

Veritas Enterprise Vault™

Deployment Scanner

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Veritas Enterprise Vault: Deployment Scanner

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Our support offerings include the following:

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For information about our support offerings, you can visit our website at the following URL:

www.veritas.com/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Technical Support
 - Recent software configuration changes and network changes

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If your product requires registration or a license key, access our technical support webpage at the following URL:

www.veritas.com/support

Customer service

Customer service information is available at the following URL:

www.veritas.com/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

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About this guide

This chapter includes the following topics:

- [Introducing this guide](#)
- [Where to get more information about Enterprise Vault](#)
- [Comment on the documentation](#)

Introducing this guide

Before you install or upgrade Enterprise Vault, you should run Deployment Scanner to report on the configuration of the computer, including any issues that may prevent Enterprise Vault from running on it.

This guide contains the following information:

- Descriptions of the tests that Deployment Scanner runs on your computer
- How to install Deployment Scanner
- How to run Deployment Scanner
- Troubleshooting information
- How to export a report about your environment

Where to get more information about Enterprise Vault

[Table 1-1](#) lists the documentation that accompanies Enterprise Vault.

Table 1-1 Enterprise Vault documentation set

Document	Comments
Veritas Enterprise Vault Documentation Library	<p>Includes all the following documents in Windows Help (.chm) format so that you can search across them all. It also includes links to the guides in Acrobat (.pdf) format.</p> <p>You can access the library in several ways, including the following:</p> <ul style="list-style-type: none"> ■ On the Windows Start menu, click Start > Programs > Enterprise Vault > Documentation. ■ In Windows Explorer, browse to the <code>Documentation\language</code> subfolder of the Enterprise Vault installation folder, and then open the <code>EV_Help.chm</code> file. ■ On the Help menu in the Administration Console, click Help on Enterprise Vault.
<i>Introduction and Planning</i>	Provides an overview of Enterprise Vault functionality.
<i>Deployment Scanner</i>	Describes how to check the required software and settings before you install Enterprise Vault.
<i>Installing and Configuring</i>	Provides detailed information on setting up Enterprise Vault.
<i>Upgrade Instructions</i>	Describes how to upgrade an existing Enterprise Vault installation to the latest version.
<i>Setting up Domino Server Archiving</i>	Describes how to archive items from Domino mail files and journal databases.
<i>Setting up Exchange Server Archiving</i>	Describes how to archive items from Microsoft Exchange user mailboxes, journal mailboxes, and public folders.
<i>Setting up File System Archiving</i>	Describes how to archive the files that are held on network file servers.
<i>Setting up IMAP</i>	Describes how to configure IMAP client access to Exchange archives and Internet mail archives.
<i>Setting up SMTP Archiving</i>	Describes how to archive SMTP messages from other messaging servers.
<i>Setting up SharePoint Server Archiving</i>	Describes how to archive content from Microsoft SharePoint servers.
<i>Administrator's Guide</i>	Describes how to perform day-to-day administration procedures.

Table 1-1 Enterprise Vault documentation set (*continued*)

Document	Comments
<i>Backup and Recovery</i>	Describes how to implement an effective backup strategy to prevent data loss, and how to provide a means for recovery in the event of a system failure.
<i>Classification</i>	Describes how to assign classification values to the metadata properties of all new and existing archived items. Users of applications such as Enterprise Vault Search and Compliance Accelerator can then use the classification values to filter the items when they conduct searches or reviews.
<i>NSF Migration</i>	Describes how to migrate content from Domino and Notes NSF files into Enterprise Vault archives.
<i>PST Migration</i>	Describes how to migrate content from Outlook PST files into Enterprise Vault archives.
<i>Reporting</i>	Describes how to implement Enterprise Vault Reporting, which provides reports on the status of Enterprise Vault servers, archives, and archived items. If you configure FSA Reporting, additional reports are available for file servers and their volumes.
<i>Utilities</i>	Describes the Enterprise Vault tools and utilities.
<i>PowerShell Cmdlets</i>	Describes how to perform various administrative tasks by running the Enterprise Vault PowerShell cmdlets.
<i>Registry Values</i>	A reference document that lists the registry values with which you can modify many aspects of Enterprise Vault behavior.
Help for Administration Console	The online Help for the Enterprise Vault Administration Console.
Help for Enterprise Vault Operations Manager	The online Help for Enterprise Vault Operations Manager.

For the latest information on supported devices and versions of software, see the *Enterprise Vault Compatibility Charts* book, which is available from this address:

<http://www.veritas.com/docs/000097605>

“How To” articles on the Veritas Support website

Most of the information in the Enterprise Vault administration guides is also available online as articles on the Veritas Support website. You can access these articles by

searching the Internet with any popular search engine, such as Google, or by following the procedure below.

