier (VIC) and Windows File Classification Infrastructure (FCI)) let you apply retention

categories to items that match classification rules that you have set up. You can configure when classification applies retention categories. For example, classification can apply retention categories when Enterprise Vault first indexes and archives items, or when users try to delete items manually.

For more information on the Enterprise Vault classification features, see the following guides:

Classification using the Veritas Information Classifier

Classification using the Microsoft File Classification Infrastructure

About retention plans

Retention plans let you configure the following classification, retention, retention folders, and expiry criteria on an individual archive, or on a group of archives:

- The retention category to associate with the retention plan.
- The retention folders to create in archives to which the retention plan is assigned. (Currently only supported in Exchange Mailbox and Internet Mail archives.)
- Whether to classify items using the Enterprise Vault classification feature.
- If classification is used, the classification policy to apply to items.
- When expiring items in the archive, whether to use the retention category that is specified for the retention plan or retention folders, or the existing retention categories that are applied to the items. The expiry options in the retention plan and retention folders are only available if you are not using classification, or you are using classification but the classification policy does not set the retention category.

Retention plans are applied at archive level. Applying a retention plan to an archive gives you greater control over the retention periods of the items in the archive. In particular, a retention plan lets you dispose of already-archived items by giving them a retention period that is different from the one that is currently assigned to them.

Retention folders let you control the retention and expiry of archived items at folder level within a user's archive. You use a retention plan to set up retention folders in a user's archive. The attributes that you set for each retention folder determine the retention and expiry settings that Enterprise Vault applies to the items in the folder. For example, you can create a folder that applies a retention category with a one-year retention period to the items, overriding the retention categories that Enterprise Vault has previously applied to them. The retention category selected for a retention folder overrides the retention category selected for the retention plan, the archive, site properties, or assigned using a feature such as Policy Manager

(EVPM). Only a retention category that is set using classification can override the retention category on items in retention folders.

Using features such as Virtual Vault, Enterprise Vault Search, and IMAP, users can access the retention folders directly, and move items into or out of them.

You can also provide user access to the retention folders in Outlook by creating in the mailbox a hierarchy of folders that matches the retention folder hierarchy. The user can then file items in the retention folders by moving the items or shortcuts into the associated folders in Outlook.

For more information on retention folders, see "Working with retention categories and retention plans" in the *Administrator's Guide*.

About storage expiry

When you configure storage expiry in site properties, the Enterprise Vault Storage service automatically deletes items from archives when the items' retention periods have expired, or a fixed expiry date is reached.

By default, the start of a retention period is based on the item's modified date. For mail messages, the modified date is the date and time when the message was received. For documents, the modified date is the date and time when the document was last modified. You can configure Enterprise Vault to base expiry on the item's archived date instead.

If you base expiry on the item's archived date, and use Exchange Server Archiving, you may need to consider calendar, meeting, or task items that have an end date in the future. If storage expiry for your site is based on the archived date of an item, then items with an end date in the future could be deleted by storage expiry before the end date of the item. To prevent this, you can create a retention category that Enterprise Vault will apply automatically to these items when they are archived. You specify this retention category in the advanced settings of the Exchange mailbox policy.

If you import old items into Enterprise Vault from other mail systems, expiry based on the archived date can be useful. If the items are very old and storage expiry in Enterprise Vault is based on modified date, the items could expire immediately on import into Enterprise Vault.

Although you configure the default settings for storage expiry in site properties, you can configure in retention category properties whether to use a fixed expiry date, or a retention period that is based on the modified or archived date. If the settings in a retention category differ from the settings in the site properties, then the setting value for the retention category takes precedence for items that are assigned the retention category.

Options in retention plan properties and classification policies allow you to assign different retention categories to items, and specify when a retention category is assigned to an item. For example, if you assign a different retention category to items when their retention period expires, you can control whether Enterprise Vault deletes the item. If you are planning to implement the Enterprise Vault Classification feature or retention plans, or both, we recommend that you give careful consideration to the impact on storage expiry.

See "How retention plans affect storage expiry" on page 9.

