

Overview

This section includes the following topics:

- [About this guide](#)
- [About Folder Sync 1.12](#)
- [Revision history](#)
- [Prerequisite knowledge](#)

About this guide

This guide describes version 1.12 of the Veritas Enterprise Vault.cloud™ Folder Sync application, which provides Folder Sync for Office 365.

“ ”

Note: This version has now been superseded by Folder Sync 1.13, which supports both Office 365 and Exchange on-premises folder synchronization. New users should use Folder Sync 1.13, and existing users should upgrade to Folder Sync 1.13. For more information about Folder Sync 1.13, see the following article on our support site:<http://www.veritas.com/docs/000127562>.

“ ”

The guide describes how to:

- Install and configure Folder Sync 1.12.
- Use Folder Sync 1.12 to perform and manage the replication of Office 365 mailbox folder structures to Personal.cloud.
- Monitor the results of the folder synchronizations.
- Troubleshoot issues with Folder Sync 1.12.

This guide is also available in PDF format. The PDF version can be downloaded from the following location on the Veritas Support website: <http://www.veritas.com/docs/000125973>.

More Information

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About Folder Sync 1.12

Folder Sync 1.12 is an Enterprise Vault.cloud add-on application that synchronizes users' Office 365 mailbox folder structures to Personal.cloud.

“ ”

Note: Folder Sync 1.12 supports Office 365 mailbox folder synchronization only. You cannot upgrade from a previous version of Folder Sync to this version.

“ ”

A Folder Sync synchronization does the following for each targeted mailbox, if the mailbox has a provisioned account in your company's Enterprise Vault.cloud archive:

- It synchronizes the mailbox's folder structure to Personal.cloud.
- It moves the archived items in Personal.cloud to their synchronized folders.

If users create, rename, or move mailbox folders, or move items between folders, Folder Sync updates the folder structure and the item locations during subsequent synchronizations.

Following the application installation the Folder Sync configuration takes you through the steps to create the SQL Server database and installs the Folder Sync's ArchiveTools Management Console. You can then use the Management Console to configure the connections with Enterprise Vault.cloud and Office 365.

The ArchiveTools Management Console then lets you run, schedule, and manage the Item Sync task that performs the mailbox folder synchronizations. A synchronization can be started manually at any time. You can also set up regular scheduled synchronizations. The scheduled synchronizations can be set to target automatically any new mailboxes that get added between synchronizations.

“ ”

Note: Personal.cloud supports up to 6,000 folders. When users access Personal.cloud, they may experience a significant loading time if their mailbox has a large number of folders. For more than 4,000 folders, a user may experience a loading time of up to 5 minutes.



Folder Sync is purchasable on a per-user basis. Contact your Enterprise Vault.cloud support representative for more information about purchasing the service.

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Revision history

Table: [Folder Sync for Office 365 revision history](#) lists the changes to Folder Sync in recent releases.

Table: Folder Sync for Office 365 revision history

FOLDER SYNC VERSION	RELEASE DATE	CHANGES
Folder Sync 1.12	March 2017	This is the first generally available version of Folder Sync for Office 365 mailbox synchronization.
(V1.94.6296.26980 binaries)		You cannot upgrade from previous versions of Folder Sync to this version.

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Prerequisite knowledge

Prerequisite knowledge

Folder Sync 1.12 should be installed, configured, and maintained by a qualified Microsoft Office 365 administrator.

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Requirements for Folder Sync

This section includes the following topics:

- [Folder Sync Microsoft SQL Server requirements](#)
- [Requirements for the server on which Folder Sync is installed](#)

Folder Sync Microsoft SQL Server requirements

Folder Sync requires a SQL Server database. When you perform the initial configuration of Folder Sync you must specify the SQL Server instance that Folder Sync is to use.

Folder Sync 1.12 supports Microsoft SQL Server Standard or Enterprise 2012, 2014, or 2016, with the latest service packs applied.

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Note: We recommend for performance purposes that the SQL Server is located on a standalone computer, not on the computer on which Folder Sync is installed.

“ ”

The computer that hosts SQL Server requires the following resources:

- For synchronization of fewer than 5000 mailboxes, a minimum of 2 CPU and 8 GB RAM.
- For synchronization of more than 5000 mailboxes, a minimum of 4 CPU and 16 GB RAM.

“ ”

Note: You may want to consider a high-availability solution for your SQL Server environment. A high-availability solution can help to minimize or mitigate the effect of system downtime. See the following Microsoft article, or its equivalent for your SQL Server version:[https://msdn.microsoft.com/en-us/library/ms190202\(v=sql.130\).aspx](https://msdn.microsoft.com/en-us/library/ms190202(v=sql.130).aspx).

“ ”

More Information

Requirements for the server on which Folder Sync is installed

Requirements for the server on which Folder Sync is installed

For optimal performance, we recommend that you install the Folder Sync application on a standalone server or standalone virtual machine. We recommend that you do not install Folder Sync on an Active Directory domain controller due to the effect on performance.

[Table: Folder Sync 1.12: server requirements](#) specifies the other requirements for the server on which you install Folder Sync 1.12.

Table: Folder Sync 1.12: server requirements

ITEM	REQUIREMENT AND DETAILS
Operating system	Microsoft Windows Server 2012 R2 or later, Standard Edition or Enterprise Edition
	Note: User Account Control (UAC) must be turned off, or you must install and run Folder Sync as an administrator.
CPU and RAM	4 CPU with at least 4 GB RAM. 8 GB RAM or more is recommended.
	For more information about the recommended requirements for your particular Office 365 configuration, contact Veritas Services & Support .
Network connection	Fast Internet connection.
Microsoft .NET Framework	Microsoft .NET Framework 3.5 SP1, or 4.0.
SQL Report Viewer	Microsoft Report Viewer 2012 runtime redistributable package
	Note: This version is required even if you are using the 2014 or 2016 version of SQL Server.

ITEM	REQUIREMENT AND DETAILS
	You can download this package from the following Microsoft article:
	https://www.microsoft.com/en-gb/download/details.aspx?id=35747
SQL Server System CLR Types package	SQLSysClrTypes 2012
	Note: This version is required even if you are using the 2014 or 2016 version of SQL Server.
	This package is a prerequisite for the Microsoft Report Viewer 2012. Download instructions are available from the Microsoft Report Viewer 2012 download page.
Azure Active Directory Module for Windows PowerShell	AdministrationConfig-V1.1.166.0-GA.msi
	You can download this file from the following Microsoft article:
	http://connect.microsoft.com/site1164/Downloads/DownloadDetails.aspx?DownloadID=59185
Internet Ports	Port 433 must be open to allow communication to the required Veritas web sites and Office 365 end points.

More Information

[Folder Sync Microsoft SQL Server requirements](#)

Preparing the service accounts

This section includes the following topics:

- [About the service accounts that Folder Sync requires](#)
- [Preparing the Folder Sync service account](#)
- [Preparing the Office 365 service account](#)

About the service accounts that Folder Sync requires

During the installation and configuration of Folder Sync 1.12 you must supply the credentials for the following service accounts.

Table: Folder Sync 1.12: account requirements

ACCOUNT	DESCRIPTION	REFERENCE FOR DETAILS
Folder Sync service account	During the installation of Folder Sync you must specify a Windows service account for the Folder Sync application to run under. This account must have the necessary attributes.	See Preparing the Folder Sync service account .
Enterprise Vault.cloud Admin service account	During the configuration of Folder Sync's Item Sync Properties you must provide the credentials of an Enterprise Vault.cloud Administrator account.	See the Enterprise Vault.cloud Archive Administration help for more information about Enterprise Vault.cloud administrator role assignment.
	The account must have the administrator role in the Enterprise Vault.cloud Administration Console under Role Management > Assign Accounts.	

ACCOUNT	DESCRIPTION	REFERENCE FOR DETAILS
Office 365 service account	During the configuration of Folder Sync's Item Sync Properties you must provide the credentials of a Microsoft Office 365 account that has the required roles assigned.	See Preparing the Office 365 service account .

Preparing the Folder Sync service account

During the installation of Folder Sync you must specify a Windows service account with the required attributes, that the ArchiveTools Folder Sync service can run under.

