



# ArchiveOne Enterprise (Compliance) Version 6.0 Release Notes

## Introduction

These release notes are for ArchiveOne Enterprise (Compliance) Version 6.0 (build 2397). They detail the changes between this version and the previous version (5.8 SR2), how to install or upgrade to this version and the licensing / version assurance implications.

## Installation

The product is supplied as a full standard installation package.

There are no specific requirements or changes to the normal install procedure. See the ArchiveOne Enterprise (Compliance) documentation for details on installing. In place upgrades can be conducted as long as the customer is running the 5.8 SR1 version of the component (Service or Admin Console).

## Licensing / Version Assurance

This is a full release update and as such, is only available to customers with a valid Software Version Assurance (SVA) contract.

*Note: Customers without valid Version Assurance can contact their Account Manager to reinstate version Assurance and then upgrade to this version.*

## Support

Support on any C2C products can be obtained by customers with a valid support contract, from:-

### USA

134 Flanders Road  
Westborough, MA 01581  
USA

T: +1 508 870 2205

F: +1 508 870 2250

[support@c2c.com](mailto:support@c2c.com)  
<http://support.c2c.com>

### International

6 Richfield Place  
Reading, Berkshire RG1 8EQ  
United Kingdom

T: +44 (0)1189 511 211

F: +44 (0)1189 511 111

[support@c2c.com](mailto:support@c2c.com)  
<http://support.c2c.com>



## New Features

### Full Support for Exchange 2010 SP1

Previous versions of ArchiveOne Enterprise (Compliance) provided support for Exchange 2010. This version now supports all aspects of Exchange 2010 SP1, including split server role across multiple physical or virtual servers, Client Access Server (CAS) Arrays, Database Availability Groups (DAGs) and Load Balanced CAS Arrays.

### New ArchiveOne Audit Service

Previous versions of ArchiveOne wrote audit data to CSV files; this new version has a completely re-architected, 'cradle to grave' auditing infrastructure with an optional SQL, SQL Express or CSV data storage back end.

All service actions are traceable and each stage of the archive process (identification, indexing, compression, stubbing) is audited along with other important 'changes' in the lifecycle of an item in the archive.

### Deployment Analyzer

The new ArchiveOne Deployment Analyzer tool is now installed by default on every install. This allows the administrator to run suites of tests to ensure that they are following best practices, notify them of any potential issues and to help troubleshoot any problems they may have.

## Enhancements

### Archive Search Performance Improvements

The speed of searching the Archive Repositories has been considerably improved. Large searches are also split into multiple smaller searches allowing large searches to be cancelled part way through.

### Text Extraction Improvements

The components that do text extraction have been moved out to a separate service allowing for better control over third party elements that may have memory leaks or other bugs (such as Adobe's PDF iFilter) and better control over 32/64 bit filter considerations.



## Known (Open) Issues

- **6344**: Two sets of archived searches are displayed under managed sampling on launching the admin console for the first time after performing an upgrade
- **6001**: First time admin starts up it doesn't know location of Audit server
- **5154**: Odd behaviour in configuration wizard
- **5042**: Review our Ex2003 journal processing logic
- **6315**: The Category list box does not have any options listed in the New Tag window
- **5017**: Uninstall of Compliance and reinstall using different username and group, results in Exchange not noticing the change in permissions for 20-ish minutes.

## Fixed Issues

- **5140**: COMPLIANCE: Service incorrectly identifies SMIME messages as Journal items, tries to process them as such and when it fails to open the message body, fails to archive the SMIME message.
- **5201**: Compliance status issue from Phil
- **5265**: COMPLIANCE: Ex2010 SP1: Get "Error 1920" from install while trying to start the service
- **5267**: COMPLIANCE: No share permissions set on the "AoneCmpl\_PST\_for\_retrievals" share in the services temp directory
- **5307**: CMPL - Locking mechanism potentially leaves dangling locks if service crashes
- **5613**: Setup Cmpl installing database when told not to
- **5614**: Setup Cmpl "attempt to add user" message during setup
- **5629**: COMPLIANCE audit needs update to dialog
- **6066**: Admin: The "Immediate Archiving" dialogue needs some of it's text rewording to correct the location of the "Frequency page"
- **6068**: Service: First time running the services after upgrading from Compliance 5.8.2 to 6.0.0 the service refused to start with a failure to share an already shared folder
- **6075**: FilterService and FilterService64 installed by Compliance are missing a description.
- **6081**: Does Compliance admin need the "Client configuration" config page and "Client configuration settings" dialogues when it has no client components?
- **6214**: CMPL - Need to double-check when we're deciding if data has been archived or not
- **6216**: CMPL - Trap system call errors when checking count of files to zip during archiving
- **6217**: AOneCompliance : Check if the message is in archive before delete
- **6318**: Compliance upgrade from 5.8.2 to 6.0.0 leaves both the insatll entires in the add or remove programs
- **6322**: Compliance: Error 1920 while performing upgrade from compliance 5.8.2 to 6.0.0



