

IBM StoredIQ

*Data Server Administration Guide*

**IBM**

**Note**

Before using this information and the product it supports, read the information in [Notices](#).

This edition applies to Version 7.6.0.19 of product number 5724M86 and to all subsequent releases and modifications until otherwise indicated in new editions.

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# Contents

<b>Tables.....</b>	<b>v</b>
<b>About this publication.....</b>	<b>viii</b>
IBM StoredIQ product library.....	viii
Contacting IBM StoredIQ customer support.....	viii
<b>Overview of IBM StoredIQ Data Server.....</b>	<b>1</b>
<b>IBM StoredIQ Data Server user interface.....</b>	<b>2</b>
Logging in and out of IBM StoredIQ Data Server.....	2
Navigation within IBM StoredIQ Data Server.....	2
Web interface icons.....	4
<b>System administration.....</b>	<b>6</b>
Checking the system's status.....	6
Restarting the system.....	7
<b>Configuration of IBM StoredIQ system settings.....</b>	<b>9</b>
Configuring DA Gateway settings.....	9
Configuring network settings.....	10
Configuring mail settings.....	11
Configuring SNMP settings.....	11
Configuring notification from IBM StoredIQ.....	12
Configuration of multi-language settings.....	12
Setting the system time and date.....	14
Backing up the data server configuration.....	14
Restoring system backups.....	14
Backing up the IBM StoredIQ image.....	15
Managing LDAP connections on the data server.....	16
Managing IBM StoredIQ Data Server administrative accounts.....	17
Importing IBM Notes ID files .....	18
Configuring harvester settings.....	19
Configuring full-text index settings.....	20
Specifying data object types.....	22
Configuring audit settings.....	23
Configuring hash settings.....	23
<b>Volumes and data sources.....</b>	<b>25</b>
Volume indexing.....	25
Server platform configuration.....	25
Creating primary volumes.....	30
Creating retention volumes.....	69
Creating system volumes.....	71
Export and import of volume data.....	72
Creating discovery export volumes.....	74
Deleting volumes.....	75
Action limitations for volume types.....	76
Volume limitations for migrations.....	79

<b>Data harvesting.....</b>	<b>80</b>
Harvest of properties and libraries.....	81
Lightweight harvest parameter settings.....	81
Pausing and resuming harvests.....	83
Monitoring harvests.....	83
<b>Job configuration.....</b>	<b>88</b>
Creating a job.....	88
Starting a job.....	89
Monitoring processing.....	90
<b>Desktop collection.....</b>	<b>93</b>
IBM StoredIQ Desktop Data Collector client prerequisites.....	93
Downloading the IBM StoredIQ Desktop Data Collector installer .....	94
IBM StoredIQ Desktop Data Collector installation methods.....	94
Configuring desktop collection settings.....	95
Configuring desktop collection.....	96
Special considerations for desktop delete actions.....	97
<b>Audits and logs.....</b>	<b>98</b>
Harvest audits.....	98
Import audits.....	101
Event logs.....	102
Policy audits.....	125
<b>Deploying SharePoint customized web services.....</b>	<b>132</b>
<b>Configuring administration knobs.....</b>	<b>133</b>
<b>Supported file types.....</b>	<b>134</b>
Supported file types by name.....	134
Supported file types by category.....	142
SharePoint supported file types.....	150
<b>Supported server platforms and protocols.....</b>	<b>153</b>
<b>Event log messages.....</b>	<b>161</b>
ERROR event log messages.....	161
INFO event log messages.....	169
WARN event log messages.....	177
<b>Notices.....</b>	<b>184</b>
Trademarks.....	185
Terms and conditions for product documentation.....	186
IBM Online Privacy Statement.....	186
<b>Index.....</b>	<b>188</b>

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# Tables

1. IBM StoredIQ primary tabs.....	2
2. Dashboard subtab settings and descriptions.....	3
3. Configuration settings and descriptions.....	3
4. IBM StoredIQ dashboard icons.....	4
5. IBM StoredIQ Folders icons.....	4
6. System and Application configuration options.....	9
7. Supported languages.....	12
8. CIFS/SMB or SMB2 (Windows platforms) primary volumes.....	31
9. NFS v2 and v3 primary volumes.....	33
10. Exchange primary volumes.....	34
11. SharePoint primary volumes.....	37
12. Documentum primary volumes.....	41
13. Domino primary volumes.....	42
14. FileNet primary volumes.....	45
15. NewsGator primary volumes.....	46
16. Livelink primary volumes.....	47
17. Jive primary volumes.....	49
18. Chatter primary volumes.....	51
19. IBM Content Manager primary volumes.....	53
20. CMIS primary volumes.....	55
21. HDFS primary volumes.....	56
22. Connections primary volumes.....	58
23. SharePoint volumes as primary volumes: Fields and examples.....	64