To prepare the Folder Sync service account

1. Create a Windows Active Directory domain user account for Folder Sync, with a non-expiring password.
2. Make the account a member of the local Administrators group on the server on which Folder Sync is to be installed.
3. In SQL Server Management Studio, create a login for the account and give the SQL Server login the **dbcreator** server role. This server role is required to enable Folder Sync to deploy its database.

More Information

[About the service accounts that Folder Sync requires](#)

Preparing the Office 365 service account

When you configure Folder Sync 1.12 you must provide the credentials of a Microsoft Office 365 account that Folder Sync can use to synchronize the Office 365 mailboxes.

“ ”

Note: You must not use the account that Enterprise Vault.cloud Office 365 Sync uses for Office 365 account synchronization.



The Office 365 account must have the following role assignments:

- The account must be assigned to the following Office 365 administrator roles: Exchange administrator, Service administrator, User management administrator.
- In the Office 365 Exchange admin center, the account must be a member of an Exchange management role group that includes the management roles ApplicationImpersonation, View-Only Configuration, and View-Only Recipients.

The following procedure describes how you can create an account with these required permissions from the Office 365 Admin center.

To prepare the Office 365 service account

1. Sign in to Microsoft Office 365 as a global administrator.
2. Click the Admin app to open the Office 365 Admin center.
3. Under **Users>Active Users**, click **+ Add a user**.
4. Complete the New user dialog, including the following role assignment:

Expand **Roles**, select **Customized administrator** , and then select the following roles:

- **Exchange administrator-Service administrator-User management administrator** Then click **Add** to add the new user.

1. In the left menu bar of the Office 365 Admin center, expand **Admin centers** (Admin in the old admin center), and select **Exchange**.
2. In the left navigation pane of the Exchange admin center, click **permissions**.
3. On the **admin roles** page, click the **+ +** icon to create a new role group.
4. At the top of the new role group window, enter a role group name in the Name field. Enter a suitable name such as **Folder Sync App Impersonation** .

You can also add a description such as **For use by Enterprise Vault.cloud Folder Sync** .

1. In the Roles section of the new role group window, click the **+** icon.
2. In the Select a Role window, select each of the following roles from the list, and click **add** to add them to the role group:

- **ApplicationImpersonation-View-Only Configuration-View-Only Recipients**

3. Click **OK** to close the Select a Role window and to return to the new role group window.
4. In the Members section of the new role group window, click the **+** icon.
5. In the Select Members window, select the new account that you are using as the Office 365 service account, and then click **Add**.
6. Click **OK** to close the Select Members window and to return to the new role group window.
7. Click **Save** to save the new role group.

The new role group now appears in the list of Admin Role Groups on the admin roles page.

“ ”

Note: If you do not see the new role group, wait several minutes and then refresh the page.

“ ”

1. Select the new role group in the **admin roles** list. Confirm that the three required roles are shown as assigned roles, and that the account that is to act as the Office 365 service account is listed as a member.

“ ”

Note: A long propagation time may be required for an account to acquire any new or changed role settings. You can also use PowerShell commands such as `get-managementroleassignment` and `get-rolegroupmember` to confirm that the new settings have taken effect. For more information on PowerShell commands see Microsoft's support documentation.

“ ”

More Information

[About the service accounts that Folder Sync requires](#)

Installing and configuring Folder Sync

This section includes the following topics:

- [About installing and configuring Folder Sync](#)
- [Installing the Folder Sync application](#)
- [Configuring the initial setup of Folder Sync](#)
- [Configuring the Item Synch task's message service settings](#)
- [Processing Office 365 shared mailboxes](#)
- [Restarting the Item Synch task](#)

About installing and configuring Folder Sync

Follow this process to install and configure the Folder Sync 1.12 application:

Table: Steps to install and configure Folder Sync

STEP	ACTION	REFERENCE
Step 1	Install the Folder Sync application	See Installing the Folder Sync application .
Step 2	Configure the initial setup of Folder Sync	See Configuring the initial setup of Folder Sync .
Step 3	Configure the Folder Sync Item Synch message service settings.	See Configuring the Item Synch task's message service settings .
Step 4	Choose whether to include Office 365 shared mailboxes for processing.	See Processing Office 365 shared mailboxes .
Step 5	Restart the Item Synch task.	See Restarting the Item Synch task .

Installing the Folder Sync application

Before you install the Folder Sync application, make sure that the server on which you plan to install it meets all of the requirements.

See [Requirements for the server on which Folder Sync is installed](#).

“ ”

Note: You cannot upgrade from a previous version of Folder Sync to this version.

“ ”

To install the Folder Sync application

1. Download the compressed Folder Sync 1.12 setup file from the following location on our Support website:

<http://www.veritas.com/docs/000125973>

1. Extract the contents of the compressed setup file.
2. Run FolderSync 1.12 Setup.msi.
3. The ArchiveTools Folder Sync setup wizard displays. Click **Next** to proceed with the installation of Folder Sync.
4. Specify the installation location for Folder Sync, and then click **Next** to continue.

We recommend that you use the default location.

1. In the Enter Service Account and Password window, provide the logon credentials for the Folder Sync service account:
 - Enter the Folder Sync service account user name in the format `Domain\ServiceAccount`
 - Enter the password for the Folder Sync service account, and then re-enter the password to confirm it.
2. Click **Install** to continue with the installation.
3. The setup wizard indicates when the setup has completed. To continue to the configuration options, keep **Launch Archive Tools Configuration** checked and click **Finish**.

If you chose to launch the configuration, the Configuration wizard appears.

See [Configuring the initial setup of Folder Sync](#).

More Information

[About installing and configuring Folder Sync](#)

Configuring the initial setup of Folder Sync

After you have installed the Folder Sync application you must run its configuration wizard to configure the Folder Sync database and to complete the initial setup of Folder Sync.

To configure the initial setup of Folder Sync

1. If the Archive Accelerator Configuration Wizard is not already running, start it as follows:
 - Log on to the Folder Sync server using the Folder Sync service account credentials.
 - Click **Start** and select **All Programs > ArchiveTools > ArchiveTools Configuration**.
2. The Archive Accelerator Configuration Wizard prompts you for the SQL instance to use for the ArchiveAccelerator database.

Specify the SQL Server instance that Folder Sync is to use, in the following format:

```
SQL_computer_name\SQL_instance
```

“ ”

Note: If you want to use the default SQL instance, omit the `SQL_instance` and specify only the following: `SQL_computer_name\`

“ ”

1. Click **Next**. The Archive Accelerator Configuration Wizard displays your configuration settings.
2. Click **Next** to begin the configuration.

The Archive Accelerator Configuration Wizard notifies you when the configuration is complete and the Archive Tools Management Console has been installed.

More Information

[About installing and configuring Folder Sync](#)

Configuring the Item Synch task's message service settings

As part of the initial configuration of Folder Sync you must configure the settings for the Item Synch task's message service.

To configure the Folder Sync Item Synch task's message service settings

1. Log on to the Folder Sync server using the Folder Sync service account credentials.
2. Click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
3. In the left pane of the Management Console, expand the Archive Accelerator node.
4. Select the Task List folder.
5. In the Task List pane, right-click the Item Synch folder and select **Properties**.
6. On the Item Synch Properties dialog, select the Message Service Settings for *computer_name* tab.