How retention plans affect storage expiry

Applying a retention plan to an archive can affect how Enterprise Vault deletes the items in the archive. The following configuration options determine how storage expiry operates:

- In the properties of a retention plan, the **When expiring items, use** option on the **Expiry** tab. If you set this to **The retention category set by this Retention Plan**, the retention category that you set with the retention plan overrides the item-level retention category with which Enterprise Vault stamps each item on ingestion.
- If the retention plan creates retention folders, the retention category selected for a retention folder overrides the retention category selected for the retention plan, the archive, site properties, or assigned using a feature such as Policy Manager (EVPM).
- In the properties of the associated classification policy, the option **Set retention category of items**. If you select this option, the item-level retention category with which Enterprise Vault stamps each item overrides everything else, regardless of how you configure the associated retention plan.

Table 1-1 shows how these two configuration options affect storage expiry behavior.

Table 1-1 Storage expiry behavior when retention plans are applied

Is retention plan applied?	Does retention plan override current retention categories of items?	Is classification enabled?	Does classification set retention category of items?	Expire items based on
No	Not applicable	Not applicable	Not applicable	Item-level retention category
Yes	No*	No	Not applicable	Item-level retention category*

Table 1-1 Storage expiry behavior when retention plans are applied *(continued)*

Is retention plan applied?	Does retention plan override current retention categories of items?	Is classification enabled?	Does classification set retention category of items?	Expire items based on
Yes	No	Yes	Yes	Item-level retention category
Yes	No	Yes	No	Item-level retention category
Yes	Yes*	No	Not applicable	Plan-level retention category*
Yes	Yes	Yes	No	Plan-level retention category

* If retention folders exist, then the retention category on the retention folder overrides the retention category that is specified in the retention plan.

Where to assign retention categories and plans

Table 1-2 lists where you can assign retention categories and plans. The **Additional information** column describes how other settings or features may override the retention plan or category.

Table 1-2 Where to assign retention categories and plans

Enterprise Vault entity or feature	Type of archiving or feature	Retention category or plan	Additional information
Site properties	All types of archiving	Category	You can set a default category for the site. This category is used in wizards and other dialog boxes when no category is specified. You can override the default category for specific data by setting a different category on other entities that are listed in this table.

Table 1-2 Where to assign retention categories and plans *(continued)*

Enterprise Vault entity or feature	Type of archiving or feature	Retention category or plan	Additional information
Provisioning group	Exchange and Domino mailbox	Category or plan	You can set a default category or plan for groups of Exchange and Domino users. In full client mode, the Enterprise Vault Outlook Add-In and the Enterprise Vault Office Mail App allow users to change the retention category on items that they archive manually. Enterprise Vault Outlook Add-In also allows users to change the retention category on folders in their mailbox. Enterprise Vault Policy Manager (EVPM) and Exchange managed folders can also override the setting.
	IMAP Internet Mail SMTP Mailbox Journaling	Category or plan	You can set the retention category or plan to apply to any new archives that are created when provisioning users in the group.
	SMTP Group Journaling	Category or plan	You can set the retention category or plan that provisioning applies to the archives that are assigned to the provisioning group.
Exchange Mailbox policy	Exchange mailbox archiving	Category	On the **Advanced** tab, **Future item retention category** lets you set a retention category to use for calendar, meeting, and task items that have end dates in the future; that is, unexpired calendar, meeting, and task items.
FSA volume and folder policy	File system archiving	Category or plan	Using a retention plan that assigns a retention category to an FSA folder: ■ If the folder has an archive point, then the plan settings override settings that you have set by other means. ■ If the archive point is on a higher-level folder, then the higher-level folder settings override the plan settings.
SharePoint policy	SharePoint archiving	Category	You can set the required category in SharePoint policy rules.

