



Enterprise Archiving Solutions 6.4.1

Release Notes

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Version 6.4.1

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This document describes new features and resolved issues for EAS 6.4.

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New in this Release

This section lists the enhancements for this release of EAS.

New in EAS 6.4.1

The following enhancements are included in EAS 6.4.1.

- Added support for Windows 8.
- Added support for Windows Server 2012.
- Added support for Microsoft Exchange 2010 SP3.
- Due to changes in Exchange, information about Mail Users must be accessed using LDAP. With this change, the following settings must be configured in the EAS Admin.
 - Settings > EAS Options > View > Exchange LDAP Settings
 - Settings > EAS Options > Parent Specific > Exchange LDAP Settings

New in EAS 6.4.0.4

The following enhancements are included in EAS 6.4.0.4.

- Added support for Exchange 2010 SP2. [178216]
- Updated the EAS Indexer.
 - Support KeyView 10.16, which includes support for .zipx files.
 - Added a configuration to have the indexer log roll over to a new file when the file reaches a defined size. The original log file is renamed and a new file is created. [179289]

To set the indexer log file size so that the file will rollover to a new file, add the following parameter to the [FULLTEXT] section of `EAS.ini`,

replacing *maxSizeInKB* with the desired maximum file size (in KB) for the indexer log

```
LogSize=maxSizeInKB
```

If *LogSize* does not exist in the [FULLTEXT] section of *EAS.ini*, or if *LogSize*=-1, there is no maximum file size for the indexer log and the log file continues to grow with no rollover.

- Added a configuration to disable the internal stub verification when forwarding message attachments in Outlook Web Access (OWA). If you do not use the stubbing feature, disabling stub verification may positively impact OWA performance. [179148]

To disable the internal stub verification, add the following parameter to the [owa] section of *EAS.ini*.

```
NonStub=1
```

If *NonStub* does not exist in the [owa] section of *EAS.ini*, or if *NonStub*=0, the stub check occurs (default functionality).

- Added a new utility--EAS DB Monitor--that monitors the EAS database connection status. [169146]

EAS DB Monitor must be installed on the same physical machine as the EAS Server.

- Only a single instance of EAS DB Monitor is supported per EAS Server host machine.
- EAS DB Monitor should be applied to all children and parents.
- EAS DB Monitor requires read access to *EAS.ini* to retrieve the database connection string. If database connection information is not found, EAS DB Monitor does not start.

EAS DB Monitor can be run in dual mode: Windows service and Windows task tray notify application.

- If EAS DB Monitor is installed and started as a Windows service, it runs in the background and continually checks the EAS database connection status. It will stop EAS Service if it detects that the EAS database is disconnected; and then restart when detects that the database is reconnected.
- If EAS DB Monitor is installed and started as a Windows task tray notify application (with parameter "-i", for "interface"), a task tray icon will be displayed and shows one of several icons to represent the EAS database connection status. "Balloon" notifications display when the database connection status changes. The EAS Service is stopped and restarted as appropriate.
- Both modes generate a log file (*EASDBMonitor.log*) in the designated path. The file path is defined by setting the

OutputLogLocation parameter in the [EASDBMonitor] section of EAS.ini.

If OutputLogLocation is not defined, EASDBMonitor.log is created in the working directory--C:\Windows\System32 when installed as a Windows Service and the install directory when installed as a Windows task tray notification application.

- Added the timestamp to the search results for the EAS Outlook Add-in and EAS Client. This is consistent with the EAS Web Client. [178887]
- Updated the EAS Outlook Add-in to hide buttons, instead of dimming, for actions not available. [179191]
- Added a registry key on the client machine to set the log file location for the EAS Client and EAS Outlook Add-in. [147127]

Under HKEY_LOCAL_MACHINE\SOFTWARE\EDUCOM TS\EASEXT, set LogFilePath and DebugLevel.

Example:

```
LogFilePath= C:\Program Files\ZANTAZ\EAS Outlook
Addin\EASOutlookAddin.log
DebugLevel =8
```

- Added a configuration to specifically define the LDAP domain for use with EAS Outlook Web Access when a user in one domain has the same sAMAccountName as another user in a second domain. This assists with Searches.

To specifically define the LDAP domain, add the following parameter to the [owa] section of EAS.ini replacing *fully qualified domain* as appropriate.

```
UsingLDAPSearch=LDAP://fully qualified domain
```

- Enhanced Exchange PowerShell configuration for Exchange 2010. If running an EAS instance on Exchange 2010 with a large amount of process threads, further configuration is needed to avoid performance issues when running Quota Archive Tasks. This configuration is related to Exchange PowerShell Concurrency Throttling. [179358]

To configure Exchange 2010 PowerShell for optimum performance related Quota Archive Tasks

1. Increase the PowerShell Max Concurrency limit by running the following command in the Exchange Management Shell.

```
Set-ThrottlingPolicy [EAS user throttling policy
name] -PowershellMaxConcurrency [new limit]
```

The EAS user's throttling policy can be obtained by running the following command.

```
((Get-Mailbox [EAS Username]).ThrottlingPolicy |
Get-ThrottlingPolicy).Name.
```

If the EAS user's throttling policy is the default throttling policy, (DefaultThrottlingPolicy_(GUID)), a new policy can be created and then applied to the EAS account by running the following commands.

```
New-ThrottlingPolicy -Name [new policy name]-  
PowerShellMaxConcurrency [new max value]  
  
Set-Mailbox "[EAS user name]" -ThrottlingPolicy [new  
policy name]
```

2. Restart IIS on the Exchange server.

New in EAS 6.4.0.2

The following enhancements are included in EAS 6.4.0.2.

- Support for Exchange 2010 SP2.
- File searching performance improvements. [177005]
- Enhancements to the EAS for Exchange Addin restore button functionality to include a visual progress bar. Additionally, when multiple messages are selected, messages are restored one at a time. These enhancements mimic the restore button functionality of the client. [177680]

New in EAS 6.4

The following enhancements are included in EAS 6.4.

Enhanced Archive Processing in EAS for Notes

In this release of EAS, the Notes email archive process logic is enhanced to archive large emails ranging from 100MB to 700MB.

As part of this enhancement, the split attachment feature is not supported in EAS 6.4. If you are currently using the split attachment feature you should not upgrade to EAS 6.4. To verify you are not using the split attachment feature, the "Archive Notes Msg Attachments As Files" setting located in the EAS UI under "Settings > Options > EAS Options > Lotus Notes tab should be turned off..

IMPORTANT If you are currently using the split attachment feature with EAS for Notes, do not upgrade to this release.

To fully support the enhanced archive processing, you must Install the IBM hot fix (852FP1SHF39_W32_standard.exe) that resolves a Lotus Notes issues in the export routine for large emails. This hot fix should be applied on top of Lotus Notes 8.5.2.

Enhanced Restore and Retrieve Processing

In this release of EAS, the Notes message restore and retrieval processing is enhanced. Previously, when messages were restored from a stub, the stub was deleted from the user mailbox and the original message was re-imported from the database. Since all user modifications (such as flags or priority settings) are stored in the stub and not the database, the restored message did not contain the user's modifications. With this enhancement, archived messages are downloaded to a temporary database, `zantaz.nsf`, that resides on the end-user's machine. When a message is restored, it is reconstructed from this temporary database and is placed in the user mail box, with the user's modifications in place. If the stub is deleted in the user mail box, archived mail is directly imported to the user mail box from the temporary database.

The `zantaz.nsf` temporary database must be manually created and will then be located in the Zantaz installation directory under the Notes data directory.

```
C:\Program Files\IBM\Lotus\Notes\Data\zantaz\zantaz.ntf
```

Create the `zantaz.nsf` Database

The **`zantaz.nsf`** database is a temporary database that is created on the machine of EAS for Notes end users. This database is used to enhance the restoration and retrieval of stubbed messages.

The database creation process involves an administrator creating an email that contains the necessary code to create the database. This email is then sent to EAS for Notes end users who execute the action to create the database.

To create the `zantaz.nsf` database

1. In the Notes client, compose a new email by selecting **File > New > Message**.
2. In the **To** field, add all EAS for Notes end users.
Complete the Subject field as desired.
3. Click in the body of the message to focus the cursor in the message body.
4. In the Notes menu, select **Create > Hotspot > Button**.
The Button dialog opens and the button detail pane opens below the message body.
5. In the **Label** field of the Button dialog, type **Create Zantaz database** (or other descriptive wording).
6. In the button detail pane, select **Client** in the first Run dropdown list, and select **LotusScript** in the second dropdown list.

In the text field, type the following text between the two default LotusScript lines of code (between "Sub Click(Source As Button)" and "End Sub").

```
Dim strServerName As String
Dim strTemplateName As String
Dim strLocalName As String

' Enter the servername where zantaz.ntf file resides.
strServerName = "Interwoven/Interwoven"

' zantaz.ntf file should be in data folder
strTemplateName = "zantaz.ntf"

'The local filename and directory has to be the following string.
strLocalName = "zantaz\zantaz.nsf"

Dim template As New NotesDatabase( strServerName, strTemplateName )

Dim zantazDb As NotesDatabase

' First parameter is null ("" ) because we want to create zantaz.nsf
in the local machine.
Set zantazDb = template.CreateFromTemplate( "", strLocalName, True
)

' Title of the database
zantazDb.Title = "Zantaz"

' Give manager as access level
Call zantazDb.GrantAccess("-Default-", ACLLEVEL_MANAGER)

Msgbox "Completed successfully"
```

7. Close the button dialog and click in the body of the message to focus the cursor in the message body.
8. Add desired text to the email to instruct the user to click the button to create the database, and send the email.

Enhanced Notes Templates

The following enhancements have been made to the Notes 8.0 and 8.5 templates.

- Java library for 6.5 is removed from the script library.
- When user restores an email it will be imported directly into the mail database and merged with stubs
- When user retrieves an email, the archived email will be downloaded to a temporary database (zantaz.nsf). When the email is viewed it is compiled from the temporary database.
- Restore and Retrieve large files (120 MB and more) is fixed.
- Removed some of the string manipulations.

NSF Mail Quota

In this release of EAS, the NSF mail quota is taken into consideration when a user initiates a message restore. The restore process now checks the NSF mail quota for the mailbox. If the restoration results in the mailbox remaining under the mail size quota, the message is restored. If the restoration results in the mailbox exceeding the mail size quote, the import is skipped and an error is logged. Notes notifies end users when they have reached their mail quota.

The NSF mail quota is set up in the Domino Admin client. Select the Files tab and then select the desired user mail database. Set the mail quota in the Quotas section.

Execution Control List Settings

By default, the Lotus Notes client security settings prevent EAS for Lotus Notes from performing key actions. The Execution Control List (ECL) determines the security settings for all actions performed by the Notes client. The ECL lists the signatures of trusted authors of active content.

The ECL must be configured on the Parent/Child Notes clients to include all EAS entities that will interact with Notes/Domino

NOTE These ECL settings can be configured on each client (as described below), or you can use the Domino Administration application to define a security policy which can be automatically inherited by all users.

