



Enterprise Vault

Frequently Asked Questions

Document Description: Enterprise Vault Frequently Asked Questions

For use by: All staff who use Enterprise Vault

Quick Start

Questions:

- 1) [*I share a computer with a co-worker. Yesterday I opened my Archive Explorer and worked with my archived messages. My co-worker then logged into their E-Mail via Outlook and tried to open Archive Explorer, but could only see my archived messages, not theirs.*](#)
- 2) [*Something has happened to my offline vault as not all of my messages are available offline. How do I fix this?*](#)
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Answers:

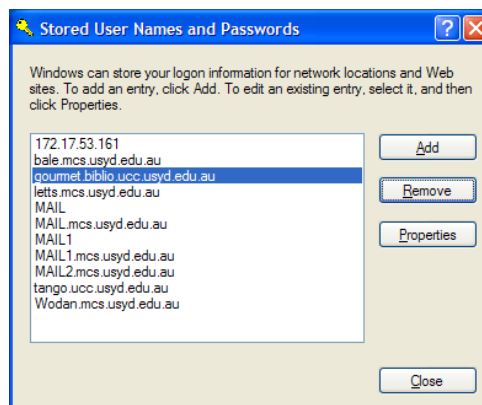
I share a computer with a co-worker. Yesterday I opened my Archive Explorer and worked with my archived messages. My co-worker then logged into their E-Mail via Outlook and tried to open Archive Explorer, but could only see my archived messages, not theirs.

This situation occurs when multiple people use the same Windows Logon, and have ticked the save password option when entering their Archive Explorer and/or Search Archives logon details. Please follow these steps to clear these saved credentials.

NOTE: This situation should not occur if your computer is a member of the MCS domain

- Select Start -> Run
- Type the following command and select Enter;
rundll32.exe keymgr.dll, KRShowKeyMgr

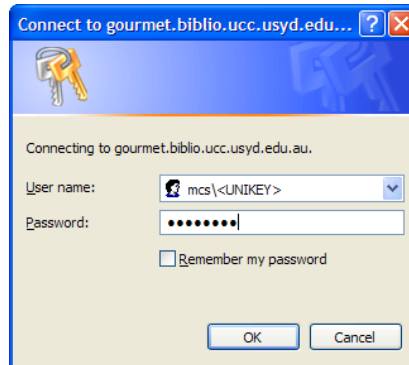
This will show the following window.



- Select the entry for **gourmet.biblio.ucc.usyd.edu.au** and click on Remove. If there is an entry for **antwerp.biblio.ucc.usyd.edu.au** as well please select this and click on remove.
- Select Close to exit the window

Now open Outlook and open the Archive Explorer. This should now ask you for a username and password – Please enter your MCS login details

NOTE: Ensure that you do not tick the option to save the password.



Once you have entered your logon details you should be able to access the Archive Explorer.

Something has happened to my offline vault as not all of my messages are available offline. How do I fix this?

This situation occurs when the local Offline Vault directory becomes corrupt, and requires replacement. You should only follow these steps with the assistance of your CSO, as damage to your profile can occur if these are not followed correctly.

- Create a new Local Windows profile
- Create an Outlook profile within the new Windows profile
- Wait for the offline vault to be populated. This can be manually triggered by selecting update offline vault
- Navigate to C:\Documents and Settings\<New Profile Name>\Local Settings\Application Data\
- Copy the directory KVS.
- Navigate to C:\Documents and Settings\<Old Profile Name>\Local Settings\Application Data\
- Delete directory KVS
- Paste the new windows profile KVS directory into the old profile
- Log off and log back on using the original Windows Profile
- Open Outlook and select update Offline Vault
- You should now be able to access messages from the Offline Vault.

When I manually archive messages the icon is not changing overnight to the Archived icon, but staying as Pending. What should I do?

Occasionally after selecting a message to be stored in the Vault the Archiving in Progress icon may remain. This is cleared by following these steps;

- Select the message in question
- Select from the Tools Menu;



Enterprise Vault -> Cancel Operation
- Now Select the message again and Click on "Store in Vault"

NOTE: There may now be two copies of the message within your Vault. If this is the case then navigate to the Archive Explorer, Select the message in question, and select Delete from Vault. This is not a necessary step, however it will aid in keeping your Vault Organised.

Can I access all of my old email through Outlook/Entourage?

