



Consolidated Technology Services • WA

WaSERV (a.k.a. The Vault)
Virtual Vault
Frequently Asked Questions

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Frequently Asked Questions (FAQs)

This document lists the Shared Services Email Project's (SSEP) most frequently asked questions and answers about Virtual Vault. The intent of compiling and publishing these FAQs is to build and promote a common knowledge base for all project stakeholders.

WaSERV (a.k.a. the Vault) Virtual Vault	
1 Question: What is the difference between Vault Cache and Virtual Vault?	1 Response: Vault Cache is the underlying component in Virtual Vault that does the actual storing of the information local to the desktop. Virtual Vault is the tool to view and manipulate that data.
2 Question: Does Virtual Vault require Cached Exchange Mode?	2 Response: CTS will configure the Desktop Policy to not require Cached Exchange Mode.
3 Question: Can delegates have access to other Virtual Vaults?	3 Response: Yes, the functionality is similar to Archive Explorer. See Response 4 for configuration.
4 Question: Is delegate access automatically configured?	4 Response: No, the end user will need to select the secondary Virtual Vault from the Configure Vault Cache, Vaults tab.
5 Question: How often does Outlook synchronize my Virtual Vault?	5 Response: Automatic synchronization will occur 3 minutes after you log into Outlook to allow for Cached Exchange Mode. Virtual Vault will perform an automatic sync every 24 hours. Users may Synchronize manually at any time.
6 Question: Why does Content Synchronization always show 0 items to download, 0 items to archive, or 0 items in cache?	6 Response: These items will only show a positive value when you drag items from Outlook into Virtual Vault. This represents the number of items waiting to be sent to Archive. This will be reset to zero after synchronization.
7 Question: Sometimes Synchronization begins automatically when dragging items from Outlook to Virtual Vault. How come?	7 Response: Once 250 items are pending to be sent to the archives, automatic synchronization will occur. This is to prevent a buildup of items for archive the next morning while users are attempting their daily synchronizations.
8 Question: My Virtual Vault disappeared. What happened?	8 Response: The most likely cause of this issue is that the user closed it (right-click, Close). To re-enable, go to Configure Vault Cache, Virtual Vault tab and make sure there is a check in the box next to your name.
9 Question: I receive an error when I try to view the Properties of a folder in Virtual Vault. Why is this?	9 Response: Since these are not true Outlook folders, there is no Properties interface for them.
10 Question: Can I delete folders?	10 Response: You may only delete folders in Virtual Vault if the folder is empty of archived items, otherwise, you will be prevented from deleting the folder. You may move items out of that particular folder before deleting it. In addition, if folders still exist in the mailbox, users cannot move, rename, or delete them.
11 Question: Some of my custom folders do not appear in Virtual Vault, how come?	11 Response: No Outlook folder will appear in Virtual Vault until an item has first been archived in it.
12 Question: Can I create a new folder structure in Virtual Vault that is different than Outlook?	12 Response: Yes, Virtual Vault is not required to mimic Outlook, however if an item is archived in your Inbox that does not have a corresponding folder

