Coveo Enterprise Search 6.0

Symantec Enterprise Vault Connector

Coveo's *Symantec Enterprise Vault* connector allows users to crawl most of the data contained within the different archives of a *Symantec Enterprise Vault* system, most notably *Windows* files and *Microsoft Exchange* items. Furthermore, it provides a more efficient search than *Symantec Enterprise Vault*'s built-in search component and offers the possibility to search in live and archived data at the same time (federate).

Features

The following details the features available in the *Symantec Enterprise Vault* connector:

- Archive targets:
  - Supported;
    - *Windows File* system;
    - *Microsoft Exchange* Server.
  - Limited support;
    - ***SharePoint*:** Available data limited to what *Symantec Enterprise Vault* stores. *DocumentType* icons are supported, except *SharePoint* list items (probably HTML).
  - Not supported;
    - Lotus Notes
- **Security:** CES indexes *Symantec Enterprise Vault*'s stored permissions. *Symantec Enterprise Vault* stores permissions at folder level only.
- **Live indexing:** Allows incremental indexing to reduce index, vault and network resources.
- Metadata:
  - **Uri:** Uses the same scheme as the *Starting Addresses*.
  - **PrintableUri:** Original location of the file (kvsOriginalLocation).
  - **ClickableUri:** Points *Symantec Enterprise Vault* Web server to view *Vault* files (msg)kvsBrowserViewURL.
  - **ModifiedDate**
  - **Author**
  - sysAuthor, kvsArhiveId, kvsSaveSetId, kvsCreatedDate, kvsFileExtension, kvsMIMEFormat, kvsModifiedDate, kvsOriginalLocation, kvsOriginalSize, kvsDefaultMSGFormat

Requirements

The *Symantec Enterprise Vault* connector requires the following in order to work properly:

- *Symantec Enterprise Vault 6.0 SP2* (and over);
- *Coveo Enterprise Search 6.0*;
- *Symantec Enterprise Vault's Administration Console* component installed on *Coveo*'s server.

Configuration

How to Configure a User Identity using Symantec Enterprise Vault's Service Account

To index email archives, it is important to configure a CES user identity based on the credentials of the Service Account created during the installation of *Symantec Enterprise Vault*:

1. In the Administration Tool, access the **Administrators** page (Configuration > Security).
2. In the left navigation pane, click **User Identities**. The **User Identities** page is displayed.
3. Click 

. The **Modify User Identity** page is displayed.
4. In the **Name**, **User** and **Password** fields, enter the credentials of the administrative account.
5. Click 

.

How to Impersonate a User

Impersonation is performed when a user connects to *Symantec Enterprise Vault* using a different identity than the one used to run CES. To connect to *Symantec Enterprise Vault* using impersonation, execute the following procedure:

1. Promote the user being impersonated to Administrator on the server running CES.
2. In the firewall settings (including *Windows Firewall* if it is used), enable the *Coveo.CNL.HostProcess.exe* process (this executable is found in the *bin* directory of the CES Installation).

Installation

How to Index a Symantec Enterprise Vault Source

1. From the Administration Tool, access the **Sources and Collections** page (Index > Sources and Collections).
2. Create a new source, either in an existing or new collection.
3. Enter the following information in the appropriate fields:

Field	Description	Example
Name	Any descriptive name.	Vault - Server name of the *Symantec Enterprise Vault* installation to connect to.
Source Type	The connector used by this source.	Symantec Enterprise Vault
Addresses	List of starting points for the connector, one address per line. Addresses are in the form of: Server>site>store>archive.	Minimal form (index whole store): > is the path separator serverName>storeName Extended (index entire site or only archives): serverName>siteName>storeName serverName>siteName>storeName >archiveName