To configure ECL settings

1. From the Notes client, select **File > Security > User Security**.

In the Lotus Notes dialog, type the appropriate password and click **Log In**.

The User Security dialog opens.
2. In the left pane, select **What Others Do > Using Workstation**.
3. In the **When code is signed by** list, select the desired server to sign the EAS Notes databases.
4. Select the check boxes to **Allow Access to**:
 - File System
 - External code
 - Current Notes database (R8) / Current database (R7)
 - Environment variables
 - Network
 - External Programs

5. Select the check boxes to **Allow ability to**:
 - Send Mail
 - Read other notes databases (only necessary if you are acting as delegate)
 - Modify other Notes databases
 - Export data
6. Click **OK**.

The User Security dialog closes and the ECL settings are configured.

NOTE The templates should be signed with a trusted signature.

Network Load Balancing Multi-Address Support

EAS OWA 2007/2010 reads the configuration file to get multiple addresses of Network Load Balancing (NLB). This setting is used when users are accessing OWA through a load balancer, or they cannot reach the individual nodes. [176409]

Each address must end with semi-colon (";"), even the last address in the list. The OWA value must match the URL used to access OWA. White space is not allowed.

Example: NLBInfo=webmail.company.local:443;owa2007.cus.fr:443;

Meridio Categorization

Meridio categorizations are now available in the EAS Client. Anonymous Access for EAS_Web must be turned off, and you must use "Windows Authentication". [174824]

Show Progress Bar for Outlook Addin Stub Retrieval

With this release of EAS, you have the option to show the progress bar for stub retrieval when using the Outlook Addin. By default, the progress bar is hidden to present a seamless action to the end user. [175873]

If you want to display the progress bar for stub retrieval when using the Outlook Addin, add the following String Value to the registry:

Location	HKEY_LOCAL_MACHINE\SOFTWARE\W
	ow6432Node\EDUCOM TS\EASEXT
	or
	HKEY_LOCAL_MACHINE\SOFTWARE\E
	DUCOM TS\EASEXT
String Value Name	SHOWPROGRESSONSTUB

Value data 1

Custom Delimiter for Attachment Names in IDX File

With this release, you can specify the delimiter used to separate attachment file names in the IDX file. By default the delimiter is a semicolon (;). [174353]

To change the delimiter used to separate attachment names in the IDX file, add the following line under the [FULLTEXT] section of the `eas.ini` file, replacing `customDelimiter` with the desired delimiter character:

```
AttachmentNamesDelimiter=customDelimiter
```

New in EAS 6.3.1.2

There are no enhancements included in EAS 6.3.1.2.

New in EAS 6.3.1

The following enhancements are included in EAS 6.3.1.

Configure Indexer to Skip File Types

For EAS For Files, the `ExcludeAttachments` parameter now supports excluding specific file types from being indexed.

To allow the IDOL indexer to skip specific file types, add the `ExcludeAttachments` parameter and assign file types.

Example: `ExcludeAttachments=xls;mp3;mpeg;exe;dll;`

To configure Indexer to skip specific file types

1. Open **EAS.ini**.
2. In the [FULLTEXT] section, locate the `ExcludeAttachments` parameter.
3. Add the desired file types you want the indexer to bypass. Separate file types with a semicolon.

Save the file.

4. Restart the EAS Indexer process.

The specified file types are skipped during indexing going forward.

Change the Message Processing Order

By default, EAS processes the newest messages first (last in, first out). You have the option of changing the order in which messages are processed by EAS. A parameter can be added to the EAS.ini file on the EAS Server to force processing to start with the oldest messages first (first in, first out).

To change the order in which EAS processes messages to start with the oldest first

1. On the EAS Server, open the EAS.ini file with a text editor (such as Notepad).
2. Search for the [EAS_SERVER_OPTIONS] section.

Add the following parameter and value to the [EAS_SERVER_OPTIONS] section:

```
ArchiveMostRecentEmailsFirst=0
```

TIP To change the order back to processing the newest messages first, change the value for this parameter to 1.

3. Save the file.

The message processing order is changed to process messages starting with the oldest messages first.

Alternate Configuration for Extended NT Account Synchronisation

In some Exchange environments, active directory mailbox permissions cannot be retrieved using Domain\Account format. This retrieval is related to having the "Extended NT Account Search" option enabled in EAS.

An alternate configuration has been added to instruct EAS to retrieve mailbox permissions using the User Principal Name (UPN) format instead of the Domain\Account format. This configuration has been added to the INSTALLCONFIG table in the EAS database.

To configure EAS for Exchange to use the UPN to retrieve mailbox permissions

1. In the INSTALLCONFIG table of the EAS database, locate Key **1082**.

Change the value to **1**.

Key 1082 possible values: 0=perform NT account Synchronisation only when the user information has been updated; 1=always perform NT Account Synchronisation regardless of changes to the user information.

2. Add the following Key as defined.

Key: **1085**

Value: **1**

Key 1085 possible values: 0: use Domain\Account format for Extended NT Account Synch; 1: use UserPrincipalName format for Extended NT Account Synch

3. Restart the EAS Server service.
4. Run a Synch DL task in the EAS Server.
5. Confirm NTACCOUNT table is correctly populated.

New in EAS 6.3.1.1

There are no enhancements included in EAS 6.3.1.1.

Resolved Issues

EAS 6.4.1 Resolved Issues

The following issues have been resolved in EAS 6.4.1.

General EAS

The following resolved issues apply to EAS in general.

- With the new version of KeyView, PDFs created by third-party products are indexed into IDOL as expected. [174306]
- An Auto Enroll task correctly enrolls users as expected. [178069]
- Improved the memory usage during message retrievals. [179316]
- Folder Sync tasks that include a large number of InterestedParty items complete processing as expected. [179384]
- Messages index as expected when ExtractZips is enabled. [179440]
- After the EAS Service is restarted, the selection for the "Restore Unicode PSTs" setting is retained as expected. [179029]

EAS for Exchange

The following resolved issues apply to EAS for Exchange.

- When the EAS Recycle Bin option is *not* enabled, data is no longer moved to the recycle bin for uses with an OOASTATUS of NULL during a Folder Sync task with the option to Process All Exchange Users selected. [179341]

- When archiving multiple journal mailboxes, EAS processes complete as expected. [179394]
- Exchange 2003 Information Store will no longer crash under certain Journal Archive scenarios. [179411]
- Using the Outlook Add-in, searches for a folder whose name contain an ampersand (&) return results as expected. [179345]
- Offline Sync now functions as expected when an Exchange Org Name contains an ampersand (&). [179431]
- When "Store Full Recipients List" is selected, a "dead engine" error is no longer returned when an empty address (such as, johndoe@company.com; ; janedoe@company.com) is encountered in the To field of an email message during the archive process. [179376]
- When using the Outlook 2010 Add-in in non-English environments, the recipients in the address list for the To and From fields are now ordered in the same manner as in Outlook's default address book. [179399]
- Mailboxes for disabled users can now be viewed in the Web client, consistent with the Outlook Add-in. [179429]

EAS 6.4.0.4 Resolved Issues

The following issues have been resolved in EAS 6.4.0.4.

General EAS

The following resolved issues apply to EAS in general.

- Indexer cleans up the render directory as expected. [169434]
- Double-byte folder names display as expected in the EAS Web Client. [179193]
- IDOL searches for folder names return expected results. [179212]
- EAS IIS retrieves data as expected from EMC Centera devices. [179251]
- Stopping/starting the EAS Indexer Service does not adversely affect the Event Viewer. [179624]
- Searches containing "ALL" from the web client in Anonymous mode return results as expected. [179281]
- The order of the list of file extensions for archiving does not adversely affect archiving. [179257]
- Journalled messages containing only Bcc recipients are archived as expected. [179317]
- Unicode user names display as expected in EAS Search. [179674]
- The Auto Enroll task performs as expected. [178616]

EAS for Exchange

The following resolved issues apply to EAS for Exchange.

- Messages containing attachments with Unicode characters in the file name open as expected in Outlook. [170538]
- Users granted EAS View permissions can "Restore Mail to PST" in an Exchange 2010 environment as expected. [173531]
- Enable PST Gathering functions as expected using the EAS Outlook Add-in. [177002]
- When a distribution list is granted access to a mailbox in Active Directory, IDOL search results include the mailbox to which access was granted. [179274]
- When a stub is restored using the EAS Outlook Add-in, the message retains the same list of properties as if restored using the Client. [179340]
- When a message is restored using the EAS Outlook Add-in, a single copy of the message is restored. [179364]
- Exchange Managed Folders are discovered during a DL Synch as expected. [179155]
- Using the EAS Outlook Add-in searches using multiple mailboxes return results as expected. [179273]
- Quota archiving functions as expected, even when the mailbox has exceeded the Exchange storage limit. [1479296]
- Subsequent runs of the EAS PST stub migrator task process as expected. [179323]
- Archived items can be moved or copied in Outlook as expected. [178258]
- Draft messages restored using the EAS Outlook Add-in no longer include a Sent date. [179200]
- The Open button is shown or hidden in the EAS Outlook Add-in as set by the `HideOpen` registry key. [179221]
- When running an Offline Sync using the Outlook 2010 Add-in, temporary files are removed if a download fails. [179230]
- When running an automated PST Gathering using the EAS Outlook 2010 Add-in, multiple PSTs can be gathered in the same session and the folder structure within the PSTs is retained as expected. [179260, 179255]

- All mailboxes associated with a user profile display in the Search criteria Folder list when using the EAS Outlook Add-in. Archive files (PSTs) associated with the profile now also display in the Folder list. [179263]
- The value for the Total Stub Size displays as expected in the User Stat Report when the total stub size is greater than 2 GB. [179295]
- Stub restoration and retrieval using the EAS Outlook 2010 Add-in functions as expected, and in a similar fashion to using Outlook. [179313, 179354, 179040]
- Improved performance for Offline Sync for EAS Outlook Client and EAS Outlook Add-in. [179320, 179322]
- Exchange 2010 Dumpster Archiving scans the appropriate messages as expected. [179284]
- The Help button displays as appropriate in the EAS Outlook Add-in. [179254]

EAS for Notes

The following resolved issues apply to EAS for Notes.

- Certain Notes messages with minor corruption are now indexed as expected. [177538]

EAS Discovery

The following resolved issues apply to EAS Discovery.

- Creating a case in a non-Unicode Oracle environment no longer generates a character mismatch error. [176145]
- EAS Discovery client displays search results for public folders as expected. [178548]
- Scheduled searches run as expected in 64-bit EAS environments with 32-bit IIS. [179308]
- When using Oracle 11g R2, cases can be created as expected. [177634]
- Global searches in EAS Discovery perform as expected. [170095]

EAS 6.4.0.2 Resolved Issues

The following issues have been resolved in EAS 6.4.0.2.

General EAS

The following resolved issues apply to EAS in general.

