Veritas Alta™ Archiving O365 Collector Agent 2.0 Administration Guide

VERITAS™

Veritas Alta Archiving: O365 Collector Agent 2.0 Administration Guide

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Contents

VERITAS ALTA™ ARCHIVING O365 COLLECTOR AGENT 2.0 ADMINISTRATION GUIDE 1

LEGAL NOTICE 2

ABOUT O356 COLLECTOR AGENT 5

ABOUT THIS GUIDE 5
ABOUT O365 COLLECTOR AGENT 6
SYSTEM REQUIREMENTS 7
TECHNICAL REQUIREMENTS 10

PLANNING DATA MIGRATION 12

HOW DATA MIGRATION WORKS 12
MULTIPLE AGENT GROUPS FOR PARALLEL MIGRATION 15
IMPORTANT INFORMATION AND LIMITATIONS 16

INSTALLATION AND CONFIGURATION 17

INSTALLATION OF O365 COLLECTOR AGENT 17
CONFIGURATION OF FIRST O365 COLLECTOR AGENT 22
CONFIGURATION OF ADDITIONAL O365 COLLECTOR AGENTS 29
HANDY SQL COMMANDS 35

MANAGING DATA MIGRATION 39

CREATING NEW DATA MIGRATION REQUEST 39
MONITORING DATA MIGRATION PROGRESS 47
DATA MIGRATION PERFORMANCE 51
DETERMINE THE DATA MIGRATION FAILURE REASON 53
RE-RUN PART OF DATA MIGRATION 56
TERMINATE A DATA MIGRATION 60
RE-START A DATA MIGRATION 60
ARCHIVE OR UN-ARCHIVE DATA MIGRATION INFO 61
MONITORING AGENTS AND TASKS 62

REPORTS 65

CHAIN OF CUSTODY REPORT 65
MIGRATION STATS REPORT 68

APPENDIX 70

STATUS CODES OF COLLECTION 71
STATUS CODES OF MAILBOX TARGET 72
STATUS CODES OF MAILBOX FOLDER TARGET 73
STATUS CODES OF ITEM MIGRATION STATUS 74
STATUS CODES ITEM VERIFICATION STATUS 75
CONFIGURATION SETTINGS 76
RUNNING MULTIPLE AGENTS FROM SAME HOST 77
UPDATE SERVICE ACCOUNT PASSWORD 79
REGISTER APPLICATION FOR O365 DATA MIGRATION 80

Chapter 1

About O356 Collector Agent

This chapter includes the following topics:

- About this guide
- About O365 Collector Agent
- System Requirements
- Technical Requirements

About this guide

This guide describes the O365 Collector Agent application, which collects data from Microsoft Office 365 and securely transfers the mailbox content directly to Veritas Alta™ Archiving (previously known as Enterprise Vault.cloud™).

This guide describes how to:

- Install and configure O365 Collection Agents
- Plan large Data Collection
- Create new Data Collection requests
- Manage Data Collection
- Use Reports
- Troubleshoot common issues

About O365 Collector Agent

O365 Collector Agent 2.0 provides an add-on service for Veritas Alta Archiving that collects mailbox data from Microsoft Office 365 and securely transfers the archived data directly to Veritas Alta Archiving.

O365 Collector allows some or all mailboxes content to be migrated from Office 365 to EV.cloud for customers who are transitioning their Archiving / Supervision & Discovery workloads to EV.cloud. This capability has been developed to provide customers with a high speed, low cost & seamless migration experience to EV.cloud.

O365 Collector Agent support data collection from Office 365 for following types of mailboxes:

- User Mailbox (Licensed only)
- Shared Mailbox
- Archive mailbox

O365 Collector Agent support data collection from Office 365 for following types of items:

- Email Message
- Appointment
- Meeting Request
- Meeting Response

NOTE: Item type such as Contact, Contact Group, Tasks, Sticky Notes etc. are not supported.

O365 Collector Agent is FIPS 140-2-compliant. O365 Collector Agent uses FIPS 140-2-validated instances of algorithms and hashing functions in all instances where data is encrypted or hashed.

Licensing, Support & Services

- The O365 Collector capability is provided free of charge.
- The O365 Collector is supported by Veritas services like any other product features or capabilities.
- Data Migration customers are encouraged to engage Veritas or partner professional services to assist with the planning, installation, configuration, and commissioning of O365 Collector. Some customers may assist with the ongoing migration activities and others may prefer to also have Veritas or partner professional services perform the remainder of the migration activities.

System Requirements

To run the O365 Collector Agent application, below you will find the list of recommended hardware components. A typical installation uses a single SQL Server and multiple Agent servers with O365 Collector Agent services installed.

Hardware requirements for Collector Agent computer

Component	Minimum Requirements
Quantity	2 or more. For a collection of 500 mailboxes or less, 1 agent node is sufficient. Exact recommended count will be determined during migration planning.
Cores	Quad-core minimum
Architecture	64-bit
RAM	32GB minimum
Operating System	Windows 2012/2012 R2 or newer (Standard or Enterprise, 64 bit)
Application	- Microsoft .NET Framework 4.6
Storage	- C Drive with 250 GB free - D Drive with 500 GB free

Network	Added in the same Active Directory domain of SQL Server.

Internet	- High-speed internet connectivity for the outbound connection to:
	  o Office 365
	  o Veritas Alta Archiving server.
	- Minimum 500 Mbps upload speed.
	- Secure Internet/web gateway solutions should be bypassed and/or optimized for high volume data throughput

Hardware requirements for SQL Server computer

Component	Minimum Requirements
Quantity	1
Cores	16+
Architecture	64-bit
RAM	64 GB minimum
Operating System	Windows 2012/2012 R2 or newer (Standard or Enterprise, 64 bit)
Application	- SQL Server 2012 SP4 x64 edition (or newer). Enterprise, Business Intelligence, or Standard. - Microsoft SQL Server Management Studio
Storage	- C Drive with 500 GB free - D Drive with 1 TB free for Database files - E Drive with 1 TB free for Database Log
Network	Added in the same Active Directory domain of Collector Agents.
Internet	Not required

Inbound and Outbound Firewall rules

Component	Firewall Rules
SQL Server	Inbound Rules: - Allow inbound connection from Collector Agents, over TCP ports: 1433, 4022, 135 and 1434. Outbound Rules: - No outbound connection is required.
Collector Agents	Inbound Rules: - No inbound connection is required. Outbound Rules: - Allow outbound connection to SQL Server, over TCP ports: 1433, 4022, 135, 1434. - Allow outbound connection to Microsoft 365 endpoints for Exchange Online. For most environments, allow outbound connection to TCP ports 443, 80 and UDP port 443, to following addresses: o outlook.office.com o outlook.office365.com, o outlook.cloud.microsoft For more information on Microsoft 365 endpoints, see the article: Microsoft 365 endpoints - Allow outbound connection to Veritas Alta Archiving data center servers, over port 443. For more information about the IP addresses requiring allowed listing for outbound connection for Direct Migrator (same as Collector Agent), see the article: https://www.veritas.com/content/support/en_US/article.100039052

Technical Requirements

Veritas Alta Archiving related requirements:

1. An active subscription of Veritas Alta Archiving
2. Archive accounts must be created and enabled for all users (both current and former users), whose data you intend to migrate. Once the data migration is complete, the account of former users can be disabled for archiving purposes. For detailed instructions, see the Account Management section of the Veritas Alta™ Archiving Archive Administration Help.
3. Configure classification policies in Veritas Alta Archiving based on the organization policies. The migrated data will get re-classified based on these classification polcies.
4. Configure retention policies in Veritas Alta Archiving based on the organization's policies. Disable the auto expiry of item during data migration to prevent item deletion due to the retention policy. After completion of data migration and placement of the required items on legal hold, you can enable the auto expiry of item.
5. Veritas Alta Archiving tenant must be enabled for "O365 Collection". By default, O365 collection is not enabled. Contact the customer support team to enable this feature.
6. A separate Service Account must be created in Veritas Alta Archiving. This account must have "API Access Manager" role (or the "eDiscovery Administrator" role).

O365 Collector Agent related requirements:

1. One dedicated SQL server is recommended with backup and maintenance routines set up.
2. Make the Agent Service account a local administrator on the O365 Collector Agent nodes & SQL server.
3. Make the Agent Service account a DBA admin on the SQL server.
4. Either disable the Virus scanner on the O365 Collector Agent node servers or include "EVCAgent.exe" in the Anti-Virus applications exclusion list. Also, add the "C:\FetchedFromO365" folder to the Anti-Virus folder exclusion list.

5. SQL Server, hosting the EVCAgentGroup database, must be accessible from O365 Collector Agent node servers. Required ports for SQL server connectivity must be open on the SQL server (for example, port 1433).

Chapter 2

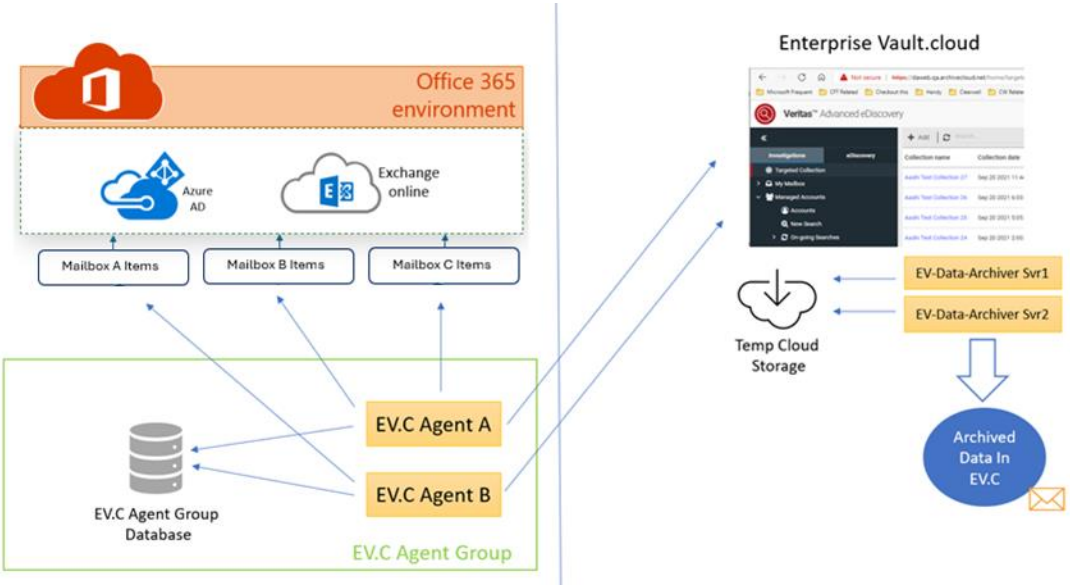
Planning Data Migration

This chapter includes the following topics:

- How Data Migration works
- Important information and limitations

How Data Migration works

This section introduces the O365 Collector Agent components and gives an overview of the basic data migration / collection process. This overview will help you understand and manage data migration at various stages.



1. The user will create a Targeted Collection request on Veritas Alta Archiving Discovery portal. In this collection request, the user will specify the criteria for the collection, which include the selected mailboxes from which the user wants to collect data from.

2. The next available agent from the O365 Collector Agent group will download the Collection request.

3. All the agents from the O365 Collector Agent group together will start working on data collection. Even if some of the Agents are shut down during this process, the other available agents will keep working on the data collection.

4. To do the data collection, Agent does the following:

    - Communicates with Office 365 / Exchange Online to find the mailbox folders, associated with selected mailboxes. *(This stage of the collection is called **Expanding**)*.

- Once mailbox associated folders are identified, Agent communicates with Office 365 / Exchange Online, to identify the items which match the given criteria in the collection request. *(This stage of the collection is called **Searching**)*.

5. The list of items identified from Office 365 / Exchange Online is saved in the EV.C Agent Group database, named "EVCAgentGroup".

6. All available agents then start fetching the mailbox items from Office 365 / Exchange Online and start uploading the items to Veritas Alta Archiving, over a secure communication channel. *(This stage of the collection is called "**Fetching and Uploading**")*

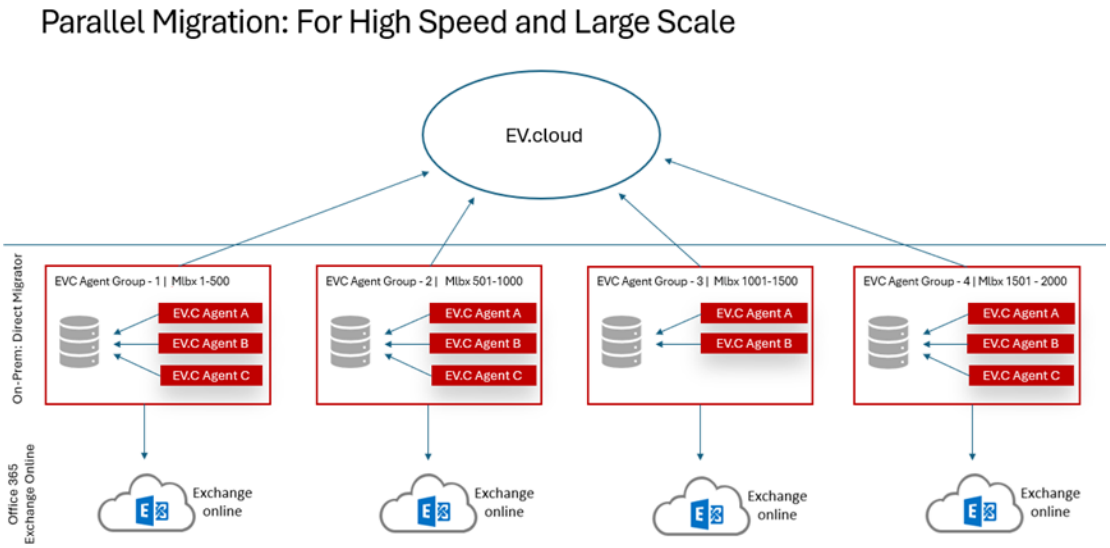
7. The copied data is received by the Veritas Alta Archiving servers, saved in temporary storage, and it is then queued for archiving. Multiple servers in the Veritas Alta Archiving keep processing and archiving the data from this queue. (Hence once the data is uploaded, it can take a while for the content to get archived in Veritas Alta Archiving. This is normal expected behavior.)

8. Once the data is uploaded, the O365 Collector Agent starts doing verification of the items which it has uploaded. To verify if the item uploaded by the O365 Collector application is securely archived in Veritas Alta Archiving, the O365 Collector Agent communicates periodically to Veritas Alta Archiving server to verify each induvial item. If the item is still in queue for archiving, it then waits for a while and rechecks. This goes on until the item is verified as "Archived" in Veritas Alta Archiving. *(This stage of the collection is called "**Verification**")*

9. Once all the items are fetched, uploaded, and verified – the collection comes to an end.

Multiple Agent Groups for parallel migration

This section describes configuring the O365 Collector Agents to support independent parallel data migration from multiple vault stores. This overview helps you understand and manage large data migration optimally.



1. The user will create a Targeted Collection request on the Veritas Alta Archiving Discovery portal. In the collection request, the user will name the collection request in following format:
   Format: <Agent Group Name>::<User friendly name of collection>
   Example: EVCAgentGroup02::Data Collection of JournalArchive005

2. The collection request will be downloaded by the respective EVC Agent group only. And then the rest of the Data Migration process is the same.

Important information and limitations

This section describes the important information, current limitations and expected behavior of O365 Collector Agent based solution, before planning the large data migration:

1. This data migration solution using O365 Collector Agent does not make any modification to data at source (Office 365 data), at any stage.

2. O365 Collector Agent support data collection from Office 365 for following types of Mailboxes:
    a. User Mailbox (Licensed only)
    b. Shared Mailbox
    c. Archive mailbox

3. O365 Collector Agent support data collection from Office 365 for following types of items:
    a. Email Message
    b. Appointment
    c. Meeting Request
    d. Meeting Response

4. When the data is migrated, and archived in Veritas Alta Archiving, the retention policy on the item is applied based of the policy settings in Veritas Alta Archiving. In Veritas Alta Archiving, the retention is based on the date of the email and not on the archived/migrated date.

Chapter 3

Installation and configuration

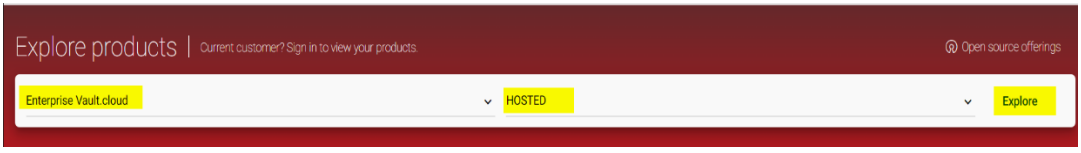
This chapter includes the following topics:

- Installation of O365 Collector Agent
- Configuration of first O365 Collector Agent
- Configuration of additional O365 Collector Agents
- Handy SQL Commands

Installation of O365 Collector Agent

You can download the latest version of O365 Collector Agent from the Veritas Download Center at https://www.veritas.com/support/en_US/downloads

At the Veritas Download Center, the customer should select Veritas Alta Archiving and HOSTED, then click Explore:



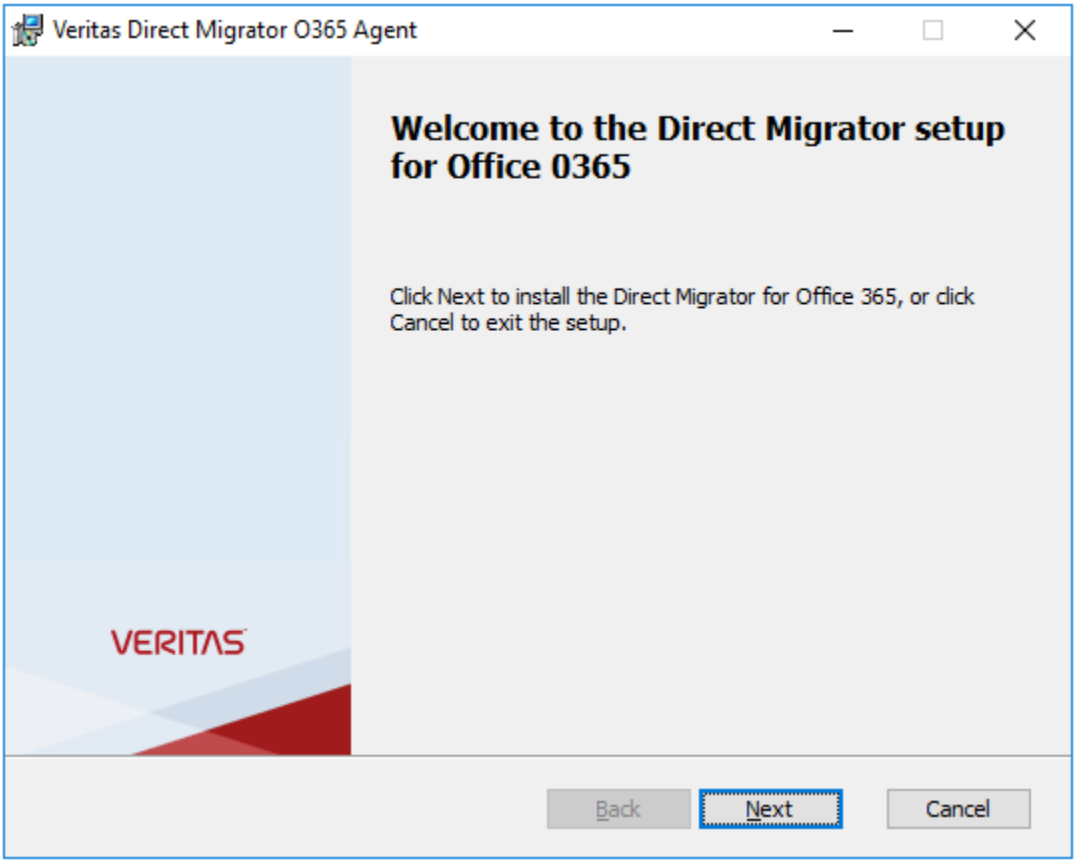
Then click on **Base and upgrade Installers**.

Scroll down to find **DirectMigratorO365.2.0.xx.zip** and click the link to download the file.
Note: The user may need to create an account on the Veritas Download Center if they don't have one already.

