



## ArchiveOne® Express Version 5.8 Service Release 2

### Introduction

These release notes are for ArchiveOne Express Version 5.8 Service Release 2 (build 2309). They detail the changes between this version and the previous, 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 Express documentation for details on installing.

**Note:** *If you have deployed a prior version of the Quick Link, PST Processor or Laptop Client, it is preferable but not essential to deploy the 5.8 SR2 version of these components.*

### 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  
Richfield Avenue  
Reading, UK  
RG1 8EQ  
T +44 1189 511211  
F +44 1189 511111  
[support@c2c.com](mailto:support@c2c.com)  
<http://support.c2c.com>



## New Features

### **Full Support for Exchange 2010.**

Previous version of ArchiveOne Express provided support for Exchange 2010 in particularly configured scenarios (e.g. single server). This version now supports all aspects of Exchange 2010, including split server role across multiple physical or virtual servers, Client Access Server (CAS) Arrays, Database Availability Groups (DAGs) and Load Balanced CAS Arrays.

### **Configurable Location (Server) for Add-ins Share.**

A new page on the install wizard allows the administrator to specify which server they would like to location the Add-ins share (i.e. the location of the ArchiveOne Configuration Data).

### **Upgrades**

From this version forward it will be possible to carry out 'in place' upgrades of all components of ArchiveOne Express – this includes the Service, Websites, Quicklink Client, Laptop Client and Admin Console.

**Note:** *the command line required for upgrading laptop or Quicklink clients is as follows:*

**msiexec /I [path to updated .msi file] REINSTALL=ALL REINSTALLMODE=vomus**

Upgrades can take place from this version (5.8 SR2 - Build 2308) to later builds.



## Enhancements

### **Performance Improvements for PST processing**

- There have been a number of improvements around PST Processing to assist with faster and more robust ingestion of PST file data.
- By default the PST processor will continue to 'stub' data in the PST file even if a threshold (rate control) limit for data upload is hit.
- A new command line switch has been introduced for PST Processor (***-stub\_only***), which makes it function in 'stub only' mode (no archiving will take place, only stubbing).
- PST processor will leave behind 'summary' data for each PST run if tracing is enabled – this allows the user or administrator to view progress over time.

### **DataListManager Improvements for Performance**

Controls have been introduced to allow limiting of the number of items in the DataListManager. This prevents slow processing due to the memory overhead when the DataListManager has had more than one million items submitted to it/waiting action.

REG KEY: OverrideListServiceItemLimit (set value to max items allowed in the DataListManager).

### **Outlook Protocol**

The Outlook protocol option introduced in 5.8 SR1 is now disabled by default. A simple edit to the web.config file is required to re-enable it. This change was made to support a wider install base out of the box.

### **Install Routine**

The install routine now no longer offers "Browse Archive" as a separate installable module. Instead it is installed by default when the 'Search and Retrieval Website' is installed.

The check for Offline Address Book distribution (over Public Folders) has been removed as the results were found to be inconsistent. A simpler method of determining whether Public Folder stores exist is now used.