You will be able to access all of your messages, both new and old through Outlook and Entourage once your EES account has been established. Vaulted messages within Entourage appear in the message list as normal, and access to these is gained by simply clicking on the item.

Outlook users' Vaulted messages also appear in the message list, with their vaulted and non-vaulted status indicated by different message icons. Access is also gained by simply double clicking on a message.

Can I access my Vaulted email through Outlook Web Access?

Outlook Web Access, both for PC and Macintosh users, allows full access to all items within the mailbox including vaulted items. Access to vaulted items is gained by simply clicking on the item whilst using a Macintosh, or double-clicking on the item whilst using a PC. PC Outlook Web Access users also gain integrated Vault operational buttons such as Manual store in Vault, Archive Explorer, and Vault Search.

Can I search for emails that have been Vaulted? How?

Vaulted emails have an additional search feature accessible through the Vault web interface, or by clicking on the integrated PC "Search Vault" buttons. This powerful search feature allows direct interrogation of your Vaulted items, and allows the search of keywords within E-Mail messages as well as words within an attachment.

The native Outlook and Entourage searches can also perform a basic search of subject and message body of vaulted and non-vaulted items within a single search but, unlike the Vault Search the content of attachments cannot be searched.

Who do I contact if I have a problem accessing a Vaulted email?



The ICT Helpdesk will be more than happy to assist with any queries or issues you may encounter. They are contactable on x16000, or (02) 9351 6000.

Are all of my attachments in the Vault as well?

The entire content of each vaulted item, including any associated attachments are stored together within the Vault.

Can I access my Vaulted email through my PDA/iPhone?

It is possible to access your items through your PDA however you will need to do this by accessing Outlook Web Access via your Internet Browser and selecting the message from there. PDA's generally only synchronise the previous few weeks' worth of E-Mail items, however the Vault generally contains items older the 6 months.

How do I transfer my current archive to the new Vault?

The simplest way to transfer these items is to drag items folder by folder into your Exchange Mailbox spread over a few days, which will enable Vault to Archive older items each night. It is not possible to drag your entire archive at once as this may cause you to exceed your mailbox quota, and may cause your machine to hang. If you do however require your archive to be transferred more quickly please contact your CSO or the ICT Helpdesk for assistance.

Is there a limit to how much mail I can store in the Vault?

There is no limit on the number of items which can be retained for storage within the Vault. Unlimited storage is however no substitute for good house keeping, and as such it is recommended that you only keep the items that you need to keep, rather than adopting a keep all approach.

Can I access my Vault email offline (on my laptop) when I am travelling?

When you are setup with access to Vault you will be given the option to activate your Offline Vault Cache. This feature, in conjunction with your existing E-Mail Client cache will provide a local copy of all messages contained within your vault.



Macintosh users do not have access to the Offline Vault, but will have access to the fully cached messages within Entourage. If they have recently reconfigured Entourage, or re-cached their database then they will content of vaulted messages through the standard Entourage cache.

How do I search my Vaulted Items in Entourage

There are two ways to search for your Vaulted Items within Entourage. You can simply use the native Entourage search which will search your locally cached items and attachments for the keywords you specify. This won't however search items which are within the vault, and represented within Entourage via a custom shortcut.

To search through these vaulted items you will need to use the EV web portal which is accessible at the following location - <https://www.owa.usyd.edu.au/EnterpriseVault>. This portal enables you to specify keyword by which you can search your messages and attachments. You can also opt to restore items to your mailbox should you need to.

I can't see the buttons within Outlook Web Access. What am I doing wrong?

You should be able to see the Vault control buttons within Outlook Web Access when it is being access using Internet Explorer on a PC. If you are unable to see these then there are a few steps which can be followed to address this.

- 1) Ensure that you are using Internet Explorer v6.0/7.0 as your browser
- 2) Clear your browser Cache. Within Internet Explorer this is done by selecting the Tools Menu and selecting "Delete Browsing History", and selecting "Delete All"
- 3) Ensure that you are using the Correct Outlook Web Access Link, which is available via the Staff section of the University Webpage, or at <https://www.owa.usyd.edu.au/exchange>



I keep getting a message about offline vault when I start Outlook. What does this mean?

When you start Outlook you may receive a message similar to the message shown below. But what does this mean?



When you were set up with EV you were also configured with an Offline Vault, which is a local cache of Vaulted E-Mails enabling you to access the entire content of your Vault when you are not connected to the network. Periodically EV will update the contents of the offline vault when Outlook loads to ensure your offline vault is always up to date.