Item Synch Properties

Item Synch Scheduling | Message Service Settings for EVSRV

Mailbox Settings

Process Deleted Items folder Deselect Disabled Mailboxes

Enterprise Vault.cloud Data Center Location

Enterprise Vault.cloud Data Center Location:

Server: Custom

Enterprise Vault.cloud Admin Service Account

Username:

Password:

Use SSL

Exchange/Office 365 Service Account

Username:

EWS Endpoint:

PowerShell Endpoint:

PowerShell Authentication: Basic

Service Options

Auto Select New Mailboxes

Concurrent Mailboxes:

7. Enter the required configuration information on the Message Service Settings tab. See the following table for more information:

<p>MAILBOX SETTINGS</p>	<p>PROCESS DELETED ITEMS FOLDER . SELECT THIS OPTION IF YOU WANT TO PROVIDE FOLDER SYNC USERS WITH A DELETED ITEMS FOLDER IN PERSONAL.CLOUD\:</p>
	<p>- IF THIS CHECK BOX IS SELECTED, ANY ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK APPEAR IN THE DELETED ITEMS FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>- IF THIS CHECK BOX IS CLEARED, THE DELETED ITEMS FOLDER DOES NOT APPEAR WITH THE OTHER SYNCHRONIZED FOLDERS IN PERSONAL.CLOUD. ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK REMAIN IN THE ORIGINAL MAILBOX FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>DESELECT DISABLED MAILBOXES : SELECT THIS OPTION IF YOU WANT TO PREVENT FOLDER SYNC FROM SYNCHRONIZING DISABLED MAILBOXES.</p>
<p>Enterprise Vault.cloud Data Center Location</p>	<p>This setting must specify the geographical location of your Enterprise Vault data center.</p>
	<p>Server : In the drop-down list, select the geographical location of your Enterprise Vault data center.</p>
	<p>Folder Sync then populates the data center location box with the appropriate value.</p>
	<p>Note: If your data center location is not listed or if you are unsure about what to select, contact Veritas Support.</p>

<p>MAILBOX SETTINGS</p>	<p>PROCESS DELETED ITEMS FOLDER . SELECT THIS OPTION IF YOU WANT TO PROVIDE FOLDER SYNC USERS WITH A DELETED ITEMS FOLDER IN PERSONAL.CLOUD\:</p>
	<p>- IF THIS CHECK BOX IS SELECTED, ANY ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK APPEAR IN THE DELETED ITEMS FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>- IF THIS CHECK BOX IS CLEARED, THE DELETED ITEMS FOLDER DOES NOT APPEAR WITH THE OTHER SYNCHRONIZED FOLDERS IN PERSONAL.CLOUD. ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK REMAIN IN THE ORIGINAL MAILBOX FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>DESELECT DISABLED MAILBOXES : SELECT THIS OPTION IF YOU WANT TO PREVENT FOLDER SYNC FROM SYNCHRONIZING DISABLED MAILBOXES.</p>
<p>Enterprise Vault.cloud Admin Service Account</p>	<p>Username : Type the user name for the Enterprise Vault.cloud Administration Console service account, in the format <code>administrator@company.com</code> .</p>
	<p>Password : Type the password for the account.</p>
<p>Use SSL</p>	<p>Use SSL : Select this option if you want to use a secure connection between the Folder Sync server and the Enterprise Vault.cloud archive server.</p>
<p>Exchange/Office 365 Service Account</p>	<p>Username : Click Select Account and then enter the credentials for your prepared Office 365 service account.</p>

<p>MAILBOX SETTINGS</p>	<p>PROCESS DELETED ITEMS FOLDER . SELECT THIS OPTION IF YOU WANT TO PROVIDE FOLDER SYNC USERS WITH A DELETED ITEMS FOLDER IN PERSONAL.CLOUD\:</p>
	<p>- IF THIS CHECK BOX IS SELECTED, ANY ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK APPEAR IN THE DELETED ITEMS FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>- IF THIS CHECK BOX IS CLEARED, THE DELETED ITEMS FOLDER DOES NOT APPEAR WITH THE OTHER SYNCHRONIZED FOLDERS IN PERSONAL.CLOUD. ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK REMAIN IN THE ORIGINAL MAILBOX FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>DESELECT DISABLED MAILBOXES : SELECT THIS OPTION IF YOU WANT TO PREVENT FOLDER SYNC FROM SYNCHRONIZING DISABLED MAILBOXES.</p>
	<p>EWS Endpoint : Use the supplied value for the Exchange Web Services endpoint:</p>
	<p>https://outlook.office365.com/EWS/Exchange.asmx</p>
	<p>PowerShell Endpoint : Use the supplied value for the PowerShell endpoint:</p>
	<p>https://ps.outlook.com/powershell</p>
	<p>PowerShell Authentication : Leave the authentication value set to Basic .</p>
<p>Service Options</p>	<p>Auto Select New Mailboxes : Select this option if you want scheduled Folder Sync synchronizations to target any new mailboxes that are added between the</p>

<p>MAILBOX SETTINGS</p>	<p>PROCESS DELETED ITEMS FOLDER . SELECT THIS OPTION IF YOU WANT TO PROVIDE FOLDER SYNC USERS WITH A DELETED ITEMS FOLDER IN PERSONAL.CLOUD\:</p>
	<p>- IF THIS CHECK BOX IS SELECTED, ANY ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK APPEAR IN THE DELETED ITEMS FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>- IF THIS CHECK BOX IS CLEARED, THE DELETED ITEMS FOLDER DOES NOT APPEAR WITH THE OTHER SYNCHRONIZED FOLDERS IN PERSONAL.CLOUD. ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK REMAIN IN THE ORIGINAL MAILBOX FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>DESELECT DISABLED MAILBOXES : SELECT THIS OPTION IF YOU WANT TO PREVENT FOLDER SYNC FROM SYNCHRONIZING DISABLED MAILBOXES.</p>
	<p>synchronizations. For every newly added mailbox, Folder Sync sets the Selected value to True in the mailbox database table.</p>
	<p>Note: If you select this option before Folder Sync has performed its first scheduled synchronization, Folder Sync also sets the Selectedvalue to Truefor all existing Office 365 mailboxes. Scheduled synchronizations target all existing mailboxes in addition to any newly added ones. If you select this option after Folder Sync has performed its first scheduled synchronization, Folder Sync does not change the Selectedvalue for existing mailboxes. Only newly added mailboxes are targeted automatically.</p>

<p>MAILBOX SETTINGS</p>	<p>PROCESS DELETED ITEMS FOLDER . SELECT THIS OPTION IF YOU WANT TO PROVIDE FOLDER SYNC USERS WITH A DELETED ITEMS FOLDER IN PERSONAL.CLOUD\:</p>
	<p>- IF THIS CHECK BOX IS SELECTED, ANY ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK APPEAR IN THE DELETED ITEMS FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>- IF THIS CHECK BOX IS CLEARED, THE DELETED ITEMS FOLDER DOES NOT APPEAR WITH THE OTHER SYNCHRONIZED FOLDERS IN PERSONAL.CLOUD. ITEMS THAT ARE MOVED TO THE DELETED ITEMS FOLDER IN OUTLOOK REMAIN IN THE ORIGINAL MAILBOX FOLDER IN PERSONAL.CLOUD AFTER SYNCHRONIZATION.</p>
	<p>DESELECT DISABLED MAILBOXES : SELECT THIS OPTION IF YOU WANT TO PREVENT FOLDER SYNC FROM SYNCHRONIZING DISABLED MAILBOXES.</p>
	<p>Note: Do not select the Auto Select New Mailboxes option unless you have sufficient Folder Sync licenses for the provisioned Personal.cloud users in your Office 365 environment.</p>
	<p>Concurrent Mailboxes : Select the number of threads to use for concurrent mailbox synchronizations. The default value of 30 is recommended for most configurations.</p>
<p>Test Connection</p>	<p>Test Connection : When you have entered all of the configuration information, click Test Connection to test whether Folder Sync can make the connection to your Enterprise Vault.cloud company with the supplied details.</p>

8. When you have successfully tested the connection, click **OK**.

Then continue with the remaining configuration steps:

- If required, configure Folder Sync to process shared mailboxes.

See [Processing Office 365 shared mailboxes](#).

- Restart the Item Synch task to complete the configuration.

See [Restarting the Item Synch task](#).

More Information

[About installing and configuring Folder Sync](#)

Processing Office 365 shared mailboxes

You must change a configuration file setting if you want Folder Sync to process the folders that are associated with Office 365 shared mailboxes.

To process Office 365 shared mailboxes

1. On the Folder Sync server, navigate to the Folder Sync installation folder, typically `C:\Program Files\ArchiveTools\ArchiveTools Folder Sync`
2. Take a backup copy of the file `ArchiveAcceleratorSynchService.exe.config` and paste it in a suitable location in case you want to revert to it later.
3. Open `ArchiveAcceleratorSynchService.exe.config` with a text editor such as Notepad.
4. Find the setting `AreSharedMailboxesIncluded`.
5. Change the value of this setting to **True**.
6. Close the file, and save the changes.
7. Restart the Item Synch task.