## Fixes

ID	Title
4522	Allow 'storedn blank' value to require retrieval to always look up stored.
4564	PSTProc using PST finalising AND '-determine_pst_location' doesn't work.
4574	Add defensive code to prevent '[Blank]' from being inserted into the PSTDiscovery database and consider using the service provided DN instead of using AD.
4587	QL fails when opening a message that has been SIS'd.
4632	Policy results report wrong daylight saving offset.
4634	Add profile non-deletion to PSTProc.
4637	Need 'is message link' for PDQ.
4638	Failure to find mailbox during policy should not cause abort.
4639	Tidy up after pseudo repos failure causes crash.
4647	Handle case of 'no index updates dir' better.
4648	Express not journal archiving with combined policies.
4651	Improve failure tracing from PST status dialog.
4654	Sync should use the server configured retrieved messages folder.
4659	Flush of pseudo repos should happen on service, not admin.
4660	Manage permissions on sync local repository.
4680	Ex2010 alternative OWA 2007 URL.
4694	PstProc may fail to login for uncoupled processing even though the profile was created without errors.
4729	PSTDiscovery database contains duplicate rows.
4730	mmc reports an exception if no dc has pdc role when a pst node is selected.
4744	Add Unicode support to BrowseArchive folder ID query.
4813	Outlook 2002 'OfflineMode' doesn't work with latest build.
4814	Is the repository size info updated when manually completing indexing?
4815	PSTProc causing handle leak in service.
4818	Trace updates to the repository history database.
4819	Trace updates to identify exception source.
4820	Tweaks to French text.
4834	Allow stub-only mode for PSTProc.
4837	Need reg key to override licencekey listservice item limit.
4845	If zipmaker can't find CMSG file referred to by listservice. It should remove knowledge from listservice.
4851	Trace mailbox sizes.
4856	Track success/failures of multiple repositories in one run.
4858	Track last update time of 2nd stage output.
4861	PSTProc should write its completion state to a text file.
4867	QL access to service configuration should use better default behaviour.
4872	Message "Decryption of file failed" should be self-fixing.
4873	Improve bits of trace in QuickLink.
4874	Protect all databases for overwrite due to connection error.



878	Fix potential hole in mailbox size criteria logic.
4880	dcom trace appearing when tracing is off.
4929	Outlook 2000 fails to display public folder item retrieved through quick link client.
4931	Quick link client set wrong date for creation time for items retrieved in cached mode.
4952	Should be able to select mailboxes that have been disabled for processing in mailbox manager in archive search definitions.
4953	AOneSearch results page, clicking the button to retrieve an item may produce a script error on Outlook 2010.
5010	Fixed issue with determining the store that we create the Service mailbox in.



## Known Issues

ID	Title
4980	Quicklink client does not work with the 64 bit version of Outlook 2010.
4981	PSTProc client does not work with the 64 bit version of Outlook 2010.
4937	Laptop client does not work with the 64 bit version of Outlook 2010.
4975	Upgrade: Laptop client upgrade process does not refuse to run if the version being upgraded to is lower than the version being upgraded.
4940	Should consider counting skipped messages in archive results text.
4939	Error tracing needed in CMAPILargeProperty: Serialize.
4916	Consider whether PST finalizing should require a PST Policy.
4881	Zipmaker status should name repository, not index dir.
4865	Disallow multiple PSTProcs?
4860	Improve tracking success/failures of multiple repositories in one run.
4755	Upgrade: The process of upgrading the service starts the service, even if it wasn't started to begin with - upgrade should leave the service in the same state as before the upgrade.
4718	Message could be made more relevant when items are failed to be retrieved from the admin console.
4713	Could do with making the sizes of the left hand in the MMC for the Admin console, wider by default (if possible).
4699	Manual: Information regarding retention period.
4661	If getting a list of items in a mailbox takes longer than 15 minutes, the monitor service restarts the Policy Service.
4501	If use new "determine_pst_location" switch with PST processor without removing old PSTs, may be left with duplicate PSTs in PSTs nodes in admin console.
4483	If PSTProc has an issue opening PST, trace carries on.
4358	UpdatePassword should handle UPN format users.
4354	Setup should assist with reinstall updatepassword issue.
4306	Check shared folder permissions on server startup for 5.8.
4295	PSTProc status text odd if multiple policies.
4283	MANUAL 'finalize' needs moving.
4282	Add trace to manageforms.
4278	Identify why we find duplicate mailbox entries in PST mailbox table.
4254	Should retry web-to-service calls such as 'SubmitDiscoveryData'.
4235	Limit stub size in pstproc.
4146	Status of a Policy run can sometimes have a spelling error and say "pleted" rather than "Completed" and "Archive One Policy".
4137	MANUAL: Remove mention of OL2K and un-supported software.
4130	"MSG003: Failed to initialize connection to Exchange Server...." needs to be reworded as it's current wording is not helpful.
4122	The 'do not show again' dlg can't translate one message.
4118	It appears as though we sometimes do double lookups for translated strings.



4967 Express Quick Start guide does not list Exchange 2010 in the supported.  
.software section.