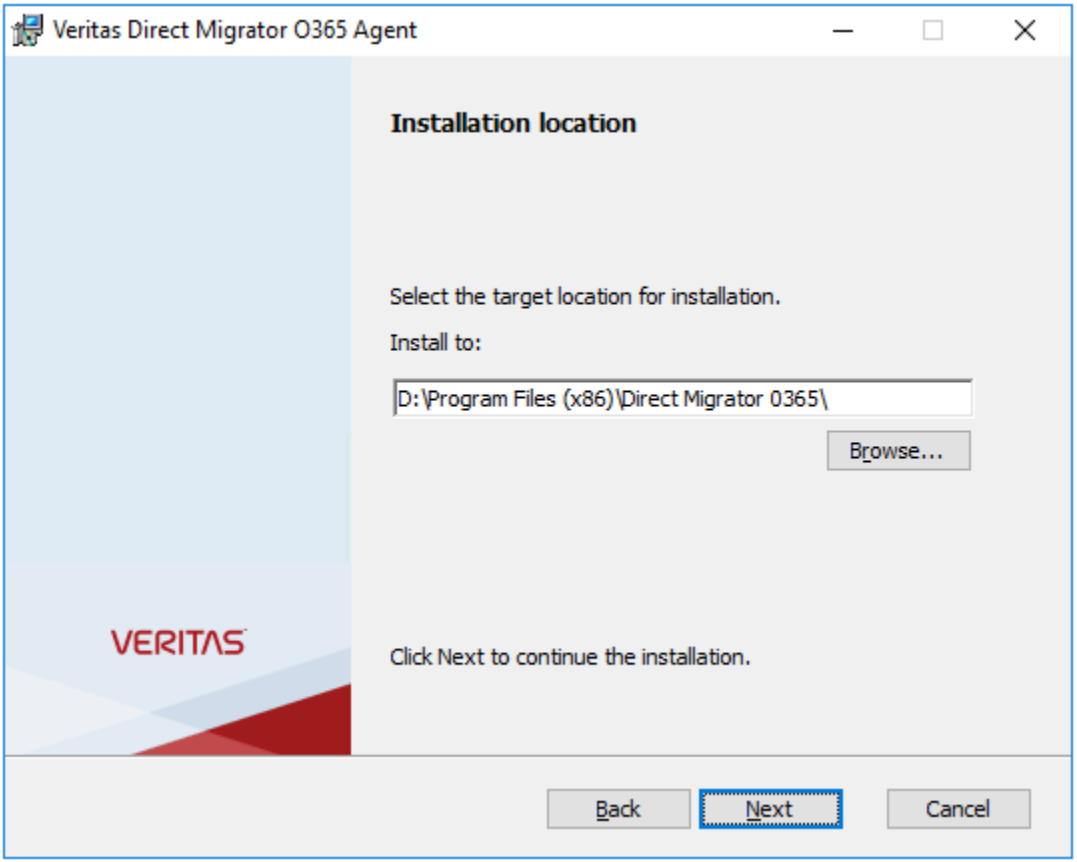
Once you have downloaded the O365 Collector Agent installation file, extract the zip file, and you should find the “DirectMigratorO365.msi” file in it.

Copy the “DirectMigratorO365.msi” file on the Agent node server and double-click on the MSI file to begin the installation.

Note: If an earlier version of this software is already installed, it must be removed. It was named “Veritas Direct Migrator O365 Agent”.

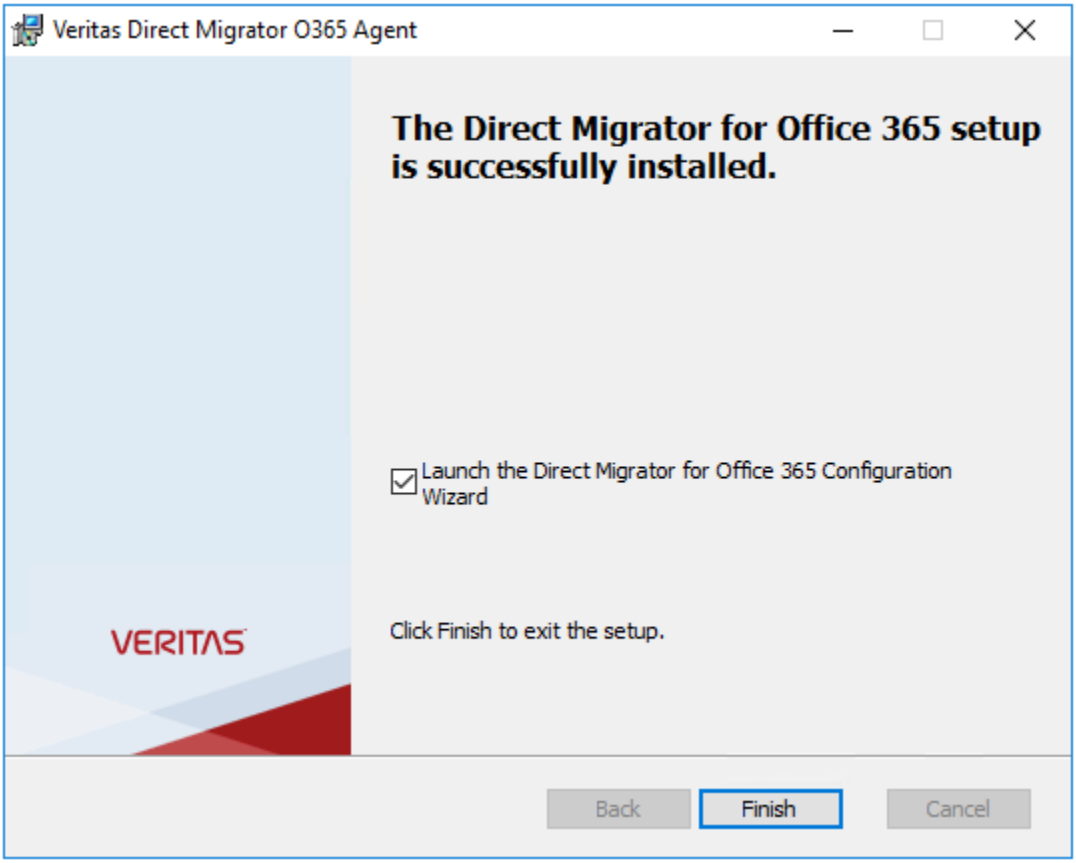


Click on **Next** to continue.



Note: It is recommended to install it in D: drive (or some other drive, other than C: drive), if available.

Specify the location for installation and click on **Next** to continue the installation.



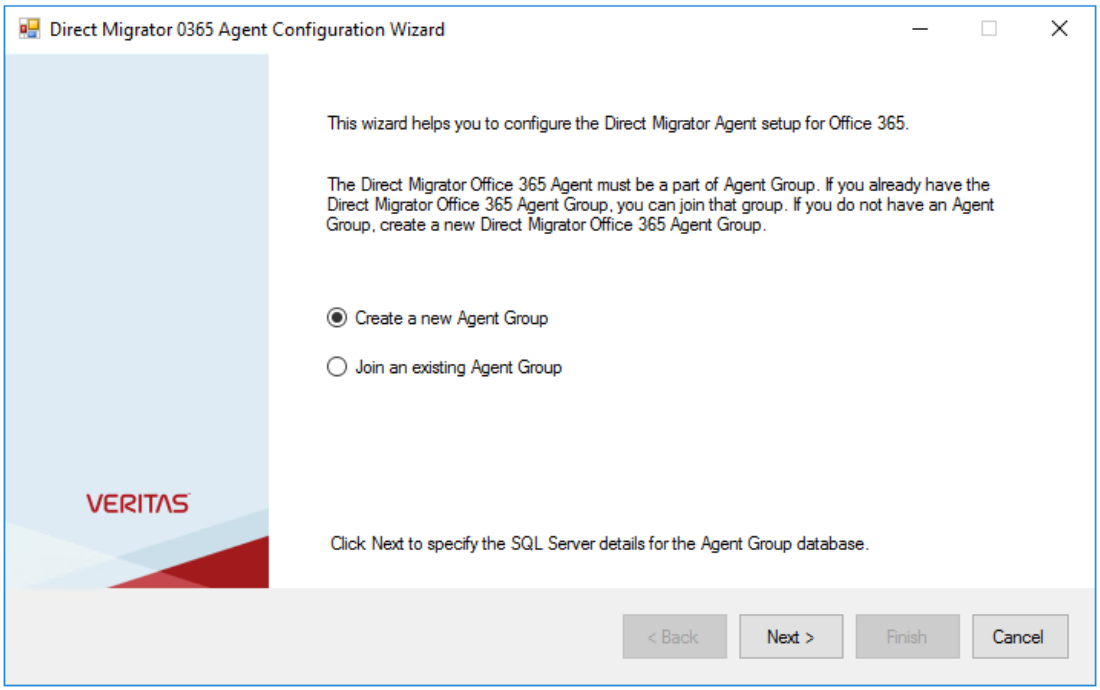
Once the installation is over, the installer will provide an option to launch the configuration wizard. Keep the option box **selected/ticked** and click on **Finish** to launch the configuration wizard.

Note: You can launch the configuration wizard later also by manually starting following Exe file: "**C:\Program Files (x86)\Direct Migrator O365\Config.exe**"

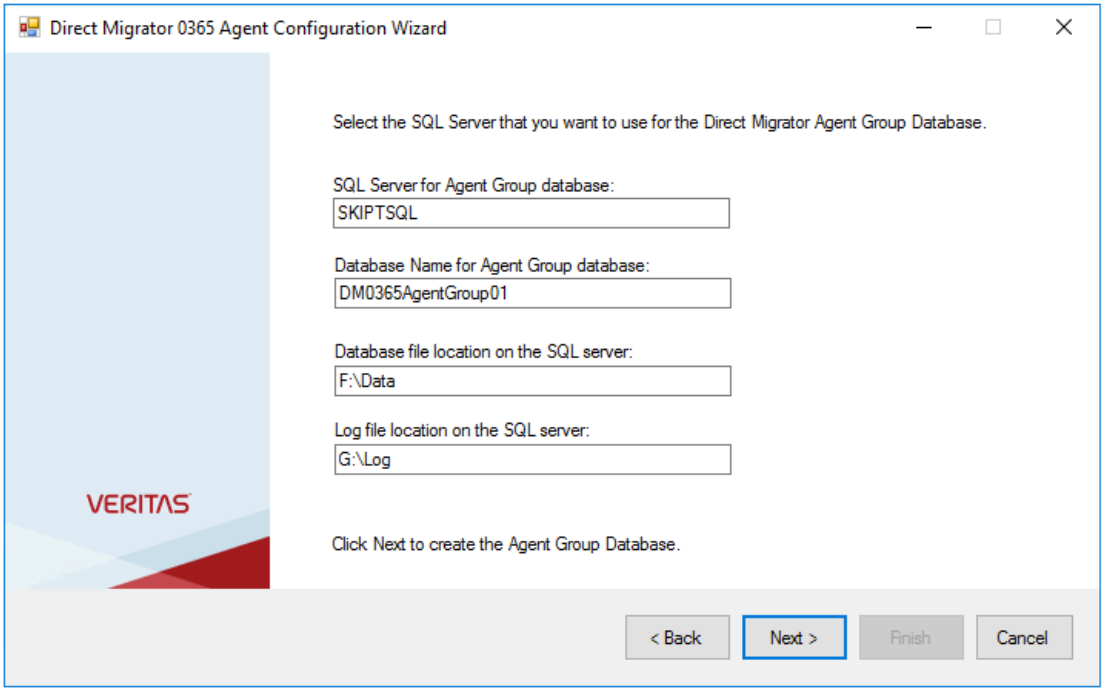
Configuration of first O365 Collector Agent

During the configuration of the **first** O365 Collector Agent, we need to "**Create a new Agent Group**". And while configuring subsequent agents on different nodes, we need to simply "**Join an existing Agent Group**".

For the first O365 Collector Agent configuration, follow the instructions prompted by the wizard.



Select "**Create a new Agent Group**" and click on **Next** to specify SQL Server details for the Agent Group database, in the next screen.



Notes about the input on the above page of the wizard:

1. A dedicated SQL server is recommended for performance reasons. Specify the name of the SQL server (along with the instance name if required).

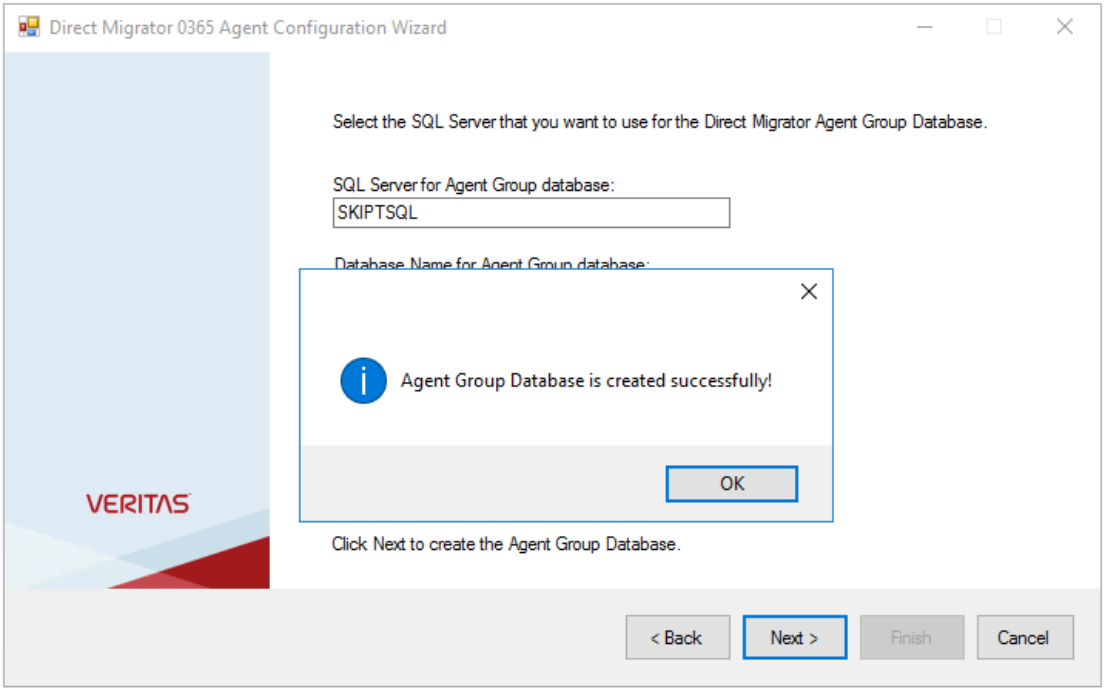
2. Specify the name of the database for your EVC Agent Group. This name is also used as EVC Agent Group name, where multiple Agent Groups are configured for parallel migration.

3. On the SQL Server, you need to create two folders, one for Data and one for log. It is highly recommended to have the data file and log file of the database on two separate drives. And avoid using the OS drive. For example, create an empty folder "**D:**\EVCAgentGroupDB\Data" for the database file, and create an empty folder "**E:**\EVCAgentGroupDB\Log" for the database log file.

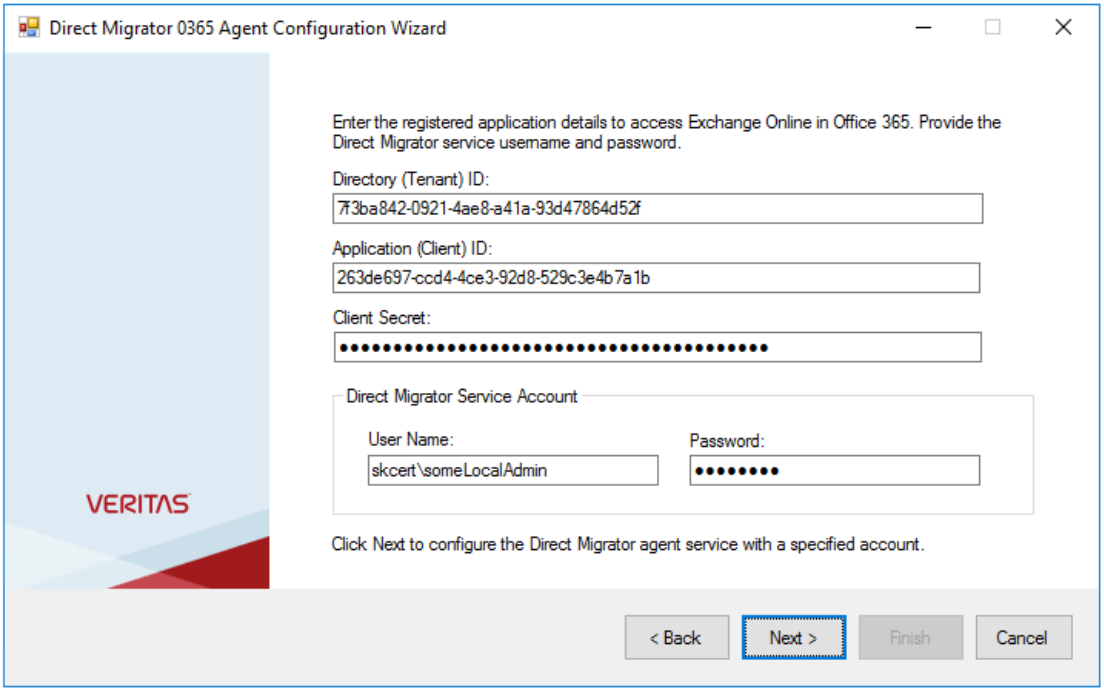
4. Once those folders are manually created on the SQL server, specify those paths in this UI.

Once you click on Next, the configuration wizard will **create the database** named “EVCAgentGroup” on the specified SQL server.

Note: If the database already exists, it will prompt the UI to re-create the Agent Group database. Click **Yes**.



Once the Agent Group database is created, a confirmation screen same as above will be displayed. Click on **OK** to proceed.



Notes about the input on the above page of the wizard:

Refer to the **Appendix section** of this document for more information about **how to register an Application** for the purpose of data migration from Office 365.

1. Specify the Directory/Tenant Id value of the registered application (App), which was created for the purpose of data migration from Office 365.

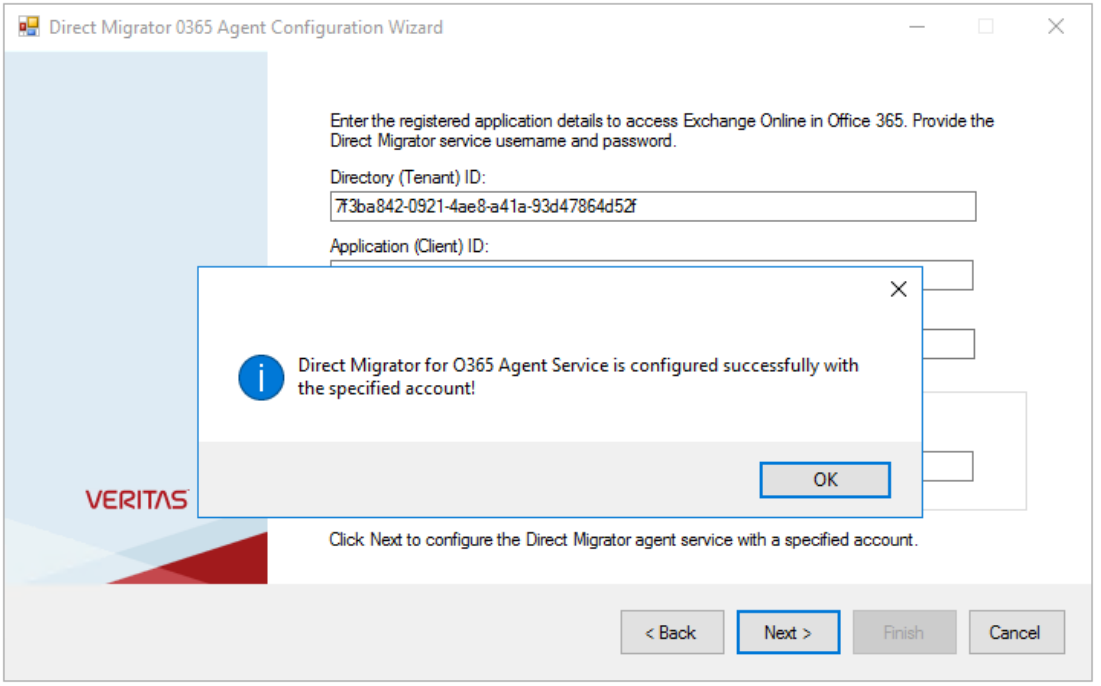
2. Specify the Application/Client Id value of the registered application (App).