To access the “How To” articles on the Veritas Support website

- 1 Type the following in the address bar of your web browser, and then press **Enter**:
http://www.veritas.com/support/en_US/products-a-z
- 2 In the **Products A-Z** page, choose the required product, such as Enterprise Vault for Microsoft Exchange.
- 3 Search for a word or phrase by using the Knowledge Base Search feature, or browse the list of most popular subjects.

Enterprise Vault training modules

The Enterprise Vault and eDiscovery Tech Center (<http://www.veritas.com/elibrary>) is an eLibrary of self-paced learning modules developed around key features, best practices, and common technical support questions.

More advanced instructor-led training, virtual training, and on-demand classes are also available. For information about them, see <http://www.veritas.com/education-services/training-courses>.

Comment on the documentation

Let us know what you like and dislike about the documentation. Were you able to find the information you needed quickly? Was the information clearly presented? Report errors and omissions, or tell us what you would find useful in future versions of our guides and online help.

Please include the following information with your comment:

- The title and product version of the guide on which you want to comment.
- The topic (if relevant) on which you want to comment.
- Your name.

Email your comment to evdocs@veritas.com. Please only use this address to comment on product documentation.

We appreciate your feedback.

Veritas Enterprise Vault Deployment Scanner

This chapter includes the following topics:

- [About Enterprise Vault Deployment Scanner](#)
- [Installing Enterprise Vault Deployment Scanner](#)
- [Running Enterprise Vault Deployment Scanner](#)
- [Troubleshooting Enterprise Vault Deployment Scanner](#)

About Enterprise Vault Deployment Scanner

Enterprise Vault Deployment Scanner reviews the configuration of a computer and reports on any issues that may stop Enterprise Vault from running on it.

[Table 2-1](#) describes the tests that Enterprise Vault Deployment Scanner performs.

Table 2-1 Enterprise Vault Deployment Scanner tests

Test name	Description
.NET Framework	Checks that the installed version of .NET Framework is compatible with Enterprise Vault.
Active Server Pages (ASP)	Checks that Active Server Pages have been installed.
AntiVirus Test	Warns that any antivirus software that is installed on the Enterprise Vault server must be correctly configured to work with Enterprise Vault.
ASP.NET	Checks that ASP.NET has been installed.

Table 2-1 Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
Classification Requirements	Checks that the server meets the requirements to host the Enterprise Vault classification feature: <ul style="list-style-type: none">■ The File Server Resource Manager service must be installed.■ The Microsoft Data Classification Toolkit is required to deploy classification rules from this server to other Enterprise Vault servers.
DCOM	Checks that DCOM support is enabled, and that port 135 is open on the firewall.
Directory Database Upgrade	Checks that there is enough disk space on the Directory database computer to upgrade the database for the latest version of Enterprise Vault.
Disk Storage	Reports on the total space and available space for all fixed disks and indicates which one is the system drive.
EMC Centera Connectivity	Checks the connectivity to Centera access nodes.
Enterprise Vault Search Requirements	Checks that the server meets the requirements to host the Enterprise Vault Search facility.
Enterprise Vault Server Version	Reports on the installed version of Enterprise Vault, if present.
Exchange Server Permissions	Checks that the Vault Service account has sufficient permissions against Active Directory.
Exchange Server Version	Reports on the installed version of Microsoft Exchange Server.
File Server .NET Framework Version	Checks that the version of the .NET Framework on the file server is compatible with Enterprise Vault.
File Server .NET Framework WOW64 feature	Checks that the required WOW64 features are enabled on the file server.
File Server Permissions	Checks that the Vault Service account has correct privileges on the file server.
File Share Permissions	Checks that the Vault Service account has correct privileges on the file share.

Table 2-1 Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
FSA Clustering	Checks that the version of the clustering software (Veritas Cluster Server or Windows Server Failover Clustering) on the file server is compatible with Enterprise Vault.
FSA Metadata Migration	Checks for any File System Archiving (FSA) Reporting data that requires upgrading before you can upgrade to the latest version of Enterprise Vault.
IIS	Checks that the installed version of IIS is compatible with Enterprise Vault. Checks that the IIS components that Enterprise Vault requires are installed. Checks that ASP server-side and client-side script debugging are not set for the web service, web server, or Enterprise Vault virtual directory. Checks that Windows Server Update Services role is not installed.
IMAP Ports	Warns that you must open appropriate ports on the Enterprise Vault server if you want to provide IMAP access to users' archives.
Indexing Requirements	Checks that the installation path for Enterprise Vault does not include non-ASCII characters. Checks that the Net.TCP Port sharing service and World Wide Web Publishing service are enabled. If Veritas NetBackup or Veritas Backup Exec are detected, checks that the installed version is compatible with Enterprise Vault.
Internet Explorer	Checks that the installed version of Internet Explorer is compatible with Enterprise Vault.
Language Setting	Checks for any issues with the Windows language settings on the Enterprise Vault server.
License Check	Checks for a valid Veritas license.
Lotus Domino Server Version	Reports on the installed version of Domino Server.
Lotus Notes	Checks that the Notes client has been installed.