Table 1-2 Where to assign retention categories and plans *(continued)*

Enterprise Vault entity or feature	Type of archiving or feature	Retention category or plan	Additional information
PST Migration policy	PST migration	Category	You can configure the default category to assign to imported items. You can override the default category for specific PST files. You can allow users to set the category in client-driven migration.
Target	Exchange journal mailbox Exchange public folder Domino journal location SharePoint target SharePoint site collection Manually-added SMTP target address	Category or plan	Exchange journal mailbox, Domino Journal location, manually-added SMTP target address: ■ If you have assigned a retention plan to the archive associated with these targets, and the plan applies a retention category, then you can only change the category on the archive.
Archive	Exchange and Domino journal archive SMTP archive	Category or plan	You can use a retention plan to override the default category that is configured in the target properties.
Retention folders	Exchange mailbox archive Internet Mail archive	Plan	If you create retention folders, you can assign a category for the retention folder hierarchy, or assign different categories to each retention folder. The retention category selected for a retention folder overrides the retention category selected for the retention plan, the archive, site properties, or assigned using a feature such as Policy Manager (EVPM).
Enable Mailbox wizard	Exchange and Domino mailbox archiving	Category or plan	You can select the default category or plan for selected mailboxes.
NSF Migration wizard	Domino mailbox and journal archiving	Category	You can configure the default category to assign to items that are imported in the NSF file.

Table 1-2 Where to assign retention categories and plans *(continued)*

Enterprise Vault entity or feature	Type of archiving or feature	Retention category or plan	Additional information
Move Archive wizard	Exchange mailbox and journal archiving Domino mailbox and journal archiving	Category or plan	You can select the retention category for the destination archive. If you assigned a retention plan to the source archive, you must take some additional steps to ensure that the retention plan is transferred to the destination archive. Otherwise, there is a danger that Enterprise Vault applies the wrong retention and classification settings to the items that it adds to the new archive. See the section, "Move Archive and retention plans", in the *Administrator's Guide*.
Enterprise Vault Policy Manager (EVPM)	Exchange mailbox and journal archiving	Category	You can use Policy Manager to set a retention category on folders in user mailboxes. The OverrideArchiveLocks setting forces Policy Manager to modify folder settings even if the Administration Console has **Force users to use policy and target settings for mailbox archiving** set on the Exchange Mailbox Policy: Archiving Actions property page.
Custom filtering	Exchange and Domino mailbox and journal archiving	Category	You can set a retention category for matching items in the ruleset file.
Manual archiving	Exchange mailbox archiving	Category	In full client mode, the Enterprise Vault Outlook Add-In and the Enterprise Vault Office Mail App allow users to change the retention category on items that they archive manually. Enterprise Vault Outlook Add-In also allows users to change the retention category on folders in their mailbox.
Enterprise Vault Search	All types of archiving	Category	If allowed, users can change the retention category on archived items.

You can also set retention in the following Enterprise Vault features:

- FSA retention folders. See "Configuring and managing retention folders" in the *Setting up File System Archiving* guide.

- Domino retention folders. See "Domino mailbox archiving retention folders" in the *Setting up Domino Server Archiving* guide. Note that the retention plans associated with this feature are different from the retention plans that are mentioned in this document.
- Archiving Exchange managed folders on Exchange Server 2010. See "Notes on archiving items from Exchange managed folders" in the "Customizations and best practice" chapter of the *Administrator's Guide*.

Controlling retention

This chapter includes the following topics:

- About controlling retention
- About the user actions that can cause retention category updates
- Locking Exchange Mailbox policy settings
- Locking Enterprise Vault Search policy settings
- Retention considerations when using records management or classification

About controlling retention

In general, a retention category that you set at a lower, more granular level, takes precedence over a retention category that you set at a higher level. For example, if you set a retention category for a provisioning group, this overrides the retention category that is set in site properties. However, there are some situations where this general rule does not apply. This chapter describes these situations, and gives advice on what you need to check to make sure that the required retention category or plan is applied as expected.

Table 1-2 lists where you can assign retention categories and plans, and describes how other settings or features may override the retention plan or category. When you configure retention, review the information in Table 1-2 in addition to the information in this chapter.

About the user actions that can cause retention category updates

Several Administration Console settings determine whether, when users perform actions that could potentially update the retention categories of their archived items, Enterprise Vault allows the updates to take place. For example, users may move archived items between folders to which you have applied different retention categories, or change the retention categories of items in Enterprise Vault Search, if permitted. Both actions can cause the retention categories of the items to change. Figure 2-1 shows how Enterprise Vault decides whether to change the retention categories of these items.