	structure in Virtual Vault, a new structure will be created. For example, if you have a subfolder under your Inbox called Work, but there is no such folder in Virtual Vault because you moved all the items and deleted it, a new one will be created if an item is archived in Outlook's Work folder.
13 Question: Will these changes appear in Archive Explorer?	13 Response: Yes, after you Synchronize and refresh Archive Explorer.
14 Question: Can new folders be created in Virtual Vault?	14 Response: Yes, you can create new folders in Virtual Vault, allowing you to organize data in the Vault. Outlook will not display the folder.
15 Question: I moved an item from my Inbox to Virtual Vault, but when I use Search Vaults, I cannot find it. Why not?	15 Response: Items dragged into Virtual Vault are not automatically archived. You must Synchronize first, which uploads the item to your archive and indexes it.
16 Question: Can I move an item into Virtual Vault and use the Store or Store in Vault button?	16 Response: No, this will not work. You must choose the Synchronize option.
17 Question: How do I restore an item from Virtual Vault? Clicking the Restore button gives me an error.	17 Response: To restore an item, all you need to do is drag the item from Virtual Vault back into Outlook. The Restore button does not function in Virtual Vault.
18 Question: I get a message saying "The item cannot be saved to this folder. The folder was deleted or moved, or you do not have permission." What does this mean?	18 Response: Archived items in Virtual Vault are read only and thus you are not able to save them. If you choose Yes at the prompt, the email will be saved to Outlook's Inbox folder. This is in effect, a restore.
19 Question: Can I use Outlook's Categorize feature in Virtual Vault?	19 Response: No, this is not possible as it is attempting to make a change to a read-only email. You will need to restore the email to Outlook in order to do this.
20 Question: When I attempt to forward a calendar item using Outlook 2010, I get an error message.	20 Response: This is a current bug with the product. You will need to use Archive Explorer or restore the item back to your Outlook calendar.
21 Question: Are users allowed to copy items within Virtual Vault?	21 Response: No, this has been disabled. Only one copy of an email may reside in the archive.
22 Question: What happens to my Virtual Vault folder if I delete the folder from my Outlook view?	22 Response: Because items are stored in the Vault, the Virtual Vault view will remain as long as items have not expired. Much like the view in Archive Explorer.
23 Question: What happens to items I delete from my Virtual Vault folders?	23 Response: They will go to your Virtual Vault Deleted Items folder (also viewable in Archive Explorer Deleted Items). If you try to delete the item from there you will get an error message: An administrative policy does not allow deletions from the Vault. The expiry will change to match your default retention.
24 Question: Do my virtual emails in my Virtual Vault folders ever go away (expire)?	24 Response: Yes they will go away based on your retention policy. They do not expire like shortcuts within 1 or 2 years.
25 Question: After I implement Virtual Vault, can I still use Archive Explorer to search for email in the Vault.	25 Response: Yes.

26 Question: How much text in my Virtual Vault items will be searched when performed an Outlook search?	26 Response: Outlook will search the first 250 characters in a vaulted email. The best practice would be to use Search Vaults or Archive Explorer to search for text in the Vault.
27 Question: Can I permanently delete email from my Virtual Vault Deleted Items folder?	27 Response: No. See 23.
28 Question: In Outlook/Tools/Enterprise Vault/Vault Cache Properties, it lists my “Disk Usage” size limit. Why is there a size limit? What items are not displayed when I exceed my limit?	28 Response: There is a limit to control the amount of disk space on your C: drive that is used for Virtual Vault. The current default setting is 10GB. This option is configurable by you. The lowest limit is 1GB. The oldest items are not displayed if you exceed your limit.
29 Question: What if my agency decided to implement Virtual Vault and removes the shortcuts and then my agency decides they prefer shortcuts?	29 Response: Your agency could start using shortcuts again but they would only apply to newly vaulted emails or emails you restore from the Vault.
30 Question: Why can't I see 250 characters and a list of attachments in my email when I am offline? Can this be modified?	30 Response: Virtual Vault does not store information on your drive or in Exchange the way shortcuts were stored. In Virtual Vault, vaulted items are stored in the vault and you need access to the vault to see them. If you are disconnected from the network you are not connected to the vault.
31 Question: Are there differences to Virtual Vault when running in Cached mode vs. not running in Cached mode?	31 Response: No. Virtual Vault has been configured to run regardless of whether or not Outlook is in Cached mode or not.
32 Question: What happens when I drag an item from Virtual Vault to my network drive?	32 Response: It is stored as an msg file type. This may be against your agency's records retention policy. Check with your Records Policy officer.
33 Question: What happens when I drag an item from Virtual Vault to a regular Outlook Mailbox folder?	33 Response: A copy is created in the new folder location. It is a new email and if you allow it to vault it will have new retention values based on your agency's policy. Your original item will remain in the Virtual Vault folder.
34 Question: Can I drag items from a .pst file into my Virtual Vault folders?	34 Response: Yes.
35 Question: Will the retention of an item change if I drag it from a default Virtual Vault folder to a custom retention folder? In my Mailbox? In my Virtual Vault?	35 Response: Yes. Dragging the item from your Virtual Vault folder to an Outlook folder is a restore operation (the original remains in the Vault) and the item in Outlook will be treated as a new record with the appropriate retention applied. If you move an item from one Virtual Vault folder to another the item will pick up the new policy. If you move an item from a 7 year retention to a 1 year retention and the item is 2 years old, the item will effectively be expired (it is older than 1 year)
36 Question: How do I use Outlook Auto-forward rules with my Virtual Vault?	36 Response: Build your rule in Outlook and select one of your Virtual Vault folders as the target location.
37 Question: If an email goes into the Vault as Unread, will the icon change to Read later?	37 Response: Yes.

Please forward further questions to:

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