

Release Notes

Product:	Archive Manager Exchange Edition
Setup version:	5.1.35
Release date:	2012.03.29

Important

- **The product was renamed to Archive Manager Exchange Edition.**
After the upgrade the product names and product logos will be changed. The product installation path remain unchanged.
- If you are updating from 4.2.25 or higher, then please make sure that you have .NET 2.0 SP2 installed.
- If more Archive Manager products are present on the same server or use the same components in a distributed architecture, all products have to be updated to version 5.1.
- If you are installing the Archive Manager on a computer with Microsoft SharePoint installed (any version) the web applications of Archive Manager will be installed on different ports (9981 for web services and 7781 for ArchiveWeb). Please keep in mind to include the port number when configuring access to the archive and retrieve servers.
- If you are installing the Archive Manager on a computer with BlackBerry server installed (any version) please note that Archive Manager requires Outlook while BlackBerry requires Exchange MAPI. These components can't coexist on the same computer. Please contact Metalogix support about the update possibilities.
- After the installation please ensure that the exchangePAMWS handler mapping is configured the following way (for more details, please see the documentation):
 - Apply to '*.*'
 - Apply to files and folders
 - On IIS 7 the application pool is set to "Classic" Managed Pipeline Mode

List of fixes

- Search does not returned any search result using OEM stores.
- Public folder synchronization did not start.
- Public folder right synchronization improvements.

Known issues

- OWA extensions: if a larger attachment (> 15 MB) is retrieved using OWA extension, IIS might run out of kernel memory resources after a long run. The problem is that IIS requires a continuous fragment of kernel memory to transfer data. If the memory gets fragmented, IIS is not able to transfer large amount of data. Please note that this fragmentation is caused by other 3rd party software but affects the OWA extension functionality. We are providing a workaround for our customers if this exact case is detected in form of patch.
- Gatherer: Due to security changes the HTTP channels used for gatherer-PST import server communication must be securable. This means that an SSL certificate must be assigned to the web site on each computer (client and server). Since this is a very strong requirement, you can use TCP channel for communication. This does not require an SSL certificate. Installing the 5.1 gatherer setup over an existing installation automatically changes the protocol from HTTP to TCP.
- Archive Manager Search: the hit limit configuration key limits the total number of search results (including deleted documents). However if the deleted documents are filtered out, the final result might contain less results than the defined hit limit.
- Enterprise Manager: post processing statistics might throw a database timeout exception. There is no workaround for this problem yet.
- Due to a change in MAPI profile handling, by default only one MAPI profile is created per Exchange Server. It is mandatory to install Outlook (2003, 2007 or 2010 – only 32bit versions). If the mailboxes can't be opened in Enterprise Manager, it is necessary to adjust the MAPI profiles manually using Outlook.

- If for some reason the single profile per Exchange Server does not allow to open additional mailboxes, it is necessary to switch the application to use one profile per mailbox. In this case the “profile guard” must be turned off in the guard service.
- To connect to Exchange 2007 or Exchange 2010 it is necessary to use at least Outlook 2007. This will ensure that the “Encrypt data between Microsoft Outlook and Microsoft Exchange” profile setting is set by default.
- If the PST import is not able to configure the MAPI profile (MAPI_E_UNCONFIGURED or similar), it is recommended to set the “DS Server” or “Closest GC” registry key for Outlook (<http://support.microsoft.com/kb/319206>)
- The Guard service should not be used in version 5.1, however it is enabled by default. In any case, it is recommended to turn off the “profile guard” feature or at least set the maximum number of profiles to a value higher than the number of mailboxes synchronized in address book.

Update notes

Updating from 3.6000 and earlier

It is recommended to update to version 3.9006 before upgrading to version 4.x or 5.x.

Updating from 3.7 or higher

Direct update to 5.1 is possible. The installation in version 5.1 uninstalls the previous setups but is preserving all the configuration information. If the Archive Manager Exchange Edition setup contained HSM, it will be installed separately and will be listed as a new product in add/remove programs.

If you have user Archive Manager Search in your 3.x setup, this will be uninstalled. You can continue to use the Archive Manager Search engine (also referred as “legacy fulltext”), however you have to select the correct fulltext engine at installation. Please refer to the documentation regarding Archive Manager Search engine configuration, there are some manual tasks required in order to use this engine.

If you have used HDD HSM stores in 3.x setup, the HSM store service will be re-created again, however it is possible that the service startup type will be reset to Manual during the installation. You have to change the service startup type to Automatic after the installation.

It is recommended to update the Outlook forms after the upgrade.

OWA extensions need not to be updated on the Exchange Servers.

The older Gatherer applications are not compatible with 5.1. In order to use the gatherer functionality, all the gatherer installations should be updated to 5.1.

If multiple PST import servers are installed in the organization, these should be stopped during the update of the archive server. All PST import servers must be updated to the same version as the Archive Server.

Updating from 4.x

Direct update to 5.1 is possible without additional requirements.

There are changes in the database model, therefore it is necessary to calculate with a small downtime. Depending on the number of archived folders, the database update can take up to 1 hour (The number of folders can be figured out from the database table EXCHANGE_PAM_FOLDERS). Please note that the services should not be started until the database is fully updated.

If you have additional retrieve servers connecting to the updated database, it is possible to use them during the update, however some features might not be available, or the retrieve might be slowed down because of the heavy load on the database server. If possible, stop the retrieve servers as well during update.

It is necessary to stop all PST import servers in the organization prior to update.

The update sequence should be the following (for one archive node):

- update the archive server to Archive Manager Exchange Edition version 5.1
- update the database objects
- start up Archive Manager Exchange Edition services on archive server
- update additional retrieve servers to Archive Manager Exchange Edition version 5.1

- do not update the database objects on the retrieve servers
- update PST import servers to Archive Manager Exchange Edition version 5.1
- do not update the database objects on the PST Import servers

Outlook Addin update is not necessary.

Outlook form update is not necessary.

It is recommended to update the gatherer installations with Gatherer client version 5.1.

WARNING: If more Metalogix Archive Manager products are present on the same server or use the same components in a distributed architecture, all have to be updated to version 5.1.