Figure 2-1 Decision process for updating the retention categories of items

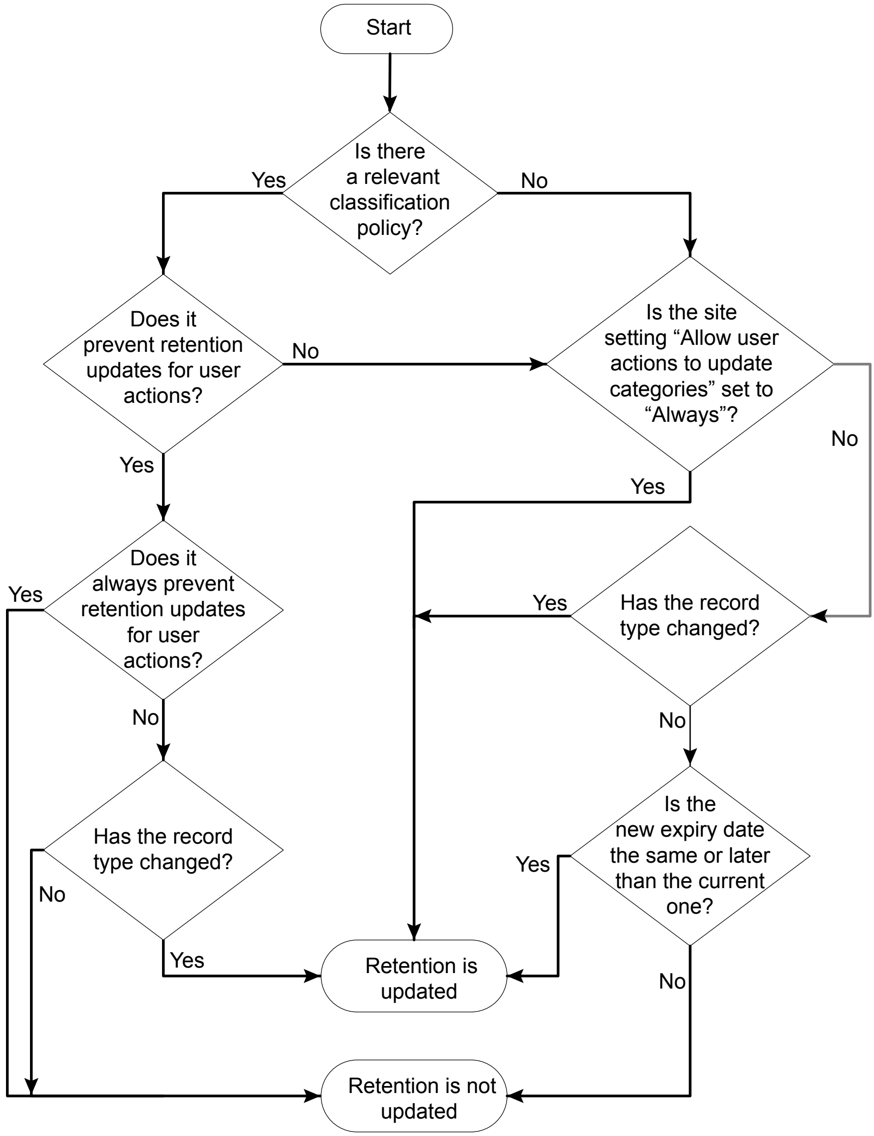


Table 2-1 Administration Console settings that determine whether user actions can affect retention