- **4764:** Use SearchOnDemand for all admin searches
- **4973:** Install: Page that asks for the Exchange server holding the configuration should have it's wording changed to remove Exchange, as this folder may now be on any machine
- **5026:** Customer sees issues with exclusive access locks repositories
- **5030:** Locking mechanism potentially leaves dangling locks if service crashes
- **5038:** Create sepearate service to manage IFilter
- **5056:** Remove the 'Rank' column from search results
- **5058:** Do not automatically enable 'Safe Mode' after a crash
- **5096:** Investige handling Exchange CAS Arrays that do not have a netbios name
- **5100:** Setup - preserve admin reg keys
- **5112:** SETUP check bridgehead service names
- **5146:** Update build process with new components
- **5158:** 'Abort index' dialog has wrong title
- **5170:** Build Onix source
- **5173:** Audit: Client side worker classes for new audit engine
- **5176:** Need to change 'OnixDLL' reg entry
- **5179:** Search behaviour on partial failure
- **5182:** SETUP changes for new Onix
- **5183:** Audit: Create AOneAudit webservice to process audit requests
- **5193:** SETUP should install Audit service
- **5200:** Update source for VS2010 builds
- **5206:** MANUAL update minimum h/w specs
- **5238:** For diagnostics, add a 'function test' page in Admin
- **5242:** Consider changing the Admin MSG0003 "failed login" message
- **5249:** SETUP: Spelling mistake 'Outlook & Exchange MAPI on same machine' dialogue
- **5264:** Trap the 'out of mem' case when failing login from admin to service
- **5269:** Ensure licence agreement text read from branch
- **5281:** SQL Express install in setup
- **5282:** Admin config wizard should prompt for audit database details
- **5289:** AUDIT: Transport level error when attempting to re-create the audit database whilst the audit service is still running
- **5290:** AUDIT: Add auditing to the Admin console
- **5291:** Audit: Shutdown events aren't caught (admin & service)
- **5295:** Audit: Add support for CSV output
- **5296:** Audit: Implement a mechanism to specify the audit type (SQL and/or CSV) as well as the CSV location
- **5309:** Need to identify cause of a merge failure
- **5312:** FilterService: 64 bit filter service does not appear to be being called. None of my docx and xlsx files are being ifiltered
- **5313:** FilterService: No indication in the trace file about which filter service is being called



- **5314:** FilterService: Service name probably needs to be "ArchiveOne FilterService" & "ArchiveOne FilterServicex64" rather than "FilterService" & "FilterServicex64"
- **5315:** FilterService: executables (FilterService.exe & FilterServicex64.exe) need proper version information on them.
- **5324:** FilterService: Filter service fails to call the installed PDF ifilter in order to examine PDF files in most cases
- **5330:** FilterService rased eventlog entry with no description
- **5331:** ADA included in product installation
- **5338:** SETUP: New accounts created by the 0.10.0.x builds seem to have problems creating 'Add-Ins' share
- **5347:** Setup: Spelling errors on the new auditing page of the setup
- **5352:** Setup: Unable to save file - Message while installing policy 0.10.0.112
- **5353:** Enable configuration of auditing during installation
- **5360:** Improve reporting of public folder access failure during admin startup
- **5361:** 'repeat login dialog hiding' feature needs tweak
- **5362:** Improve error display on login failure
- **5403:** Manage some errors which appear in setup trace
- **5406:** On setup's 'you need MAPI' page, add a link
- **5407:** SETUP: Minor text change - SQLExpress should be SQLEXPRESS on the 'Audit Option' page
- **5408:** SETUP: Change text in Audit Option page
- **5410:** Put a desktop link to ADA
- **5413:** AUDIT: Events should indicate the product doing the audit
- **5417:** Appear to have a corrupt or locked or inaccessible mailbox manager mdb
- **5418:** AUDIT: Must have a way to control level of audit
- **5430:** Add 'view logs folder' to diagnostics page
- **5437:** Remove PDC references
- **5446:** Consider making new 'failed to login' dialog simpler
- **5450:** AUDIT: Handle queued items consistently if they fail to make it to the audit service
- **5462:** Update minimum mapi download version to 6.5.8190.0
- **5475:** SETUP: Add stuff to the AuditSettings.INI during install
- **5476:** AUDIT: Update audit console with feedback from Ken/Users etc..
- **5484:** AUDIT: It's easy to blow the fixed size string column limit
- **5485:** Install: Group name shows as <not set> when setting the DCOM security
- **5491:** AUDIT: Configuration of audit service in Admin
- **5492:** Configuration of audit service in setup
- **5518:** Build enterprise and OEM compliance from single ism file
- **5519:** Install: If have incorrect version of MAPI installed, you are not told this, just that you need to install MAPI.
- **5520:** Auditing: There are a number of audit events that need descriptions
- **5528:** Install: when going through the install, when the "Exchange Server" page appears, it doesn't have focus when it should.