- If the Indexer shuts down, it automatically restarts and releases the memory as expected. [175036]
- During indexing, the Render directory is cleared as expected. [178619]
- Stubs for signed messages marked for archive (clicked the Archive button in Outlook) are no longer blank, nor are the restored versions of those stubs. [178713]

EAS for Exchange

The following resolved issues apply to EAS for Exchange.

- Deleting a message in the EAS Web Client removes the reference to the message in the FT_Notify table as expected. The message is not found when creating a search. [176242]
- Messages stubbed with older versions of EAS can be opened with the Outlook 2010 EAS for Exchange Add-In and EAS Outlook Web Access 2007 as expected. [176981, 176984]
- Using EAS for Exchange with Exchange 2010, the "All Address List" in the Recipient Administrator populates as expected. [172740]
- Cannot input Czech language characters in a regular email when the EAS Addin is installed. [177437]
- When restoring a message from search using the EAS for exchange Addin, you are prompted for a location to save the message as expected. [177439]
- RESTOREMESSAGESTOFOLDER ("Restore messages to folder" option in the installation) functions as expected using the EAS for Exchange Addin. [177479]
- Word documents, and any documents with the ipm.document message class, can be retrieved as expected using the EAS for Exchange Addin. [177516]
- Quota archiving no longer fails with an unhandled exception on 64-bit EAS server archiving from Exchange 2007. [178627]
- Spell check no longer scans the full "forwarded" or "replied to" message when using the EAS for Exchange Addin. [178456]
- Messages that have been forwarded or replied to are marked as "Read" as expected when using the EAS for Exchange Addin. [178791]
- Error messages displayed as a result of the machine display (Control Panel > Display) being set higher than 100% no longer cause errors in the EAS for Exchange Addin. [178639]

- Searches can be performed as expected when GMT is used (in both EAS and Outlook). [178760]
- Clicking an Internet "mailto" URL no longer opens two new messages when the EAS for Exchange Addin is installed. [178808]

EAS Discovery

The following resolved issues apply to EAS Discovery.

- Cases can be created in EAS Discovery with Oracle 11g Release 2 as expected. [177634]
- Cases in EAS Discovery can be closed as expected. Legal holds are removed as appropriate. [178680]

EAS 6.4 Resolved Issues

The following issues have been resolved in EAS 6.4.

General EAS

The following resolved issues apply to EAS in general.

- Archiving a message and selecting a category functions as expected. [174942].
- In certain instances, the "purge non-referred rule" (Storage Management) ran indefinitely. [174844]
- In certain instances, corrupted ZIP files remained in the temp directory. [176654, 176571]
- Verifying/repairing HSM Archive no longer reports errors if HSM archives do not have PROFILE.STARTINGPOS set to 0. [176241]
- EAS Client now supports Windows 7, 64 bit. [168846]
- Active Directory permissions are applied as expected when Anonymous authentication is enabled on the EAS IIS server. [173986]
- In certain instances, messages with large attachments were not indexed properly. [173529]
- The French version of "Results per page" and "Pages" were not displaying correctly on the Search window of the EAS Client. Must be sure to set the LANGID registry key to the appropriate value (French=10360). [174174]
- All database calls are now Oracle Compliant from the EAS Connector. [SE-2613]
- In certain instances, the EAS Connector was not un-compressing files as expected, resulting in timeout errors. [176104]

- In certain instances, Copying (Storage Management) data to Digital Safe resulted in errors. [176087]
- Messages that include a disabled EAS user as a recipient or sender can be opened by remaining message participants as expected. [169244]
- Files containing invalid characters can be removed from temp directories. [177501]

EAS for Exchange

The following resolved issues apply to EAS for Exchange.

- EAS stubs could not be retrieved using the EAS Outlook Addin when the Exchange Organization name contains an ampersand (&). [175004]
- Search Results from the Outlook Addin could not be sorted. [175278]
- EAS OWA button text was not displaying correctly in French. [170600]
- Folder search button (elipsis) in the EAS Addin search populates more quickly. [176089]
- When trying to retrieve a SMIME encrypted or signed email in Outlook 2010 with the EAS add-in, the object opens as expected. [175696, 176665]
- In EAS OWA, opening an empty mailbox no longer generates an error reporting "script error updating toolbar". [176820]
- The EAS OWA toolbar displays as expected in supported browsers. [174570]
- Using EAS OWA 2010, opened messages are opened in a new window as expected in FireFox. Note: EAS OWA 2007 does not support FireFox. [176884]
- The Client Permission Task now works with the EAS Outlook 2010 Add-in as expected. [173994]
- When Outlook is connected to Exchange, the EAS Add-in checks the local offline cache first (if available) as expected. [175106]
- Large Exchange messages are indexed as expected. [176255]
- Attachments in Exchange 2010 messages are archived as expected. [177193]
- With the EAS Addin installed, you can hide public folders from the "browse" folder functionality to keep the browse from hanging. The Registry Key Value "DisablePublicFolders" includes the ability to not display the public folders in the browse folder functionality in the search interface. Set the Value to "1" to hide public folders in the browse tree. [175144]
- Forwarding message stubs from the Outlook Addin functions as expected. For a single message, the full message content is included in the

forwarded message. For multiple messages, the full message content of each message is added as an attachment and forwarded in a single 'container' message. [175447, 175603]

- Forwarding a message stub from the Outlook Addin Advanced Search results list forwards the selected message as expected. [176814]
- Forwarding a message from the Outlook Addin includes the full message content (not as attachment) as expected. [175930]
- EAS Outlook Addin Offline Sync causing Outlook to hang. The sync task now displays a progress bar in the background and the Outlook interface remains responsive. [174902, 175872, 176576]
- The following timeout-related registry keys were missing from the Outlook Addin: OFFLINEDELAY, OFFLINEINTVAL, CONNECTIONTIMEOUT, RECIEVETIMEOUT. [174673, 174674, 175406]
- GMT registry key was missing from the Outlook Addin. This key forces the EAS Client to use GMT time when calculating EAS SyncID and is used to force the Client and EAS IIS to both use GMT time. [176084]

EAS for Notes

The following resolved issues apply to EAS for Notes.

- In certain instances, the archive threads were hanging on archive child servers. [174201]
- Large Notes files process and index as expected. [175037]
- Notes files index as expected and the "From", "To", and "Subject" fields are populated as expected. [176191]
- Forwarded meeting invitations are archived as expected. [177370]

EAS for Files

The following resolved issues apply to EAS for Files.

- File names containing curly brackets "{" or "}" are searchable in the EAS Client as expected. [175103, 175841]
- EAS IDX files for FAS contain the expected content. [177635]

EAS 6.3.1.2 Resolved Issues

The following issues have been resolved in EAS 6.3.1.2.

EAS Server

The following resolved issues apply to EAS Server.

- When multiple recipients are specified in any of the mail recipient fields, all recipients are stored as expected. [168834]
- When multi-language archiving is disabled, task formulas function as expected. [170360]
- Synchronize Distribution Lists initializes Exchange 2007 cmdlets as expected. [173160]
- In certain previous EAS for Exchange upgrade scenarios, forwarding a stubbed message generated two messages (one HTML and one Rich Text). This has been resolved by adding a string value named **OpenWithUnicodeConversion** with a value of **1** under `HKEY_LOCAL_MACHINE\SOFTWARE\EDUCOM TS\EASEXT` on the EAS Server. [173919]
- When a subject line contains a leading space, Folder Sync with Refer Insertion inserts references as expected. [174100]
- If "extra logging" or Event Logging is enabled, you will now see a log entry in the eas.log or event log for each repaired MSGID. The log entry will contain a message similar to: "Archive Repair Operation Updated Startingpos from '-2147458384' to '2147508912' for MSGID 1944. " [174470]
- HSM files larger than 2GB are read and processed as expected. [174762]
- In certain scenarios, file archiving would hang when processing large files. This has been resolved. [174967]
- NTFS Sparse File stubbing and retrieving function as expected. [175161]
- Messages captured by Envelope Journaling are processed fully as expected. [175307]

EAS 6.3.1.1 Resolved Issues

The following issues have been resolved in EAS 6.3.1.1.

EAS Archive

The following resolved issues apply to EAS Archive.

- Folder Sync with Refer Insertion inserts references as expected when a subject line contains a trailing space. [174361]
- Folder Sync completes as expected when the value for `INTERESTEDPARTY GetValuePtrNullException` is `NULL`. [173683]
- Day Archive files can now grow over their defined limit during a single processing, but cannot be added to once over this limit. [171644, 174375]
- Oversize Day Archive files can be repaired as expected. [174467]

- EAS Views performs as expected when saving verify results. [174677, 170233]
- When "Ignore EAS Recycle Bin" is enabled, the Dumpster Archive processes as expected after a Folder Sync is performed. See **Dumpster Archiving** (see "**Dumpster Archiving (6.3.1.1)**" on page 31). [170707]
- Archive tasks in a journal mailbox process as expected. [174889]

EAS Outlook Web Access

The following resolved issue applies to EAS Outlook Web Access (OWA).

- For Exchange 2010 messages, EAS OWA search results that contain messages invoked by CopyTo return successfully. [173175]

EAS 6.3.1 Resolved Issues

The following issues have been resolved in EAS 6.3.1.

General EAS

The following resolved issues apply to EAS in general.

- The Storm Service log can be viewed as expected. [170963]
- EAS IDOL queries return expected results when searching against the default language. [172791]
- Running Indexer with NoRTFBody option performs as expected. [172615, 169107]
- In certain instances, some messages in journaled mailboxes were not able to be processed. [171852, 171857, 172062, 173316, 173301, 173823]
- The maximum file size that can be indexed has been raised. [172134]
- In certain scenarios, processing a single message by two users simultaneously generated errors. [172819]
- Discovery installation for Windows 7, x64 successfully completes as expected. [174313]

EAS Client

The following resolved issues apply to the EAS Client.

- Attachment icon remains visible when a stub is flagged. [167232]
- Message retrieval functions as expected with EAS IIS anonymous access disabled. [172766]

- When a stubbed message is attached to an email message, the message recipient can view the original content of the stubbed message. [173400]
- A stubbed message that has a "sent timestamp" and "received timestamp" that differ by milliseconds is stored as a single message item. [173786]
- Stubs copied/moved from one folder to another retain original timestamps as expected. [174349]

EAS for Exchange

The following resolved issues apply to EAS for Exchange.

- EAS Outlook Web Access (OWA) functions as expected for Exchange 2010, Windows 2008 R2. [171758, 171023, 175175]
- When using a Network Load Balancing Cluster, you can download message attachments in EAS OWA as expected. [172340]
- EAS OWA uninstalls as expected. [172028]
- The Outlook Client Add-in installs as expected and the Archive-related buttons function as expected. [172579, 172969, 173235, 173912]
- Use the Synch button in the Outlook Client Add-in to synchronize to the local cache. Then, when in Outlook Offline Mode (Use Cached Exchange Mode enabled), a message that has been stubbed can be opened and the original content viewed. [173418]
- If a network connection is lost, opening a stubbed message in the Outlook client pulls from the local cache as expected. [173422]
- Password protected PST files are archived as expected. [171321]
- When archiving based on mailbox quota, mailboxes are reduced by percentage limit as expected. [172581]
- When "Extended NT Account Synch" is enabled in the EAS Administrator, messages are archived as expected. [172754]
- Searches within the mail client containing specific special characters—% - [] { } ~—return expected results. [173955]

EAS for Lotus Notes

The following resolved issues apply to EAS for Lotus Notes.