Administration Console setting	Effect of setting
Site properties > Archive Settings tab	This is where you set the default retention category for the site. Setting a different retention category at a more granular level, such as on an archive, overrides this default. **Allow user actions to update categories** determines whether, when users perform actions that could potentially update the retention categories of their archived items, Enterprise Vault allows the updates to take place. The options are as follows: ■ **Always**. This is the default action. Enterprise Vault always updates the retention category of the items, even if this has a shorter retention period. Note that this may mean that the items expire sooner, or even immediately. ■ **If item expiry is the same or later, or the record type changes**. "Item expiry" means the date when the item's retention period expires. For example, a user moves items from folder A to folder B. Items in folder A have a 7 year retention period. The category assigned to folder B has a 5 year retention period. Assuming that **If item expiry is the same or later, or the record type changes** is selected, Enterprise Vault calculates when the items will expire with the new 5 year category (item's modified or archived date + 5 years). If the expiry date with the folder B category is the same or later than the expiry date with the folder A category, Enterprise Vault updates the category for these moved items. If the expiry date with the folder B category is sooner than the expiry date with the folder A category, Enterprise Vault does not update the category for these moved items. If you are using the Enterprise Vault classification feature, you can use classification policy options to prevent changes to a retention category that was set using classification.
Site properties > Storage Expiry tab	Whether you base expiry on the item's **Modified date** or **Archived date** is likely to affect when an item's retention period expires. This is particularly relevant if there is a significant delay in archiving items.
Classification policy properties > Settings tab	**Prevent user actions from updating retention categories** lets you prevent changes to a retention category that was set using classification.

Table 2-1 Administration Console settings that determine whether user actions can affect retention *(continued)*

Administration Console setting	Effect of setting
Retention category properties > Details tab (Settings options)	The following hold options are available on this tab: ▪ **Prevent automatic deletion of expired items with this category** ▪ **Prevent user deletion of items with this category** Consider the following situation: ▪ An item in a mailbox folder has a retention category with a hold set on automatic deletion of expired items. ▪ The user moves the item to a folder that has a different category assigned. The folder category does not have any holds set. Enterprise Vault updates the item category, subject to the site and classification policy settings for retention category updates. In this example, updating the category means that the hold on automatic deletion on expiry is removed. Similarly, user action may cause a change of retention category from one that specifies a hold on user deletion to one that does not. This can lead to the removal of the hold on user deletion. If you use retention categories with the above holds set, consider carefully where you apply them. We recommend that you do not assign such retention categories to mailbox folders. However, if you do assign them to mailbox folders, then it is advisable to configure the same holds for the retention categories.

Table 2-1 Administration Console settings that determine whether user actions can affect retention *(continued)*

Administration Console setting	Effect of setting
Retention category properties > Details tab (Retention options)	The retention category **Period** settings can affect the retention of items in the following situations: ■ The user performs an action that can potentially update the retention category of an archived item. For example, the user may move the item between folders to which you have applied different retention categories, or use the facility in Enterprise Vault Search to change the item's retention category. In either case, the new and original retention categories base expiry on different dates: for example, one category might use the modified date, and the other use the archived date. ■ In site settings, **Allow user actions to update categories** > **If item expiry is the same or later, or the record type changes** is selected. To decide whether to change the retention category on an item when a user action may affect the category, Enterprise Vault calculates which retention category gives the later expiry date. As expiry in the source and destination folders is based on different dates, the items that Enterprise Vault updates may be unexpected. For this reason, we recommend that retention categories assigned to mailbox folders base expiry on the same date.

Locking Exchange Mailbox policy settings

In full client mode, the Enterprise Vault Outlook Add-In and the Enterprise Vault Office Mail App allow users to change the retention category on items that they archive manually. Enterprise Vault Outlook Add-In also allows users to change the retention category on folders in their mailbox. To prevent users from changing retention settings on items or folders, you can set **Force users to use policy and target settings for mailbox archiving** on the **Archiving Actions** tab of the Exchange Mailbox policy.

Locking Enterprise Vault Search policy settings

Depending on the search policy settings that you choose, Enterprise Vault Search users may have several ways in which they can update the retention categories of their archived items. For example, you may allow users to change the retention categories of individual items, or move the items from one archive folder to another that has a different retention category.

In the Administration Console, the following options on the **Features** tab of the search policy properties determine whether users can perform these actions:

- **Allow Retention Category to be changed**
- **Allow copy and move within or across archives (Refile)**

By default, Enterprise Vault does not allow the first action but does allow the second.