See [Restarting the Item Synch task](#).

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Restarting the Item Synch task

After you configure the Item Synch message service settings you can restart the Item Synch task to trigger Folder Sync to check whether a provisioned archive account exists for each mailbox. Folder Sync does not perform folder synchronizations for a mailbox until it has confirmed that a provisioned account exists for the mailbox in your company's Enterprise Vault.cloud archive.

“ ”

Note: You must also restart the Item Synch task if you make changes to the Folder Sync configuration file `ArchiveAcceleratorSynchService.exe.config`.

“ ”

A restart of the Item Synch task triggers a check for provisioned archive accounts if at least 60 minutes have passed since the provisioned accounts were last checked.

To restart the Item Synch task

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Select the Task List folder.
4. In the Task List pane, right-click the Item Synch folder and select **Stop**.
5. Wait for the status of the Item Synch task to change to Stopped. If necessary, click **Refresh** in the Actions pane to refresh the display.
6. In the Task List pane, right-click the Item Synch folder and select **Start**.

Confirm that the status of the Item Synch task changes back to Started. If necessary click **Refresh** in the Actions pane to refresh the display.

“ ”

Note: If the mailbox account synchronization has succeeded for a mailbox, the mailbox database table in the ArchiveTools Management Console shows the account ID in the `Account ID` column.



More Information

[Folder Sync fails to work for some mailboxes](#)

[About installing and configuring Folder Sync](#)

Running and scheduling Folder Sync synchronizations

This section includes the following topics:

- [About performing and scheduling Folder Sync synchronizations](#)
- [Performing a "Run Now" Folder Sync synchronization](#)
- [Configuring scheduled Folder Sync synchronizations](#)
- [About Folder Sync scheduling and choosing a scheduling strategy](#)
- [Creating scheduled Folder Sync synchronization events](#)
- [Selecting the mailboxes to target for scheduled Folder Sync synchronizations](#)
- [Changing the iterative restart period for scheduled Folder Sync synchronization events](#)

About performing and scheduling Folder Sync synchronizations

From the ArchiveTools Management Console you can create a Folder Sync synchronization event to run immediately. You can also configure folder synchronization events to run on a schedule at a specific day and time each week. In both cases you must select the mailboxes that you want Folder Sync to process.

- See [\(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization"\)](#).
- See [Configuring scheduled Folder Sync synchronizations](#).

More Information

[About installing and configuring Folder Sync](#)

Performing a "Run Now" Folder Sync synchronization

From the ArchiveTools Management Console you can perform a Folder Sync synchronization immediately for one or more mailboxes.

Folder Sync may take some time to complete the processing of all of the mailboxes. The processing time depends on several factors including the number of selected mailboxes and the size of the mailboxes.

“ ”

Note: You cannot prioritize mailboxes for synchronization. Folder Sync synchronizes the selected mailboxes in alphabetical order, as shown in the ArchiveTools Management Console.

“ ”

To perform a Run Now Folder Sync synchronization

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Archive Tools node.
4. Expand the Servers node.
5. Expand the All Mailboxes node.

The main pane then displays the mailbox database table, which shows the Folder Sync status for each mailbox in the mailbox database.

1. In the list of mailboxes, select the mailboxes on which you want to run the synchronization.

To select multiple mailboxes, hold down the Ctrl key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the Shift key while you select the mailboxes.

“ ”

Note: To select all of the mailboxes that are currently provisioned in Enterprise Vault.cloud, sort the table on the Archived column, then select all of the mailboxes that have the value True in that column.

“ ”

1. Right-click any one of the selected mailboxes, and choose **Run Now**.
2. On the Run Now dialog, click **OK** to start the Folder Sync synchronization.

“ ”

Note: You should never normally select the Reset Mailbox(es) check box. This feature must only be used with the assistance of Veritas Services & Support. See About the Reset Mailbox(es) option.

“ ”

The Status column displays the Folder Sync synchronization status for each mailbox. To update the Status column, click **Refresh**.

More Information

[About performing and scheduling Folder Sync synchronizations](#)

[Configuring scheduled Folder Sync synchronizations](#)

About the Reset Mailbox(es) option

When you select one or more mailboxes and then select Run Now from the right-click menu, the Run Now dialog appears. The dialog includes a Reset Mailbox(es) check box, which you should always keep unchecked unless you are advised otherwise.

“ ”

Note: Never select the Reset Mailbox(es) check box unless Veritas Services & Support advise you to do so. Do not use the Reset Mailbox(es) option simply because a mailbox encountered errors while processing.

“ ”

If the Reset Mailbox(es) option is selected when you click OK on the Run Now dialog, the Run Now operation executes a reset on all of the selected mailboxes. The next time that Folder Sync processes a reset mailbox, the mailbox is processed as if for the first time.

More Information

(../performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization")

[About performing and scheduling Folder Sync synchronizations](#)

Configuring scheduled Folder Sync synchronizations

The Folder Sync scheduling feature lets you configure folder synchronization events to run on a schedule.

Table: [Steps to configure scheduled Folder Sync synchronization events](#) lists the steps to consider when you configure scheduled Folder Sync synchronizations. Note that the steps can be performed and repeated in any order, as required.

Table: Steps to configure scheduled Folder Sync synchronization events

STEP	REFERENCE
Understand the scheduling process, and decide on a suitable folder synchronization schedule.	See About Folder Sync scheduling and choosing a scheduling strategy .
Create one or more scheduled synchronization events.	See Creating scheduled Folder Sync synchronization events .
Select the target mailboxes for the scheduled folder synchronization events.	See Selecting the mailboxes to target for scheduled Folder Sync synchronizations .
If required, modify the pause period between iterative reruns of the scheduled folder synchronization events.	See Changing the iterative restart period for scheduled Folder Sync synchronization events .

More Information

[About performing and scheduling Folder Sync synchronizations](#)

(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization")

About Folder Sync scheduling and choosing a scheduling strategy

Folder Sync lets you configure folder synchronization events to run on a schedule. Note the following about the scheduled synchronization events:

- Each scheduled synchronization event runs once a week, on the day and time that you specify. For example, if you schedule an event to run on Wednesdays at 9:00 P.M., the event runs every Wednesday at that time until you remove the event. To configure Folder Sync to run on multiple days of the week you can create a separate synchronization event for each day.
- For each scheduled synchronization event you must define a duration period, which can be up to 23 hours and 59 minutes.

“ ”

Note: We recommend that you avoid periods when the Folder Sync server is busy with system tasks, such as backup.

“ ”

- The time that Folder Sync takes to complete the processing of all of the mailboxes depends on several factors, including:
 - The number of selected mailboxes.
 - The size of the mailboxes.
 - The duration period that you set for the scheduled synchronization events.

The processing may take a considerable time to complete if you synchronize a large number of mailboxes, or if the mailboxes hold a lot of items.

- If the Item Synchron task fails to process all of the mailboxes within the event duration period, it resumes the synchronization where it left off in the next scheduled event.
- If the Item Synchron task completes the processing of all the mailboxes within the event duration period, it pauses for a set time and then begins to process the mailboxes again from the beginning. The pause period is referred to as the iterative restart period. The default value of the iterative restart period is 60 minutes. You can change this period if you want.

See [Changing the iterative restart period for scheduled Folder Sync synchronization events](#).

- You cannot select different mailboxes for different scheduled synchronization events. If you want to perform a synchronization for an extemporary list of mailboxes, perform a Run Now synchronization.
- Folder Sync processes the selected mailboxes in alphabetical order, as shown in the ArchiveTools Management Console. You cannot prioritize mailboxes for synchronization.

The following example illustrates the behavior of Folder Sync with a single scheduled synchronization. Suppose that you configure a single synchronization event to run on Mondays starting at 2:00 A.M. and with a duration of 2 hours. Suppose also that the iterative restart period is set to the default value of 60 minutes. The processing proceeds as follows:

- The Folder Sync Item Synch task begins the synchronization at 2:00 A.M. on Monday.
- Suppose that it takes the task 45 minutes to complete the processing of all of the selected mailboxes. The task completes the synchronizations at 2:45 A.M.
- The Item Synch task then pauses processing for the iterative restart period of 60 minutes.
- At 3:45 A.M. the task begins a rerun of the mailbox synchronizations again, from the beginning.
- At 4:00 A.M. the end of the event duration period is reached, so the Item Synch task stops processing the mailboxes. Only some of the mailboxes were processed for a second time.
- At the beginning of the next scheduled synchronization event on the following Monday, the Item Synch tasks restarts the synchronization from the mailbox where it left off previously.