- Messages that are indexed and then flagged are re-indexed as expected. [169972]
- Large message attachments can be viewed as expected. [172228]

EAS for Files

The following resolved issues apply to EAS for Files.

- End user client messages for searches that have no matches have been updated. [171039]
- Search results are returned as expected. [173536, 173797]

Notes

EAS 6.4.1 Package

This release includes the following:

- `Discovery_6.4.1.0.zip`
- `DiscoveryWebService_6.4.1.0.zip`
- `EASClient_6.4.1.zip`
- `EASClient_6.4.1.0_x64.zip`
- `EASDBMonitor_6.4.1.0.zip`
- `EASIdol_6.4.1.0.zip`
- `EASIdol_x64_6.4.1.0.zip`
- `EASIIS_6.4.1.0.zip`
- `EAS Indexer_6.4.1.0.zip`
- `EASServer_6.4.1.0.zip`
- `NotesTemplates_6.4.1.0.zip`
- `EASOutlookAddin_6.4.1.0.zip`
- `EASOutlookAddin_6.4.1.0_x64.zip`
- `EASOutlookAddin_6.4.1.0_x64o32.zip`
- `EASFilter_6.4.1.0_x64.zip`
- `EASFilter_6.4.1.0.zip`

For this release, the EAS database is not updated. Additionally, Domino Web Access (DWA) is not included in this release.

The components in the installation package are contained in ZIP files. Once extracted from the ZIP, run the **setup.exe** file as Administrator to perform the component installation. The exception to this is the ZIP for the Lotus Notes templates—extract and install as per instructions.

Note: There are two versions of several components: one for 32-bit applications (*component_release.zip*) and one for 64-bit applications (*component_release_x64.zip*). Be sure to download and install the version appropriate for your Operating System.

Install and Run with Admin Rights on Windows Server 2012

When installing EAS in a Windows Server 2012 environment, install each EAS package (EXE file) as an Administrator (right-click > Run as Administrator). You may also want to disable UAC during the installation process.

Additionally, the following EAS components must be run with administrator rights.

- EAS Indexer
- EAS Server
- EAS Storage Manager
- EAS Storage Manager Agent
- EAS Storage Manager Server
- EAS Views

To run an EAS component with administrator rights

1. Log on to the machine hosting the desired EAS component as an administrator.
2. Open the Start menu and locate the desired EAS component.
3. Right-click the component and select **Run as administrator**.

User Account Control on Windows Server 2008 R2

If installing in a Windows Server 2008 R2 environment, the administrator account used to complete the installation of the EASServer must have the User Account Control (UAC) turned off—failure to do so may result in an incomplete installation and improper operation. The UAC must remain off for this account.

This procedure must be completed prior to installing the EASServer.

Note: UAC is not present in server environments earlier than Windows 2008.

To turn off UAC

1. Log on to the server that will host EASServer with the administrator account that will be used to install the EASServer.
2. Open the Control Panel.
3. Open User Accounts.

The User Accounts tasks window opens.

4. Open (double-click) **Turn User Account Control on or off**.

If UAC is currently configured in Admin Approval Mode, the User Account Control message appears. Click **Continue**.

The Turn User Account Control On or Off window opens.

5. Clear the **Use User Account Control (UAC) to help protect your computer** check box.

Click **OK**.

A confirmation dialog displays stating that the computer must be restarted for the changes to be applied.

6. Click **Restart Now to apply the change right away**. Close the User Accounts tasks window.

For more information regarding User Account Control, refer to the Microsoft Technet library.

Create Exchange 2010 Remote Runspace Connection

Applies to 6.4.1 forward

Due to changes in the previous local runspace, the ExchComlet is now recreated during the installation of the EAS Server for EAS for Exchange 2010 to use remote runspace.

New Installations

For new installations, EAS Server will need to obtain the Exchange 2010 server name to initialize the remote runspace connection. During installation, you will be prompted to define the Exchange server name. The value is then stored as a string value for a new registry key.

- for 32-bit environments:

Key: HKLM\SOFTWARE\ZANTAZ\ExchComlet

Value Name: ExchangeServer

Value type: REG_SZ

Value data: *Exchange 2010 server name*

- for 64-bit environments:

Key: HKLM\SOFTWARE\Wow6432Node\ZANTAZ\ExchComlet

Value Name: ExchangeServer

Value type: REG_SZ

Value data: *Exchange 2010 server name*

Upgrades

For upgrades it is recommended that you uninstall the existing version of EAS Server and then reinstall it using the current installer to finish the upgrade.

Alternately, you can manually create the registry key with details defined for new installations. Since using remote runspace does not require copying all Exchange management tool binaries, you can manually delete those binaries although there is no harm in keeping them.

EAS Discovery Web Service URL

The EAS Discovery Web Service URL is incorrectly referenced in the EAS Discovery Administration Guide. The correct EAS Discovery Web Service URL is:

```
http://webserver_name/EASDiscovery/EASDiscoveryWebService.asmx
```

Unicode Database

To install a Unicode db for initial installs, run the Unicode DB create script (`mssql_create_unicode.sql` or `oracle_create_unicode.sql`).

If you are using a database using `NVARCHAR` fields, ensure that the following setting is added to `eas.ini` under the `[EAS_SERVER_DB]` section:

```
DatabaseUseU16Insert=1.
```

Multi-Language Archive

Applies to EAS for Exchange 6.4.0.2, going forward

When upgrading to this release, update your configuration settings to enable "Multi-language Archive" prior to ingesting new mail. Failure to do so may result in partial data loss. Use of this setting ensures that items containing characters from multiple languages are archived as expected and discoverable in searches.

Contact Technical Support about enabling Multi-language Archive and the impact of doing so.

Exchange Management Tools

Applies to all versions of EAS for Exchange.

EAS for Exchange requires that the files that comprise Exchange Management Tools also exist in the EAS program files directory. The version of Exchange Management Tools (Exchange 2007 and Exchange 2010) on the EAS server should match the version installed on the Exchange servers.

Failure to maintain consistent versions may result in operations such as Extended NT Account Sync, Quota Archive, and Auto-enroll not functioning properly in conjunction with Exchange 2007 or Exchange 2010.

The following procedure should be completed if you

- install or upgrade EAS, or
- upgrade Exchange Management Tools on an EAS Server.

To update the EAS program files directory with the current Exchange Management Tools files

1. Ensure that Windows Explorer is showing hidden files and Protected System files.
2. Select and copy all files and subfolders in the Exchange Management Tools BIN folder (C:\Program Files\Microsoft\Exchange Server\V14\Bin).
3. Paste copied files and subfolders into the EAS program folder (C:\Program Files (x86)\ZANTAZ\EAS), replacing all files when prompted.

Notes Split Attachment Feature

Applies to 6.4 and 6.4.0.2

The split attachment feature for Notes is not supported. If using this feature, do not upgrade to this release.

KeyView Processing Time for Attachments (6.3.1.2)

The default amount of time that KeyView will continue to process an attachment is 60 seconds. If your environment typically processes very large attachments, you may want to increase the KeyView attachment processing time. [175329]

Caution! Increasing the time KeyView spends processing an attachment before timing out can affect performance. It is recommended that any increases to this value are made in small increments and tested.

To configure the amount of time KeyView spends processing an attachment

1. On the machine hosting the EAS Indexer, open `eas.ini` with a text editing program (such as Notepad).
2. Add the following configuration to the `[FULLTEXT]` section.

`ConverterTimeout=60`
3. Save `eas.ini`.
4. Restart the EAS Indexer host for the configuration to take effect.
5. Test processing of large attachments for timeout and performance.
6. Repeat as necessary to adjust the `ConverterTimeout` for your environment.

OWA for Exchange 2010 Icon Display (6.3.1.1)

After installing EAS OWA (Outlook Web Access), the buttons and icons may not display properly in OWA for Exchange 2010.

To properly display the buttons and icons in OWA for Exchange 2010, disable the Exchange OWA Gzip Compression on the CAS server.

To disable the Exchange OWA Gzip Compression on the CAS server

1. Log on to the CAS server with an account that has write access to virtual directory objects in Active Directory.
2. Open Exchange Management Shell and run the following cmdlet.

```
Set-OwaVirtualDirectory -Identity "owa (Default Web Site)" -GzipLevel Off
```

3. Restart IIS using the command `iisreset/noforce`.

Gzip Compression is disabled and IIS is restarted so that the change takes effect.

For more information about `Set-OwaVirtualDirectory`, see the Microsoft TechNet article <http://technet.microsoft.com/en-us/library/aa996547.aspx> <http://technet.microsoft.com/en-us/library/aa996547.aspx>.

Dumpster Archiving (6.3.1.1)

To enable Dumpster Archiving, you must enable the "Use EAS Recycle Bin" option on the General tab of EAS options. Any existing Dumpster Archive tasks must be recreated. [170707]

EAS Outlook Addin Installation

The EAS Outlook Addin installation has the following considerations.

- As of EAS 6.4.0.4, Office 2010 Primary Interop Assemblies are a prerequisite for all Outlook 2010 users using the EAS Outlook Addin. By default, this prerequisite is included in the Office 2010 installation. In some scenarios, the Primary Interop Assemblies are not installed with Office 2010. If this occurs, an error, similar to the following, displays when running the offline sync.

```
"Folder Scan Error: System.IO.FileNotFoundException:
Could not load file or assembly 'ADODB,
Version=7.0.3300.0, Culture=neutral,
PublicKeyToken=b03f5f7f11d50a3a' or one of its
dependencies. The system cannot find the file
specified. File name: 'ADODB, Version=7.0.3300.0,
Culture=neutral, PublicKeyToken=b03f5f7f11d50a3a. Check
whether .NET Programmability Support or Microsoft
Office 2010: Primary Interop Assemblies are installed
with Outlook"
```

If you receive this error, Primary Interop Assemblies are not installed. To resolve this error, complete one of the following:

- Download and install Primary Interop Assemblies from Microsoft, <http://www.microsoft.com/en-us/download/details.aspx?id=3508>
<http://www.microsoft.com/en-us/download/details.aspx?id=3508>.
- Manually modify the Outlook/Office installation to install .NET Programmability Support.

Open **Control Panel > Programs and Features**. Select **Microsoft Office 2010** and click **Change**. In the resulting dialog window, select **Add or Remove Features** and click **Continue**. Expand the installation options and navigate to **Microsoft Office > Microsoft Outlook > .NET Programmability Support**. Click the down arrow button to the left of .NET Programmability Support and select **Run from My Computer**. Click **Continue** and complete the installation.
- As of 6.3.1, you may see an error message when installing the EAS Outlook Addin for Outlook 2007 in some scenarios. The message states that the Addin failed to register.

