



AdvisorMail Migration



Frequently Asked Questions

Last updated: March 31, 2020

This document contains Frequently Asked Questions (FAQ) regarding the migration of your AdvisorMail data from Veritas data centers to Microsoft Azure with Immutable Storage. If you have any follow-up questions, please send an email to advisormail@veritas.com.

Please note these key dates:

- Late April 2020: Transition to Veritas Advanced Supervision for AdvisorMail only customers
- Late June 2020: Transition to Veritas Advanced Supervision for customers with AdvisorMail and Enterprise Vault.cloud
- June 30, 2020: All data older than 7 years that your organization wishes to retain must be extracted from AdvisorMail
- July 30, 2020: Last day for read-only access to AdvisorMail (please review FAQ for details)
- August 1, 2020 at 12:01 a.m. PT: AdvisorMail data center decommissioning process begins; all remaining customer data at the data center will be permanently destroyed and irretrievable

Please refer to [the Veritas Advanced Supervision Frequently Asked Questions \(FAQ\) document](#) for additional information related to the transition of AdvisorMail customers to Veritas Advanced Supervision.

Question	Answer
<i>Are you moving my data to a public cloud or is this a private/public cloud offering?</i>	Microsoft Azure platform is public cloud.
<i>What do I need to do now?</i>	No action is required from you at this time. The migration to Azure will happen transparently in the background over the next several months. Please review the Veritas Advanced Supervision user guide for detailed information on the new solution, which will replace AdvisorMail.
<i>When will you start to migrate my archived data from the Veritas data center to the Microsoft data center?</i>	The data migration process has begun. New data will continue to be securely copied over to both data centers until your transition date.

<p><i>Will my data be safe during the migration process?</i></p>	<p>Yes. Migration will take place via a private, dedicated and secure connection between the existing Veritas data centers and the new Azure environment. No data will transmit over the public internet for this project.</p> <p>Data at rest will be encrypted using industry-leading encryption.</p>
<p><i>Once the migration process begins, will I be informed on the progress?</i></p>	<p>Yes. Please monitor your email inbox for additional information from the AdvisorMail team on specific timelines.</p>
<p><i>What will happen to my company's data stored at Veritas datacenters once the migration is completed?</i></p>	<p>Veritas will keep the data stored in its datacenters for 90 days after your transition date. At that point, the data will be deleted permanently.</p>
<p><i>Will all my data be moved?</i></p>	<p>No. In line with SEC and FINRA requirements, any data that is 7 years old or newer will be migrated to Azure. Any data that was processed/archived prior to February 7, 2013 at 6:03 p.m. Pacific Time will not be migrated.</p> <p>If you require a data extraction of any AdvisorMail data older than 7 years, please email your request to cloud.dm@veritas.com to request a quote. Veritas will provide a one-time, special discount on your extraction of any data older than 7 years. In your email request to cloud.dm@veritas.com, please include the following email subject – [your company name] requests to extract data older than 7 years from AdvisorMail.</p> <p>All data older than 7 years must be extracted from AdvisorMail by June 30, 2020.</p> <p>If you have any questions or special requirements, please contact the product team at advisormail@veritas.com.</p>
<p><i>What is the difference between the process date and archive date on an item in AdvisorMail? How does this translate to Advanced Supervision?</i></p>	<p>The item processed date applies to items an organization has had imported/ingested into AdvisorMail via the Veritas data management team. For example, an email with a timestamp of March 1, 2015 that was imported into the archive on March 1, 2020 by the Veritas data management team, has a process date of March 1, 2020 and will be retained in Advanced Supervision until March 1, 2027.</p> <p>For items natively archived into AdvisorMail the process date is the same as the archive date. For example, an item natively captured and archived on March 1, 2015 was also processed on March 1, 2015 and will be retained until March 1, 2022.</p>

<p><i>Will the 7-year data retention policy be implemented on new data also?</i></p>	<p>Yes, all data in Microsoft Azure data centers will adhere to a 7-year retention policy. The 7-year period starts from the original date of archive. Data older than 7 years will be deleted on a rolling basis.</p> <p>For example, an item archived in Advanced Supervision on September 20, 2020 will be retained until September 20, 2027.</p>
<p><i>Will my Office names and structures in AdvisorMail be available in Veritas Advanced Supervision?</i></p>	<p>Yes, the office names and structure will be preserved. Please note that Offices will be renamed to Departments.</p>
<p><i>Will my review comments, hotwords, and saved searches in AdvisorMail be migrated over?</i></p>	<p>Yes, review comments & hotwords will be migrated over and associated with the corresponding email.</p> <p>Saved searches are available within Departments (formerly called Offices).</p>
<p><i>Will there be a time period where I won't be able to access the data stored in AdvisorMail?</i></p>	<p>You will continue to use AdvisorMail until your transition date. After that point, all the data will be available to you through Veritas Advanced Supervision, which will access the data from the Microsoft Azure data center.</p> <p>You will have access to AdvisorMail in a read-only format from your transition date until the data center is decommissioned on August 1, 2020. Beginning on August 1, 2020 at 12:01 a.m. PT, any data remaining in AdvisorMail will be permanently destroyed and irretrievable.</p>
<p><i>Will I still be able to use AdvisorMail during the migration?</i></p>	<p>Yes, you can continue to use AdvisorMail until your cutover date. At that point, you can access your data using Veritas Advanced Supervision. You will also have read only access to AdvisorMail until July 30, 2020.</p>
<p><i>Will there be any additional charges related to migrating my data from the Veritas data center to the Microsoft data center?</i></p>	<p>No, there will not be any migration-related charges to Veritas customers. However, if you wish to extract any data that is older than 7 years, you will need to pay to have the data extracted. We are absorbing almost all the costs associated with extraction to be able to offer a one-time heavily discounted rate to any organization wishing to have their older data extracted. The special discount does not apply to any data that is 7 years or newer.</p>

<p><i>How do I confirm that all my data was migrated successfully?</i></p>	<p>Veritas implemented robust quality assurance mechanisms to ensure that all the data is copied over correctly. For every migrated document, a digital fingerprint will be taken before and after to ensure file integrity is maintained during the migration.</p> <p>A reconciliation report will be generated for every AdvisorMail customer account whose data is migrated.</p> <p>If you would like a reconciliation report, please contact advisormail@veritas.com.</p>
<p><i>When will my cutover from AdvisorMail to Veritas Advanced Supervision occur?</i></p>	<p>Transition dates are as follows:</p> <ul style="list-style-type: none"> • If you only have AdvisorMail, your cutover will occur in late April 2020. • If you have Enterprise Vault.cloud and AdvisorMail, your cutover will occur in late June 2020.
<p>Once the migration project is complete, what happens if I need to export my data using Advisor Mail?</p>	<p>Once your organization reaches their transition date, you will only be able to export the data using Veritas Advanced Supervision. Data older than 7 years will no longer be available for review or export. Please review this FAQ in its entirety for details.</p>
<p>Will there be any changes to the existing Service Level Agreement (SLA) and will there be a different process for reporting a service disruption?</p>	<p>No. Veritas will continue to honor our current SLAs and there will be no change in process to report a service disruption.</p>
<p>Who should I contact with questions?</p>	<p>Please send your questions to advisormail@veritas.com. This mailbox is monitored by the AdvisorMail/Veritas Advanced Supervision product team.</p>