In practice you need to set an aggressive synchronization strategy to ensure that new emails are synchronized from the Exchange folders to the archive folders without much delay. For example you can:

- Create a synchronization event for every day of the week.
- Configure each synchronization event to run with a duration period that is as long as possible. You can configure a duration of up to 23 hours and 45 minutes.

“ ”

Note: Avoid periods when the Folder Sync server is busy with system tasks such as backup.

“ ”

- Reduce the iterative restart period to 30 minutes.

More Information

[Configuring scheduled Folder Sync synchronizations](#)

[Creating scheduled Folder Sync synchronization events](#)

[Selecting the mailboxes to target for scheduled Folder Sync synchronizations](#)

Changing the iterative restart period for scheduled Folder Sync synchronization events

(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization")

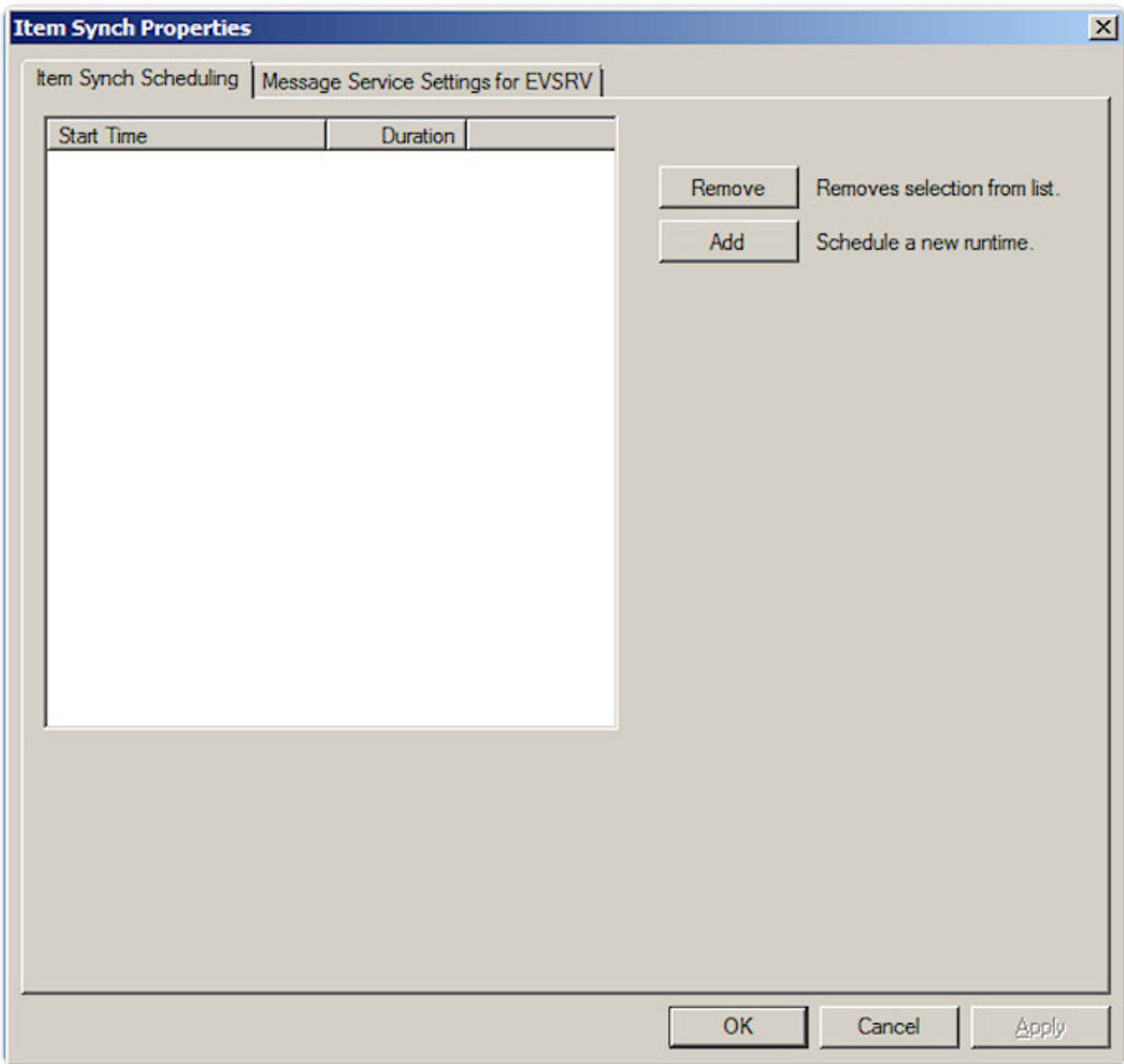
Creating scheduled Folder Sync synchronization events

The Folder Sync scheduling feature lets you schedule synchronization events. Each synchronization event runs on a weekly basis. We recommend that you create a scheduled synchronization event for every day of the week.

For each event you must specify a day of the week on which to run the event, a start time, and a duration period.

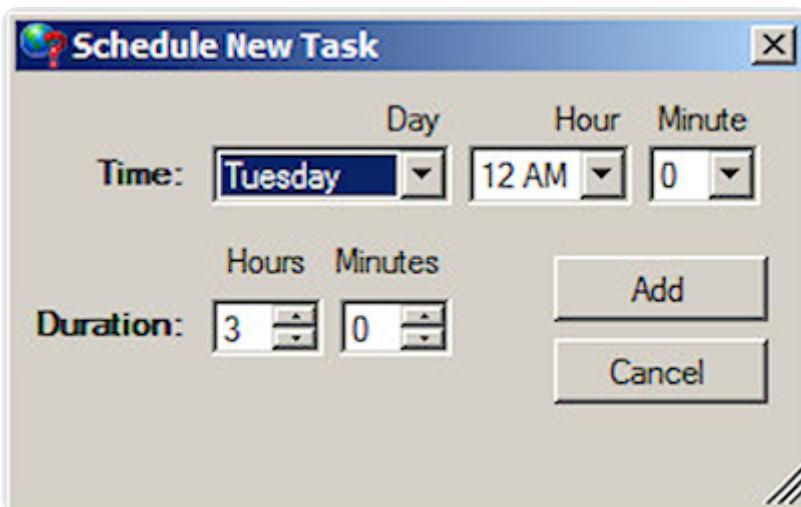
To create scheduled Folder Sync synchronization events

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Select the Task List folder.
4. In the Task List pane, right-click the Item Synch folder and select **Properties**.
5. On the Item Synch Properties dialog, ensure that the Item Synch Scheduling tab is selected.



6. Click **Add** to create a new scheduled synchronization event.

The Schedule New Task dialog appears.



1. On the Schedule New Task dialog, specify the required schedule as follows:

TIME	SELECT THE DAY OF THE WEEK AND THE TIME AT WHICH YOU WANT THE SYNCHRONIZATION EVENT TO START.
	THE SYNCHRONIZATION EVENT RUNS AT THE SELECTED DAY AND TIME EACH WEEK.
Duration	Select the duration period for the synchronization event.
	Avoid periods when the Folder Sync server is busy with system tasks such as backup.

2. Click **Add** to create the synchronization event.
3. To schedule additional synchronization events, repeat steps 6 to 8.

To remove a scheduled synchronization event, select the task and then click **Remove**.



Note: You cannot edit a scheduled synchronization event. If necessary, remove the event and create a new one.



More Information

[Configuring scheduled Folder Sync synchronizations](#)

[About Folder Sync scheduling and choosing a scheduling strategy](#)

[Selecting the mailboxes to target for scheduled Folder Sync synchronizations](#)

[Changing the iterative restart period for scheduled Folder Sync synchronization events](#)

(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization")

Selecting the mailboxes to target for scheduled Folder Sync synchronizations

If you create scheduled Folder Sync synchronization events, you must select the mailboxes to target for scheduled folder synchronizations.