To resolve this, open a command prompt and execute the following statement on the machine for which you received the message:

```
rundll32 dfshim CleanOnlineAppCache
```


Online Day Archive Updates

Significant updates have been made to the Online Day Archive in this release of the product. If you are currently using Online Day Archive in EAS 6.3.0, Autonomy recommends upgrading to EAS 6.3.1 to take advantage of these important updates.

Content Searches

Content searches in EAS Discovery, EAS Client and EAS Add-in search the email body and the attachment body.

IDOL

A newer version of IDOL (7.4) was integrated into EAS IDOL versions 6.1.4 and higher. If you are using EAS IDOL 6.1.4 or older, a re-index of all content is suggested but not required. A re-index allows you to apply more powerful features to indexing and searching your content, but should not dramatically change search results.

If you are already running `EASIdol_6.1.4.x` or higher, re-indexing is not required.

Note: This applies to the version of EAS IDOL. Re-indexing may be required for other reasons.

Important Upgrade Information

Important! Due to updated components in this release, the upgrade process for this release requires recreating all EAS Storage Manager Tasks in specific scenarios.

- If upgrading to EAS 6.3.1 from EAS 6.2.1.5 or earlier, the following procedure must be performed for a successful upgrade.
- If upgrading to EAS 6.3.1 from 6.3, the following procedure does NOT need to be performed.

Prior to upgrading to this release of EAS, it is recommended that you document the details of all existing EAS Storage Manager Tasks. During the upgrade itself, all existing Tasks are removed. **After the upgrade is completed, you must recreate all of your EAS Storage Manager Tasks.**

If you need assistance in reviewing and recreating your tasks, contact Technical Support.

For more information regarding Tasks in EAS, refer to the *EAS Storage Manager Administration Guide*, "Managing Content" > "Creating and running Storage Manager tasks".

To complete the upgrade successfully

1. Document the details of all existing EAS Storage Manager Tasks.
2. Disable all existing EAS Storage Manager Tasks.

Important! Disabling tasks lets you make any necessary changes before the Tasks are automatically executed after the upgrade.

3. Delete any Pending EAS Storage Manager Tasks.
4. Complete the upgrade.
5. Verify all EAS Storage Manager Tasks and edit or recreate them as necessary.
6. Enable all EAS Storage Manager Tasks.

To document the details of your current Tasks

1. Open the Storage Manager client and navigate to the Tasks node.
2. For each task that you would like to recreate, make note, or take a screenshot, of the following information:
 - Task Name and Options on the Task Properties tab, and any additional tabs present for the particular task.
 - For COPY tasks: Action, Retention Period options, and additional options on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT); The Destination Document Stores tab, which document stores are listed in the Destination Document Stores column.
 - For COPY TO NSF FILE tasks: Action and Destination File on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).
 - For COPY TO PST FILE tasks: Action, Retention Period options, and additional options on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).
 - For MOVE tasks: Action, Retention Period options, and additional options on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT); The

Destination Document Stores tab, which document stores are listed in the Destination Document Stores column.

- For EXTEND RETENTION tasks: Action, Retention Period options, and additional options on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).
- For QUOTA tasks: Action, and User rule option on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT); Options and message templates on the Quota Properties tab.
- For DELETE REFERENCES tasks: Action on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).
- For DELETE tasks: Action on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (i.e. AND, AND NOT).
- For PURGE tasks: Action on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).
- For PURGE & WIPE tasks: Action on the Task Properties tab; Rules, their placement on the grid, and how those rules are combined (for example, AND, AND NOT).

To document the details of your current Scheduled Tasks

1. Open the Storage Manager client, and navigate to the Scheduled Tasks node.
2. For each scheduled task, make note, or take a screenshot, of the Scheduled Action.

These actions will be removed during the upgrade.

Configure Character Encoding for FAS Search

The default character encoding used by FAS Search is Windows-1252, which is for Western Languages (Latin alphabet; English and some European languages). FAS Search uses EAS IIS and the change that must be made is made to the configuration for EAS IIS.

The encoding of the original file system must be known in order to display folder names properly using FAS Search. This is important when a non-UNICODE database schema is used, and the default Operating System installation (or user expectation) uses anything other than the default encoding of Windows-1252.

If the UNICODE database schema is used, this procedure is not required regardless of what the end user sees.

IMPORTANT This change is global for the EAS IIS component. Therefore, you cannot mix character sets if you are using an old database (non-UNICODE) schema.

To configure the character encoding for FAS Search

1. Log on to the machine hosting EAS IIS.
2. With a text editing tool (such as Notepad), open `eas.ini`.

NOTE The `eas.ini` file is located in the Windows directory, typically `C:\Windows`.

3. In the `[Web]` section add the following parameter, replacing `<charset>` with the character encoding appropriate for your environment:

```
FolderNamesUseXMLEncoding=<charset>
```

4. Save and close the file.

EAS IIS is configured for the character encoding appropriate for your environment.

Examples

- If the original system where a certain folder structure exists has Windows 2003 installed and it was installed using the Simplified-Chinese installation (which defaults to CodePage 936), you would add the character encoding parameter as follows:

```
FolderNamesUseXMLEncoding=GB2312
```

- Similarly, if the original system was installed using the standard Japanese installation (which defaults to CodePage 932), you would add the character encoding parameter as follows:

```
FolderNamesUseXMLEncoding=Shift-JIS
```

EAS For Exchange Quota Archive Task

Applies Exchange 2010 environments.

If using the Quota Archive task in EAS to automatically enroll new mail system users as EAS users, Exchange 2010 Management Tools must be installed on all EAS servers.

IMPORTANT Exchange 2010 Management Tools can only be installed on 64 bit operating systems.

Applies to Exchange 2007 and Exchange 2010 environments.

Quota Archive tasks should *not* have the Loop Continuously option configured (Schedule Info tab, clear this check box). This is because the Exchange Information Store service uses the cached mailbox configuration to enforce mailbox size limits and any changes to that configuration change do not take effect until the cache is refreshed. For more information about how mailbox size limits are enforced in Exchange 2007 and 2010, refer to [http://technet.microsoft.com/en-us/library/bb684892\(EXCHG.80\).aspx](http://technet.microsoft.com/en-us/library/bb684892(EXCHG.80).aspx) ([http://technet.microsoft.com/en-us/library/bb684892\(EXCHG.80\).aspx](http://technet.microsoft.com/en-us/library/bb684892(EXCHG.80).aspx)).

EAS for Exchange Auto Enroll Task

Applies to Exchange 2010 environments.

If using the Auto-Enroll task in EAS to automatically enroll new mail system users as EAS users, Exchange 2010 Management Tools must be installed on all EAS servers.

IMPORTANT Exchange 2010 Management Tools can only be installed on 64 bit operating systems.

Run EAS IDOL Indexer Before Conducting a Search

You must run the EAS IDOL Indexer at least one time before conducting a search to update EAS IIS. Running the EAS IDOL Indexer adds necessary fields to the IDOL index.

Configure IIS 6.x for EAS OWA

In this release of EAS, a few manual configurations are required in IIS 6.x to support EAS Outlook Web Access (OWA). If using IIS 7.x, these manual configurations are not required.

Complete the following procedures for IIS 6.x, in the order indicated, immediately following the installation of EAS OWA.

1. **Create the ISAPI filter for EAS OWA** (see "Create the IIS 6.x ISAPI Filter for EAS OWA" on page 38).
2. **Create the application mapping for EAS OWA** (see "Create the IIS 6.x Application Mapping for EAS OWA" on page 38).

Create the IIS 6.x ISAPI Filter for EAS OWA

In this release, the ISAPI filter for EAS OWA needs to be manually created in IIS 6.x.

To create the ISAPI filter for EAS OWA

1. Log on to the server hosting EAS Outlook Web Access as an administrator.
2. Open **Administrative Tools > Internet Information Services (IIS) Manager**.
3. In the left pane, navigate to *server* > **Web Sites** > **Default Web Site**.

Right-click **Default Web Site** and select **Properties**.

The Default Web Site Properties dialog opens.

4. Select the **ISAPI Filters** tab.

Click **Add**.

The Add/Edit Filter Properties dialog opens.

5. In the **Filter name** field, type **EASOWA**.

Click **Browse** to navigate to the filter Executable.

Navigate to and select *drive*: \Program Files\ZANTAZ\EASOWA\OWA\Root**easowaf.dll**.

6. Click **OK**; the Add/Edit Filter Properties dialog closes.

In the ISAPI Filters tab of the Default Web Site Properties dialog, the EAS OWA filter displays in the list of filters.

Click **OK**; the Default Web Site Properties dialog closes and the ISAPI filter is created for EAS OWA.

Create the IIS 6.x Application Mapping for EAS OWA

In this release, the EAS OWA application mapping needs to be manually configured in IIS 6.x.

To create the application mapping for EAS OWA

1. Log on to the server hosting EAS Outlook Web Access as an administrator.
2. Open **Administrative Tools > Internet Information Services (IIS) Manager**.
3. In the left pane, navigate to *server* > **Web Sites** > **Default Web Site** > **eas-web application**.

Right-click **eas-web application** and select **Properties**.

- The eas-web application Properties dialog opens.
4. Select the **Virtual Directory** tab.
In the **Application setting** section, click **Configuration**.
The Application Configuration dialog opens.
 5. In the **Application extensions** section, click **Add**.
The Add/Edit Application Extension Mapping dialog opens.
 6. Complete the fields in the following manner.
 - a) Click **Browse** to navigate to the Executable.
Navigate to and select `drive:\Program Files\ZANTAZ\EASOWA\OWA\Root\easowae.dll`.
 - b) In the **Extension** field, type `srf`.
 - c) In the **Verbs** section, select **Limit to**.
 - d) In the **Limit to** field, type `GET, HEAD`
 - e) Select **Script Engine** and select **Verify that the file exists**.
Click **OK**; the Add/Edit Application Extension Mapping dialog closes and the `.srf` extension displays in the Application extensions list.
 7. Click **OK**; the Application Configuration dialog closes.
Click **OK**, the eas-web application Properties dialog closes.
The application mapping for EAS OWA is created.

Configure EAS.ini for Meridio Integration

When EAS is integrated with Meridio, a parameter must be added to the EAS.ini file. This parameter specifies to display the MeridioRecordsManagement value for messages restored through the EAS Administrator.

The EAS.ini file must be updated as specified on EAS Server and the IDOL Index server.

To configure the EAS.ini file for Meridio Integration

1. Open the **EAS.ini** file.
2. Search for the `[FULLTEXT]` section.
Add `Meridio=1` to the `[FULLTEXT]` section.
3. Search for the `[EAS_SERVER_OPTIONS]` section.

Add `Meridio=1` to the `[EAS_SERVER_OPTIONS]` section.

Save the file.

4. Restart the EAS Indexer process.

The EAS.ini file is configured for Meridio integration.