Table 2-1 Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
Memory	Reports on the total amount and available amount of physical memory and virtual memory. Warns if the page file is not system managed and is smaller than the size of the physical memory.
Microsoft Cluster Server (MSCS)	Checks that the installed version of Windows Server Failover Clustering is compatible with Enterprise Vault. (Windows Server Failover Clustering was formerly known as <i>Microsoft Cluster Server</i> , or <i>MSCS</i> .)
Microsoft Updates	Lists all the installed Microsoft updates.
MMC Version	Reports on the installed version of Microsoft Management Console (MMC).
MSDB Permissions	Warns that if the Vault Service account does not have the systems administrator role on all SQL Server instances that host Enterprise Vault databases, then the Vault Service account requires additional rights on the msdb system database.
MSMQ Configuration	Checks that Microsoft Message Queuing (MSMQ) has been installed without Active Directory integration, and that all the storage directories are on non-system drives.
MSMQ Permissions	Checks that the Vault Service account has sufficient permissions to create the queues that Enterprise Vault uses.
OCR Conversion	Checks that the Windows feature, Windows TIFF IFilter, is installed. This feature is required for Optical Character Recognition (OCR) conversion support.
Operating System	Checks that Enterprise Vault supports the installed version of the operating system and associated service packs. The test also checks that you have installed the Desktop Experience feature on the computer. This feature is required for optimum performance of the Enterprise Vault Administration Console.

Table 2-1 Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
Outlook Profile	Checks that a valid Microsoft Outlook profile has been created.
Outlook Version	Reports on the version of Microsoft Outlook.
PowerShell	Checks that a suitable version of Windows PowerShell is installed.
Processor	Reports processor information.
Registry Check: AttachmentMax	Reports on whether the AttachmentMax registry value is set according to best practice.
Registry Check: DisableLoopbackCheck	Reports on whether the DisableLoopbackCheck registry key has been set.
Registry Check: DisableStrictNameChecking	Reports on whether the DisableStrictNameChecking registry key has been set.
Registry Check: RecipientMax	Reports on whether the RecipientMax registry value is set according to best practice.
SharePoint	Checks that SharePoint is installed on the target system. If SharePoint 2013 is installed, checks that the Claim to Windows Token Service (C2WTS) is configured and running. On the target server, checks that DCOM port 135 is open in the firewall for incoming connections.
SQL Collation	Reports any mixed collation in the Enterprise Vault directory databases and vault stores.
SQL Database Compatibility	Reports on whether all Enterprise Vault databases are running in a supported compatibility mode.
SQL Server Connectivity	Checks that the SQL Server supports network connections over the TCP/IP and named pipe protocols.
SQL Server Permissions	Checks that the Vault Service account has adequate SQL Server permissions.

Table 2-1 Enterprise Vault Deployment Scanner tests (*continued*)

Test name	Description
SQL Server Reporting Services	Reports on whether a supported version of SQL Server Reporting Services is present.
SQL Server Version	Reports on the installed version of SQL Server, and warns if it is below the minimum required for Compliance Accelerator and Discovery Accelerator.
Vault Service Account	Checks that the Vault Service account is a member of the local Administrators' group.
TEMP Folder Security	Checks that there is no unauthorized access to the TEMP folder.
VCS Authentication Client Binaries	Checks for the presence of these binaries, which are needed on the Enterprise Vault server if you want to configure FSA services for high availability on a VCS-clustered file server.
VERITAS Cluster Server Version	Checks that the installed version of Veritas Cluster Server (VCS) is compatible with Enterprise Vault.
VMware server	Checks whether the server is virtual or physical, and provides a link to best practices when deploying Enterprise Vault in a VMware virtual environment.

Installing Enterprise Vault Deployment Scanner

Deployment Scanner is automatically installed in the Enterprise Vault program folder. The installation package, `Veritas Enterprise Vault Deployment Scanner.msi`, is also available in the Enterprise Vault media in the folder `Veritas Enterprise Vault\Deployment Scanner`.

If you do not have Enterprise Vault installed, or access to the Enterprise Vault media, a separate Deployment Scanner installable is available to check the readiness of your system for Enterprise Vault. To obtain the installable, contact Veritas Technical Support.

To install Enterprise Vault Deployment Scanner separately

- 1 Copy the supplied `.msi` file to the computer on which you want to run Enterprise Vault Deployment Scanner.