3. Specify the Client Secret value of the registered application (App).

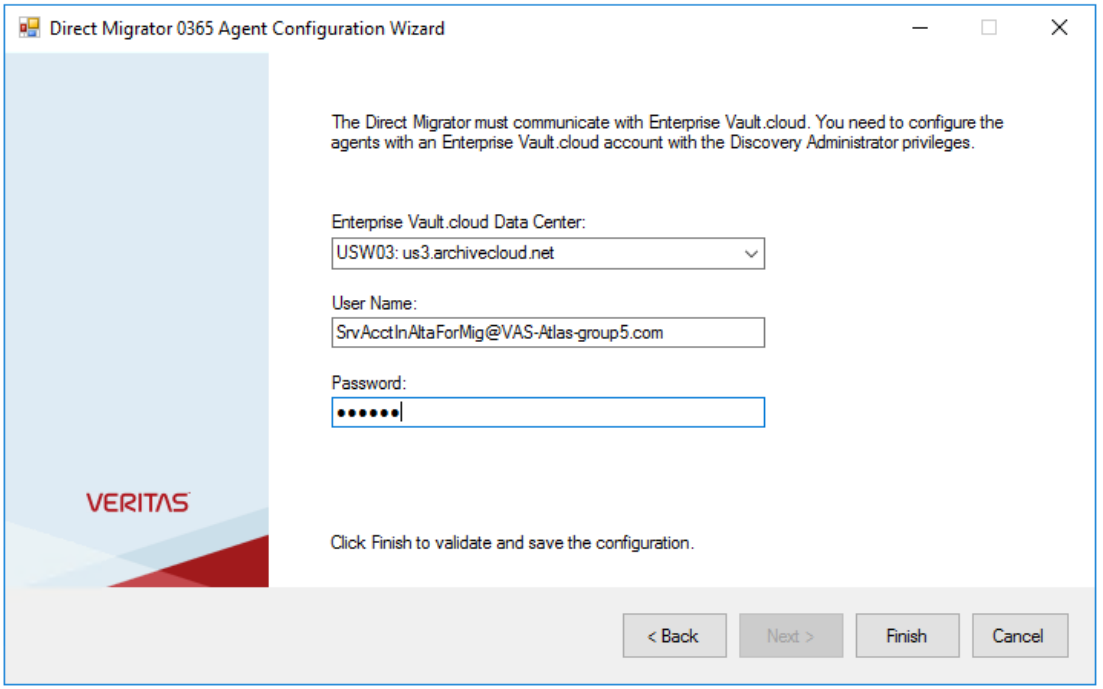
4. The Migrator/Agent Service account specified here will be used for running the O365 Collector Agent service on this Agent node. This account must have "**Log on as Service permission**" permission on this node.

Note: For security reasons, the O365 Collector Agent does not save these credentials anywhere in its record.

Once you click on **Next**, the “Direct Migrator for O365” service will be created on the agent and configured to run under the service account specified.



Once the agent service is created, a confirmation screen same as above will be displayed. Click on **OK** to proceed.



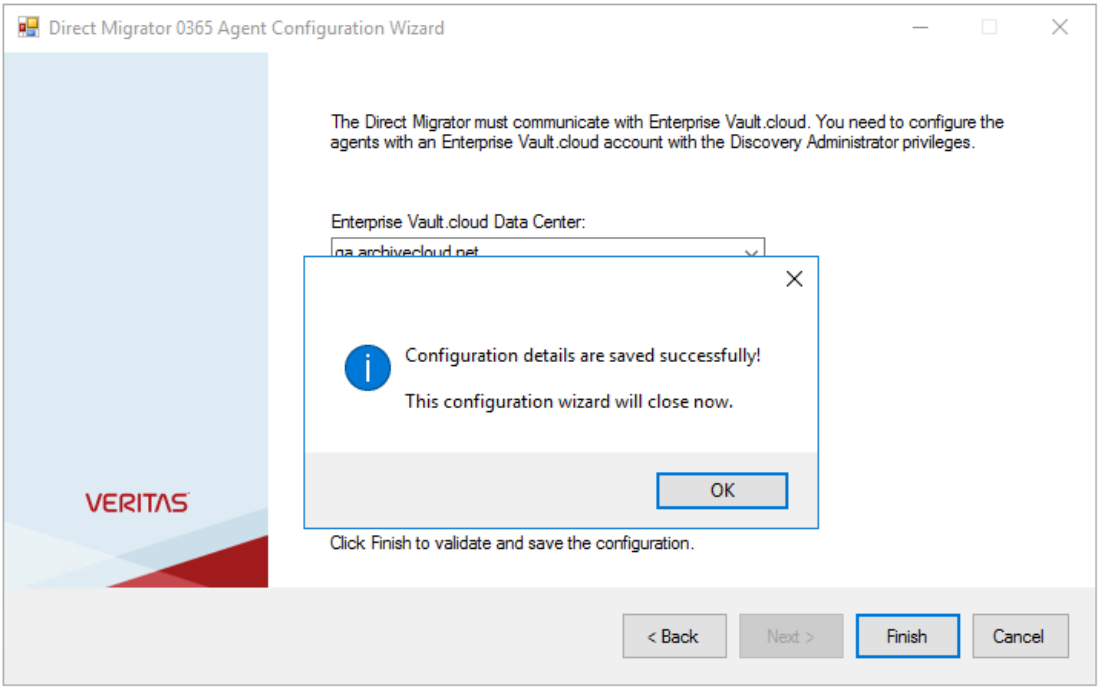
Notes about the input on the above page of the wizard:

1. From the dropdown menu, specify the Veritas Alta Archiving datacenter where the customer is provisioned.

2. Specify the service account created in Veritas Alta Archiving, for the purpose of Data Migration/collection from Enterprise Vault.
   Note: This account must have **API Access Manager** role (or the "**eDiscovery Administrator**" role).

3. Please make sure this customer/tenant of Veritas Alta Archiving is enabled for "**O365 Collection**".
   Note: By default, O365 collection is not enabled. Contact the customer support team to enable this feature.

This is the last screen of the configuration wizard. Click on **Finish** to validate and save the configuration.

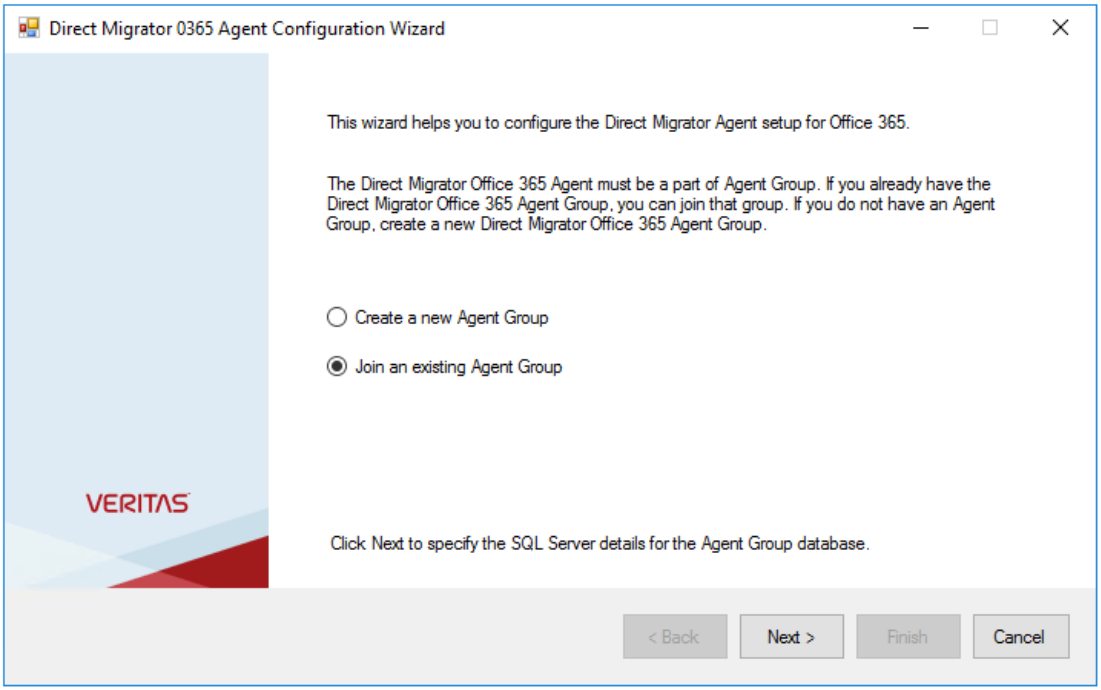


Once the detailed are validated and configured, a confirmation screen same as above will be displayed. Click on **OK**. As this is the last screen, the **wizard will close** once you click on OK button.

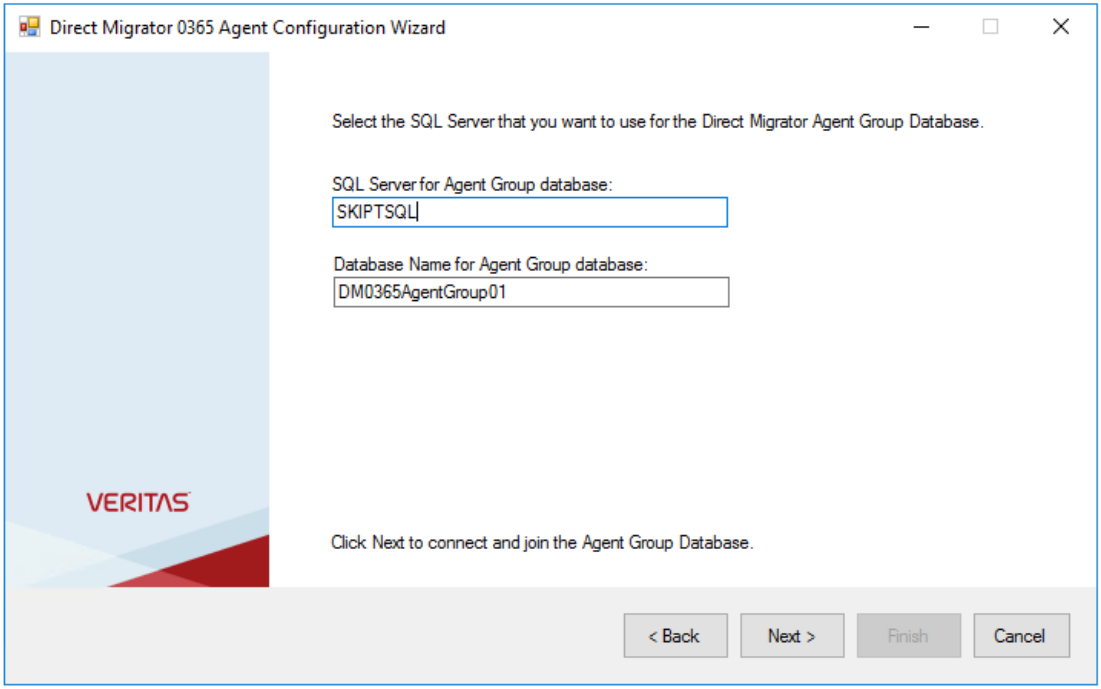
Configuration of additional O365 Collector Agents

During the configuration of the first O365 Collector Agent, we have already created an “Agent group”. So now, for the additional/subsequent O365 Collector Agents on different nodes, we need to select the option to “**Join an existing Agent Group**”, during the configuration wizard.

For the additional/subsequent O365 Collector Agent configuration, follow the instructions prompted by the wizard.

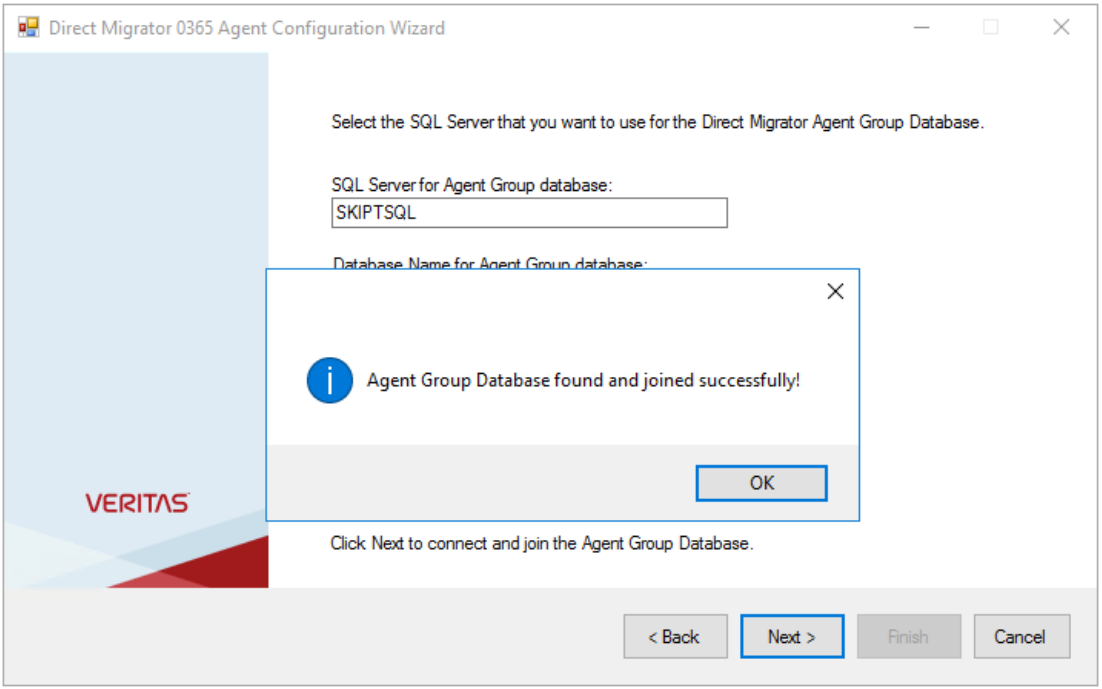


Select “**Join an existing Agent Group**” and click on **Next**.

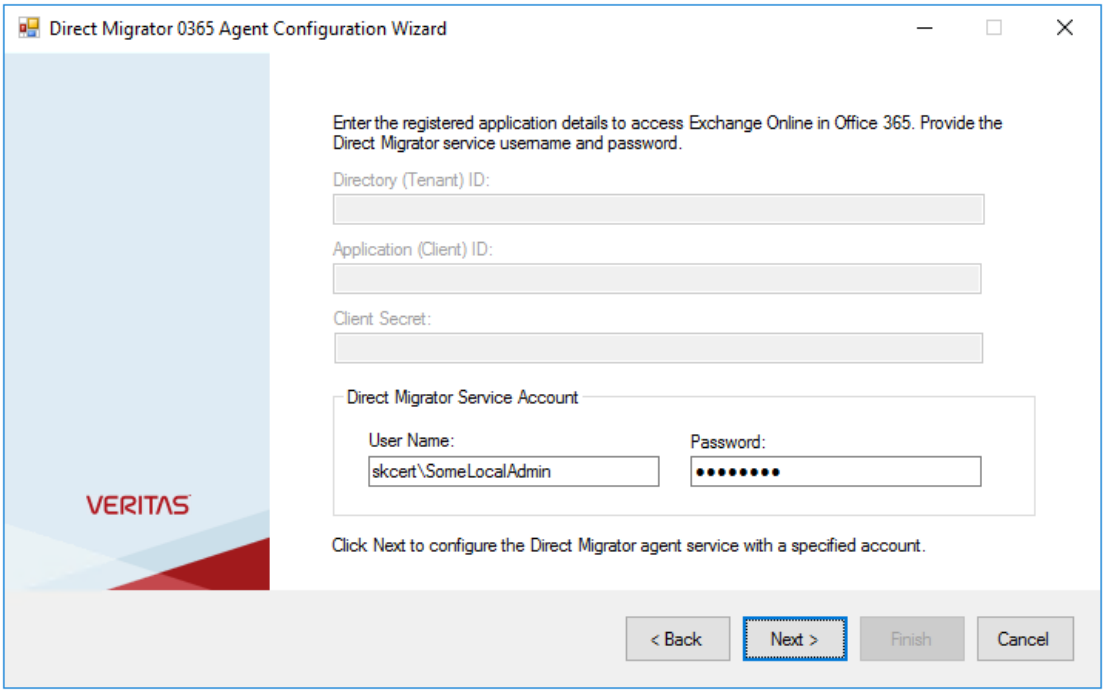


Specify the name of the SQL server and database name of the existing Agent Group database. Click **Next** to continue.

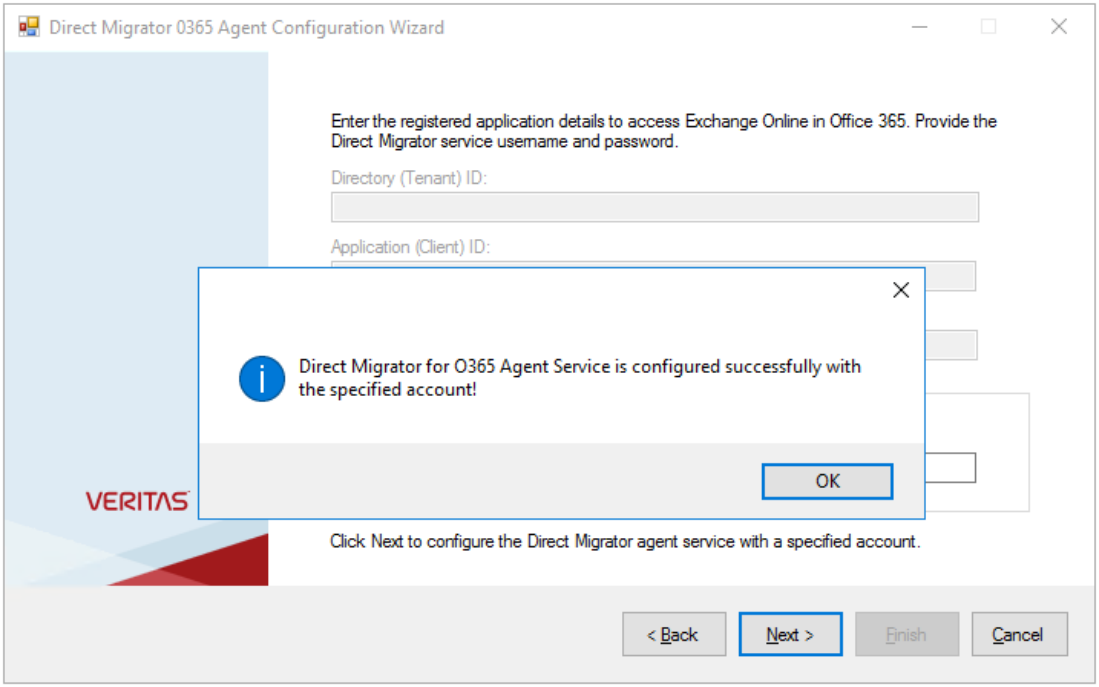
Note: If the default instance of the SQL server is not used, then specify the instance name as well, for example, “SQLServerName\InstanceName”.



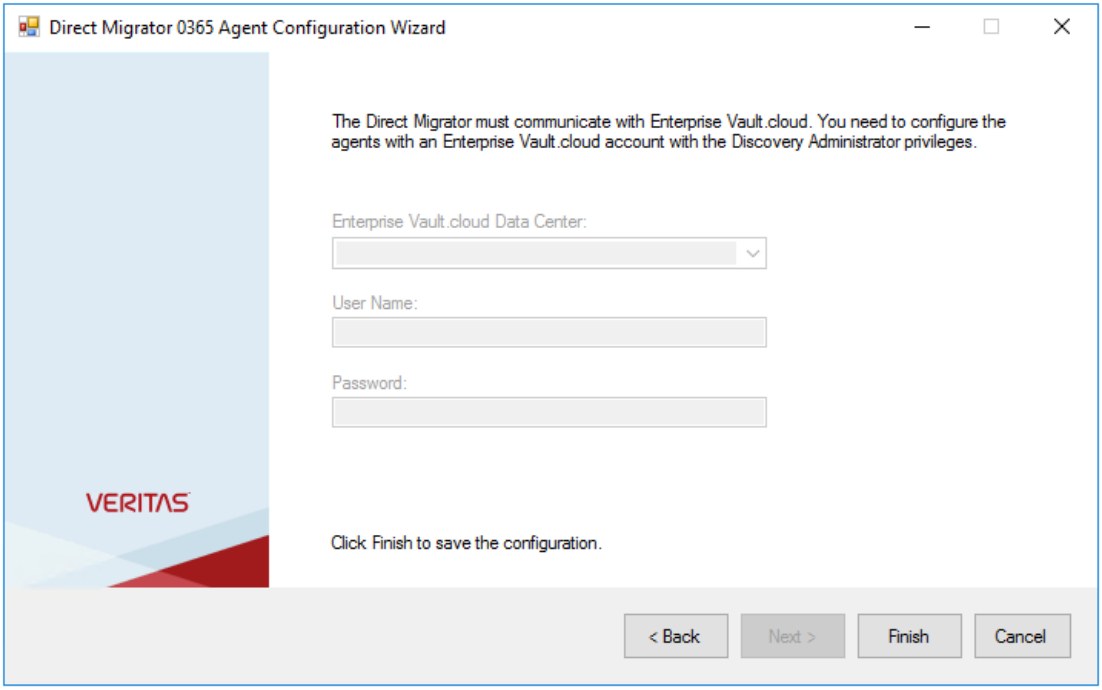
Once the Agent Group database is found and joined by the agent, a confirmation screen same as above will be displayed. Click on **OK** to proceed.