Retention considerations when using records management or classification

If you use records management or classification, or both, consider the following points:

- The retention settings that are in force when Enterprise Vault archives a user's items determine the retention category and associated record type that Enterprise Vault assigns to these items. This may be a consideration if you have chosen to archive items when they are older than a certain age, instead of archiving them immediately. For more information, see "Applying the retention plans to the target users" in the *Administrator's Guide*.
- A retention category that is assigned to an item using classification normally takes precedence over a retention category in a retention plan. However, after classification has set the retention category, you can override it by assigning a retention plan with a different retention category to the archive.
- If user actions are allowed to update the retention category of items, then a classification retention category on an item may be changed; for example, if a user moves an item into a retention folder, the retention category of the folder is assigned to the item.
- If classification is used to implement records management, Enterprise Vault uses the following rules to decide which retention category to assign when an item matches several classification rules:
  - Retention categories that mark items as records take precedence over those that do not.
  - Retention categories that mark items as permanent records take precedence over those that mark them as temporary records.
  - Retention categories that mark items as temporary records take precedence over retention categories that mark items as any other type of record.

See "Using the classification feature for records management" in the *Administrator's Guide*.

If you use Enterprise Vault Policy Manager (EVPM) to assign different retention categories to different mailbox folders, consider the following points:

- Using Enterprise Vault Policy Manager (EVPM) to assign retention categories to specific mailbox folders is one way to let users change the record types of individual items: users can move items between folders to change the retention category and associated record type of each item. However, a drawback of doing this is that it may override the retention categories that the classification feature has assigned to the items. By default, Enterprise Vault automatically updates the retention categories of moved items.

  To change this behavior for those archives to which you apply the classification policy, select **Prevent user actions from updating retention categories** in the classification policy properties, and then choose whether to prevent such updates in all instances. You can allow retention category updates in instances where moving the items changes their record types.

- To assign non-default retention categories to individual items, it is advisable to choose either EVPM or the classification feature, but not both. If you use the classification feature for records management, we recommend that you set your classification policies to always prevent user actions from updating retention categories. For more information, see "Potential conflicts between EVPM and the classification feature" in the *Administrator's Guide*.

- If the user moves an unarchived item into a folder that was created using EVPM, Enterprise Vault applies the appropriate retention category to the item when the mailbox archiving task runs. On the other hand, if the user moves a shortcut (archived item) into one of the folders then, by default, Enterprise Vault applies the new retention category to it when shortcut processing next runs. You can restrict this behavior using the retention settings on the **Archive Settings** tab of site properties. It is also important to set `OverrideArchiveLocks` to True in the EVPM initialization file to stop other policy settings from overriding the retention category on the folder. For more information, see "Allowing users to change the record types of individual items" in the *Administrator's Guide*.

Creating and applying retention categories and plans

This chapter includes the following topics:

Creating a retention category

You create a retention category using the New Retention Category wizard. This wizard lets you specify a name and retention period for the category. After you have created the category, you can open the category properties in the Enterprise Vault Administration Console. Additional properties in the dialog box let you do the following:

- Prevent automatic deletion of expired items.
- Prevent user deletion of items.
- Hide the retention category from users.
- Lock the retention category settings.
- For records management, mark items with the retention category as a particular record type.

Use the retention category properties dialog box to make changes to an existing category.

Note: If you plan to store items indefinitely on a WORM storage device, ensure that the retention settings on the device are correctly configured. For details, see "Enterprise Vault hardware requirements" in the *Installing and Configuring* guide.

To create a retention category

1. In the left pane of the Administration Console, expand the vault site hierarchy until **Policies** is visible.
2. Expand **Policies** and then expand **Retention & Classification**.
3. Right-click **Categories** and then, on the shortcut menu, click **New** > **Retention Category**.

   The New Retention Category wizard starts.
4. Work through the wizard.

Creating a retention plan

We recommend that you only create retention plans after you have defined the retention categories and classification policies that you want to assign with those plans.

You can modify a retention plan after you have created it and applied it to one or more archives. You can also dissociate the plan from those archives and assign a different plan to them.