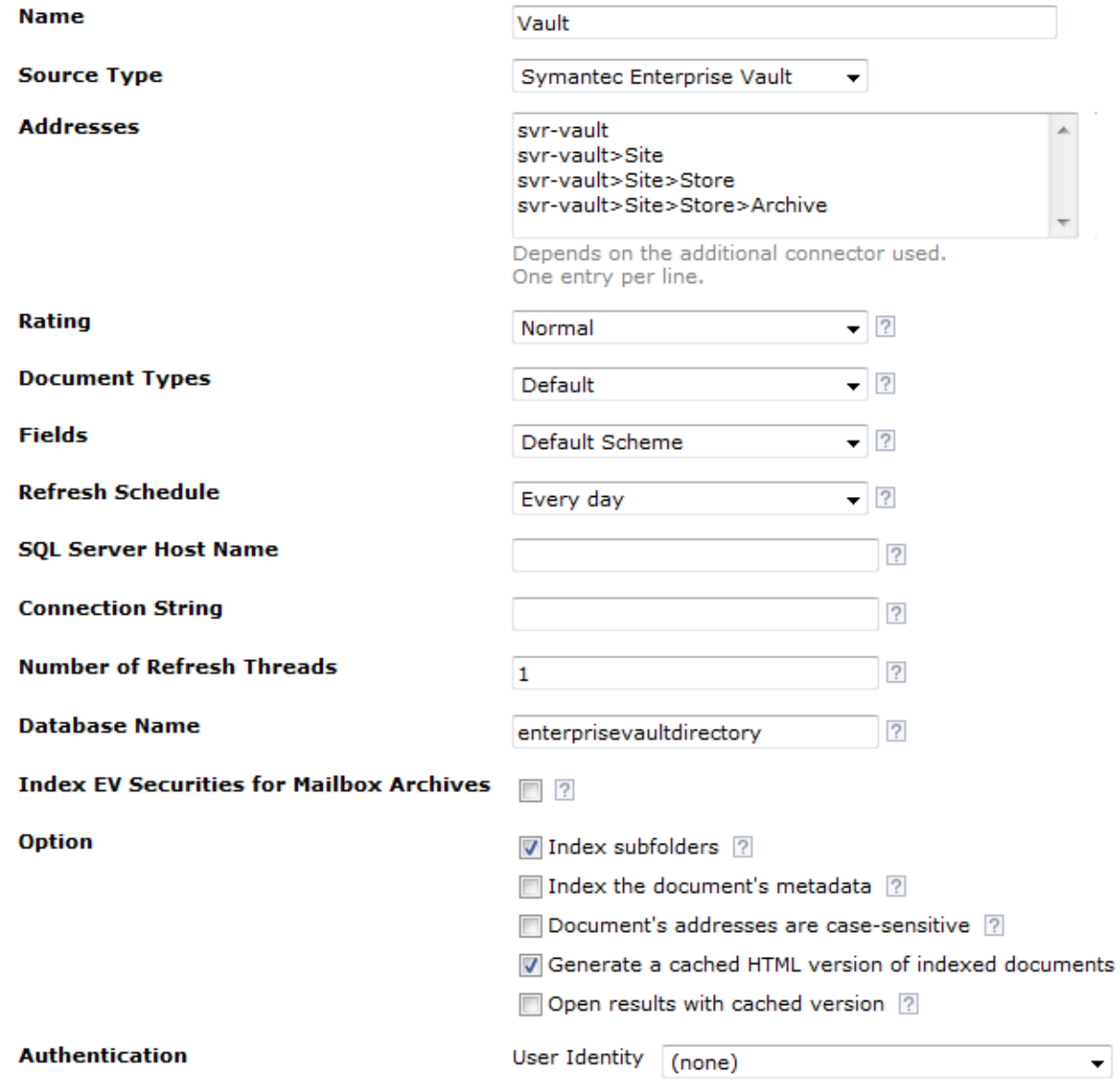
Database Server*	SQL Server host name.	Name of the machine hosting the SQL server and database, containing the security information for the *Symantec Enterprise Vault* on which the user is connected.
Database Name*	*Symantec Enterprise Vault* Administration Database name.	The default value is *EnterpriseVaultDirectory*
DBConnectionString*	Connection for *System.Data.SqlClient: db name*, db server connection security parameters, etc.	For more information, refer to the Appendix 1.
Index EV Securities for Mailbox Archives	For archives of mailbox type, the Symantec Enterprise Vault securities are added to Active Directory securities.	The default value is False. Microsoft Exchange and Symantec Enterprise Vault sources are always provided with the securities from Active Directory (set by administrators). Enabling this option adds the securities set by users on their mailbox.
Number of Refresh Threads	Number of threads that query Symantec Enterprise Vault for data. More threads speed up the crawling process, but increase server load.	The default value is 1.

* These parameters are optional.

The following custom source parameters are not displayed in the source. They must be created or added to the connector in the Modify the parameters of the additional connector page (Administration Tool > Configuration > Connectors > Additional Connector > Symantec Enterprise Vault > 

):

- **MaxNumberOfRetries:** Maximum number of retries to perform (on connection error).
- **RetryDelay:** Delay between each of the retry attempts.
- **TimeOut:** Time allowed for a communication with Symantec Enterprise Vault.
- **BatchSize:** Number of documents to fetch per request.



4. Click Save and Start.

Note: In order to automatically open results using highlighted HTML Quick View, it is suggested to select **Open results with cached version** for the source configuration.

Preventing duplicates caused by Exchange shortcuts: In order not to have duplicates because of *Symantec Enterprise Vault* shortcuts when crawling *Microsoft Exchange* mailboxes, add the following parameter to the *Microsoft Exchange* connector sources: *SkipArchivedItems*, value: *true*.

Appendix 1 – SQL Connection string .Net

- **Standard Security:** *Data Source=myServerAddress;Initial Catalog=myDataBase;User Id=myUsername;Password=myPassword*;
- **Standard Security alternative syntax:** Produces the same result as the previous one. However, it is suggested to include it to point out that some connection string keywords have many equivalents;

- *Server=myServerAddress;Database=myDataBase;User ID=myUsername;Password=myPassword;Trusted_Connection=False*;
- **Trusted Connection:** *Data Source=myServerAddress;Initial Catalog=myDataBase;Integrated Security=SSPI*;
- **Trusted Connection alternative syntax:** Produces the same result as the previous one. However, it is suggested to include it to point out that some connection string keywords have many equivalents;
- *Serve=myServerAddress;Database=myDataBase;Trusted_Connection=True*;
- Use *serverName\instanceName* as Data Source to use a specific SQL Server instance. Note that the multiple SQL Server instances feature is available only from SQL Server version 2000 and not in any previous versions.