24. CIFS (Windows platforms) retention volumes.....	69
25. NFS v3 retention volumes.....	70
26. System volume fields, descriptions, and applicable volume types.....	71
27. Discovery export volumes: fields, required actions, and applicable volume types.....	75
28. Action limitations for volume types.....	76
29. Predefined jobs.....	88
30. Harvest/Volume cache details: Fields, descriptions, and values.....	90
31. Discovery export cache details: Fields, descriptions, and values.....	90
32. Harvest audit by volume: Fields and descriptions.....	98
33. Harvest audit by time: Fields and descriptions.....	98
34. Harvest overview summary options: Fields and descriptions.....	99
35. Harvest overview results options: Fields and descriptions.....	99
36. Harvest overview detailed results: Fields and descriptions.....	99
37. Imports by volumes details: Fields and descriptions.....	101
38. ERROR event log messages.....	103
39. INFO event log messages.....	111
40. WARN event log messages.....	119
41. Policy audit by name: Fields and descriptions.....	125
42. Policy audit by volume: Fields and descriptions.....	126
43. Policy audit by time: Fields and descriptions.....	126
44. Policy audit by discovery exports: Fields and descriptions.....	126
45. Discovery export runs by discovery export: Fields and descriptions.....	127
46. Policy audit details: Fields and descriptions.....	129
47. Policy audit execution details: Fields and descriptions.....	129
48. Policy audit data object details: Fields and descriptions.....	129

49. Types of and reasons for policy audit messages.....	130
50. Admin knobs.....	133
51. Supported file types by name.....	134
52. Supported archive file types by category.....	142
53. Supported CAD file types by category.....	143
54. Supported database file types by category.....	143
55. Supported email file types by category.....	143
56. Supported graphic file types by category.....	144
57. Supported multimedia file types by category.....	146
58. Supported presentation file types by category.....	146
59. Supported spreadsheet file types by category.....	147
60. Supported system file types by category.....	148
61. Supported text and markup file types by category.....	148
62. Supported word-processing file types by category.....	148
63. Supported SharePoint object types.....	150
64. Attribute summary.....	151
65. ERROR event log messages.....	161
66. INFO event log messages.....	169
67. WARN event log messages.....	177

# About this publication

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*IBM® StoredIQ® Data Server Administration Guide* describes how to manage the administrative tasks such as administering appliances, configuring IBM StoredIQ, or creating volumes and data sources.

## IBM StoredIQ product library

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The following documents are available in the IBM StoredIQ product library.

- *IBM StoredIQ Overview Guide*
- *IBM StoredIQ Deployment and Configuration Guide*
- *IBM StoredIQ Data Server Administration Guide*
- *IBM StoredIQ Administrator Administration Guide*
- *IBM StoredIQ Data Workbench User Guide*
- *IBM StoredIQ Policy Manager User Guide*
- *IBM StoredIQ Insights User Guide*
- *IBM StoredIQ Integration Guide*

## Contacting IBM StoredIQ customer support

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For IBM StoredIQ technical support or to learn about available service options, contact IBM StoredIQ customer support at this phone number:

- 1-866-227-2068

Or, see the Contact IBM web site at <http://www.ibm.com/contact/us/>.

### IBM Knowledge Center

The IBM StoredIQ documentation is available in [IBM Knowledge Center](#).

## Contacting IBM

For general inquiries, call 800-IBM-4YOU (800-426-4968). To contact IBM customer service in the United States or Canada, call 1-800-IBM-SERV (1-800-426-7378).

For more information about how to contact IBM, including TTY service, see the Contact IBM website at <http://www.ibm.com/contact/us/>.

# Overview of IBM StoredIQ Data Server

IBM StoredIQ Data Server provides access to data-server functions. It allows administrators to configure system and application settings, manage volumes, administer harvests, configure jobs and desktop collection, manage folders, access audits and error logs, and deploy customized settings.