You should run Deployment Scanner on the computer on which you intend to install the Enterprise Vault services.

- 2 In Windows Explorer, double-click the `.msi` file.
- 3 Follow the on-screen instructions.

Running Enterprise Vault Deployment Scanner

Enterprise Vault Deployment Scanner has a wizard-like interface that guides you through the test process.

You are given the option of running Deployment Scanner when you start the Enterprise Vault installation program. Alternatively, you can run it separately at any time.

Note: Before you run Deployment Scanner, add the Vault Service account to the Administrators group on all the systems that it will scan.

To run Enterprise Vault Deployment Scanner

- 1 Log on using the Vault Service account.
- 2 Use one of the following methods to start Deployment Scanner:
 - In Windows, click the **Deployment Scanner** shortcut.
 - In the left pane of the Vault Administration Console, click your vault site. Then, on the **Tools** menu, ensure that **Advanced Features** is checked. Finally, in the left pane, right-click your Enterprise Vault server and then click **Deployment Scanner**.
 - Locate and double-click the Deployment Scanner executable, `Deployment_Scanner.exe`. You can run the executable on the local computer or on a remote computer, as required. After Enterprise Vault is installed, the file is also available in the Enterprise Vault program folder.
- 3 In the Welcome page, check **Do not set configuration options for Deployment Scanner** if you have previously run Deployment Scanner and want to rerun it without entering the configuration options again.

- 4 Click **Next** and then, if you checked **Do not set configuration options for Deployment Scanner**, go to step 6. Otherwise, complete the fields in the two Server Configuration pages.

Microsoft SQL Server(s)	Identifies the machines on which you have installed SQL Server. Enterprise Vault uses SQL Server to store configuration data and information about the archives.
Microsoft Exchange Server(s)	Identifies the Microsoft Exchange servers from which you want to archive the items in user mailboxes, journal mailboxes, or public folders.
Microsoft SharePoint Server(s)	Specifies the addresses of the Microsoft SharePoint servers that hold the documents you want to archive.
File Server(s)	Identifies the file servers that contain files for archiving.
File Share(s)	Specifies the paths to the network shares that contain files for archiving.
EMC Centera Access Node(s)	Specifies the IP addresses of access nodes in an EMC Centera cluster.

In each case, you can add a new item by typing its name or address and then clicking **Add**. To remove an item from a list, click it and then click **Remove**.

- 5 When you have set all the options, click **Next** to proceed with the tests.
- 6 Wait a few moments for the utility to perform the tests and display the results.
- 7 Click the blue links to display more information on each test result. As well as displaying the test results on-screen, Enterprise Vault Deployment Scanner saves the report to an HTML file in the `Reports` subfolder. The name of the report file identifies the date and time at which you created it.
- 8 Click **Finish** to exit Enterprise Vault Deployment Scanner.

Troubleshooting Enterprise Vault Deployment Scanner

Table 2-2 lists some error messages that you may see when you run Enterprise Vault Deployment Scanner.

Table 2-2 Enterprise Vault Deployment Scanner error messages

Message	Possible cause
<p>Could not load configuration file! The configuration data for this product is corrupt.</p> <p>Or:</p> <p>Could not load configuration file! The system cannot find the file specified.</p>	<p>The PreReqConfig.xml file may be missing or corrupt. This file must be in the folder where you have installed Enterprise Vault Deployment Scanner.</p>
<p>Could not save configuration file! Access is denied.</p>	<p>The PreReqConfig.xml file may be read-only.</p>
<p>Could not scan computer! Access is denied.</p>	<p>The Reports subfolder may be read-only.</p>
<p>Could not scan computer! Class not registered.</p>	<p>The PreReqScan.dll file may not be registered. Open a Command Prompt window and type the following to register the file:</p> <pre>regsvr32 path\PreReqScan.dll</pre>
<p>Could not scan computer! The data is invalid.</p>	<p>The PreReqStyle.xsl file may be absent. This file must be in the folder where you have installed Enterprise Vault Deployment Scanner.</p>

Exporting information about your environment using Deployment Scanner

If you are an existing Enterprise Vault user who is experiencing problems because of environmental factors, you can launch Veritas Quick Assist from Deployment Scanner. Veritas Quick Assist collects and exports configuration information in a form that Veritas Technical Support can analyze.

Note: If Veritas Quick Assist has Internet access, it automatically checks for and downloads a newer version. For more information, see the following article on the Veritas Support website:

<http://www.veritas.com/docs/000023653>

To export information about your environment using Enterprise Vault Deployment Scanner

- ◆ On the Welcome page of Deployment Scanner, select **Gather information through Veritas Quick Assist** and then click **Finish**.

Deployment Scanner launches Veritas Quick Assist.