“ ”

Note: You cannot select different mailboxes for different scheduled synchronization events. If you want to perform a synchronization for an extemporary list of mailboxes, you can perform a Run Now synchronization.

“ ”

Folder Sync processes the selected mailboxes in alphabetical order, as shown in the ArchiveTools Management Console. You cannot prioritize mailboxes for synchronization.

You use the ArchiveTools Management Console to select the mailboxes to target. You can also remove mailboxes from the list of targeted mailboxes, if required.

“ ”

Note: To target automatically any new mailboxes that are added between synchronizations, use the Auto Select New Targets configuration option. See Configuring the Item Synch task's message service settings.

“ ”

To select the mailboxes to target for scheduled Folder Sync synchronizations

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Archive Tools node and then the Servers node.
4. Expand the All Mailboxes node.

The main pane then displays the mailbox database table, which shows the Folder Sync status for each mailbox in the mailbox database.

1. In the mailbox database table, select one or more mailboxes that you want to target for folder synchronization.

To select multiple mailboxes, hold down the Ctrl key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the Shift key while you select the mailboxes.

1. Right-click any one of the mailboxes that you selected, and choose **Select for Sync**.
2. To confirm that the mailboxes are selected, you can examine the Selected column of the table. This column displays True for all of the mailboxes in the mailbox database that are targeted for scheduled synchronization.



Note: To refresh the information in the mailbox database table, click Refresh under Actions in the right pane.



To remove mailboxes from the list of mailboxes that are targeted for scheduled Folder Sync synchronizations

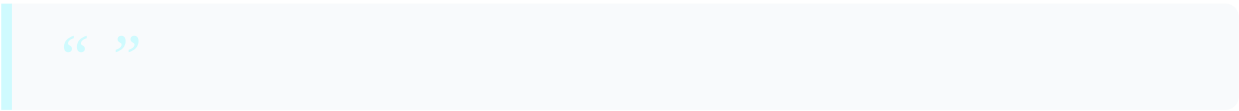
1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Archive Tools node and then the Servers node.
4. Expand the All Mailboxes node.

The main pane then displays the mailbox database table, which shows the Folder Sync status for each mailbox in the mailbox database.

1. In the mailbox database table, select one or more mailboxes that you want to remove from folder synchronization.

To select multiple mailboxes, hold down the Ctrl key while you select the mailboxes. To select multiple consecutive mailboxes, hold down the Shift key while you select the mailboxes.

1. Right-click any one of the mailboxes that you selected, and choose **Select for Sync**.
2. The Select Mailboxes for Sync dialog lists the mailboxes you selected. Clear **Select** at the bottom of the dialog, and click **OK**.



Note: You must clear the **Select** check box, otherwise the mailboxes are selected for synchronization.



3. To confirm that the mailboxes are now unselected, examine the **Selected** column of the mailbox database table. This column displays **False** for all of the mailboxes in the mailbox database that are not targeted for scheduled synchronization.



Note: To refresh the information in the mailbox database table, click **Refresh** under **Actions** in the right pane.



More Information

[Configuring scheduled Folder Sync synchronizations](#)

[About Folder Sync scheduling and choosing a scheduling strategy](#)

[Creating scheduled Folder Sync synchronization events](#)

[Changing the iterative restart period for scheduled Folder Sync synchronization events](#)

[\(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization"\)](#)

Changing the iterative restart period for scheduled Folder Sync synchronization events

Within the duration period that you set for a scheduled Folder Sync synchronization the Item Sync task performs repeat runs of the folder synchronizations. That is, if the Item Synch task finishes processing all of the selected mailboxes, it pauses for a set period and then begins a repeat run of the synchronizations. The pause period between the reruns is called the iterative restart period.

The iterative restart period is set to 60 minutes by default. You can change this value if you want. For example, to set a more aggressive policy for folder synchronizations, you can reduce the iterative restart period to, say, 30 minutes.

“ ”

Note: Setting the iterative restart period to 0 disables the restart of the folder synchronization event. That is, it disables the scheduled restarts.

“ ”

To change the iterative restart period you must edit a value in a Folder Sync configuration file.

To change the iterative restart period for scheduled Folder Sync synchronizations

1. On the Folder Sync server, navigate to the Folder Sync installation folder, typically `C:\Program Files\ArchiveTools\ArchiveTools Folder Sync`
2. Take a backup copy of the file `ArchiveAcceleratorSynchService.exe.config` and paste it in a suitable location in case you want to revert to it later.
3. Open `ArchiveAcceleratorSynchService.exe.config` with a text editor such as Notepad.
4. Find the setting `ScheduleRestartPeriodMinutes`.
5. Change the value of this setting from the default of 60 to the number of minutes that you require.
6. Close the file, and save the changes.
7. Restart the Item Synch task.

See [Restarting the Item Synch task](#).

More Information

[Configuring scheduled Folder Sync synchronizations](#)

[About Folder Sync scheduling and choosing a scheduling strategy](#)

[Creating scheduled Folder Sync synchronization events](#)

[Selecting the mailboxes to target for scheduled Folder Sync synchronizations](#)

[\(performing-a-run-now-folder-sync-synchronization.html "Performing a "Run Now" Folder Sync synchronization"\)](#)

Monitoring and managing Folder Sync

This section includes the following topics:

- [About monitoring and managing Folder Sync](#)
- [Checking the Folder Sync synchronization status from the ArchiveTools Management Console](#)
- [About the Folder Sync job list](#)
- [Viewing the Folder Sync job list](#)
- [About the Folder Sync Mailbox Report](#)
- [Viewing the Folder Sync Mailbox Report](#)
- [About the Folder Sync Status Report](#)
- [Viewing the Folder Sync Status Report](#)
- [Disabling or enabling Folder Sync from the Administration Console](#)
- [Viewing the Folder Sync synchronization status of an account from the Administration Console](#)

About monitoring and managing Folder Sync

The Archive Tools Management Console provides the following ways to monitor and manage Folder Sync:

- From the mailbox database tables under the ArchiveTools node you can check the synchronization status of each mailbox.

See [Checking the Folder Sync synchronization status from the ArchiveTools Management Console](#).

- The job list under the Archive Accelerator node presents a dynamic record of all the Folder Sync jobs that have run or that are currently executing, with details about each job.

See [About the Folder Sync job list](#).

See [Viewing the Folder Sync job list](#).

- The Folder Sync Mailbox Report under the Reports node provides information on the status of each mailbox that Folder Sync has processed.

See [About the Folder Sync Mailbox Report](#).

See [Viewing the Folder Sync Mailbox Report](#).

- The Folder Sync Status Report under the Reports node provides information on the status of processing in the last 24 hours, for the mailboxes that are selected for Folder Sync synchronization.

See [About the Folder Sync Status Report](#).

See [Viewing the Folder Sync Status Report](#).

In addition an Enterprise Vault.cloud administrator can also perform the following actions from the Enterprise Vault.cloud Administration Console:

- Disable or enable Folder Sync.

See [Disabling or enabling Folder Sync from the Administration Console](#).

- View the synchronization status of an individual account.

See [Viewing the Folder Sync synchronization status of an account from the Administration Console](#).

Checking the Folder Sync synchronization status from the ArchiveTools Management Console

You can check the Folder Sync synchronization status for all your Office 365 mailboxes from the ArchiveTools Management Console.

To check the Folder Sync synchronization status from the ArchiveTools Management Console

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Archive Tools node.
4. Expand the Servers node.
5. Expand the All Mailboxes node.

In the main pane the columns of the mailbox database table provide the following information for each mailbox.



Note: The ArchiveTools Management Console does not automatically update statuses for the table. Click [Refresh](#) to update the synchronization status.