To create a retention plan

1. In the left pane of the Enterprise Vault Administration Console, expand the tree view until the **Policies** container is visible.
2. Expand the **Policies** container and then expand the **Retention & Classification** container.
3. Right-click **Plans** and then point to **New** and click **Retention Plan**.

   The New Retention Plan wizard appears.
4. Work through the pages of the wizard, which prompt you to enter the following:
   - A name for the new retention plan. The name must be unique, and it can contain up to 40 alphanumeric or space characters.
   - A description of the plan. The description can contain up to 127 alphanumeric, space, or special characters.

- A retention category to associate with the retention plan. If no suitable retention category exists, the wizard provides the option to create one.
- Optionally, whether to allow the Enterprise Vault classification feature to classify the items that the retention plan handles. If you choose to classify the items, you must also select the required classification policy.
- The expiry settings to assign to the affected items.
- Optionally, retention folders that you want to create in archives to which the retention plan is applied. For information on the different ways to configure retention folders, see the section, "Setting up retention folders", in the *Administrator's Guide*.
  Currently, retention folders are only supported in Exchange Mailbox and Internet Mail archives.

Applying retention plans to your Enterprise Vault archives

After you have created a retention plan, you can apply it to one or more archives. The Administration Console provides many different ways to do this, as you can associate a retention plan with any of the following features:

- An Exchange, Domino, IMAP, or SMTP provisioning group
- An Exchange journal archive, Domino journal archive, or SMTP archive
- An FSA volume or folder policy
- A public folder target
- A SharePoint target or site collection
- Mailboxes that you manually enable for archiving by running the Enable Mailbox wizard

The documentation for each of these features describes how to associate a retention plan with it. You can also apply a retention plan to a selected archive with the PowerShell cmdlet `Set-EVArchive`. See the *PowerShell Cmdlets* guide for more information.

Caution: In cases where the same user is the target of two different provisioning groups, such as an IMAP provisioning group and SMTP Mailbox Journaling provisioning group, ensure that their associated retention plans apply the same retention settings to the user's archive. Otherwise, one plan's retention settings will override the other's when you apply it to the archive.

After you have associated the retention plan with the required feature, you must run the appropriate provisioning task or archiving task to apply it to the target archives. For instance, you must run the Client Access Provisioning task in the case of an IMAP provisioning group and the SharePoint Archiving task in the case of a SharePoint site collection.

As an example, the following procedure describes how to choose a retention plan when you set up a new Exchange provisioning group.

To associate a retention plan with an Exchange provisioning group

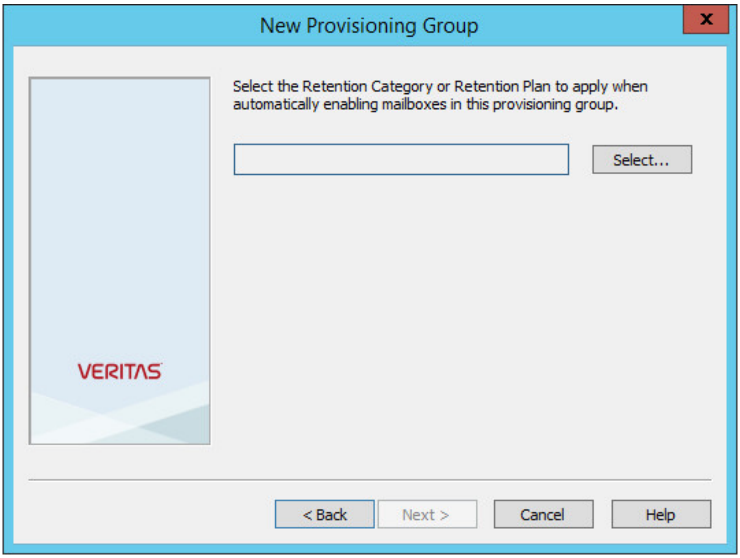
1 In the left pane of the Administration Console, expand the hierarchy until the **Targets** container is visible.