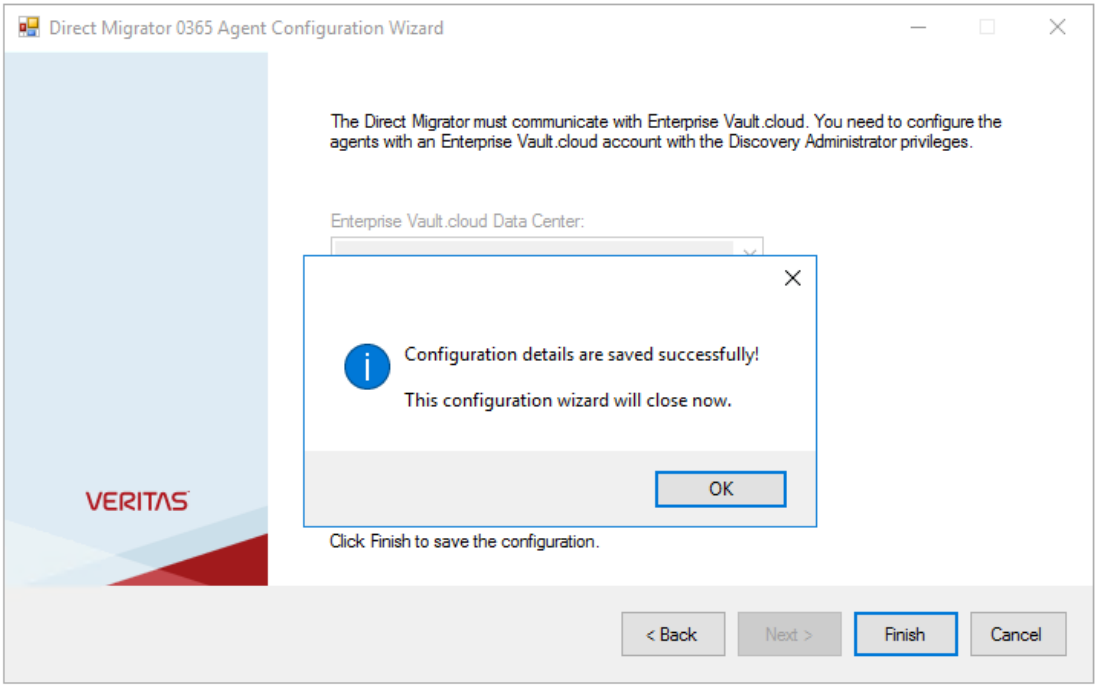
Specify the same Migrator/Agent Service account, as specified earlier for the first agent.



Once the Agent service is created and configured with the Agent Service account, a confirmation screen same as above will be displayed. Click on **OK** to proceed.



Click on the “**Finish**” button.

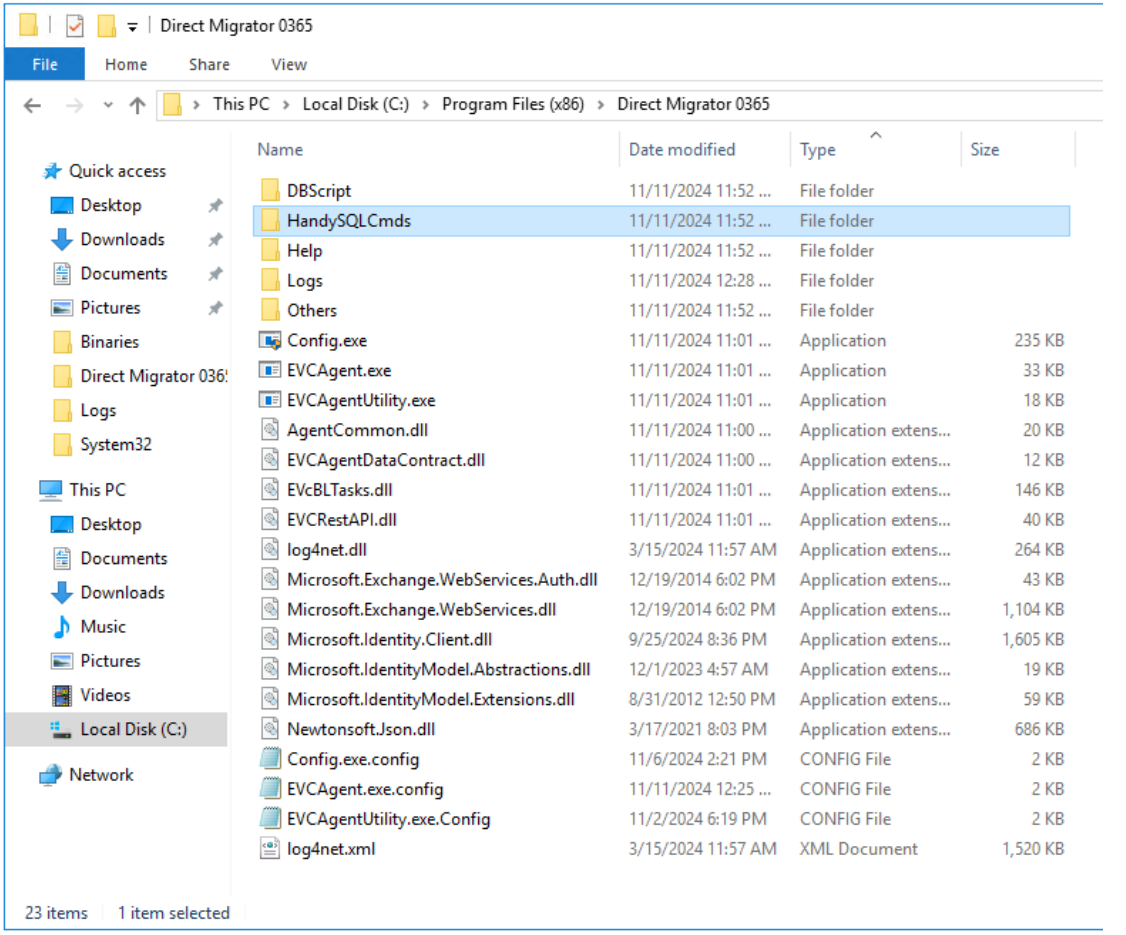


Once the details are validated and configured, a confirmation screen same as above will be displayed. Click on **OK**. As this is the last screen, the **wizard will close** once you click on **OK**.

Handy SQL Commands

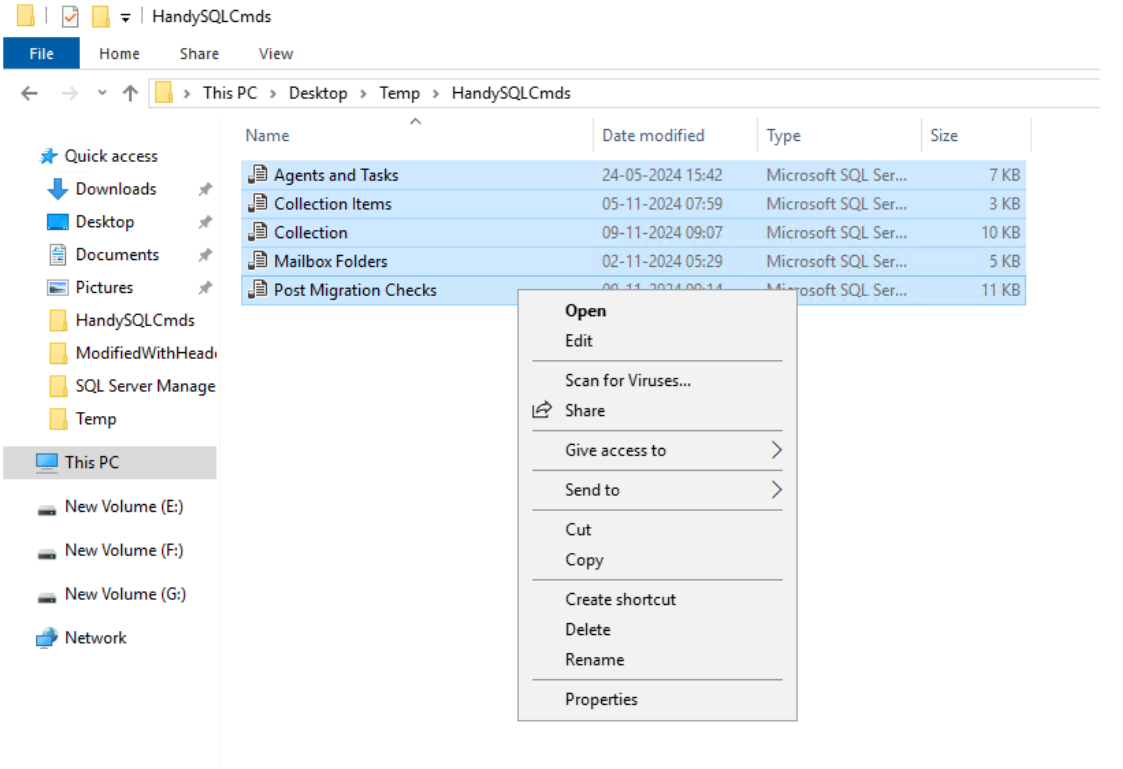
To monitor and manage large data migration, it will be required to execute some SQL commands. It will be helpful to have such SQL commands handy.

Locate the installation directory (example "**C:\Program Files (x86)\Direct Migrator O365**") of any one of the O365 Collector Agents, and copy the "**HandySQLCmds**" folder:

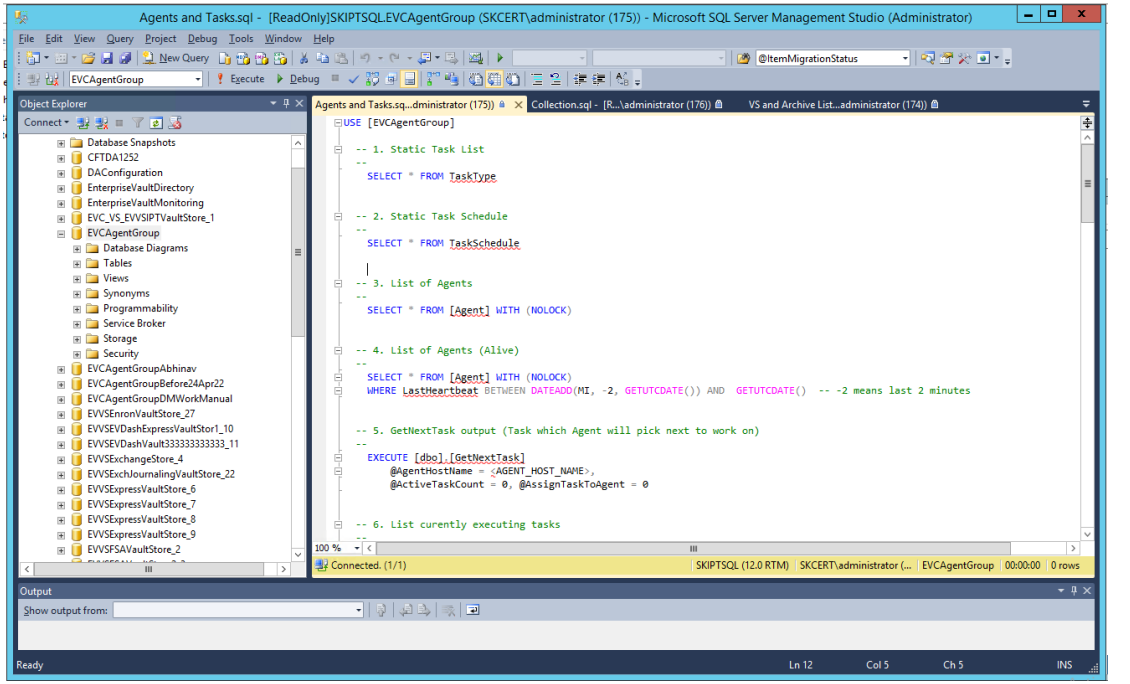


Copy that folder on the SQL Server (or any other machine from where you will run Microsoft SQL Server Management Studio).

Connect to the SQL Server and locate the “**HandySQLCmds**” folder.



Select all the SQL script files and click on **Open**. This should open all the SQL files in Microsoft SQL Server Management Studio:



Keep the “Microsoft SQL Server Management Studio” open with SQL scripts. During migration, you will need to access these SQL commands frequently.

Controlling O365 Collector Agent service on multiple Agent’s nodes

During migration, there will be times when you may want to Stop or Start the Agent service on all the agents. Doing this task on multiple agents manually can be troublesome.

To help the Agent services run on multiple nodes, 3 batch files are shipped inside the “**Others**” folder. As a one-time activity, manually update the following batch files with your Agent Hostname:

1. Start_All_Agents.bat
2. Stop_All_Agents.bat
3. Check_All_Agents.bat

Chapter 4

Managing Data Migration

This chapter includes the following topics:

- Creating new Data Migration request
- Monitoring Data Migration progress
- Data Migration Performance
- Determine Data Migration failure reason
- Re-run part of Data Migration
- Terminate a Data Migration
- Re-Start a Data Migration
- Archive or Un-Archive Data Migration Info
- Monitoring Agents and Tasks

Creating new Data Migration request

To create a new Data Migration / Collection request, you need to do the following:

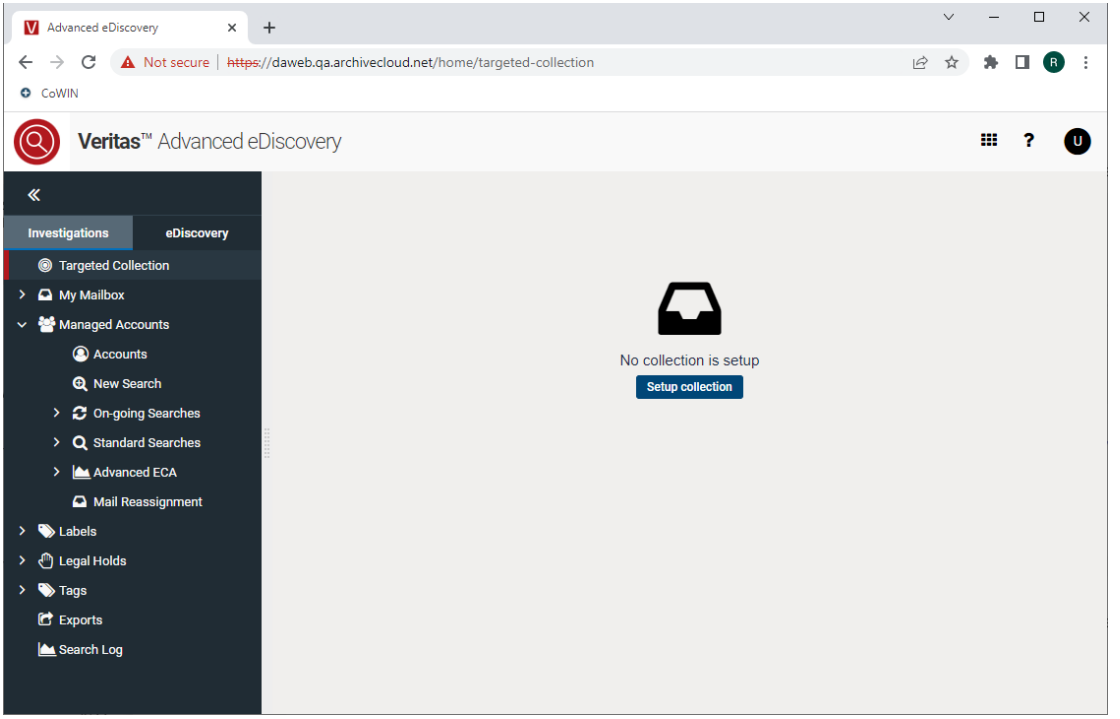
1. Navigate to Veritas Advanced eDiscovery portal of Veritas Alta Archiving. The **URL depends upon the data center** of Veritas Alta Archiving.

   For example, the URL for **US West data center** is:

http://discovery.us3.archive.veritas.com/

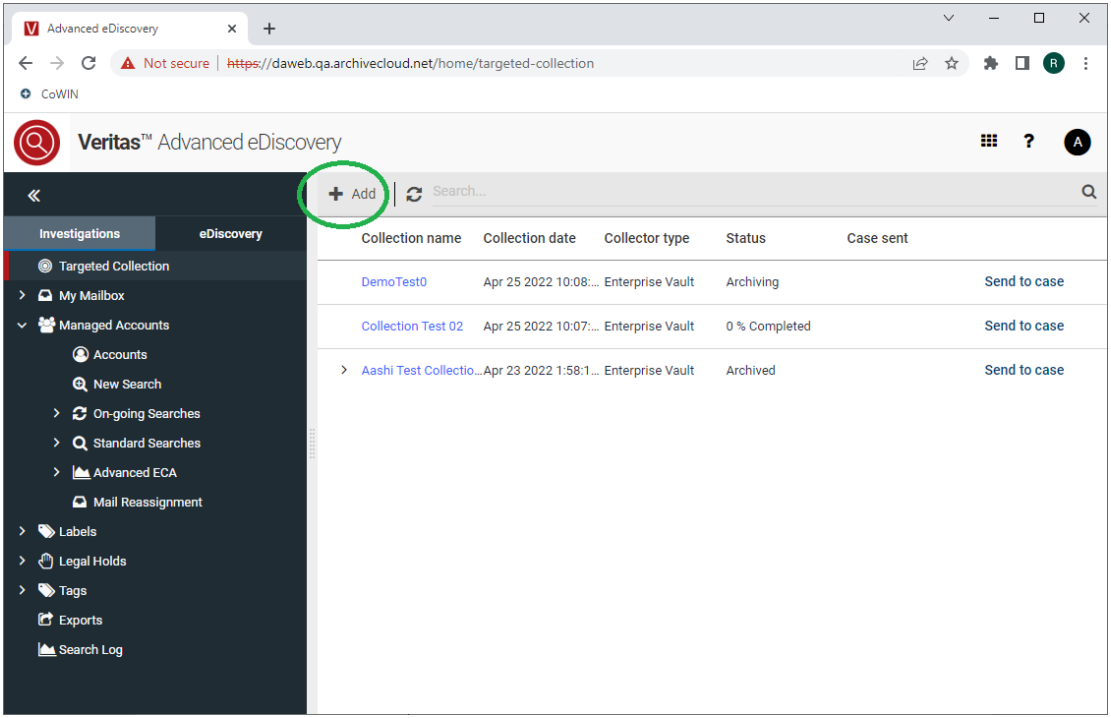
2. Log in with the service account having Discovery Administrator privilege.

3. Navigate to the **Investigations** tab and click on **Targeted Collection**.

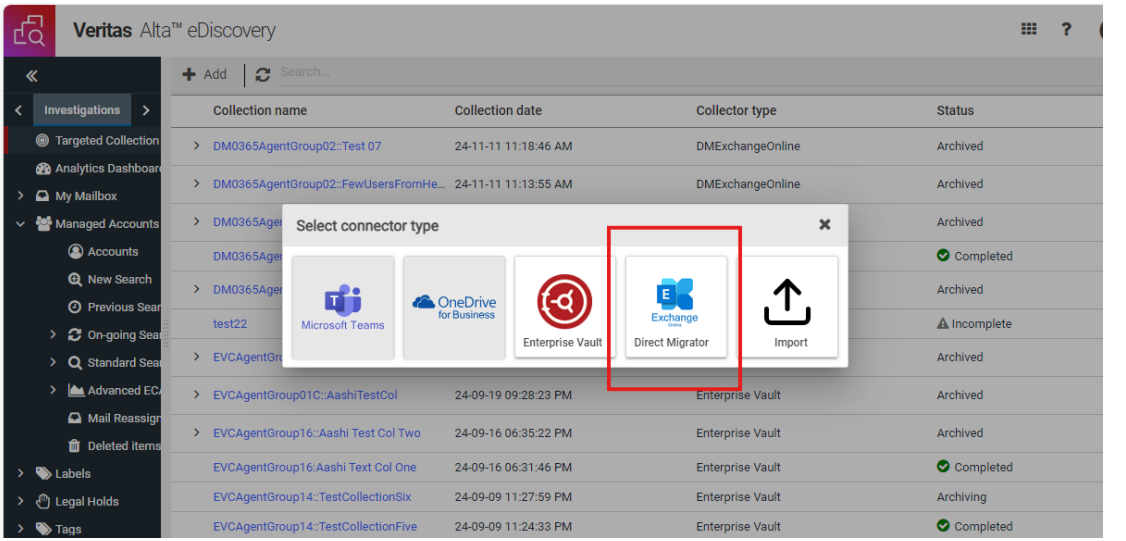


4. If a collection is never done before, you will see a screen the same as above. Click on **Setup collection**. It will display the list of “Connector Types” available for this customer. Select **Exchange Online Direct Migrator** connector to proceed further.