DISPLAY NAME	THE MAILBOX DISPLAY NAME.
Mailbox DN	The Distinguished Name of the mailbox.
Account ID	Displays the ID of the provisioned account in Enterprise Vault.cloud, if Folder Sync has identified a provisioned account.
	Note: If the entry is blank, Folder Sync has not identified a provisioned account for the mailbox, and folder synchronizations do not proceed.
Primary Email	The primary email address for the mailbox.
Started	The last date and time when the latest folder synchronization started.
Finished	The date and time when the latest folder synchronization completed.
Last Completed	The date and time of the last occasion on which folder synchronization completed.
Archived	True : Folder Sync has established that a provisioned account exists in Enterprise Vault.cloud.
	False : Folder Sync has not identified a provisioned account in Enterprise Vault.cloud.
Selected	True : The mailbox is selected for a scheduled synchronization.
	False : The mailbox is unselected for scheduled synchronization.

DISPLAY NAME	THE MAILBOX DISPLAY NAME.
Status	Indicates the folder synchronization status, as follows\:
	- To be started . Folder synchronization has not run.
	- Started . Folder synchronization is in progress.
	- Stopped . The Item Synch task stopped while folder synchronizations were in progress.
	- Completed . Folder synchronization finished successfully.
	- Erred . An error occurred during processing. See the Event Log column for details.
	- Deleted . Unable to resolve the mailbox distinguished name in Active Directory.
	- To be synchronized . This status may occur if the Item Synch task is interrupted while synchronizing the Folder Sync database with Active Directory.
Event Log	An event log error that was generated for Folder Sync for this mailbox.

More Information

[About monitoring and managing Folder Sync](#)

About the Folder Sync job list

A Folder Sync folder synchronization event runs a separate synchronization job for each selected mailbox that it processes. The Job List node of the ArchiveTools Management Console presents a dynamic record of all the Folder Sync jobs that have run or that are currently executing, with details about each job.

Table: Folder Sync job list column descriptions describes the information that the Folder Sync job list table presents for each job.

Table: Folder Sync job list column descriptions

COLUMN HEADING	DESCRIPTION
Job	The unique job number of this job.
Started	The date and time when the job started.
Stopped	The date and time when the job stopped.
Target	The display name of the mailbox that was the target of this job.
Sub Target	The folder that the job is processing, or last processed.
Processed	The number of messages and folders that were processed.
Erred	The number of errors that occurred during processing
Event	The most recent error message that is associated with this job.
Job Status	One of Completed, Erred, or Interrupted.
Last Update	The last occurrence of an update to any column in this job row.
Server	The name of the server that is running the Folder Sync application.
Job Source	The source of the job\:
	- Manual : A run now synchronization
	- Schedule : A scheduled synchronization.

COLUMN HEADING	DESCRIPTION
Task Name	For Folder Sync the task name is always Item Synchron .
Job Type	Indicates whether Messages or Folders have been processed.
Report Only	Whether the job ran in Report Only mode.
Info	The number of folders and email messages that Folder Sync has sent to the web service for archiving.
	Note: This number does not indicate the number of folders or email messages that were archived at the time of the synchronization event.
Logfile	The name of the log file that is associated with the job.
	See About the Folder Sync event log errors and log files .

More Information

[Viewing the Folder Sync job list](#)

[About monitoring and managing Folder Sync](#)

Viewing the Folder Sync job list

You can view details about any synchronization job that Folder Sync has run by examining the job list in the ArchiveTools Management Console.

To view the Folder Sync job list

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Select **Job List** to display the job list.

See [About the Folder Sync job list](#).

You can sort and filter the contents of the job list as follows:

- To sort the list on a column, click the column heading. To reverse the sort order, click the column heading again.
- To filter the content that is included in a column, click the filter icon in the column heading and in the filter dialog specify the filter details. The available filter options depend on the column that is selected.

To remove a filter from a column, click the filter icon in the column heading, and then click **Clear Filter**.

More Information

[About monitoring and managing Folder Sync](#)

About the Folder Sync Mailbox Report

The ArchiveTools Management Console can display a ArchiveTools Folder Sync Mailbox Report, which shows the status of each mailbox that Folder Sync has processed. The report includes a list of the folders that have been synchronized for each mailbox. You can click a folder in the list to view a child report, the ArchiveTools Folder Sync Folder Report. The Folder Report shows details of the emails that Folder Sync has processed for the selected folder.

Mailbox Name	Mailbox Identity	Archived	Status	Time of First Sync	Time of Last Sync	Time Started	Time Stopped	Folder List
fSTestUser	30	True	5	12/20/2016 5:12:38 PM	1/4/2017 11:31:34 AM	1/4/2017 2:31:45 PM	1/4/2017 2:32:02 PM	
fSTestUser2	32	True	5	12/20/2016 1:57:46 PM	1/4/2017 2:29:00 PM	1/4/2017 2:31:53 PM	1/4/2017 2:32:12 PM	
fSTestUser3	37	True	5	1/4/2017 9:34:51 AM	1/4/2017 2:28:02 PM	1/4/2017 2:32:01 PM	1/4/2017 2:32:21 PM	

Table: Contents of the ArchiveTools Folder Sync Mailbox Report lists the information that the Folder Sync Mailbox Report includes.

Table: Contents of the ArchiveTools Folder Sync Mailbox Report

COLUMN HEADING	DESCRIPTION
Mailbox name	The display name of the mailbox for which information is provided.

COLUMN HEADING	DESCRIPTION
Mailbox Identity	An integer that identifies this mailbox.
Archived	True : Folder Sync has established that a provisioned account exists in Enterprise Vault.cloud.
	False : Folder Sync has been unable to identify a provisioned account exists in Enterprise Vault.cloud.
Status	A code that indicates the folder synchronization status, as follows\:
	- 1 - To be started. Folder synchronization has not run.
	- 2 - Started. Folder synchronization is in progress.
	- 3 - Stopped. Item Synch task stopped while folder synchronizations were in progress.
	- 4 - Completed. Folder synchronization finished successfully.
	- 5 - Erred. An error occurred during processing. See the Event log column of the Folder Sync mailbox database entry for details. See Checking the Folder Sync synchronization status from the ArchiveTools Management Console .
	- 6 - Deleted. Unable to resolve the mailbox distinguished name in Active Directory.
	- 0 - To be synchronized. This status may occur if the Item Synch task is interrupted while synchronizing the Folder Sync database with Active Directory.

COLUMN HEADING	DESCRIPTION
Time of First Sync	The date and time when the first successful synchronization of the mailbox completed.
Time of Last Sync	The date and time when the most recent successful synchronization of the mailbox completed.
Time Started	The date and time when the most recent synchronization attempt started.
Time Stopped	The date and time when the most recent synchronization attempt finished.
Folder List	Click the Expand icon to see a list of folders that Folder Sync processed in the last synchronization.
	Click any folder in the list to view a ArchiveTools Folder Sync Folder Report for the folder. The Folder Report lists details of the items that Folder Sync processed for the selected folder.
	To return to the parent mailbox report, click the left arrow button above the folder report's title in the main pane.

More Information

[Viewing the Folder Sync Mailbox Report](#)

[About monitoring and managing Folder Sync](#)

Viewing the Folder Sync Mailbox Report

The ArchiveTools Management Console includes a report on the status of each mailbox that Folder Sync has processed.

To view the Folder Sync Mailbox Report

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Reports node.
4. Expand the FolderSync node and select **FolderSync Mailbox Report**.



Note: If you have run the report before, the most recently generated report is shown. To refresh the report, click the refresh icon in the report's menu bar.



You can use the report's menu bar options to page through the report, print or export the report, and to search for a text string.

To sort the report on a column, click the sort icon in the column heading. To reverse the sort order, click the icon again.

More Information

[About the Folder Sync Mailbox Report](#)

[About monitoring and managing Folder Sync](#)

About the Folder Sync Status Report

The ArchiveTools Management Console includes a ArchiveTools Folder Sync Status Report which shows information about the status of processing in the last 24 hours for the mailboxes that are selected for Folder Sync processing.

Archive Tools Folder Sync Status Report
 Report Creation Time: 1/9/2017 12:22:46 PM

Distinct Selected Mailboxes Processed (Last 24 Hours)

Status	Count	%
To Be Started	3	60.00%
Processing...	2	40.00%
Unprocessed	0	0.00%
Total	5	

Total Mailboxes Processed (Last 24 Hours)

Status	Count
Completed	10
Mailbox Scan	2

Time Since Oldest Selected Mailbox Processed

Timespan
0:04:34

Table: Contents of the ArchiveTools Folder Sync Status Report lists the information that the Folder Sync Status Report includes.

