

Enterprise Vault client troubleshooting:

Step 1 is for departments to install the EV client on all their workstations. The client is linked on the Archive project web page: <http://doa.alaska.gov/ets/archLegDisc/>
Department IT managers have been notified several times in the last six months that this needs to be done.

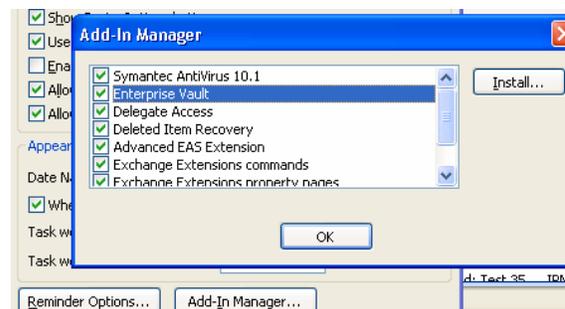
The new EV client and the old Zantaz client can both be installed on user workstations, and many users will get EV archive enabled days or weeks before their Zantaz archives get migrated and converted to EV shortcuts. While users have both types of archives in their mailboxes, both clients need to be installed for them to be fully functional.

New Several of our IT staff had an error when starting Outlook, due to the combination of Windows Desktop Search, Outlook 2007, and the Exchange System Manager being installed.
<http://seer.entsupport.symantec.com/docs/292462.htm> The best resolution was to uninstall "Windows Search" under add/remove programs, reboot, pull up a command prompt, run "fixmapi" which generates no output, then run the ResetEVClient.exe program as noted below, and VOILA! Outlook works.

Users that get EV archive enabled without having the client will have limited functionality until they get the client properly installed. OWA (<https://webmail.alaska.gov/exchange>) has the EV plugins enabled, and EV archived items include an https link in them to the original item so that users without the plugin (at least inside the State WAN) can still retrieve their messages.

If the EV client is properly installed, you can verify it by:

- It's added to add/remove programs
- It's in c:\program files\enterprise vault\evclient
- If the user is EV archive enabled, overnight they should see items older than 30 days getting archived in their Inbox, Sent Items, and other folders.
- Also if the user is enabled, they should see EV buttons on their Outlook toolbar (you may have to widen the Outlook window), and on the pull down menu under Tools, Enterprise Vault.
- In Outlook 2003 even if the user isn't EV archive enabled yet you can locate the plugin under Tools, Options, Other tab, Advanced Options, Add-In Manager button, as "Enterprise Vault".
- In Outlook 2007, the plugin is visible under Tools, Trust Center, Add-ins section, as



“Enterprise Vault Add-in”.

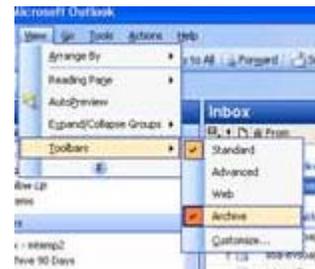
If the EV add-in is installed but doesn't appear as an Add-in in Outlook, it may not be fully installed or may have incompatibility problems with something else on the computer, such as with Microsoft Exchange 2003 Administrative tools. Some combination of troubleshooting, re-registering, and re-installing may be necessary on some computers.

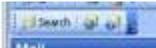
- You can try resetting the EV client installation by running `c:\Program Files\Enterprise Vault\evclient\ResetEVClient.exe` from a command prompt. It reregisters the DLL, etc., and reregisters the plugin with Outlook. This needs to be run with local administrative privileges on the user's machine to do some of the repair.

```
C:\Program Files\Enterprise Vault\EVClient>runas /user:soa\jtspears-adm cmd.exe
Enter the password for soa\jtspears-adm: *****
Attempting to start cmd.exe as user "soa\jtspears-adm" ...
C:\WINDOWS\system32>cd "\\Program Files\Enterprise Vault\EVClient"
C:\Program Files\Enterprise Vault\EVClient>ResetEVClient.exe
Enterprise Vault Reset Client Utility
Copyright (C) 2006 Symantec Corporation. All rights reserved.
Outlook is running. Outlook cache files will not be deleted.
The Enterprise Vault client is enabled in Microsoft Outlook.
Successfully reregistered the Enterprise Vault client DLL (Valkyrie.dll).
Deleting Temporary Internet files...completed.
```

- At least one time the EV client installed but the `resetevclient.exe` reported the `Valkyrie.dll` file was missing. That was resolved by copying the dll from another PC to the `c:\program files\enterprise vault\evclient` folder and re-running `resetevclient.exe`.

Don't confuse the old Zantaz toolbar buttons and message stubs with EV buttons and message shortcuts. They look similar and have similar functions, but the Zantaz options only work with older archived messages, and some options like the Zantaz search functions never did work properly, which is why we're replacing it with Symantec Enterprise Vault. You can disable the Zantaz toolbar in Outlook by pulling down View, Toolbars, and unchecking "Archive".



Zantaz 6.x toolbar:  The original Zantaz 5.x toolbar looks slightly different but has the same functions.

If a user is having Zantaz-related problems with their accounts, you can manually open their mailbox with any computer that the Zantaz client works on and use it to “unstub” their mailbox. (Select groups

of messages and click on the Zantaz Restore toolbar button.) The next night the items should be archived by the new system and converted to EV shortcuts. We're not doing this on a large scale because this method stuffs the full sized original messages into Exchange before re-archiving them, and we have limited storage in Exchange. Doing it for a few users as needed is fine, though.