- **5530**: Install: Installation of "C2C Audit Database" from the install fails on every machine I try it on.
- **5532**: Update to licence agreement
- **5539**: Auditing: Not getting any "root:admin:search:run:begin" being logged just yet
- **5541**: Auditing: message delivery date is recorded incorrectly in the "root:msg:retrieve:begin/endOK/endFailed" audit events.
- **5544**: Auditing: Audit levels in audit xml and in Admin console don't match up.
- **5545**: Advance Search Options
- **5547**: Repository names with illegal filename characters in them result in failure to write the repository definition --> Old bug returned??
- **5565**: Problem with tracing or a problem with the code ==> odd machine name reported in admin trace.
- **5566**: Auditing: If the admin console needs to flush audit data to disk, it doesn't appear to be doing this.
- **5568**: Failure to read LDAP server from AFSettings.C2c is causing a very slow update of the "Status" nodes right hand page (the System summary HTML)
- **5569**: If install admin console on a machine with x64 MAPI on it (Outlook 2010 x64) get a message telling you to run Outlook to configure a MAPI profile.
- **5573**: Install: If cancel install at the install MAPI message, the confirmation message for the cancel appears behind the "Please wait - Gathering informaton about Exchange" message
- **5575**: Install: Pressing Cancel on the Download MAPI dialogue and then pressing Yes on the confirmation about cancelling the setup does not actually cancel the setup.
- **5577**: Can't install if MAPI and Outlook installed
- **5578**: The "Audit Server" configuration wizard page is missing any sort of accelerator key shortcuts.
- **5579**: The "Help" button on the "Audit Server" configuration dialog in the admin console does not work.
- **5581**: Audit Server dialog of the System Configuration wizard in the Admin console, looks like it uses the wrong setting as it's default value.
- **5582**: Help button doesnot work on client configuration and advanced client configuration of Mailbox Manager Properties
- **5627**: Install: Don't appear to be getting any content in the setup trace that traces the functionaing of the system prep part of the setup
- **5628**: AuditServiceLocationPage translation
- **5635**: If the server specified for the audit server is specified to be reachable by https and the certificate hasn't been accepted yet, user will always get a "cannot connect, do you wish to continue" message
- **5636**: Auditing: When flushing items to disk, we should trace the path to and name of the file that is being used when we flush to disk
- **5637**: Auditing: Need to make it extremely obvious that if connecting to the audit service via https that the service account will need to have the SSL certificate accepted or the audit service will get no audit events for service



- **5647:** Auditing: "Rename" of an archive search is not caught and audited
- **5648:** Auditing: Creation of all policies via the Mailbox Configuration wizard in Express does not cause capture of audit events for Policy creation.
- **5651:** Export summary , Export All items to PST , Export Selected items to pst buttons missing under legal console tab when opened in google chrome
- **5654:** S&R Website: The "Advanced search" link on the search and retrieval website, has a text cursor in Firefox, Chrome & Safari --> Makes it look like it isn't a link
- **5655:** We should update the DNLookup table regularly
- **5661:** Odd files in SysWOW64
- **5666:** Audit: Setting 'Audit Level' doesn't work if audit server is different from current machine
- **5672:** Install: If have an incorrect version of MAPI installed, you are told that you must upgrade, and then the install finishes when you press OK. Need to direct where to download it from and change required to message
- **5673:** All components should trace their bitness
- **5674:** Update version assurance
- **5676:** Install: After installing and selecting an add-ins share location that is on a separate machine, I can't run the configuraton wizard in Admin console - Get MSG0011: no write permissions
- **5679:** Install: Can continue the install of AOne even if MAPI is not installed: click cancel on MAPI messages, then answer no to "do you wish to cancel"
- **5680:** Strange permissions on Add-ins and no 'everyone'
- **5689:** If a repository has an apostrophe in it, it is not possible to generate the repository history
- **5695:** The monitor service stopping logs an event log that appears to be a duplicate and is unknown
- **5700:** AOneAudit.dll in "C:\inetpub\wwwroot\AOneAudit\bin" has incorrect version on it
- **5703:** ParseStrings failing to generate language files
- **5786:** Documentation for pol/cmpl for v6
- **5879:** Auditing: CSV auditing is being done to the wrong location - appears to be hard coded to a certain location
- **5881:** SETUP: Initialise the AuditSettings.INI correctly
- **5895:** Auditing: rename of an archive search from the context menu on the admin search node isn't audited
- **5897:** Auditing: Creating a duplicate of another archive search from context menu of an archive search is not audited
- **5903:** Audit: Add stronger wording about the implications of using 'Advanced' audit level
- **5914:** Manual: Need to make sure instructions for manually configuring SQL Server Express for auditing are in the manual
- **5917:** Upgrade: Upgrading the current GA to new release, need to be more intelligent about the auditing options



- **5918:** Install: Need more guidance about the option to select for auditing when doing a new install
- **5920:** Updates required to manual/help
- **5931:** Upgrade: Different behaviour between OEM and Enterprise setups when performing an upgrade?
- **5936:** Upgrade: After upgrade, unable to log in straight away with the admin console --> saved server name appears to have a new line on the end of it
- **5939:** After upgrading from 5.8.2 GA to 6.0.0 Admin console is unable to login
- **5948:** Disallow the option to install SQL Express if we're installing on a DC

## Disclaimer of Liability

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