5. To create a **New Collection** request (which is also described as a “Data Collection” or “Data Migration” request), click on the **Add** button, as shown in the screenshot below:

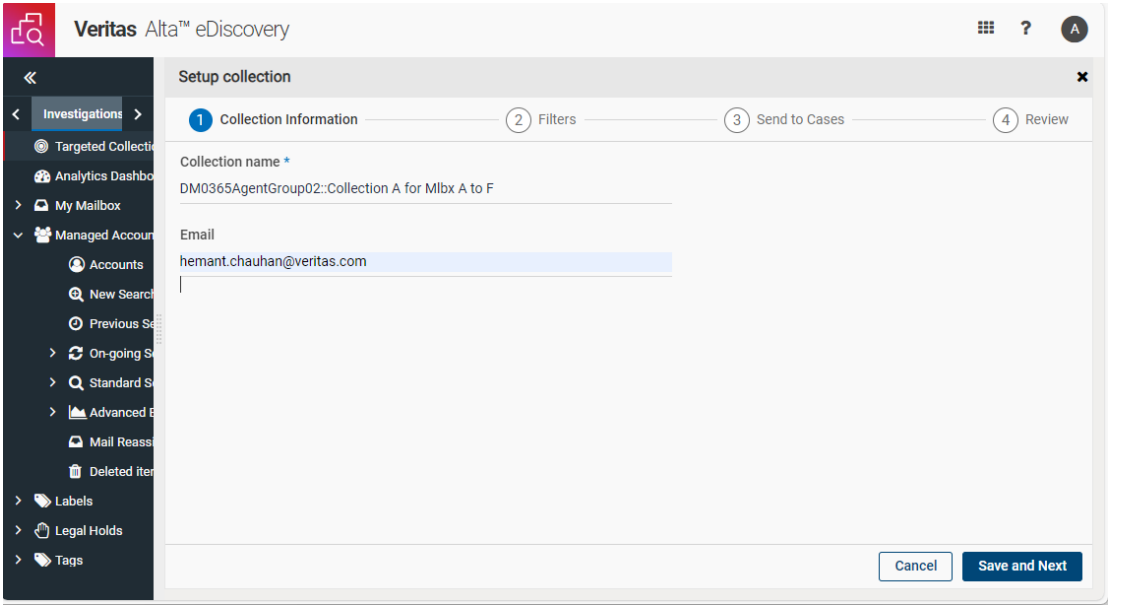

Advanced eDiscovery
Not secure | https://daweb.qa.archivecloud.net/home/targeted-collection
CoWIN
Veritas™ Advanced eDiscovery
Add
Search...
Investigations
eDiscovery
Targeted Collection
My Mailbox
Managed Accounts
Accounts
New Search
On-going Searches
Standard Searches
Advanced ECA
Mail Reassignment
Labels
Legal Holds
Tags
Exports
Search Log
Collection name
Collection date
Collector type
Status
Case sent
DemoTest0
Apr 25 2022 10:08:...
Enterprise Vault
Archiving
Send to case
Collection Test 02
Apr 25 2022 10:07:...
Enterprise Vault
0 % Completed
Send to case
Aashi Test Collectio...
Apr 23 2022 1:58:1...
Enterprise Vault
Archived
Send to case

Select **Exchange Online Direct Migrator** connector to proceed further.



Note: If the **Exchange Online Direct Migrator** connector is not displayed, contact support. This may happen if “O365 Collection” is not enabled for this customer.

6. New collection request: “**Collect Information**” page:



- Assign a name for this collection, to help you identify this collection later at various stages.

  If **Multiple Agent Groups are configured for parallel collection**, then assign the name of the collection in the following format:

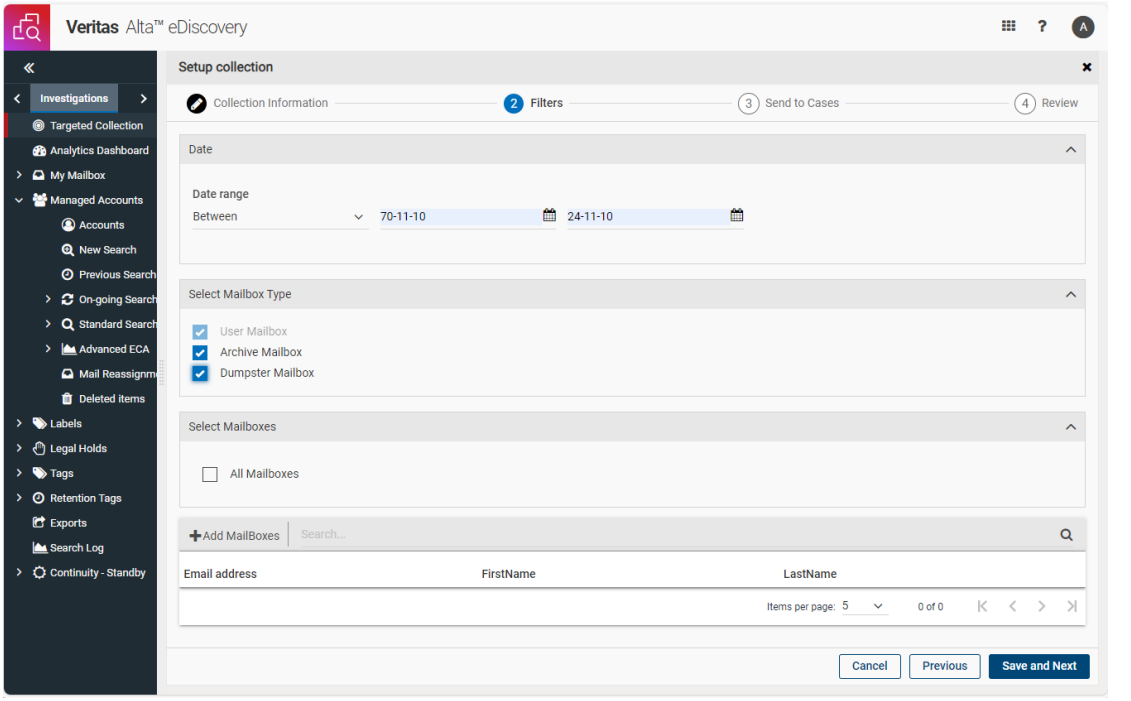
  Format: <Agent Group Name>::<User friendly name of collection>

  Example:
  AgentGroup02::Data Collection of ABC Dept
  AgentGroup01::User data Part 01

- Give the email address of the user who is managing this data collection. Once the collection is over, the user will receive a notification about completion on this email address.

  Click on **Save and Next** button to proceed further

7. New collection request: "**Filters**" page:



- Use **date range** filer to selectively identify data for collection. If you wish to collect all the data from the archive, then specify "After 1/Jan/1970" in the date filter.

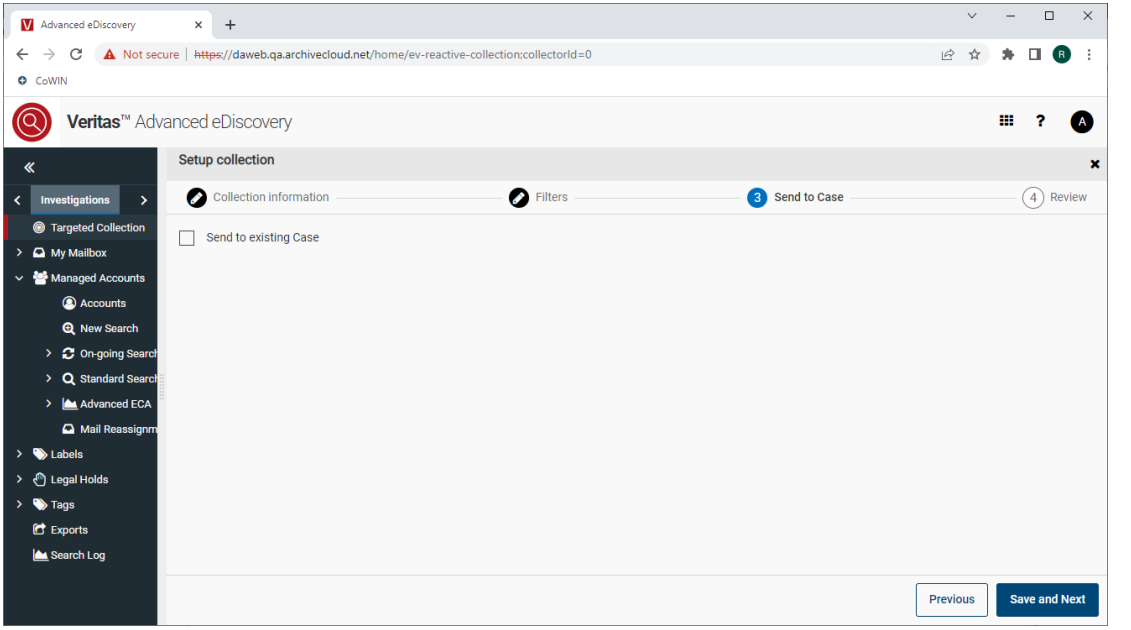
- Select **Archive Mailbox** option, if you wish to collect the data from Archive Mailbox, which is a separate mailbox that stores older emails, so they don't take up space in your primary mailbox.

- Select **Dumpster Mailbox** option, if you wish to collect the data from Recoverable items folder, where you can find recoverable data after accidental or intended deletion.

- Select the **Add Mailboxes** from the UI, or use **Import** Option under Add Mailboxes UI, to specify list of mailboxes from CSV file, from which you want to collect data. It is recommended to select not more the 500 mailboxes in a single collection request. This will help you manage collections better.

  Click on **Save and Next** button to proceed further

8. New collection request: "**Send to case**" page:

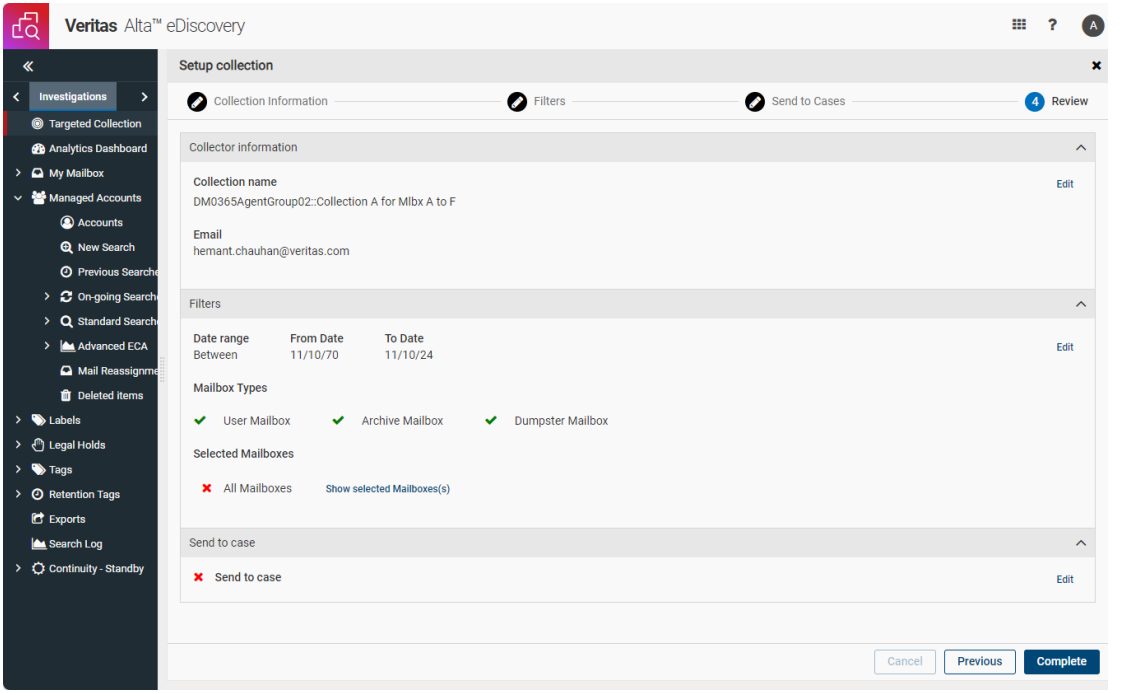


- If the collection is being done for Data Migration, then do not check/ select the **"Send to existing case"** option.

- If the collection is for discovery/investigation purposes, you can select the "**Send to existing case**" option and then select the desired case in which you want collected data from this collection to reflect.

  Click on the **Save and Next** button to proceed further

9. New collection request: "**Review**" page:



- Review the information about the new collection request.

Click on the **Complete** button to save the collection request.

At this stage, the new Data Migration/Collection request is created. Within the next ~2 minutes, the O365 Collector Agent will automatically download this data collection request and start working on this data collection.

Once the collection is complete, the user will receive an email notification about the completion of this data collection.

Note: The user can submit multiple data collection requests, while the existing collection requests are in-progress. O365 Collector Agents can work on multiple collections in parallel depending on the resource availability. If the agents are too busy with existing data collection requests, the other data collection requests are queued and picked up later automatically for processing.

Monitoring Data Migration progress

Data Migration/Collection request progress can be monitored from SQL Server Management Studio, using the handy SQL queries.

Using Handy SQL queries:

1. Navigate to **Collections.sql** in SQL Server Management studio. This can help you easily select and run the desired SQL command, instead of typing or copy-pasting the SQL command from the Help.

2. To view the list of Data Migration/Collection request, along with the latest status, run the following SQL query:

```
-- 1. List of Collection
SELECT * FROM Collection_View WITH (NOLOCK)
```

   You will get the list of Collection.

   - “**Collection Name**” column reflects the friendly name given to the collection request.

- “**Status**” column reflects the status of this collection request. *Refer to the Appendix section of this document for more information about various Search statuses*.

- “**Collection Id**” is the unique internal Id, assigned to the collection. This is the same id by which this collection request is referred in Veritas Alta Archiving as well.

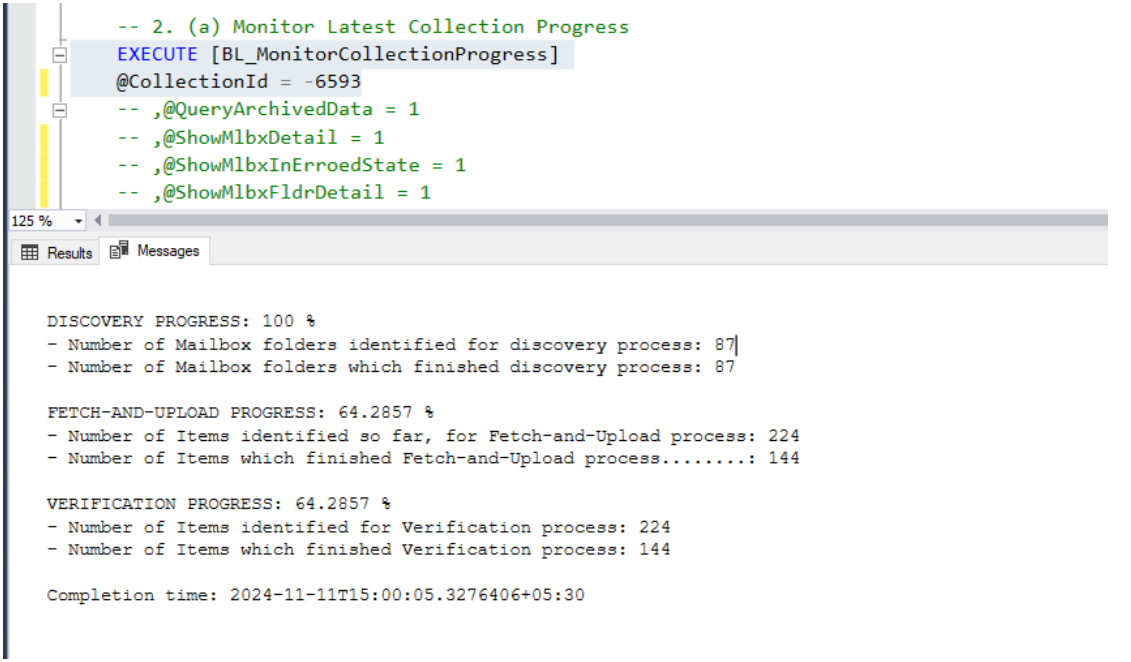
- **Note down the Collection ID** associated with the collection, from this list here which you wish to monitor later.

3. To monitor the progress of a particular Data Migration/Collection request, run the following SQL query:

```
-- 2. Monitor Collection Progress
EXECUTE [BL_MonitorCollectionProgress]
@SearchID = <Collection_ID>
```

- Specify the **CollectionId** of the data collection request, before executing.

Sample Output (from **Messages** tab):



```
-- 2. (a) Monitor Latest Collection Progress
EXECUTE [BL_MonitorCollectionProgress]
@CollectionId = -6593
-- ,@QueryArchivedData = 1
-- ,@ShowMlbxDetail = 1
-- ,@ShowMlbxInErroedState = 1
-- ,@ShowMlbxFldrDetail = 1
```

125 %

Results | Messages

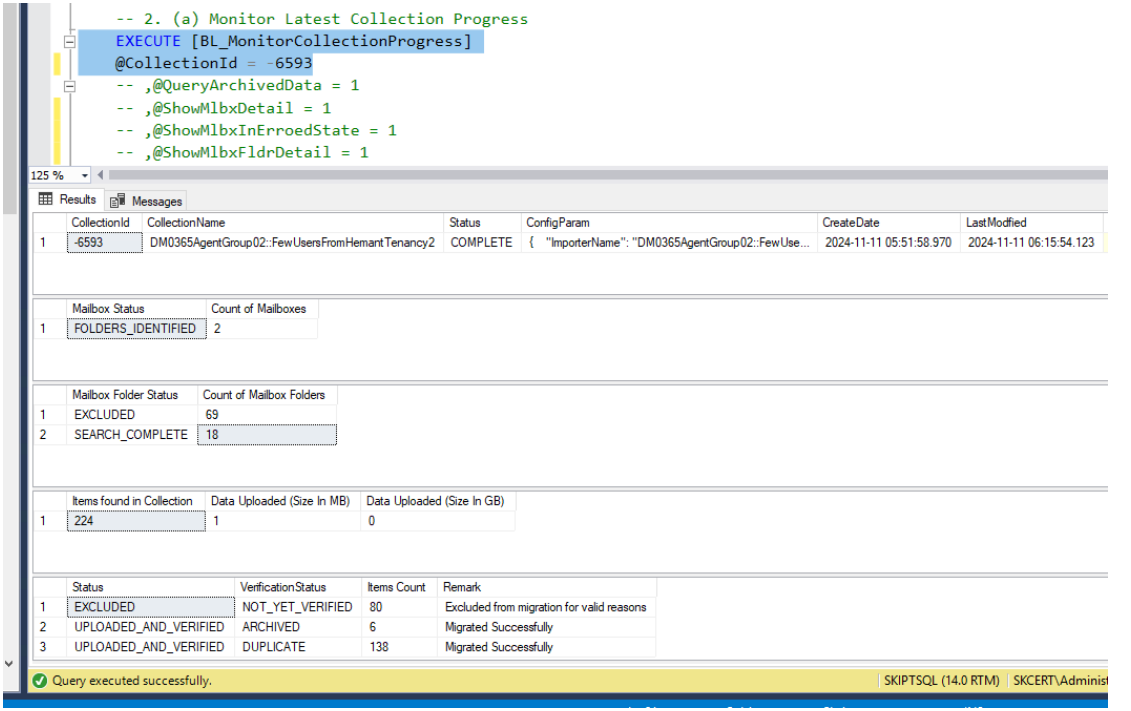
```
DISCOVERY PROGRESS: 100 %
- Number of Mailbox folders identified for discovery process: 87
- Number of Mailbox folders which finished discovery process: 87

FETCH-AND-UPLOAD PROGRESS: 64.2857 %
- Number of Items identified so far, for Fetch-and-Upload process: 224
- Number of Items which finished Fetch-and-Upload process........: 144

VERIFICATION PROGRESS: 64.2857 %
- Number of Items identified for Verification process: 224
- Number of Items which finished Verification process: 144

Completion time: 2024-11-11T15:00:05.3276406+05:30
```

Sample Output (from Results tab):



```
-- 2. (a) Monitor Latest Collection Progress
EXECUTE [BL_MonitorCollectionProgress]
@CollectionId = -6593
-- ,@QueryArchivedData = 1
-- ,@ShowMlbxDetail = 1
-- ,@ShowMlbxInErroedState = 1
-- ,@ShowMlbxFldrDetail = 1
```

125 %

Results | Messages

	CollectionId	CollectionName	Status	ConfigParam	CreateDate	LastModfied
1	-6593	DM0365AgentGroup02::FewUsersFromHemantTenancy2	COMPLETE	{ "ImporterName": "DM0365AgentGroup02::FewUse...	2024-11-11 05:51:58.970	2024-11-11 06:15:54.123

	Mailbox Status	Count of Mailboxes
1	FOLDERS_IDENTIFIED	2

	Mailbox Folder Status	Count of Mailbox Folders
1	EXCLUDED	69
2	SEARCH_COMPLETE	18

	Items found in Collection	Data Uploaded (Size In MB)	Data Uploaded (Size In GB)
1	224	1	0

	Status	VerificationStatus	Items Count	Remark
1	EXCLUDED	NOT_YET_VERIFIED	80	Excluded from migration for valid reasons
2	UPLOADED_AND_VERIFIED	ARCHIVED	6	Migrated Successfully
3	UPLOADED_AND_VERIFIED	DUPLICATE	138	Migrated Successfully

Query executed successfully. | SKIPTSQL (14.0 RTM) | SKCERT\Administ

- Regarding various possible values of Collection Status, Mailbox Status, Mailbox Folder Status, Item Migration Status and Item Verification Status refer to the Appendix section of this document.