General Installation Procedures

Install EAS 6.4 as described in the *EAS Installation Guide* (EAS for Exchange, EAS for Lotus Notes, EAS for Files or EAS for SharePoint version).

When installing EAS for Exchange, configure LDAP within the EAS Administrator prior to connecting to the Exchange Server.

The components in the installation package are contained in ZIP files. Once extracted from the ZIP, run the **setup.exe** file as Administrator to perform the component installation. The exception to this is the ZIP for the Lotus Notes templates—extract and install as per instructions.

Note: There are two versions of several components: one for 32-bit applications (*component_release.zip*) and one for 64-bit applications (*component_release_x64.zip*). Be sure to download and install the version appropriate for your Operating System.

Licensing

All products in the Autonomy EAS family require a valid license key and license agreement. Contact your Autonomy Channel Manager or Account Executive if you require licensing assistance, or call 1.800.636.0095 to speak with a customer service representative.

Upgrade to EAS 6.4

Autonomy Upgrade Assistance

Autonomy can be contracted to perform a Health Check and System Upgrade procedure for your EAS environment.

In addition to upgrading, Autonomy can provide knowledge transfer surrounding the new version functionality, configuration, and updates.

Upgrade services can be performed either on site or remotely over an Internet connection. If you are interested in such services, Autonomy can supply the Health Check and Upgrade Statement of Work (SOW). Please e-mail eas-projects@zantaz.com for more information.

Download the Software

EAS software is available for download from the **Autonomy Customer Support site** (<https://customers.autonomy.com/>).

Upgrade Script Directories

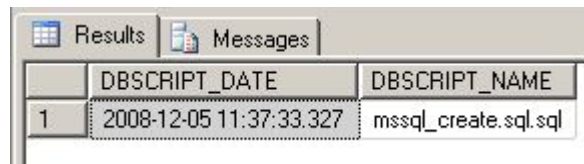
The upgrade process requires a number of upgrade scripts to be run, although the exact number depends on the installed version of EAS. The necessary scripts should be contained in the `<install>\scripts\` directory, where `<install>` is the EAS installation directory. However, in some cases additional upgrade scripts may be required; these scripts can be found in `<install>\additional\` directory.

Check EAS Database Updates

Some EAS upgrades require an update of the EAS database schema.

If you are not sure whether the updates have already been applied to your EAS database, you can check by reviewing the `DATABASE_SCRIPT_HISTORY` table.

This table lists the database script date and name. For example, the SQL database query `SELECT * FROM DATABASE_SCRIPT_HISTORY` run in the tables directory of your EAS installation would yield a result similar to the one shown in the following illustration:



	DBSCRIPT_DATE	DBSCRIPT_NAME
1	2008-12-05 11:37:33.327	mssql_create.sql.sql

This table was introduced in EAS Release 6.1.3.0 and captures details of database update scripts executed subsequent to the installation of EAS 6.1.3.

Enable Multi-Language Archive

Applies to EAS for Exchange

Prior to ingesting new mail, update your configuration settings to enable "Multi-language Archive". Failure to do so may result in archiving corrupt data.

Contact Technical Support about enabling Multi-language Archive and the impact of doing so.

IMPORTANT Multi-language Archive must be enabled before ingesting new mail.

Update LDAP Settings

Applies to 6.4.1 forward

Due to changes in Exchange, information about Mail Users must be accessed using LDAP. With this change, the following settings must be configured in the EAS Admin.

- Settings > EAS Options > View > Exchange LDAP Settings
- Settings > EAS Options > Parent Specific > Exchange LDAP Settings

Upgrade to EAS 6.4.1 from EAS 6.1.2.x and Higher (Non-Unicode)

As of EAS release 6.2.0.0, both Unicode and non-Unicode upgrade scripts are available. For Unicode conversion scripts, see **Upgrade Database for Unicode Support** (on page 43).

To upgrade to EAS 6.4.1 from EAS 6.1.2.x, run the required upgrade scripts as documented in the *EAS Installation Guide* (EAS for Exchange, EAS for Lotus Notes, EAS for Files or EAS for SharePoint version).

IMPORTANT! Back up the EAS database prior to upgrading.

Note: As of EAS release 6.1.5.0, the directory structure of the scripts was reorganized for improved usability.

1. Download the EAS 6.4 release package from the **Autonomy Customer Support site** (<https://customers.autonomy.com/>).
2. Run the installers for the EAS Server EAS 6.4.

Upgrade to EAS 6.4.1 from EAS 6.0 or EAS 6.1

To upgrade to EAS 6.4.1 from EAS 6.0 or EAS 6.1, you must first run the upgrade scripts for EAS 6.1.2. Ensure that your environment meets the minimum system requirements as stated in the *EAS EAS 6.4 Installation*

Guide (EAS for Exchange, EAS for Lotus Notes, EAS for Files or EAS for SharePoint version).

IMPORTANT! Back up the EAS database prior to upgrading.

1. Download the EAS 6.4 release package from the **Autonomy Customer Support site** (<https://customers.autonomy.com/>).
2. Run the installers for the EAS Server EAS 6.4.
3. Run one of the following upgrade scripts on the EAS database:
 - `mssql_610_to_6120.sql` for MSSQL databases
 - `mssql_bigint_create.sql`
 - `oracle_610_to_6120.sql` for Oracle databases

Note: If you have previously installed updates that have been rolled into EAS 6.4 you may see error messages indicating that tables added by the upgrade script already exist in the EAS database. These messages can be ignored. Only those tables not already in the database are added.

4. Run the installers for the EAS products you are interested in.
5. **Upgrade to EAS 6.4.1 from EAS 6.1.2.x** (see "**Upgrade to EAS 6.4.1 from EAS 6.1.2.x and Higher (Non-Unicode)**" on page 42)

Upgrade Database for Unicode Support

Database conversion is only required for specific language requirements.

Conversion is not required if you are using a database with a true 8-bit character set. The default database character set on English versions of Oracle (WE8ISO8859P1) is not a true 8-bit character set; WE8MSWIN1252 is the true 8-bit character set for Oracle, and should be specified for any Oracle EAS database as the character set. The default character set for SQL Server (SQL_Latin1_General_CP1_CI_AS) is a true 8-bit character set.

Conversion may also be required if the EAS server's host OS has an Asian native default character set such as Japanese or Chinese.

If required, complete the following:

1. Back up your database.
2. Run the installers for the products you are upgrading.
3. Run the DB Update Scripts to bring your database up to latest applicable version.

The Unicode conversion script should only be run on environments that are version 6.2.0 or higher. Run one of the following upgrade scripts on the EAS database:

- `mssql_unicode_conversion.sql` for MSSQL databases
- `oracle_conversion.sql` for Oracle databases

4. Start EAS Administrator and click **Tools > Database Conversion**.

IMPORTANT! If you are using a database using `NVARCHAR` fields, ensure that after the conversion the following setting has been added to `eas.ini` under the `[EAS_SERVER_DB]` section: `DatabaseUseU16Insert=1`. If you create a new Unicode database using the Unicode create script, you must set this parameter manually.

Oracle Conversion Notes

EAS inserts Unicode string literals into the database. The Oracle database attempts to convert these to the local database character set on the client and (database) server. If the character being inserted is not a member, data loss will occur.

To ensure this does not happen, it is required that the client environment variable `ORA_NCHAR_LITERAL_REPLACE` be set to `true`.

This conversion is only supported on 10g R2 and later.

Note: The database conversion may invalidate the indexes. After conversion, check the database for invalid indexes and rebuild them.

Upgrade to EAS 6.4 from EAS 5.x

Before upgrading to EAS 6.4.1, you must be running EAS 6.0 or EAS 6.1.x.

For instructions on upgrading from EAS 5.x to 6.0, see **Upgrade to EAS 6 from a previous release** (see "Upgrade to EAS 6.0 from a previous release" on page 44).

Upgrade to EAS 6.0 from a previous release

Common steps for all products

Installation setup

This installation setup procedure applies to EAS for Exchange, EAS for Lotus Notes, EAS for Files, and EAS for SharePoint.

Successful installation of Autonomy EAS 6.0 consists of the following steps:

1. Back up your Autonomy EAS database and Autonomy EAS document stores before you begin the upgrade process.
2. Download and run **EASSetup.exe**. This executable installs the EAS Auto-setup tool and downloads most other EAS installers that are run manually. The default location for the downloaded files is C:\Program Files\ZANTAZ.
3. On the last pane of the EASSetup installer, enable **Show EAS Auto-Setup Window** and click **Finish**.

The EAS Auto-setup tool opens and displays shortcuts for installing several EAS products.

4. Install EAS products requiring upgrade by clicking the shortcuts on the EAS Auto-setup tool or by running individual installers directly from the installation location. The installer names and locations, as well as references to detailed installation procedures in product documentation, are provided in the product-specific sections that follow.

Note: The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.

5. Follow specific installation and upgrade steps for the product you are installing.
 - **Upgrading EAS for Lotus Notes** (see "Upgrade EAS for Lotus Notes" on page 46)
 - **Upgrading EAS for Exchange** (see "Upgrade EAS for Exchange" on page 50)
 - **Upgrading EAS for Files** (see "Upgrade EAS for Files" on page 56)
 - **Upgrading EAS for SharePoint** (see "Upgrade EAS for SharePoint" on page 57)

Upgrade the EAS database

The EAS database is upgraded as part of the process of installing the EAS Server. The installation procedures are fully described in Chapter 3, "Install EAS", of the *Installation Guide* relevant to your installation (EAS for Exchange, EAS for Lotus Notes, EAS for Files, or EAS for SharePoint).

The key steps regarding update of the EAS database are highlighted here.

As described in the last step of "Installing the EAS Server", you open the database configuration wizard:

7. Enable the **Launch the EAS Configuration Wizard** option and click **Finish**.

This step opens the EAS database configuration dialog box. Enter the required information as described in the procedure "Configure the EAS database".

Follow the procedure "Configure the EAS database". In the step quoted below (the step number varies in each product installation document) you navigate to the upgrade directory and select the appropriate script for your database upgrade.

EAS for Exchange: step 8

EAS for Lotus Notes: step 9

EAS for Files: step 7

EAS for SharePoint: step 7

Select one of the following files:

...
c:\Program Files\ZANTAZ\EAS\Upgrade from x to x and
select the appropriate file.

To upgrade from 5.0 Service Pack 2 (5.0.2), choose this folder:
UpgradeFrom502To60.

Notes: The location of the upgrade files may differ if you did not install EAS in the default location. If you are upgrading from a version prior to 5.0.2, you must first update to 5.0.2 before applying the EAS 6 update script.

Complete the remainder of the procedure "Configure the EAS database".

Upgrade EAS for Lotus Notes

Prior to EAS 6.0 upgrade: Ensure all Notes clients installed on end-user machines and on the Domino servers are upgraded to either 7.x or 8.x (updated and patched), and add the **DIOP** subtask to each Domino mail server that hosts EAS-enrolled users.