Some or all of My Toolbar buttons have disappeared – How can I fix this?

If your toolbar buttons have disappeared out of the blue it is possible to easily reset the toolbar to show them again. Simply close Outlook completely and then run the utility at the link below;

`c:\Program Files\Enterprise Vault\EVClient\ResetEVClient.exe`

Now when you re-open Outlook the buttons should reappear.

If this does not solve the problem please verify that your EV account is still active by logging onto Outlook Web Access from Internet Explorer for PC and checking that the toolbar buttons are present there.



If the toolbar still does not appear, or is still missing buttons please re-install the Outlook add-in, downloadable from the following link;

<http://itassist.usyd.edu.au/pdfs/wasm/ev/evclientoutlook.zip>

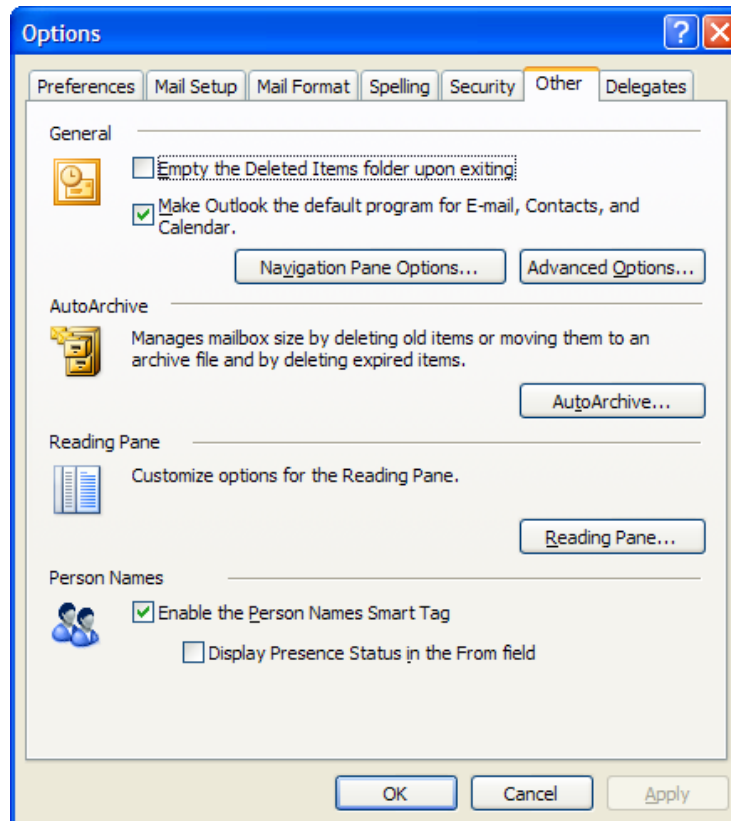
I keep receiving an Outlook popup message about Auto Archiving. What should I do?

Auto Archiving should have been disabled when Outlook was firstly configured, however if it is still active it must be disabled prior to moving onto EV.

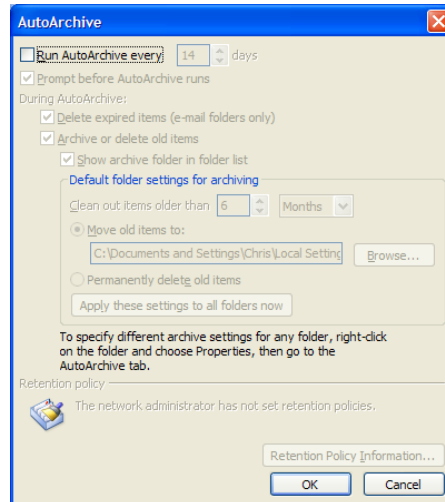


To deactivate Auto Archiving please follow these steps;

- From the Main Outlook window, select Tools -> Options. This will bring up the following window



- As shown select the *Other* Tab, and then select Auto Archive.



- To Deactivate Auto Archiving ensure the “Run AutoArchive every..” tickbox is not selected. Now select OK etc to exit.

My Icons are changing automatically over time. What are the criteria for archiving?

Enterprise Vault is set to automatically archive your older items to save space within your Exchange Mailbox, helping you to avoid reaching your quota.

As at November 2008 items older than six (6) months will be archived. In addition any items older than two weeks with attachments greater than 25MB in size will also be archived.