- **If any error occurs** while during, it will be reported in the above output.

- Once the collection is complete, the Collection Status will be "**COMPLETE**"

4. To see the progress history of a particular Data Migration/Collection request, run the following SQL query:

```
-- 2.(b) Collection Progress Audit History
SELECT * FROM [dbo].[AuditCollectionProgress]
```

```
WHERE CollectionId = <COLLECTION_ID>
```

- Specify the CollectionId of the data collection request, before executing.

Data Migration Performance

This section will help you identify the following aspect of Data Migration performance:

1. The rate/speed at which overall data migration is going on, including:
    a. Items per second
    b. Fetch rate in MB/s
    c. Upload rate in MB/s
    d. Combined Fetch and Upload rate in MB/s

2. Query about performance rate observed between a given time range.
3. Determine how much data is migrated between a given time range.

Using Handy SQL queries:

1. Navigate to **Collections.sql** in SQL Server Management studio. This can help you easily select and run the desired SQL command, instead of typing or copy-pasting the SQL command from the Help.

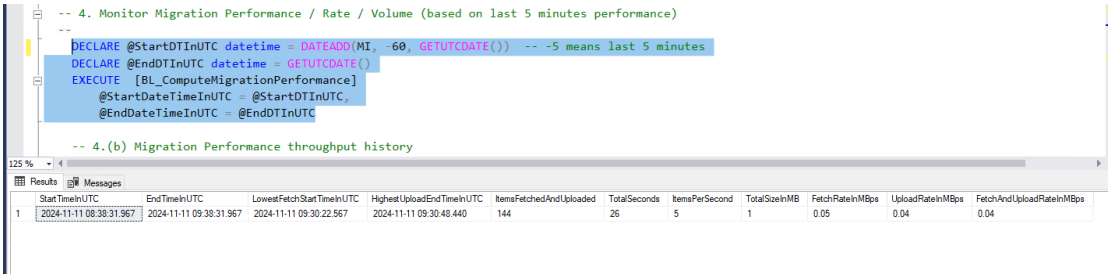
2. To view the current/ongoing rate of Data Migration, based on observation in the last 5 minutes, run the following SQL query:

```
-- 5. Monitor Migration Performance / Rate / Volume
-- (based on last 5 minutes performance)

DECLARE @StartDTInUTC datetime = DATEADD(MI, -5, GETUTCDATE())
DECLARE @EndDTInUTC datetime = GETUTCDATE()
EXECUTE [BL_ComputeMigrationPerformance]
       @StartDateTimeInUTC = @StartDTInUTC,
```

```
        @EndDateTimeInUTC = @EndDTInUTC
```

Sample output of above command:



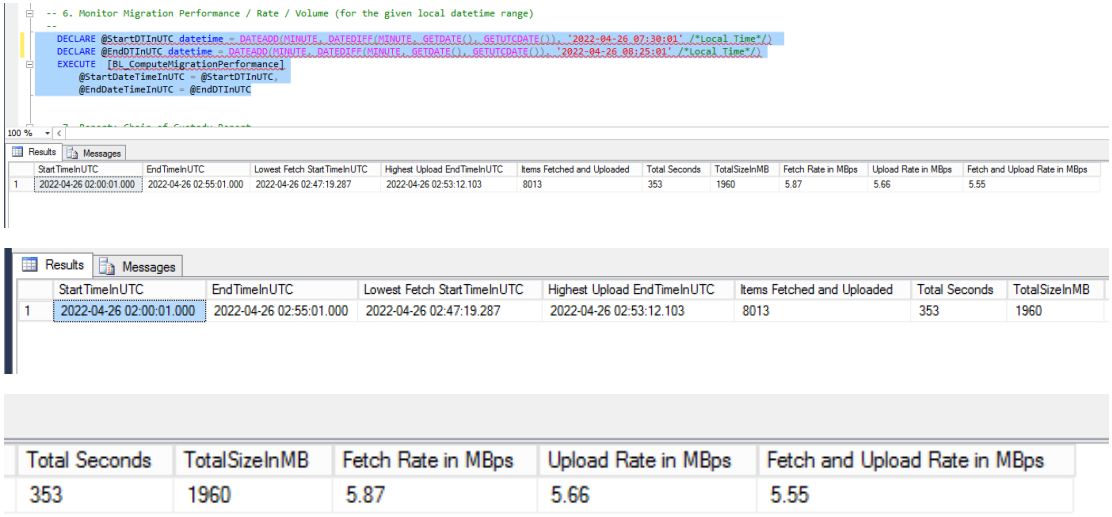
LowestFetchStartTimeInUTC	HighestUploadEndTimeInUTC	ItemsFetchedAndUploaded	TotalSeconds	ItemsPerSecond
2024-11-11 09:30:22.567	2024-11-11 09:30:48.440	144	26	5

ItemsPerSecond	TotalSizeInMB	FetchRateInMBps	UploadRateInMBps	FetchAndUploadRateInMBps
5	1	0.05	0.04	0.04

3. To view the **data migration performance rate observed between a given time range**, run the following SQL query:

```
-- 6. Monitor Migration Performance / Rate / Volume (for the given local
datetime range)
DECLARE @StartDTInUTC datetime = DATEADD(MINUTE, DATEDIFF(MINUTE, GETDATE(),
GETUTCDATE()), '2022-04-26 07:30:01' /*Local Time*/)
DECLARE @EndDTInUTC datetime = DATEADD(MINUTE, DATEDIFF(MINUTE, GETDATE(),
GETUTCDATE()), '2022-04-26 08:25:01' /*Local Time*/)
EXECUTE [BL_ComputeMigrationPerformance]
        @StartDateTimeInUTC = @StartDTInUTC,
        @EndDateTimeInUTC = @EndDTInUTC
```

Sample output of the above command:



	StartTimeInUTC	EndTimeInUTC	Lowest Fetch StartTimeInUTC	Highest Upload EndTimeInUTC	Items Fetched and Uploaded	Total Seconds	TotalSizeInMB	Fetch Rate in MBps	Upload Rate in MBps	Fetch and Upload Rate in MBps
1	2022-04-26 02:00:01.000	2022-04-26 02:55:01.000	2022-04-26 02:47:19.287	2022-04-26 02:53:12.103	8013	353	1960	5.87	5.66	5.55

	StartTimeInUTC	EndTimeInUTC	Lowest Fetch StartTimeInUTC	Highest Upload EndTimeInUTC	Items Fetched and Uploaded	Total Seconds	TotalSizeInMB
1	2022-04-26 02:00:01.000	2022-04-26 02:55:01.000	2022-04-26 02:47:19.287	2022-04-26 02:53:12.103	8013	353	1960

Total Seconds	TotalSizeInMB	Fetch Rate in MBps	Upload Rate in MBps	Fetch and Upload Rate in MBps
353	1960	5.87	5.66	5.55

4. To view the **data migration performance throughput history**, which is automatically captured every 3 hours, run the following SQL query:

```
-- 4.(b) Migration Performance throughput history
SELECT * FROM [dbo].[AuditMigThroughput]
```

Determine the Data Migration failure reason

It is possible that during a large migration, certain items may fail to migrate. This section will help you identify the error reason why a particular part of migration failed.

Note: Depending upon the error, correction can be done in the environment and then re-try those selective items migration again using simple SQL commands.

Scenario A: Collection may "Fail to Expand"*:*

- The Search Status will be displayed as "FAILED_TO_EXPAND"
- SQL Command to identify the reason:

```
-- 16. Situation: Collection end with Status "FAILED_TO_EXPAND" / How to know
the reason
--
SELECT TaskParam, TaskCompletionStatus, CompletionRemarks
FROM TaskRun
WHERE [TaskTypeId] = 3 --Type 3: ExpandSearch
AND TaskParam = <COLLECTION_ID>
```

- In the output, the TaskCompletionStatus will be "Failed".
- In the output, the **CompletionRemarks** will describe the **failure reason**.

- Next step after resolving the problem: You can Re-Run the Search again, using handy SQL commands.

Scenario B: Failed to Open or find folders in one or more Mailboxes:

- The Mailbox status will be displayed as "**ERRORED**"
- SQL Command to identify the reason:

```
-- 2. (a) Monitor Latest Collection Progress
       EXECUTE [BL_MonitorCollectionProgress]
       @CollectionId = <COLLECTION_ID>
       ,@ShowMlbxInErroedState = 1
```

- In the output, the **ErrorReason** column will describe the **failure reason**.

- Next step after resolving the problem: You can Re-run the Retry-PartOf-Collection again, using which it will only re-try the migration from such mailboxes, using handy SQL commands.

Scenario C: Failed to find items in one or more Mailbox folder:

- The Mailbox folder status will be displayed as "**ERRORED"**
- SQL Command to identify the reason:

```
-- 2. Monitor Collection Progress
--
      EXECUTE [BL_MonitorCollectionProgress]
      @SearchID = <COLLECTION_ID>
      ,@ShowMlbxFldrInErroedState = 1
```

- In the output, the Mailbox Folder Status will be "**ERRORED**".
- In the output, the **Remark** column will describe the **failure reason**.

- Next step after resolving the problem: You can Re-run the Retry-PartOf-Collection again, using which it will only re-try the migration from such mailbox folders, using handy SQL commands.

Scenario D: Failed to migrate one or more items:

- The item status will be displayed as "**ERRORED"**
- SQL Command to identify the reason:

```
-- 2. Monitor Collection Progress
--
      EXECUTE [BL_MonitorCollectionProgress]
      @SearchID = <COLLECTION_ID>
      ,@ShowItemsInErroedState = 1
```

- In the output, the item Status will be "**ERRORED**".
- In the output, the **ErrorReason** column will describe the **failure reason**.

- Next step after resolving the problem: You can Re-run the Retry-PartOf-Collection again, using which it will only re-try the migration of selective items, using handy SQL commands.

Re-run part of Data Migration

It is possible that during a large migration, certain items may fail to migrate. Once you know the reason behind the failure, you can perform the required action to retry those selective items again (instead of re-running the whole Data Migration / Collection request again).

This section guides you on how to re-run part of data migration:

Scenario A: Want to re-try collection on some Mailbox target:

- SQL Command to re-run the collection on selected Mailbox target:

```
-- 12. Re-Try part of Collection: EXPAND_MLBX (i.e., Retry collection on
specific "Mailbox Target" again)
--
EXECUTE [BL_RetryPartOfCollection]
       @CollectionId = <COLLECTION_ID>
       ,@TakeAction = 1, @ShowMatchingRows = 1
       ,@OpType = 'EXPAND_MLBX'
       ,@MlbxStatus = 'ERRORED'

       -- ,@MlbxEmailIds = 'userAbc@myorg.com, userXyz@myorg.com'
       -- ,@MlbxTargetDbIds = '356724, 356725, 356743, 356744'
```

- The above command will re-run all the Mailbox targets found in "**ERRORED**" state, for the given collection.

- Without taking any action, if you want to know which Mailbox targets will be re-tired from the above command, run the above command with "`@TakeAction = 0`".

- If you want to re-run migration on some the Mailbox targets based on some more filters, you can uncomment the filters above and use them to be more specific.

Scenario B: Want to re-try collection on some Mailbox Folder targets:

- SQL Command to re-run the collection on selected Mailbox folder targets:

```
-- 13. Re-Try part of Collection: SEARCH_MLBX_FLDR (i.e., Retry collection on
specific "Mailbox Folder Target" again)
  --
EXECUTE [BL_RetryPartOfCollection]
       @CollectionId = <COLLECTION_ID>
       ,@TakeAction = 1, @ShowMatchingRows = 1
       ,@OpType = 'SEARCH_MLBX_FLDR'
       ,@MlbxFldrStatus = 'ERRORED'

       -- ,@MlbxEmailIds = 'userAbc@myorg.com, userXyz@myorg.com'
       -- ,@MlbxFldrTargetDbIds = '356724, 356725, 356743, 356744'
```

- The above command will re-run all the Mailbox folder target found in "**ERRORED**" state, for the given collection.

- Without taking any action, if you want to know which Mailbox folder targets will be re-tired from the above command, run the above command with "`@TakeAction = 0`".

- If you want to re-run migration on some Mailbox folder target based on some more filters, you can uncomment the filters above and use them to be more specific.

Scenario C: Want to re-try migration of some items:

- SQL Command to re-run the migration on selected items:

```
-- 14. Re-Try part of Collection: FETCH_AND_UPLOAD (i.e., Retry Fetch-and-
Upload operation again on specific items)
--
EXECUTE [BL_RetryPartOfCollection]
       @CollectionId = <COLLECTION_ID>
       ,@TakeAction = 1, @ShowMatchingRows = 1
       ,@OpType = 'FETCH_AND_UPLOAD'
       ,@ItemMigrationStatus = 'ERRORED'

       --,@ExcludePermanentFailedItems = 1
       --,@ItemDBIds = '356724, 356725, 356743, 356744'
       --,@ItemMsgIds = '<297c18cfbc930f8814c8a9662ec85517@veritas.com>,
<9a824a8c952848704bb453c230e82785@veritas.com>'
       --,@MlbxEmailIds = 'userAbc@myorg.com, userXyz@myorg.com'
       --,@ItemVerificationStatus = 'NOT_YET_VERIFIED'
       --,@ItemBatchCodes = '6614d378-f7e0-4aec-aee0-948d79c4ebe0, 4f820c45-
7ca8-431a-90c3-eecadd3a5caf'
       --,@ItemErrorReasonLike = '%Bad Request%'
```

- Above command will re-run migration on all the items found in "**ERRORED**" migration state, for the given collection.

- Without taking any action, if you want to know which items will be re-tired from the above command, run the above command with "`@TakeAction = 0`".

- If you want to re-run some items based on some more filters, you can uncomment the filters above and use them to be more specific. For example, you can specify the items with specific Item-Msg-Id.

- Once you run the above SQL command, the migration of the selected item will start automatically (assuming the agents are running). These items will be fetched and uploaded. And will also go through the verification stage.

Scenario D: Want to re-try verification of some items:

- SQL Command to re-run the verification on selected items:

```
-- 15. Re-Try part of Collection: VERIFICATION (i.e., Retry verification
operation again on specific items)
--
EXECUTE [BL_RetryPartOfCollection]
       @CollectionId = <COLLECTION_ID>
       ,@TakeAction = 1, @ShowMatchingRows = 1
       ,@OpType = 'VERIFICATION'
       ,@ItemVerificationStatus = 'QUEUED_FOREVER'

       --,@ItemDBIds = '356656, 356658'
       --,@ItemMsgIds = '<297c18cfbc930f8814c8a9662ec85517@veritas.com>,
<9a824a8c952848704bb453c230e82785@veritas.com>'
       --,@MlbxEmailIds = 'userabc@myorg.com, userxyz@myorg.com'
       --,@ItemMigrationStatus = 'NOT_YET_VERIFIED'
       --,@ItemBatchCodes = '6614d378-f7e0-4aec-aee0-948d79c4ebe0, 4f820c45-
7ca8-431a-90c3-eecadd3a5caf'
```

- Above command will re-run migration on all the items found in "**QUEUED_FOREVER**" migration state, for the given collection.

- Without taking any action, if you want to know which items will be re-tired from the above command, run the above command with "`@TakeAction = 0`".

- If you want to re-run some items based on some more filters, you can uncomment the filters above and use them to be more specific. For example, you can specify the items with specific Item-Msg-Id.

- Once you run the above SQL command, the migration of the selected item will start automatically (assuming the agents are running). These items will go through the verification process again.

Terminate a Data Migration

This section guides you on how to terminate an ongoing Data Collection:

Step 1: Stop all the agents. To do that, you need to stop the Agent service from running on all the Agent nodes.

Step 2: Run the handy SQL command, to terminate a collection.

Step 3: Start all the agents again.

SQL Command to Terminate a Data Collection:

```
 -- 7. Terminate Collection (NOTE: Stop all Agents First, and then Terminate
Search)
 EXECUTE [BL_TerminateCollection] @CollectionID = <COLLECTION_ID>
```

Re-Start a Data Migration

This section will guide you about how to restart a Data Collection again:

Step 1: Stop all the agents. To do that, you need to stop the Agent service running on all the Agent nodes.

Step 2: Run the handy SQL command, to restart a collection.

Step 3: Start all the agents again.

SQL Command to restart a Data Collection:

```
-- 8. Restart Collection (NOTE: Stop all Agents First, and then Terminate
Search)
--
EXECUTE [BL_RestartCollection] @CollectionID = <COLLECTION_ID>
```

Archive or Un-Archive Data Migration Info

Once the Data Collection is complete, it is recommended to archive such collection. Archiving collection will move all the collection related records to secondary tables as archived records. This helps improve the performance of pending collections. This will have no impact on the end user.

Even when the records related to a data collection are archived, the reports can still be generated.

There are some scenarios in which you may want to manually archive (or un-archive) a given Collection. For example, if a collection finished last week with some failed items, and it was archived. In such a scenario, if you try to re-run failed items of this collection, you may get as an error saying this collection is archived. You will have to manually unarchive that collection first, to be able to re-run the migration of some of its items.