1. Delete the CD Image of the previous EAS version.
2. Download and install EAS 6.0 CD Image.
3. Back up the EAS database, document stores, and eas.ini files.
4. Shut down each Domino server and, using **Add/Remove Programs**, uninstall the **EAS for Domino Server.msi** package. Restart each Domino server upon completion.
5. Note of the template design name for each EAS integrated mail template in use (for example, copy the names to Notepad. Be sure to include names for mail, journal, and iNotes/Forms templates.) You will need these to update the new integration templates.

6. If you plan to create new customized integration mail templates, back up and delete the current templates (and replicas).

or

If you plan to upgrade the existing templates, keep the current templates in place and refer to the *EAS for Notes Installation Guide*, Appendix B: "Upgrading Mail Templates for EAS 6", for the upgrade procedure.

7. Set up an uninstall policy or procedure to remove the "EAS Client.msi" package from all end-user workstations.

Note: You will need to set up a new MSI rollout package if EAS for Files is also enabled in the environment.

8. Using a Notes client on the machine where you installed the new CD Image, open the **eas_60_installer.nsf** file. Open each document and database/template in turn according to the version of Notes/Domino in use and, with each one, perform a **File > Database > New Copy** action. Save the new copies to the main Domino administration server, ensuring specific databases go into their proper subdirectories (for example, Forms6.nsf must go in the iNotes folder). These are the required databases/templates:

- easadministrator.ntf
- easoffline.nsf
- mail templates and "forms" databases, as required

9. When all desired databases/templates are present, use a Notes Administration client to adjust the ACLs appropriately for each, then sign them all using either the Domino server's Notes ID or a well-known/published development/agent-signing Notes ID that has been added to end-user ECLs.
10. Perform the appropriate action to either create a newly customized template (refer to the *EAS for Notes Installation Guide*, Appendix A, "Update and Customize the Mail Templates"), or upgrade the existing one (refer to the *EAS for Notes Installation Guide*, Appendix B, "Upgrading Mail Templates for EAS 6").

Note: The main hidden view that allows EAS to archive each mailbox has changed names, so at minimum replace (**\$NASAdminView**) with (**\$EASAdminView**).

11. At this point, take the design name from step 5 and add it to the "master template design name" of the newly customized/integrated mail template and save the change. have the customer's administration team schedule a design task to run that evening and update all user mail files.

Note: End users MUST run the **Upgrade Folder Design** action in their Notes client after the new template design has been pushed to their mailbox. This ensures that the updated design found in the Inbox folder also propagates to personal folders.

12. Upgrade the Notes client on all EAS servers (assuming the prerequisite task is complete) to either 6.5.6 or 7.0.1 (or higher in either stream); make sure you open the Notes client after upgrading to ensure all updates to the workspace and local configuration take place.
13. Run **setp.exe** to upgrade the EAS server, EAS Administrator, Storage Manager server, and Storage Manager client.
14. Run the **-config** utility upon completion of the upgrade and ensure all settings are still valid.
15. On the Database tab, select the appropriate DB update script and execute it against the EAS database.
16. Load the EAS Server and Administrator to ensure all previous settings are still valid (check the LDAP settings in particular).
17. Repeat steps 12-16 on all additional EAS servers in the environment.
18. Run the **EAS IIS.msi** package to upgrade all EAS IIS servers, search components, and indexer applications in the environment.
19. Upgrade the Dashboard Server and Agents as appropriate.
20. Using a Notes Administration client, either upgrade or create a new EAS Administration Notes database (**easadministrator.nsf**) and EAS Offline Sync Notes database (**easoffline.nsf**) according to instructions in the *EAS for Notes Installation Guide*, Chapter 3, section entitled, "Configuring the Lotus Domino Server".
21. Add all active users currently enrolled in EAS to **easadministrator.nsf**, set up appropriate permissions for each, and configure the pointers to the EAS IIS server(s) for all.
22. Replicate **easadministrator.nsf** and **easoffline.nsf** to every Domino mail server where EAS-enrolled users are hosted.
23. Update the EAS Search security configuration for users. To do so, in EAS Administrator click **EAS for Notes > Populate EAS Security Keys**.

Note: All user mail templates must be upgraded to the EAS 6.0 version prior to executing this step.

Run the EAS for Lotus Notes installers

To upgrade EAS for Lotus Notes, install the following EAS 6.0 components.

Each installer automatically:

- saves configured settings
- uninstalls the previous version
- installs the new version

Note: You must upgrade all Lotus Notes mail templates, **Forms7.nsf** and **Forms8.nsf** as described in the *EAS for Lotus Notes Installation Guide*, Appendix: Upgrading mail templates for EAS.

Required and Optional Installers

EAS Server and EAS Storage Manager - REQUIRED

Installer	Windows Start menu, All Programs > ZANTAZ > EAS Server & EAS Storage Manager or <your EAS install directory>\EAS_CDIMAGE\EASServer\EAS.msi
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Notes	<ul style="list-style-type: none"> ▪ Install EAS Server and EAS Storage Manager on the same computer that hosts the ZANTAZ EAS 5.0 or 5.0.1 Server and EAS 5.0 or 5.0.1 Storage Manager. ▪ This installer is also used to install the EAS Administrator client.
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For details see...	<i>EAS for Lotus Notes Installation Guide</i> , Install EAS, "Install the EAS Software"
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EAS IIS and EAS Search - REQUIRED

Installer	Windows Start menu, All Programs > ZANTAZ > EAS IIS & EAS Search or <your EAS install directory>\EAS_CDIMAGE\WebServer\EAS IIS.msi
-----------	---

Notes	<ul style="list-style-type: none"> ▪ The default value of the WildcardPrefix field (Web section of eas.ini file) has been changed from 1 to 0. This permits use of wildcards. For more information, see easwebsearch.dll.
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For details see...	<i>EAS for Lotus Notes Installation Guide</i> , Install Retrieval Components, "Install EAS IIS"
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Dashboard Server - OPTIONAL

Installer	Windows Start menu, All Programs > ZANTAZ > EAS Dashboard Server or <your EAS install directory>\EAS_CDIMAGE\Dashboard\Dashboard_Server_Setup.exe
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For details see...	<i>EAS Dashboard</i> , EAS Dashboard Installation, "Install the EAS Dashboard Server"
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Dashboard Agents - OPTIONAL

Required and Optional Installers

Installer	<your EAS install directory>\EAS_CDIMAGE\Dashboard\Dashboard_Agent_Setup.exe
Notes	A Dashboard agent can be installed on the EAS Server/ Storage Manager machine during installation of the EAS Server.
For details see...	<i>EAS Dashboard</i> , EAS Dashboard Installation, "Install the EAS Dashboard Agent"

Upgrade EAS for Exchange

Upgrading to the EAS 6.0 version of EAS for Exchange involves the following steps:

1. Ensure that your environment meets the system requirements for installing this product.
2. Download and set up the EAS 6.0 installers as described in **Installation setup** (on page 44).
3. Install required and optional components as outlined in **Run the EAS for Exchange installers** (on page 51). You will need the *EAS for Exchange Installation Guide* for full installation details referred to from this high-level procedure.

Note: The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.

4. If LDAP was not configured for a previous EAS release, or if you are installing EAS for Exchange for the first time, you must perform **LDAP configuration** (on page 51).
5. If upgrading from a previous EAS installation, **Map EAS user IDs to Active Directory objectGUID attributes** (on page 54).
6. When you have installed all server and client components, you must **Enable EAS icons in Outlook clients** (see "Enable EAS forms in Outlook clients" on page 54).
7. (Optional) To run the EAS Server as a service, or to reset it if you had it running as a service previously, execute the following command:

```
<InstallDir>\zantaz\eas\eassrvr.exe -i
```

When all of these steps are completed, Autonomy EAS 6 is ready to run.

LDAP configuration

EAS for Exchange requires that an LDAP connection be available on the EAS parent server.

If LDAP settings were configured on the EAS parent server for an earlier EAS release, configuration settings are retained upon installation of EAS 6.0 or higher.

If LDAP was not configured for a previous EAS release, or if you are installing EAS for Exchange for the first time, the following error message is displayed when you attempt to start the EAS server:

Establishing LDAP connection for ObjectGUID lookup has failed. You must properly configure the Exchange LDAP settings under the "Parent Specific" tab of the options screen and restart the parent server before running any tasks or performing other operations.

The parent server will start, but you must immediately configure the LDAP settings as follows:

1. From the Windows Start menu click **Programs > ZANTAZ > EAS Administrator**.
2. Click **Settings > Options > Parent Specific**.
3. In the **Exchange LDAP Settings** section, enter the following information:
 - **Default LDAP Container** - For example LDAP://T1-ZANTAZ.
 - **LDAP User Name** - Must be domain-qualified (for example **mydomain\adminname**). If this field is left blank, LDAP defaults to the Exchange profile configured for EAS (usually **EASAdmin**) which typically has rights for LDAP.
 - **LDAP User Password**
4. Enter the same information on the **View** tab.
5. Click **OK** to save the changes.

Run the EAS for Exchange installers

Run the installers indicated in the following table to install EAS 6.0 components.

Except where noted, each installer automatically:

- saves configured settings
- uninstalls the previous version
- installs the new version

Required and Optional Installers

EAS Server and EAS Storage Manager - REQUIRED

Required and Optional Installers

Installer Windows Start menu, **All Programs > ZANTAZ > EAS Server & EAS Storage Manager**

or

<your EAS install directory>\EAS_CDIMAGE\EASServer\EAS.msi

- Notes
- Install EAS Server and EAS Storage Manager on the same computer that hosts the ZANTAZ EAS 5.0 or 5.0.1 Server and EAS 5.0 or 5.0.1 Storage Manager.
 - This installer is also used to install the EAS Administrator client and a Dashboard Agent.
 - The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.
 - The EAS for Exchange hidden option **Save SIS Info to Msgs** is now disabled by default. Prior to EAS 6.0, it was enabled by default.
-

For details see... *EAS for Exchange Installation Guide*, Install EAS, "Install the EAS Software"

EAS IIS and EAS Search - REQUIRED

Installer Windows Start menu, **All Programs > ZANTAZ > EAS IIS & EAS Search**

or

<your EAS install directory>\EAS_CDIMAGE\WebServer\EAS IIS.msi

- Notes
- The default value of the WildcardPrefix field (Web section of eas.ini file) has been changed from 1 to 0. This permits use of wildcards. For more information, see easwebsearch.dll.
-

For details see... *EAS for Exchange Installation Guide*, Install Retrieval Components, "Install EAS IIS"

EAS Outlook client - REQUIRED

Installer Windows Start menu, **All Programs > ZANTAZ > EAS Clients**

or

<your EAS install directory>\EAS_CDIMAGE\EAS Clients\EAS Client.msi

For details see... *EAS for Exchange Installation Guide*, Configuring User Client Software, "Install EAS client software" (individual or rollout)

EAS Web Access - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\EASEWA\EASEWA.msi

For details see... *EAS Web Access Administration Guide*, Install EAS Web Access, "Installing EAS Web Access"

Required and Optional Installers

EAS Web Access in Outlook Web Access - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\EASEWA\EWAOWA.msi

Notes EAS OWA must be manually uninstalled. Note all configured settings. They will need to be reapplied to the new installation.