Table: Contents of the ArchiveTools Folder Sync Status Report

SECTION	DESCRIPTION
Distinct Selected Mailboxes Processed (Last 24 Hours)	Of the mailboxes that were selected for Folder Sync processing):
	The count for processed, completed, started, erred, and unprocessed individual mailboxes in the last 24 hours.
	Note: If the same mailbox was processed multiple times within the 24-hour period, the mailbox is counted only once in these figures.

SECTION	DESCRIPTION
	The mailbox numbers are shown both as a count and as a percentage of the total.
Total Mailboxes Processed (Last 24 Hours)	Of the mailboxes that were selected for Folder Sync processing\:
	The total count for processed, completed, started, erred, and unprocessed mailboxes in the last 24 hours.
	Note: If the same mailbox was processed multiple times within the 24-hour period, the mailbox is counted each time in these figures.
Time Since Oldest Selected Mailbox Processed	Of the mailboxes that were selected for Folder Sync processing\:
	The longest time that has elapsed since Folder Sync began processing any individual mailbox.
	If the time is under 24 hours, the format of the value is Hours : Minutes : Seconds (HH:MM:SS)
	If the time is greater than 24 hours, the format of the value is Days : Hours : Minutes : Seconds (D:HH:MM:SS)
	Assuming that at least one complete folder synchronization has completed, this time provides an indicator of how long Folder Sync took to process all of the selected mailboxes.

More Information

[Viewing the Folder Sync Mailbox Report](#)

[About monitoring and managing Folder Sync](#)

Viewing the Folder Sync Status Report

The ArchiveTools Management Console includes a report on the status of each mailbox that has been selected for Folder Sync synchronization.

To view the Folder Sync Status Report

1. On the Folder Sync server, click **Start>All Programs>ArchiveTools>ArchiveTools Management Console**.
2. In the left pane of the Management Console, expand the Archive Accelerator node.
3. Expand the Reports node.
4. Expand the FolderSync node and select **Status**.



Note: If you have run the report before, the most recently generated report is shown. To refresh the report, click the refresh icon in the report's menu bar.



You can use the report's menu bar options to page through the report, print or export the report, and to search for a text string.

To sort the report on a column, click the sort icon in the column heading. To reverse the sort order, click the icon again.

More Information

[About the Folder Sync Status Report](#)

[About monitoring and managing Folder Sync](#)

Disabling or enabling Folder Sync from the Administration Console

Folder synchronization is enabled by default in the Administration Console after you have installed and configured Folder Sync.

When you have completed the installation and configuration of Folder Sync, you can enable or disable all Folder Sync synchronization activity from the Enterprise Vault.cloud Administration Console.

“ ”

Note: If you enable Folder Sync it does not run immediately, but at the next scheduled synchronization event.

“ ”

To disable or enable Folder Sync from the Administration Console

1. In a supported Internet browser, navigate to the URL for your Enterprise Vault.cloud Administration Console, and log in.
2. In the left pane of the Administration Console, expand the Policy Management node and select **Archive Options**.
3. Under Active Folder Synchronization, the Administration Console displays the current enablement status of Folder Sync, the number of users whose folders are being synchronized, and the date and time of the last synchronization event.

In the **Status** drop-down box, select **Enable** or **Disable**.

More Information

[About monitoring and managing Folder Sync](#)

Viewing the Folder Sync synchronization status of an account from the Administration Console

For individual users you can view the synchronization status and the date and time of the last synchronization event from the Accounts node of the Enterprise Vault.cloud Administration Console.

“ ”

Note: You cannot make Folder Sync-related changes for individual users from the Administration Console. Changes must be made in the ArchiveTools Management Console.



To view the Folder Sync synchronization status of an account from the Administration Console

1. In an Internet browser, navigate to the URL for your Enterprise Vault.cloud Administration Console, and log in.
2. In the left pane of the Administration Console, expand the My Config node and select **Accounts**.
3. Click a user from the list on the Accounts page, to display the Edit Account page for that user.
4. On the Edit Account page, Folder Synchronization Status shows the synchronization status for the selected user, and the date and time of the last synchronization event.
5. Click **Cancel** to exit the Edit Account page without making any changes.

More Information

[About monitoring and managing Folder Sync](#)

Troubleshooting Folder Sync

This section includes the following topics:

- [About the Folder Sync event log errors and log files](#)
- [Folder Sync fails to work for some mailboxes](#)
- [Troubleshooting occasional timeouts of the Folder Sync service](#)

About the Folder Sync event log errors and log files

The Folder Sync application writes to the Windows Application log. The event log entries show the source as ArchiveTools Folder Sync. Synchronization errors are displayed in the following places in the ArchiveTools Management Console:

- In the Event Log column of the mailbox store tables.

See [Checking the Folder Sync synchronization status from the ArchiveTools Management Console](#).

- In the Event column of the job list.

See [About the Folder Sync job list](#).

The Folder Sync log files are located by default on the installation drive under the ProgramData folder, typically in C:\ProgramData\Vault Solutions\Archive Accelerator.

“ ”

Note: To see the ProgramData folder you must set your Windows file options to view hidden files.

“ ”

To change the log file location or configure which items to log, edit the file ArchiveAcceleratorSynchService.exe.config in the Folder Sync installation folder, typically C:\Program Files\ArchiveTools\ArchiveTools Folder Sync.

- To change the output location for the log files, set a value for the setting logPath.

- To log errors from the Item Synch service, set the value of logService to True.
- To log errors from the job scheduler, set the value of logJob to True.
- If you set the value of logXML to True, Folder Sync creates a series of XML files that include the information that it sends to the Enterprise Vault.cloud data center. The information includes folder names and item IDs.

If you make changes to the ArchiveAcceleratorSynchService.exe.config file, you must restart the Item Synch task to implement the changes.

See [Restarting the Item Synch task](#).

More Information

[Folder Sync fails to work for some mailboxes](#)

Folder Sync fails to work for some mailboxes

For Folder Sync to synchronize folders and their contents in a timely manner, the Folder Sync scheduler must run events on a daily basis. The events should be run with as near to a 24-hour duration as possible. Bear in mind that you should avoid running events at times of high server demand, such as when Folder Sync server backups are run.

Folder Sync does not perform folder synchronizations on mailboxes for which it cannot identify a provisioned account ID in Enterprise Vault.cloud. If Folder Sync has not found a provisioned account ID for a mailbox, then the ArchiveTools Management Console shows the following in the entry for the mailbox database under Archive Accelerator > ArchiveTools > Servers:

- The Account ID column is empty.
- After an attempted folder synchronization, the Event Log column shows the error `No Account ID has been specified`.

To fix this condition, ensure that Enterprise Vault.cloud has provisioned an archive account for the mailboxes, and then let Folder Sync perform a check for the provisioned mailbox accounts.

Folder Sync performs a check for provisioned mailbox accounts in the following circumstances:

- When the Item Synch task starts, if at least 60 minutes have passed since it last checked the mailbox accounts.
- If no scheduled folder synchronization is running and at least 60 minutes have passed since a scheduled folder synchronization completed.

More Information

[About the Folder Sync event log errors and log files](#)

Troubleshooting occasional timeouts of the Folder Sync service

If the Folder Sync host server is slightly underpowered you may experience occasional timeouts of the ArchiveTools Folder Sync service.

An error such as the following may be received:

```
Windows could not start the ArchiveTools Folder Sync service on Local Computer.  
Error 1053: The service did not respond to the start or control request in a  
timely fashion.
```

To help to avoid a time out of the service in this situation, you can set a Windows registry value on the host server as follows.

To troubleshoot occasional timeouts of the Folder Sync service

1. Start the Windows registry editor on the Folder Sync host server.
2. Locate the following registry subkey:

```
HKEY_LOCAL_MACHINE  
  
  \SYSTEM  
  
    \CurrentControlSet  
  
      \Control
```

1. Under this subkey, edit or create the following DWORD value: ServicesPipeTimeout.

Give ServicesPipeTimeout a decimal value of 180000.

1. Exit from the registry editor.
2. You must restart the host server to apply this change.

More Information

[About the Folder Sync event log errors and log files](#)