This section guides you on how to Archive a Data Collection related records:

SQL Command to Archive a Data Collection related records:

```
-- 9. Archive a Collection (and related records like Mailboxes, folders, and
Collection Item)
--
EXECUTE [BL_ArchiveCollection]    @CollectionID = <COLLECTION_ID>
```

SQL Command to Un-Archive a Data Collection related records:

```
-- 10. Un-Archive a Collection (and related records like Mailboxes, folders,
and Collection Item)
--
EXECUTE [BL_UnArchiveCollection] @CollectionID = <COLLECTION_ID>
```

Monitoring Agents and Tasks

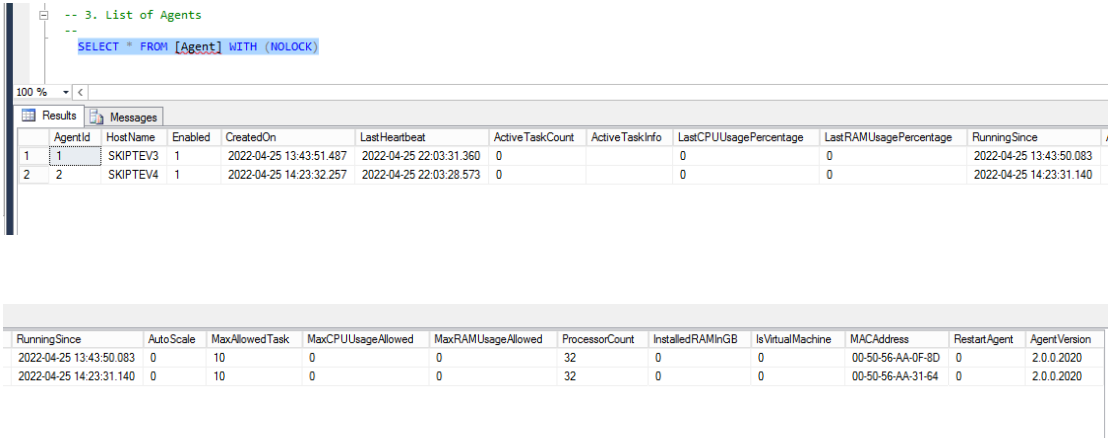
This section will help you monitor the agent's health and get detailed information on which tasks are being executed currently:

Note: All the commands referred to in this section are available in Handy SQL command – "**Agents and Task.sql**"

List of all the Registered Agents:

```
-- 1. List of Registered Agents
--
SELECT * FROM [Agent] WITH (NOLOCK)
```

Sample output of the above command:



```
-- 3. List of Agents
--
SELECT * FROM [Agent] WITH (NOLOCK)
```

100 %

Results | Messages

	AgentId	HostName	Enabled	CreatedOn	LastHeartbeat	ActiveTaskCount	ActiveTaskInfo	LastCPUUsagePercentage	LastRAMUsagePercentage	RunningSince
1	1	SKIPTEV3	1	2022-04-25 13:43:51.487	2022-04-25 22:03:31.360	0		0	0	2022-04-25 13:43:50.083
2	2	SKIPTEV4	1	2022-04-25 14:23:32.257	2022-04-25 22:03:28.573	0		0	0	2022-04-25 14:23:31.140

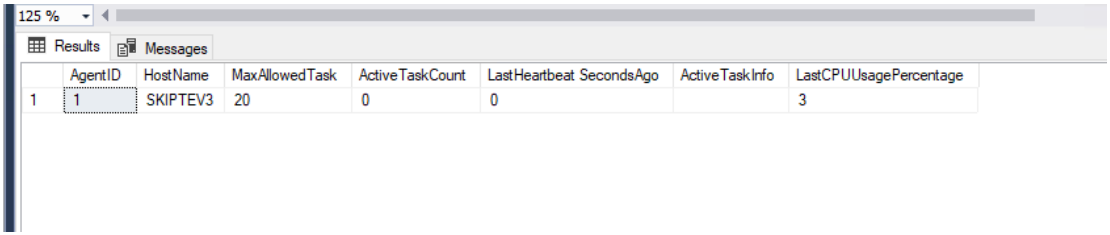
RunningSince	AutoScale	MaxAllowedTask	MaxCPUUsageAllowed	MaxRAMUsageAllowed	ProcessorCount	InstalledRAMInGB	IsVirtualMachine	MACAddress	RestartAgent	AgentVersion
2022-04-25 13:43:50.083	0	10	0	0	32	0	0	00-50-56-AA-0F-8D	0	2.0.0.2020
2022-04-25 14:23:31.140	0	10	0	0	32	0	0	00-50-56-AA-31-64	0	2.0.0.2020

- Note the above output includes both Active and dead agents.
- The "Last Heartbeat" column value indicate when the last time this agent was active. Datetime value is in UTC.

List of all the Active Agents along with Health information:

```
-- 2. List of Agents (Alive)
--
SELECT AgentID, HostName, MaxAllowedTask, ActiveTaskCount,
       DATEDIFF(ss, LastHeartbeat, GETUTCDATE()) as 'LastHeartbeat SecondsAgo',
       ActiveTaskInfo, LastCPUUsagePercentage
FROM [Agent] WITH (NOLOCK)
WHERE LastHeartbeat BETWEEN DATEADD(MI, -2, GETUTCDATE()) AND  GETUTCDATE()
-- -2 means last 2 minutes
```

Sample output of above command:



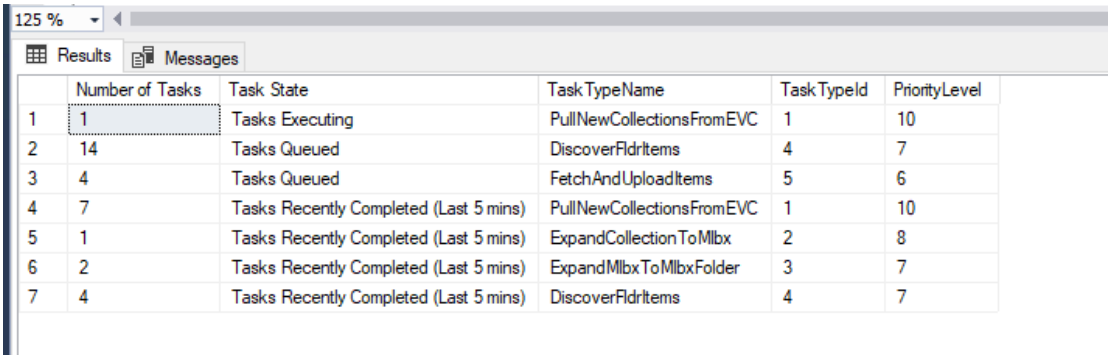
	AgentID	HostName	MaxAllowedTask	ActiveTaskCount	LastHeartbeat SecondsAgo	ActiveTaskInfo	LastCPUUsagePercentage
1	1	SKIPTEV3	20	0	0		3

- The above output will only return information of agents which are Active (which is determined by the value of the LastHeartbeat timestamp).
- By default, all the agents are configured with "**MaxAllowedTask**" as 20. This means the agent will only execute a maximum of 20 tasks in parallel.
- "**ActiveTaskCount**" reflects the current number of tasks being executed by that agent.
- **LastCPUUsagePercentage** indicates the CPU usage % on the Agent node.

List of all Executing, Queued and Recently completed Tasks:

```
  -- 3. Show Task Summary (of all - Executing, Queued and Recently completed
tasks)
  --
      EXECUTE [dbo].[GetTaskSummay]
```

Sample output of above command:



125 %

Results | Messages

	Number of Tasks	Task State	TaskTypeName	TaskTypeId	PriorityLevel
1	1	Tasks Executing	PullNewCollectionsFromEVC	1	10
2	14	Tasks Queued	DiscoverFldrItems	4	7
3	4	Tasks Queued	FetchAndUploadItems	5	6
4	7	Tasks Recently Completed (Last 5 mins)	PullNewCollectionsFromEVC	1	10
5	1	Tasks Recently Completed (Last 5 mins)	ExpandCollectionToMlbx	2	8
6	2	Tasks Recently Completed (Last 5 mins)	ExpandMlbxToMlbxFolder	3	7
7	4	Tasks Recently Completed (Last 5 mins)	DiscoverFldrItems	4	7

Chapter 5

Reports

This chapter includes the following topics:

- Chain of Custody Report
- Migration Stats Report

Chain of Custody Report

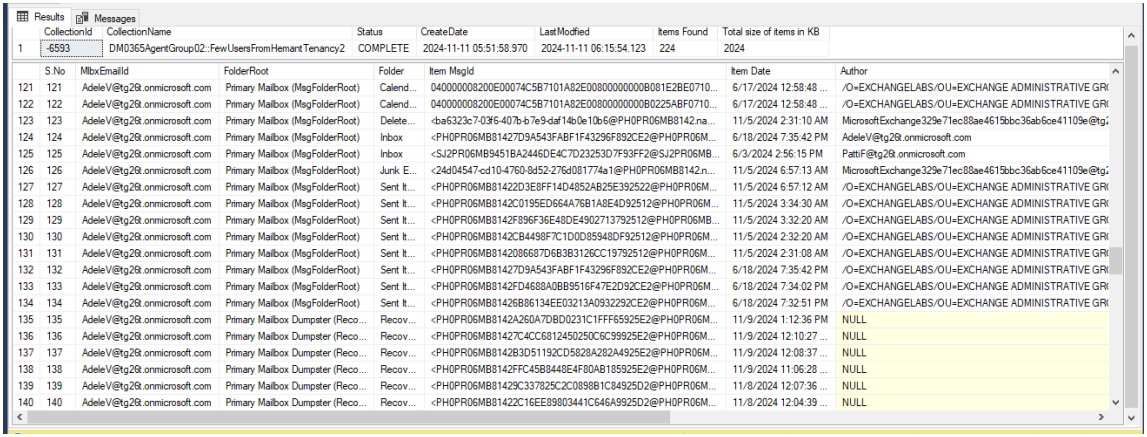
Chain of Custody Report shows the chain of custody information identifying the items that have been migrated along with references to the source (Office 365) and target (Veritas Alta Archiving)

Note: All the commands referred to in this section are available in the Handy SQL command – "**Collections.sql**"

SQL Command to generate "**Chain of Custody**" report with output in **table format**:

```
-- 6. (A) Report: Chain of Custody Report (Output format: SQL query output in
table format)
  --
       EXECUTE [RPT_ChainOfCustody] @CollectionId = <COLLECTION_ID>
       --,@MlbxEmailId = 'userabc@myorg.onmicrosoft.com'
       --,@MailDateStart = '2020-06-10', @MailDateEnd = '2020-10-10'
```

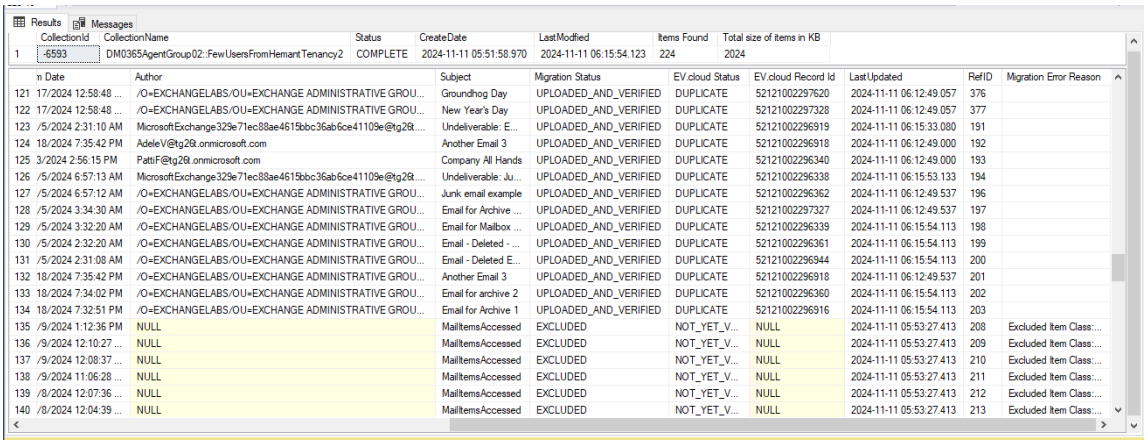
Sample output of above command:



Results Messages

	CollectionId	CollectionName	Status	CreateDate	LastModfied	Items Found	Total size of items in KB
1	-6593	DM0365AgentGroup02::FewUsersFromHemantTenancy2	COMPLETE	2024-11-11 05:51:58.970	2024-11-11 06:15:54.123	224	2024

	S.No	MbxEmailId	FolderRoot	Folder	Item MsgId	Item Date	Author
121	121	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Calend...	040000008200E00074C5B7101A82E00800000000B081E2BE0710...	6/17/2024 12:58:48 ...	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
122	122	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Calend...	040000008200E00074C5B7101A82E00800000000B0225ABF0710...	6/17/2024 12:58:48 ...	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
123	123	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Delete...	<ba6323c7-03f6-407b-b7e9-daf14b0e10b6@PH0PR06MB8142.na...	11/5/2024 2:31:10 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@tg2
124	124	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Inbox	<PH0PR06MB81427D9A543FABF1F43296F892CE2@PH0PR06M...	6/18/2024 7:35:42 PM	AdeleV@tg26t.onmicrosoft.com
125	125	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Inbox	<SJ2PR06MB9451BA2446DE4C7D23253D7F93FF2@SJ2PR06MB...	6/3/2024 2:56:15 PM	PattiF@tg26t.onmicrosoft.com
126	126	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Junk E...	<24d04547-cd10-4760-8d52-276d081774a1@PH0PR06MB8142.n...	11/5/2024 6:57:13 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@tg2
127	127	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB81422D3E8FF14D4852AB25E392522@PH0PR06M...	11/5/2024 6:57:12 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
128	128	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB8142C0195ED664A76B1A8E4D92512@PH0PR06M...	11/5/2024 3:34:30 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
129	129	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB8142F896F36E48DE4902713792512@PH0PR06MB...	11/5/2024 3:32:20 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
130	130	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB8142CB4498F7C1D0D85948DF92512@PH0PR06M...	11/5/2024 2:32:20 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
131	131	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB8142086687D6B3B3126CC19792512@PH0PR06M...	11/5/2024 2:31:08 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
132	132	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB81427D9A543FABF1F43296F892CE2@PH0PR06M...	6/18/2024 7:35:42 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
133	133	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB8142FD4688A0BB9516F47E2D92CE2@PH0PR06M...	6/18/2024 7:34:02 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
134	134	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox (MsgFolderRoot)	Sent It...	<PH0PR06MB81426B86134EE03213A0932292CE2@PH0PR06M...	6/18/2024 7:32:51 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GR(
135	135	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB8142A260A7DBD0231C1FFF65925E2@PH0PR06M...	11/9/2024 1:12:36 PM	NULL
136	136	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB81427C4CC6812450250C6C99925E2@PH0PR06M...	11/9/2024 12:10:27 ...	NULL
137	137	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB8142B3D51192CD5828A282A4925E2@PH0PR06M...	11/9/2024 12:08:37 ...	NULL
138	138	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB8142FFC45B8448E4F80AB185925E2@PH0PR06M...	11/9/2024 11:06:28 ...	NULL
139	139	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB81429C337825C2C0898B1C84925D2@PH0PR06M...	11/8/2024 12:07:36 ...	NULL
140	140	AdeleV@tg26t.onmicrosoft.com	Primary Mailbox Dumpster (Reco...	Recov...	<PH0PR06MB81422C16EE89803441C646A9925D2@PH0PR06M...	11/8/2024 12:04:39 ...	NULL



Results Messages

	CollectionId	CollectionName	Status	CreateDate	LastModfied	Items Found	Total size of items in KB
1	-6593	DM0365AgentGroup02::FewUsersFromHemantTenancy2	COMPLETE	2024-11-11 05:51:58.970	2024-11-11 06:15:54.123	224	2024

	n Date	Author	Subject	Migration Status	EV.cloud Status	EV.cloud Record Id	LastUpdated	RefID	Migration Error Reason
121	17/2024 12:58:48 ...	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Groundhog Day	UPLOADED_AND_VERIFIED	DUPLICATE	52121002297620	2024-11-11 06:12:49.057	376	
122	17/2024 12:58:48 ...	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	New Year's Day	UPLOADED_AND_VERIFIED	DUPLICATE	52121002297328	2024-11-11 06:12:49.057	377	
123	/5/2024 2:31:10 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@tg26t....	Undeliverable: E...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296919	2024-11-11 06:15:33.080	191	
124	18/2024 7:35:42 PM	AdeleV@tg26t.onmicrosoft.com	Another Email 3	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296918	2024-11-11 06:12:49.000	192	
125	3/2024 2:56:15 PM	PattiF@tg26t.onmicrosoft.com	Company All Hands	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296340	2024-11-11 06:12:49.000	193	
126	/5/2024 6:57:13 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@tg26t....	Undeliverable: Ju...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296338	2024-11-11 06:15:53.133	194	
127	/5/2024 6:57:12 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Junk email example	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296362	2024-11-11 06:12:49.537	196	
128	/5/2024 3:34:30 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email for Archive ...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002297327	2024-11-11 06:12:49.537	197	
129	/5/2024 3:32:20 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email for Mailbox ...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296339	2024-11-11 06:15:54.113	198	
130	/5/2024 2:32:20 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email - Deleted - ...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296361	2024-11-11 06:15:54.113	199	
131	/5/2024 2:31:08 AM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email - Deleted E...	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296944	2024-11-11 06:15:54.113	200	
132	18/2024 7:35:42 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Another Email 3	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296918	2024-11-11 06:12:49.537	201	
133	18/2024 7:34:02 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email for archive 2	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296360	2024-11-11 06:15:54.113	202	
134	18/2024 7:32:51 PM	/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROU...	Email for Archive 1	UPLOADED_AND_VERIFIED	DUPLICATE	52121002296916	2024-11-11 06:15:54.113	203	
135	/9/2024 1:12:36 PM	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	208	Excluded Item Class:...
136	/9/2024 12:10:27 ...	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	209	Excluded Item Class:...
137	/9/2024 12:08:37 ...	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	210	Excluded Item Class:...
138	/9/2024 11:06:28 ...	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	211	Excluded Item Class:...
139	/8/2024 12:07:36 ...	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	212	Excluded Item Class:...
140	/8/2024 12:04:39 ...	NULL	MailItemsAccessed	EXCLUDED	NOT_YET_V...	NULL	2024-11-11 05:53:27.413	213	Excluded Item Class:...

- Using SQL Server Management Studio, you can run the command to generate and save the above output to an external file, using the "**Result To File**" option.

- About the item source information, this report captures the Mailbox email id, FolderRoot (Primary mailbox or Archive Mailbox), Folder Path, Item MsgId, Item Date (Sent Date), Author, Subject.

- About the item destination information, this report captures the **EV.cloud Record Id** (which is the MailId value. Every item which is archived in Veritas Alta Archiving has a unique Id – called MailId. This report captures that value in it.)

- By default, the above SQL command will generate the Chain-of-Custody information of all the items in the given collection.

- From a large collection, you can generate a filtered Chain of Custody report. For example, it will include only the items from a given mailbox id or based on the data range of email. To do that, uncomment the lines in the above SQL query and use those filters.

SQL Command to generate "**Chain of Custody**" report with output in **multiple csv files**:

```
-- 6. (B) Report: Chain of Custody Report (Output format: Generate report in multiple CSV files.)
 --
       -- Step 1: Enable Ole Automation Procedures
       sp_configure 'show advanced options', 1;
       GO
       RECONFIGURE;
       GO
       sp_configure 'Ole Automation Procedures', 1;
       GO
       RECONFIGURE;
       GO

       -- Step 2: Execute SP to generate report
       EXECUTE [RPT_ChainOfCustody_SaveInFolder]
       @CollectionId = <COLLECTION_ID>,
       @OutputFldrPathOnSQLServer = 'D:\COCReport'
       ,@GenerateCSVForSuccessItems = 0
       ,@FolderPerMlbxForSuccessItems = 0

       --,@MaxItemAllowedInSingleCSVFile = 10000
       --,@MlbxEmailIDs = 'userA@xyz.com, userB@xyz.com'
       --,@MailDateStart = '2021-01-24T00:00:00Z'
       --,@MailDateEnd = '2021-09-18T23:59:59Z'

       -- Step 3: Disable Ole Automation Procedures
       sp_configure 'show advanced options', 1;
```

```
GO
RECONFIGURE;
GO
sp_configure 'Ole Automation Procedures', 0;
GO
RECONFIGURE;
GO
```

Migration Stats Report

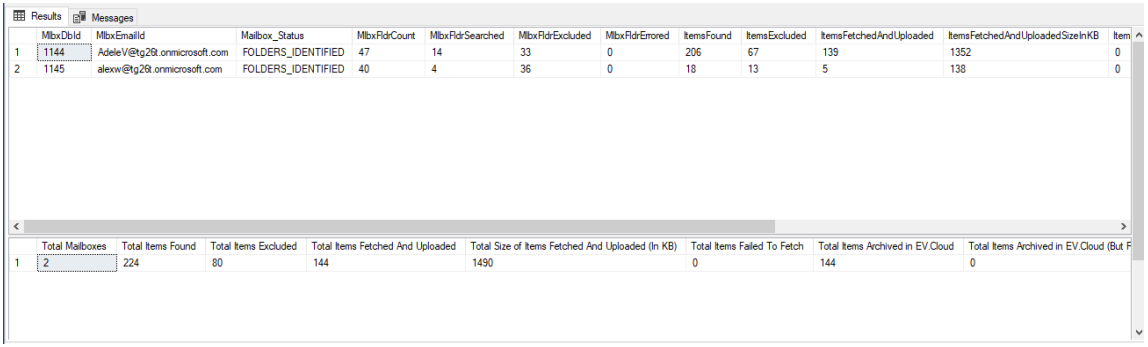
Migration Stats Report shows the overall static related to a given Data Migration / Collection.

This report includes various information including the number of items found in EV per archive, how many of them were fetched and uploaded, and how many failed. The total size of data, total number of Index volume searched, total number of items migrated, etc.