For details see... *EAS Web Access Administration Guide*, Manage EAS Web Access, "Integrating EAS Web Access with Outlook"

EAS Entourage Client - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\EASEEC\ZANTAZEEC.msi

For details see... *EAS Entourage Client Administration Guide*, Installing the EEC server components

Active Directory Plug-in - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\EASUtils\EAS Active Directory Plug In.msi

For details see... *EAS Installation Guide* (Exchange, Lotus Notes, Files, and SharePoint versions), Install EAS, "Installing the Active Directory Snap-in"

Dashboard Server - OPTIONAL

Installer Windows Start menu, **All Programs > ZANTAZ > EAS Dashboard Server**

or

<your EAS install directory>\EAS_CDIMAGE\Dashboard\Dashboard_Server_Setup.exe

For details see... *EAS Dashboard*, EAS Dashboard Installation, "Install the EAS Dashboard Server"

Dashboard Agents - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\Dashboard\Dashboard_Agent_Setup.exe

Notes A Dashboard agent can be installed on the EAS Server/ Storage Manager machine during installation of the EAS Server.

For details see... *EAS Dashboard*, EAS Dashboard Installation, "Install the EAS Dashboard Agent"

EAS Management Pack for MOM - OPTIONAL

Installer <your EAS install directory>\EAS_CDIMAGE\EASUtils\EASMOM.msi

For details see... *EAS Management Pack Guide for Microsoft Operations Manager*, Install EAS Web Access, "Installing the EAS Management Pack"

Map EAS user IDs to Active Directory objectGUID attributes


This procedure applies only to EAS for Exchange.

Prerequisite: The LDAP settings for the parent EAS server must be configured on the computer hosting the parent EAS server. For more information, see **LDAP configuration** (on page 51).

1. Install EAS 6.0 as outlined in **Installation setup** (on page 44).
2. Start the EAS Server.
3. Launch EAS Administrator and connect to the database and the Exchange server.
4. In EAS Administrator, click **EAS for Exchange > Populate Missing ObjectGUIDs**.

A window briefly appears while the processing occurs. When the process is complete, the OBJECTGUID column of the USERS table in the EAS database is populated.

Enable EAS forms in Outlook clients

To have EAS archiving-related icons (forms) to display beside various items in a user's Outlook environment, you must complete this procedure. The EAS forms indicate that an item in a user's Outlook client is either archived, marked to be archived, or marked not to be archived. For example, this form  beside a message in a mail folder indicates that the message is archived and the item in the mailbox is actually a shortcut to the message. Other forms indicate the archive-related status of items such as messages, tasks, contacts and so on.

Note: You can also use this procedure to **Install custom forms** (on page 55).

To enable EAS forms in Outlook clients

1. Open the EAS Configuration dialog box. To do so, type the following command at the Windows command prompt:

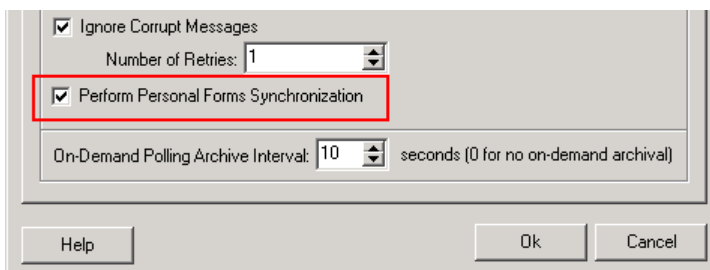

```
eassrvr -config
```
2. On the Exchange tab, in the Profile Name field, enter the name of the EAS administrator's Outlook profile name.
3. Click **Install Forms**.

The Install Forms dialog box is displayed. It lists all forms in the Forms directory of your EAS installation (default location:
`InstallDir\ZANTAZ\EAS\Forms`).

- From the list of forms, select those you want to apply and click **OK**. Autonomy recommends that you select all forms in the list.

The forms are installed in the Personal Forms library of the EAS administrator.

- In EAS Administrator, click **Settings > Options > Exchange** and enable the **Perform Personal Forms Synchronization** option.



Autonomy recommends that you keep this option enabled so that the archiving-related forms are propagated to new users in your mail environment.

- To propagate the forms to user mailboxes, you must run an archive task for all the users that require the forms. For detailed instructions on creating and running an archiving task, refer to "Configuring Tasks" in the *EAS for Exchange Administration Guide*.

When the forms have been propagated to a user's Outlook client, they remain there until another archive task is run against that user with the Perform Personal Forms Synchronization option enabled. If you keep this option enabled, it ensures that all new users added to archiving tasks will have the forms.

Install custom forms

If you wish to install custom icons (forms) in user's Outlook clients, you can propagate them to user mailboxes using the same method used to install the standard EAS archiving-related forms.

To install custom forms

- Create a new .cfg file describing a form.
- Ensure the Owner key in the .cfg file is **ZANTAZ**.
- Place the .cfg file in the Forms directory of the EAS installation.
- Install the forms as described in **Enable EAS forms in Outlook clients** (on page 54).

Note: To install your custom forms along with the EAS forms, you must choose both your new cfg files and the EAS cfg files from the Install Forms dialog box. If you select only your custom forms, the EAS forms (or any other forms not selected) will be removed from Outlook clients.

Upgrade EAS for Files

Upgrading to the EAS 6.0 version of EAS for Files involves the following steps:

1. Ensure that your environment meets the system requirements for installing this product.
2. Download and set up the EAS 6.0 installers as described in **Installation setup** (on page 44).
3. Install required and optional components as outlined in **Run the EAS for Files installers** (on page 56). You will need the *EAS for Files Installation Guide* for full installation details referred to from this high-level procedure.

Note: The EAS database must be upgraded for EAS 6.4. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.

4. (Optional) To run the EAS Server as a service, or to reset it if you had it running as a service previously, execute the following command:

```
<InstallDir>\zantaz\eas\eassrvr.exe -i
```

When all of these steps are completed, Autonomy EAS 6.0 is ready to run.

Run the EAS for Files installers

Run the installers indicated in the following table to install EAS 6.0 components.

Each installer automatically:

- saves configured settings
- uninstalls the previous version
- installs the new version

Required and Optional Installers

EAS Server and EAS Storage Manager - REQUIRED

Installer	Windows Start menu, All Programs > ZANTAZ > EAS Server & EAS Storage Manager
-----------	---

or

```
<your EAS install directory>\EAS_CDIMAGE\EASServer\EAS.msi
```

Notes	<ul style="list-style-type: none"> ▪ Install EAS Server and EAS Storage Manager on the same computer that hosts the Autonomy EAS 5.0 or 5.0.1 Server and EAS 5.0 or 5.0.1 Storage Manager. ▪ This installer is also used to install the EAS Administrator client and a Dashboard Agent.
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Required and Optional Installers

- The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.

For details see... *EAS for Files Installation Guide*, Install EAS, "Install the EAS Software"

EAS IIS and EAS Search - REQUIRED

Installer Windows Start menu, **All Programs > ZANTAZ > EAS IIS & EAS Search**
or
<your EAS install directory>\EAS_CDIMAGE\WebServer\EAS IIS.msi

Notes

- The default value of the WildcardPrefix field (Web section of eas.ini file) has been changed from 1 to 0. This permits use of wildcards. For more information, see easwebsearch.dll.

For details see... *EAS for Files Installation Guide*, Install Retrieval Components, "Install EAS IIS"

EAS for Files Search client - REQUIRED

Installer Windows Start menu, **All Programs > ZANTAZ > EAS Clients**
or
<your EAS install directory>\EAS_CDIMAGE\EAS Clients\EAS Client.msi

Notes The EAS for Files Search client requires easwebsearch.dll 6.0.0.1232 or higher.

For details see... *EAS for Files Installation Guide*, Client Software, Configuring User Client Software, "Install EAS client software" (individual or rollout)

Upgrade EAS for SharePoint

Upgrading to the EAS 6.0 version of EAS for SharePoint involves the following steps:

1. Ensure that your environment meets the system requirements for installing this product.
2. Download and set up the EAS 6.0 installers as described in **Installation setup** (on page 44).
3. Install required and optional components as outlined in **Run the EAS for SharePoint installers** (on page 58). You will need the *EAS for SharePoint Installation Guide* for full installation details referred to from this high-level procedure.

Note: The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See **Upgrade the EAS database** (on page 45) for more information.

4. (Optional) To run the EAS Server as a service, or to reset it if you had it running as a service previously, execute the following command:

```
<InstallDir>\zantaz\eas\eassrvr.exe -i
```

When all of these steps are completed, Autonomy EAS 6.0 is ready to run.

Run the EAS for SharePoint installers

Run the installers indicated in the following table to install EAS 6.0 components.

Each installer automatically:

- saves configured settings
- uninstalls the previous version
- installs the new version

Note: For EAS for SharePoint installations to be upgraded, the upgrade requires that the files of the previous version first be manually uninstalled. When this is completed, the installation of the EAS 6.0 version is safe to proceed.

Required and Optional Installers

EAS Server and EAS Storage Manager - REQUIRED

Installer	Windows Start menu, All Programs > ZANTAZ > EAS Server & EAS Storage Manager
-----------	---

or

```
<your EAS install directory>\EAS_CDIMAGE\EASServer\EAS.msi
```

- | | |
|-------|--|
| Notes | <ul style="list-style-type: none">▪ Install upgrades of EAS Server and EAS Storage Manager on the same computer that hosts the ZANTAZ EAS 5.0 or 5.0.1 Server and EAS 5.0 or 5.0.1 Storage Manager.▪ This installer is also used to install the EAS Administrator client.▪ The EAS database must be upgraded for EAS 6.0. The database is upgraded as part of installation of the EAS server. See Upgrade the EAS database (on page 45) for more information. |
|-------|--|
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For details see...	<i>EAS for SharePoint Installation Guide</i> , Install EAS, "Install the EAS Software"
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EAS IIS and EAS Search - REQUIRED

Required and Optional Installers

Installer	Windows Start menu, All Programs > ZANTAZ > EAS IIS & EAS Search or <your EAS install directory>\EAS_CDIMAGE\WebServer\EAS IIS.msi
Notes	Installs EAS IIS, EAS Search and EAS Indexer.
For details see...	<i>EAS for SharePoint Installation Guide</i> , Install Retrieval Components, "Install EAS IIS"

EAS for SharePoint filter - OPTIONAL

Installer	<your EAS install directory>\EAS_CDIMAGE\EAS for SharePoint\EASSPS.msi
Notes	The EAS filter enables retrieval of SharePoint content when EAS stubs are created for your SharePoint content.
For details see...	<i>EAS for SharePoint Installation Guide</i> , Install EAS, "Install and configure the EAS filter".