2 Expand the Exchange domain.

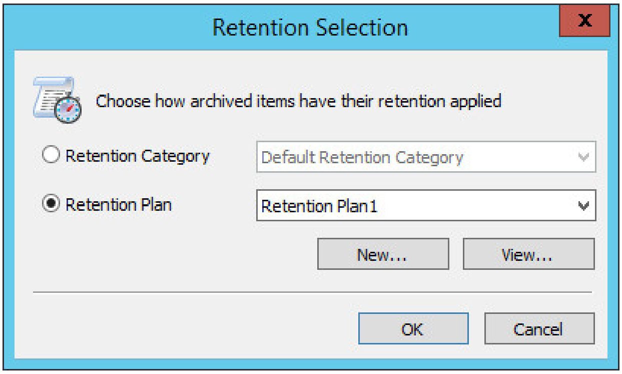
3 Right-click the **Provisioning Groups** container, and then point to **New** and click **Provisioning Group**.

The **New Provisioning Group** wizard appears.

4 Work though the wizard until you reach the page that prompts you for the required retention category or retention plan.



5 Click **Select** to open the **Retention Selection** dialog box.



6. Select the required retention plan, or click **New** to create a new one.
7. Work through the remaining pages of the wizard.
8. Run the Exchange Provisioning task to apply the retention plan to the target archives.
9. Synchronize the mailboxes. To do this, open the properties dialog box for the Exchange Mailbox Archiving task and then, on the **Synchronization** tab, click **Synchronize**.

About the PowerShell cmdlets for working with retention plans

Enterprise Vault comes with a number of PowerShell cmdlets with which you can create or modify retention plans. These cmdlets perform the same function as the equivalent facilities in the Administration Console.

Table 3-1 PowerShell cmdlets for creating or modifying retention plans

Cmdlet	Description
`Get-EVRetentionPlan`	Returns a list of all the retention plans that you have configured in an Enterprise Vault site. You can filter the list by various properties, including the classification policies that you have associated with the plans. You can also return the properties of a specific retention plan and any retention folder information that you have defined in the plan.
`New-EVRetentionPlan`	Creates a retention plan.

Table 3-1 PowerShell cmdlets for creating or modifying retention plans *(continued)*

Cmdlet	Description
`Remove-EVRetentionPlan`	Removes the specified retention plan, if it is not in use.
`Set-EVRetentionPlan`	Sets or updates the properties of an existing retention plan, such as its associated retention category, classification policy, and retention folders.

See the *PowerShell Cmdlets* guide for more information on these cmdlets.

Chapter 4

Troubleshooting retention

This chapter includes the following topics:

Troubleshooting retention

This section describes how to troubleshoot common retention issues.

You can use Enterprise Vault Search to view the retention category that is assigned to an item.

Table 4-1 How to troubleshoot common issues

Issue	Troubleshooting steps
Expected retention category is not in effect.	See Table 1-2. Work from site level down, checking that the retention settings are as expected. Check the locks in the Exchange Mailbox and search policies to find out if users can change the retention category on items.
Item expiry is not as expected.	Check expiry settings. If you have implemented the Enterprise Vault classification feature, ensure that the policy settings are correct.

Table 4-1 How to troubleshoot common issues *(continued)*

Issue	Troubleshooting steps
When items are moved to a different folder, the category assigned to the moved items is not updated.	Check that the site settings, Exchange Mailbox policy settings, and classification policy settings allow Enterprise Vault to update the retention categories of the items in these circumstances. Check the properties of the retention categories on the source and destination folders. It is advisable that storage expiry is based on the same date in both retention categories. See "About the user actions that can cause retention category updates" on page 15.
Retention category changes are not taking effect.	If you change retention category settings, restart the archiving task and the Enterprise Vault storage service.
When items in the mailbox are moved to a different folder, their location in the archive is also updated.	In Enterprise Vault 12.1, this became the default action. You cannot change this default behavior.

You can use DTrace to determine why Enterprise Vault did or did not update the retention category on an item during shortcut processing. Trace the following processes:

- ArchiveTask
- StorageOnlineOpns

You can use the following as filters or search strings:

- ProcessMovedItemsInFolder
- UpdateMetadataOfMovedItems