SQL Command to generate “**Migration Stats**” report:

```
-- 3. Migration Stats Report
--
EXECUTE [RPT_MigrationStats] @CollectionID = <COLLECTION_ID>
```

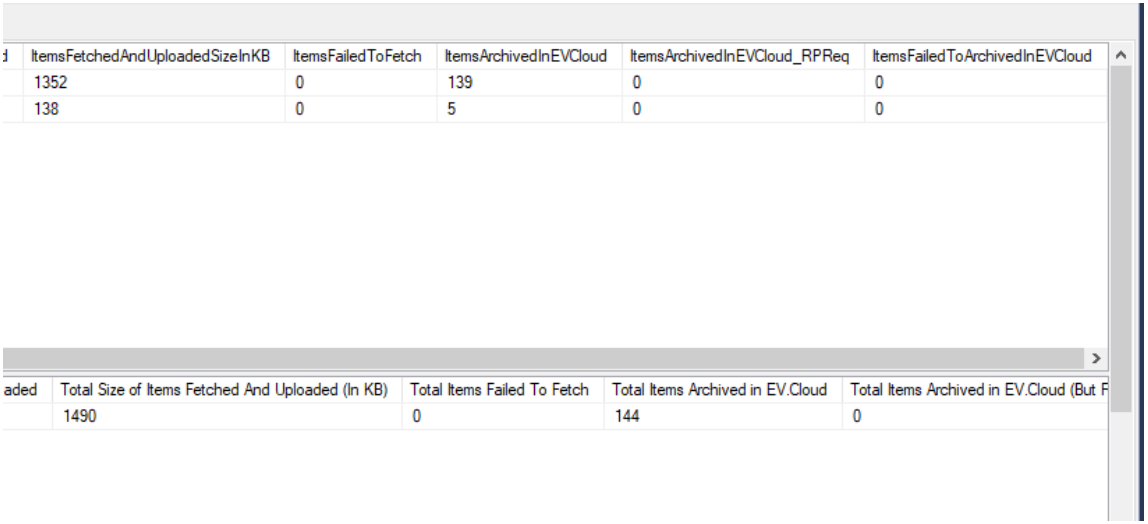
Sample output of the above command:



Results | Messages

	MbxDbId	MbxEmailId	Mailbox_Status	MbxFldrCount	MbxFldrSearched	MbxFldrExcluded	MbxFldrErrored	ItemsFound	ItemsExcluded	ItemsFetchedAndUploaded	ItemsFetchedAndUploadedSizeInKB	Item
1	1144	AdeleV@tg26t.onmicrosoft.com	FOLDERS_IDENTIFIED	47	14	33	0	206	67	139	1352	0
2	1145	alexw@tg26t.onmicrosoft.com	FOLDERS_IDENTIFIED	40	4	36	0	18	13	5	138	0

	Total Mailboxes	Total Items Found	Total Items Excluded	Total Items Fetched And Uploaded	Total Size of Items Fetched And Uploaded (In KB)	Total Items Failed To Fetch	Total Items Archived in EV.Cloud	Total Items Archived in EV.Cloud (But F
1	2	224	80	144	1490	0	144	0



ItemsFetchedAndUploadedSizeInKB	ItemsFailedToFetch	ItemsArchivedInEVCloud	ItemsArchivedInEVCloud_RPReq	ItemsFailedToArchivedInEVCloud
1352	0	139	0	0
138	0	5	0	0

aded	Total Size of Items Fetched And Uploaded (In KB)	Total Items Failed To Fetch	Total Items Archived in EV.Cloud	Total Items Archived in EV.Cloud (But F
	1490	0	144	0

Appendix

This appendix includes the following topics:

- Status Codes of Collection
- Status Codes of Mailbox Target
- Status Codes of Mailbox Folder Target
- Status Codes of Item Migration Status
- Status Codes Item Verification Status
- Configuration Settings
- Running Multiple Agents from same host
- Update Service Account Password
- Register Application for O365 Data Migration

Status Codes of Collection

The following table describes all the status codes associated with a Collection:

Status Code	Description
DOWNLOADED	- The data migration request is downloaded from Veritas Alta Archiving. - Data migration process has not yet started for this collection request
EXPANDING	- The Data migration has started for his collection, and it is currently in Expanding stage. - Refer to the "How Data Migration works" section of this document for more information.
FAILED_TO_EXPAND	- The Data Migration request has failed to expand (which means it failed to identify the Mailboxes associated with current collection).
EXPANDED	- The Data migration is in progress and has crossed and finished expanding.
SEARCHING	- The Data migration is in progress and is currently in the searching phase. - Refer to the "How Data Migration works" section of this document for more information.
FETCHING_AND _UPLOADING	- The Data migration is in progress and is currently in the "Fetching and Uploading" stage. - Refer to the "How Data Migration works" section of this document for more information.
VERIFYING _UPLOADED_ITEMS	- The Data migration is in progress and is currently in the "Verification" stage. - Refer to the "How Data Migration works" section of this document for more information.
COMPLETE	This Data collection is over.
TERMINATED	This Data Collection request was terminated by the user.

Status Codes of Mailbox Target

The following table describes all the status codes associated with Mailbox Target:

Status Code	Description
IDENTIFIED	- This mailbox has been identified for collection. - As migration progress, this mailbox will be searched for items.
EXCLUDED	- This mailbox is identified, but for valid reasons, it has been excluded from the collection. - This code does not indicate any problem by itself.
EXCLUDED_INVALID_MAILBOX	- This mailbox is excluded from migration because no such mailbox found in Office 365 / Exchange Online. - This code does not indicate any problem by itself.
EXCLUDED_UNLICENSED_MAILBOX	- This mailbox is excluded from migration, because this user mailbox is unlicensed in Office 365 / Exchange Online. Collection from such mailboxes is not supported due to limitation and restrictions from Microsoft. - This code does not indicate any problem by itself.
ERRORED	- The Data migration failed to search in this mailbox. - Identify the error reason and resolve the issue. - Re-try this mailbox target again.
FOLDERS_IDENTIFIED	- The Data migration has finished searching this mailbox for folders. All folders of this mailbox are successfully identified.

Status Codes of Mailbox Folder Target

The following table describes all the status codes associated with Index Volumes:

Status Code	Description
IDENTIFIED	- This mailbox folder has been identified for collection. - As migration progress, this mailbox folder will be searched for items.
EXCLUDED	- This mailbox folder is identified, but for valid reasons, it has been excluded from the collection. For example, this mailbox folder is empty, or folder class or path is configured to exclude such folder. - This code does not indicate any problem by itself.
SEARCHING	- This mailbox folder is currently in the Searching stage. Agents are communicating with the O365 to pull the list of items which belong to this folder. - if the mailbox folder is large, it is possible that the Searching phase can take a few minutes to complete.
ERRORED	- The Data migration failed to search in this mailbox folder. - Identify the error reason and resolve the issue. - Re-try this mailbox folder again.
SEARCH_COMPLETE	- The Data migration has finished searching this mailbox folder.

Status Codes of Item Migration Status

The following table describes all the Migration Status codes associated with items found during collection:

Status Code	Description
IDENTIFIED	- This item has been identified for collection.
UPLOAD_TASK _CREATED	- This item is queued for the “Fetch and Upload” process.
FETCHING_AND_UPLOADING	- This item is being Fetched and uploaded right now
UPLOADED	- This item is uploaded in Veritas Alta Archiving.
VERIFICATION_TASK_CREATED	- This item was Fetched and Uploaded in Veritas Alta Archiving. - And currently, this item is queued for the “Verification” process.
VERIFYING_POST_UPLOAD	- This item was Fetched and Uploaded in Veritas Alta Archiving. - And currently, this item is going through the Verification process.
UPLOADED_AND_VERIFIED	- This item was Fetched and Uploaded in Veritas Alta Archiving. - This item has finished the verification process as well. - No further action is required on this item.
UPLOADED_BUT_FAILED_TO_VERIFY	- This item was Fetched and Uploaded in Veritas Alta Archiving. - However, Veritas Alta Archiving failed to find this item during the Verification stage. - To fix this, Re-Run the migration of such items again.

ERRORED	- The agent failed to “Fetched and Uploaded” this item. - Identify the error reason and resolve the issue. - Re-Run the migration of such items again.

Status Codes Item Verification Status

The following table describes all the Verification Status codes associated with items found during collection:

Status Code	Description
NOT_YET_VERIFIED	- This item has not been verified so far.
QUEUED	- The in last verification process this item was found in the “Queued for Archiving” state in Veritas Alta Archiving
ARCHIVED	- This item is Archived in Veritas Alta Archiving.
DUPLICATE	- This item was already present (archived) in Veritas Alta Archiving. - If an item is migrated a second time, this verification status code is expected. - It does not indicate any error. Rather it confirms that the copy of this item is already archived earlier.
ARCHIVED_BUT _REPROCESS_IN_EVC	- This item is migrated and archived in Veritas Alta Archiving. - However, this item is neither discoverable nor appear in the expected user archive in Veritas Alta Archiving - Contact Veritas Alta Archiving support to help you resolve the reason because of which the item went in that status. - Re-run the Verification of such items again.

FAILED_TO_ARCHIVE	- Contact Veritas Alta Archiving support if your item gets into this verification code. - Once the issue is resolved, re-run the migration of such items again.
QUEUED_FOREVER	- The verification task waited for too long and retried verification multiple times. But every time it was found in the “Queued for Archiving” state in Veritas Alta Archiving”. - This may have occurred due to heavy incoming volume. - Re-Run the verification of such items again.

Configuration Settings

The following table describes configuration settings that you may need to change:

Configuration Name	Description
PathToSaveItemFromO365	- Default value is “C:\FetchedFromO365\”. - During data migration this folder on the agent machine is used like a temp folder in which it saves the copy of the EV item to later create a zip file out of it. This folder is cleaned automatically after its use. - It is recommended to change this value to a non-OS drive, for optimization.
MultiAgentGroups	- The default value is “true”, which enables the customer to run multiple Agent Groups in parallel, for large scale environment. - To run only a single setup of O365 Collector Agent, change the value of this setting to “false”.
EwsUrl	- The default value is “https://outlook.office365.com/EWS/Exchange.asmx”. - If the customer environment has a different URL, then change this value accordingly.

To view or change configuration settings, you can directly change those in the table named [Config] in the AgentGroup database. Once you change any configuration, you must restart the “Direct Migrator for O365” service on all the agents, for the config change to take effect.

Note: Do not modify any other settings.

Running Multiple Agents from same host

By default, a single instance of O365 Collector Agent runs on a given host. However, O365 Collector Agent can be configured to run multiple instances of Agent from the the same host. They are described as Virtual Agents. If the host machine CPU usage and memory usage is not high, such system can be further utilized to run one or more instances of Virtual Agents.

This section guides you on how to register and start a Virtual Agent:

Step 1: From an existing Collector Agent, which is installed and configured, copy its program files to a new directory reserved for the new virtual agent. For example, copy all files and folders from and to following folders:

Copy from: “D:\Program Files (x86)\Direct Migrator O365”

Copy to: “D:\Program Files (x86)\Direct Migrator O365 - vAgent01\” (Location for new virtual Agent)

Step 2: Decide the appropriate unique names for the following:

a) Service name: For example, “DMO365VirtualAgent01” (Must be unique on that host and must not have space in between)
b) Virtual Agent Name: For example, “VAgent01OnHostName” (No spaces in between. This name should not conflict with any existing O365 Collector Agent name)

Step 3: Delete the service if it already exists.

(Use command prompt in Admin mode for this operation)

Command: `sc.exe delete <service name>`

Example: `sc.exe delete DMO365VirtualAgent01`

Step 4: Register the service for Virtual Agent:

(Use command prompt in Admin mode for this operation)

Command:

```
sc.exe create [Service Name] binpath= "\"[Full path of
EVCAgent.exe]\" [Virtual Agent Name]" DisplayName= "Direct
Migrator for O365 - [Virtual Agent Name]" start= auto obj=
"[accountName]" password= "[password]"
```

1. Each of the [bracketed] items are replaced with the true arguments. (Keep the quotes, but don't keep the brackets.)

2. The spacing in the above example matters. Example "start= auto" is correct; "start=auto" is not.

Example:

For Virtual Agent 1, hosted on system named “SKIPTEV3”:

```
sc.exe create DMO365VirtualAgent01 binpath= "\"D:\Program Files
(x86)\Direct Migrator O365 - vAgent01\EVCAgent.exe\"
VAgent01OnSKIPTEV3" DisplayName= "Direct Migrator for O365 -
VAgent01OnSKIPTEV3" start= auto obj= "domain\someAdmin" password=
"Admin@123"
```

For Virtual Agent 2, hosted on system named “SKIPTEV3”:

```
sc.exe create DMO365VirtualAgent02 binpath= "\"D:\Program Files
(x86)\Direct Migrator O365 - vAgent02\EVCAgent.exe\"
VAgent02OnSKIPTEV3" DisplayName= "Direct Migrator for O365 -
VAgent02OnSKIPTEV3" start= auto obj= "domain\someAdmin" password=
"Admin@123"
```

For Virtual Agent 1, hosted on machine named “SKIPTEV4”:

```
sc.exe create DMO365VirtualAgent01 binpath= "\"D:\Program Files
(x86)\Direct Migrator O365 - vAgent01\EVCAgent.exe\"
VAgent01OnSKIPTEV4" DisplayName= "Direct Migrator for O365 -
VAgent01OnSKIPTEV4" start= auto obj= "domain\someAdmin" password=
"Admin@123"
```

Please notice there is a single space after params for each service. For example, “binpath=<space>Value”.

Step 5: Start the service

This section guides you on how to un-register a Virtual Agent:

Step 1: Stop the Virtual Agent Service

Step 2: Delete the service associated with the Virtual Agent

(Use command prompt in Admin mode for this operation)

Command: `sc.exe delete <service name>`

Example:

```
sc.exe delete DMO365VirtualAgent01
sc.exe delete DMO365VirtualAgent02
```

Update Service Account Password

If the password of the Veritas Alta Archiving service account is changed, then you must update the same in each Agent Group database.

Command to update the Veritas Alta Archiving service account password:

```
EVCAgentUtility.exe -Task UpdateEVCSvcAcctPwd
```

Register Application for O365 Data Migration

To be able to migrate data from Office 365 / Exchange Online mailboxes, an application must be registered with required permissions, and configured with O365 Collector Agent, to allow Collector Agent to access the O365 mailbox data for migration.

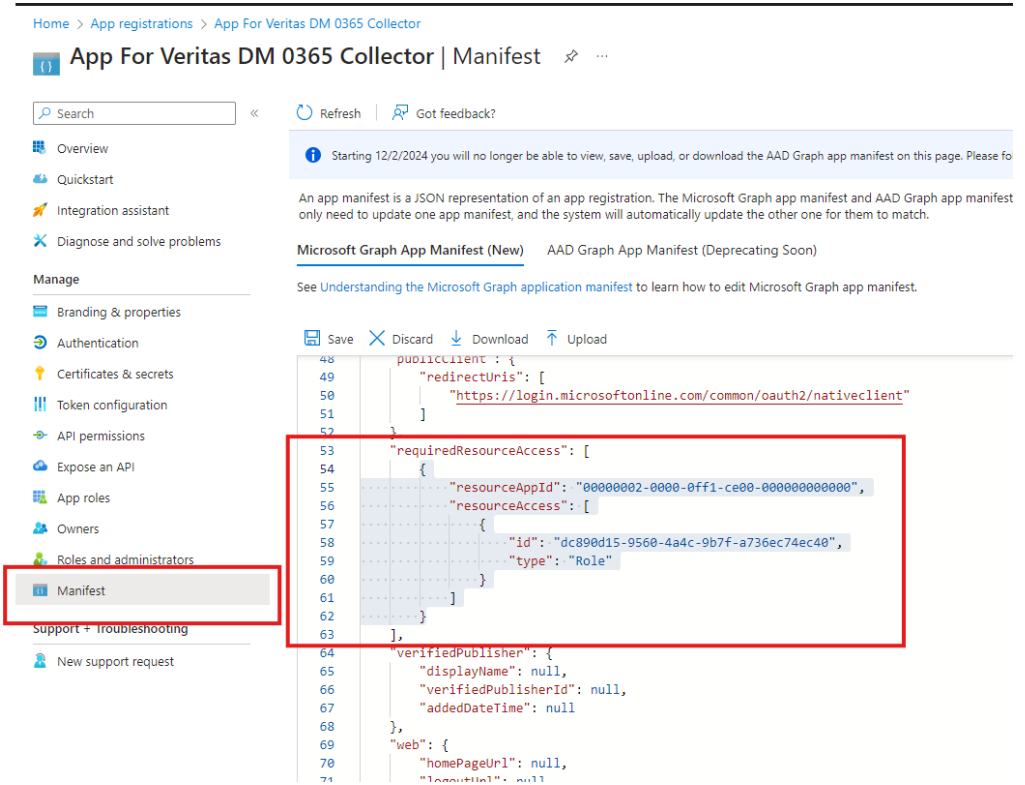
You can register an application in the Microsoft Entra admin center (formerly Azure Active Directory) or by using Microsoft Graph.

Following are the steps to Register the Application with required permissions for O365 Collector Agent:

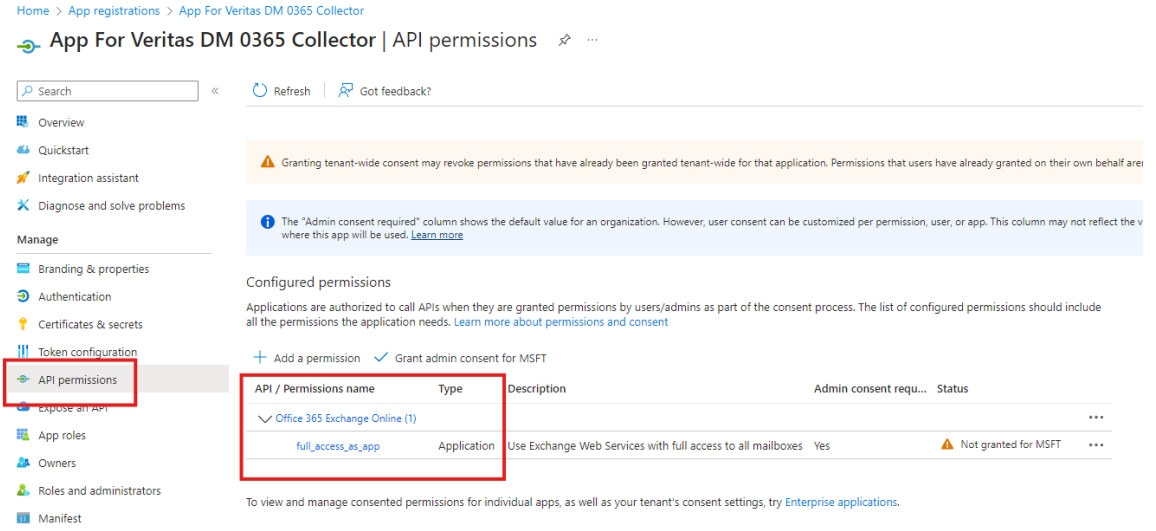
1. Open a browser and navigate to the Microsoft Entra admin center (https://entra.microsoft.com/) and login using a **Work or School Account**.
2. Select **Identity** in the left-hand navigation, then select **App registrations** under **Applications**.
3. Select **New registration**. On the **Register an application** page, set the values as follows.
    a. Set **Name** to a friendly name for your app. (Example: “App For Veritas DM O365 Collector”)
    b. Set **Supported account types** to the choice that makes sense for your scenario. (for most customers, “**Accounts in this organizational directory only (MSFT only - Single tenant)**” option will be applicable)
    c. For **Redirect URI**, change the dropdown to **Public client (mobile & desktop)** and set the value to https://login.microsoftonline.com/common/oauth2/nativeclient
4. Choose **Register**. On the next page, copy the values of the **Application (client) ID** and **Directory (tenant) ID** and save them, you will need them later, while configuring O365 Collector Agent.

5. Assign required permissions to this application, as follows:
    a. Select **Manifest** in the left-hand navigation under **Manage**.
    b. Locate the **requiredResourceAccess** property in the **manifest**, and add the following inside the square brackets ([]):

```
{
    "resourceAppId": "00000002-0000-0ff1-ce00-000000000000",
    "resourceAccess": [
        {
            "id": "dc890d15-9560-4a4c-9b7f-a736ec74ec40",
            "type": "Role"
        }
    ]
}
```



c. Select **Save**.
d. Select **API permissions** under **Manage**. Confirm that the **full_access_as_app** permission is listed for **Office 365 Exchange Online**.



e. Select **Grant admin consent for org** and accept the consent dialog.

6. Select **Certificates & Secrets** in the left-hand navigation under **Manage**.
7. Select **New client secret**, enter a short description, select appropriate value of **Expires** (duration under which the migration is expected to get over) and select **Add**.
8. Copy the **Value** of the newly added **client secret** and save it, you will need it later, while configuring O365 Collector Agent.

At this point, you will have the following 3 values of the registered app, which we you will need to specific in O365 Collector Agent Configuration:

A. Directory (tenant) ID
B. Application (client) ID
C. Client secret