



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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# Veritas Enterprise Vault 12.x : Troubleshooting and Advanced Administration

CODE:	LENGTH:	PRICE:
VER_MT	4 day(s)	€3,000.00

## Description

The *Veritas Enterprise Vault 12.x: Troubleshooting and Advanced Administration* course is designed for system administrators tasked with operating, monitoring and troubleshooting Enterprise Vault. This four-day, instructorled, hands-on class covers a deeper look at Enterprise Vault's underlying functionality as well as the tools and techniques used to troubleshoot issues with archiving and client-access.

This course is available in the following delivery methods:**Duration**

- **Instructor-led training (ILT)** • Instructor-led training (ILT): 4 days
- **Virtual instructor-led training (VILT)** • Virtual instructor-led training (VILT): 4 days

### Hands on

This course includes practical hands-on exercises that enable you to test your new skills and begin to utilize them in your working environment.

## Objectives

By the completion of this course, you will be able to:

- Identify and use the various troubleshooting tools
- Describe the archiving process
- Perform a CMD-line Install
- Troubleshoot installations and upgrades
- Describe the Server Settings Migration Wizard
- Identify ways to improve performance
- Troubleshoot access to Enterprise vault
- Perform advanced SMTP archiving
- Describe the underlying backup components
- Perform a Building Blocks failover
- Use EVSVR to perform advanced troubleshooting
- Troubleshoot storage archive and index issues

## Audience

This course is for system administrators, system engineers, technical support personnel, and system integration/development staff who are responsible for installing, operating, or integrating Enterprise Vault within their messaging environment.

## Prerequisites

*Veritas Enterprise Vault 12.x: Administration I* or equivalent experience is required. You must also have a minimum of six months working knowledge of Enterprise Vault 12 and Microsoft Windows Server 2012 with some system administration experience.

### Optional Prerequisite

*Veritas Enterprise Vault 12.x: Implementation and Deployment*. This 4-day course covers the topics of installing, upgrading and migrating for Enterprise Vault 12.x implementations.

## Programme

### Lesson 1: Enterprise Vault 12 Architecture and Core Components

- Enterprise Vault core dependencies
- Enterprise Vault core components
- Enterprise Vault network interactions
- Enterprise Vault and SQL Server
- Enterprise Vault Data Store interactions
- Enterprise Vault in multi-server environments

### Troubleshooting and Advanced Administration

#### Lesson 2: Introduction to Troubleshooting Enterprise Vault

- Why troubleshooting is necessary
- Common Enterprise Vault Support Calls
- Troubleshooting Enterprise Vault
- Working with Dtrace

#### Lesson 3: Installing and Upgrading Enterprise Vault

- Troubleshooting new installations
- Running and troubleshooting CMD-line installations
- Troubleshooting configuration issues
- Performing and troubleshooting upgrades using the Server Settings Migration Wizard

#### Lesson 4: How Archiving Works

- The processes involved with archiving
- Post-Processing: in the Storage Queue
- Post-Processing: in the Original Location
- Processing moved items
- Exchange Mailbox Synchronization
- Content Conversion

#### Lesson 5: Improving Performance

- Identifying potential bottlenecks
- Improving performance
- Establishing a baseline for SQL performance
- Troubleshooting performance issues

#### Lesson 6: Troubleshooting Access to Enterprise Vault

- Accessing archived items overview
- How Enterprise Vault shortcuts work
- Troubleshooting access from Outlook
- Troubleshooting access from Vault Cache
- Troubleshooting access from OMA
- How shared mailboxes work with Enterprise Vault
- About Citrix Clients

#### Lesson 7: Advanced SMTP Archiving

- SMTP archiving overview
- High availability SMTP solutions
- Advanced configurations
- Advanced SMTP settings
- Using MX records
- Troubleshooting SMTP archiving

#### Lesson 9: Advanced Troubleshooting using EVSVR

- Introduction to EVSVR
- Using EVSVR in Report mode
- Using EVSVR in Verify mode
- Using EVSVR in Repair mode
- Using EVSVR Checkpointing
- Using EVSVR in Interactive mode
- EVSVR logging and troubleshooting

#### Lesson 8: Enterprise Vault Building Blocks Failover and recovery

- Generating PowerShell cmdlets for Backup Mode
- Performing Building Blocks failovers
- Recovering data from the Storage Queue
- Enterprise Vault Server Recovery

#### Lesson 10: Troubleshooting Storage, Archive and Index Issues

- Data silos
- Troubleshooting storage issues
- Troubleshooting archive issues
- Troubleshoot index issues

## Session Dates

On request. Please [contact us](#)

## Additional Information

This training is also available as onsite training. Please [contact us to find out more.](#)