The following list provides an overview of the tasks that the administrator can accomplish with IBM StoredIQ Data Server:

## **Configuring system and application settings**

This includes these tasks:

- Configure the DA gateway.
- View and modify network settings, including host name, IP address, NIS domain membership, and use.
- View and modify settings to enable the generation of email notification messages.
- Configure SNMP servers and communities.
- Manage notifications for system and application events.
- View and modify date and time settings for IBM StoredIQ.
- Set backup configurations.
- Manage LDAP connections.
- Manage users.
- Upload Lotus Notes user IDs so that encrypted NSF files can be imported into IBM StoredIQ.
- Specify directory patterns to exclude during harvests.
- Specify options for full-text indexing.
- View, add, and edit known data object types.
- View and edit settings for policy audit expiration and removal.
- Specify options for computing hash settings when harvesting.
- Specify options to configure the desktop collection service.

## **Managing volumes and data sources**

A volume represents a data source or destination that is available on the network to the IBM StoredIQ appliance, and they are an integral to IBM StoredIQ indexing your data. Only administrators can define, configure, and add or remove volumes.

## **Administering harvests**

Harvesting (or indexing) is the process or task by which IBM StoredIQ examines and classifies data in your network. Within IBM StoredIQ Data Server, you can specify harvest configurations.

## **Configuring jobs**

Configure and run jobs from IBM StoredIQ Data Server.

## **Configuring desktop collection**

Set up desktop collection. IBM StoredIQ Desktop Data Collector enables desktops as a volume type or data source, allowing them to be used just as other types of added data sources. It can collect PSTs and compressed files.

## **Accessing audits and logs**

View and download audit and log categories as needed.

## **Deploying customized web services**

Deploy SharePoint custom web services.

# IBM StoredIQ Data Server user interface

Describes the IBM StoredIQ Data Server web interface and outlines the features within each tab. References to sections where you can find additional information on each topic are also provided.

## Logging in and out of IBM StoredIQ Data Server

The system comes with a default administrative account for use with the IBM StoredIQ Data Server user interface. Use this account for the initial setup of the data server.

1. Open the IBM StoredIQ Data Server user interface from a browser.

Ask your system administrator for the URL.

2. In the login window, enter your user name or email address and password.

To log in for the first time after the deployment, use the default administrative account: enter admin in the email address field and admin in the password field. For security reasons, change the password for the admin account as soon as possible, preferably the first time you log in. Also, create extra administrators for routine administration.

3. Click **Log In** to enter the system.

**Database Compactor hint:** If someone tries to log in while the appliance is doing database maintenance, the administrator can override the maintenance procedure and use the system. For more information, see [“Job configuration” on page 88](#).

4. To log out of the application, click **User Account** in the upper right corner, and then click the **Log out** link.

## Navigation within IBM StoredIQ Data Server

The primary tabs and subtabs found within the user interface provide you with the access to data server functionality.

### Primary IBM StoredIQ Data Server tabs

IBM StoredIQ users do most tasks with the web interface. The menu bar at the top of the interface contains three primary tabs that are described in this table.

Table 1. IBM StoredIQ primary tabs	
Tab name	Description
<b>Administration</b>	Allows Administrators to do various configurations on these subtabs: <b>Dashboard</b> , <b>Data Sources</b> , and <b>Configuration</b> .
<b>Folders</b>	Create folders and jobs; run jobs.
<b>Audit</b>	Examines a comprehensive history of all harvests, run policies, imports, and event logs.

### Administration tab

The **Administration** tab includes these subtabs: **Dashboard**, **Data Sources**, and **Configuration**.

- **Dashboard:** The **Dashboard** subtab provides an overview of the system's current, ongoing, and previous processes and its status. This table describes administrator-level features and descriptions.
- **Data sources:** The **Data sources** subtab is where administrators define servers and volumes. They can be places that are indexed or copied to. Various server types and volumes can be configured for use in

managing data. Administrators can add FileNet servers through the **Specify servers** area. Volumes are configured and imported in the **Specify volumes** section.

- **Configuration:** The administrator configures system and application settings for IBM StoredIQ through the **Configuration** subtab.

*Table 2. Dashboard subtab settings and descriptions*

Dashboard setting	Description
Page refresh	Choose from 30-second, 60-second, or 90-second intervals to refresh the page.
Today's job schedule	View a list of jobs that are scheduled for that day with links to the job's summary.
System summary	View a summary of system details, including system data objects, contained data objects, volumes, and the dates of the last completed harvest.
Jobs in progress	View details of each job step as it is running, including estimated time to completion, average speed, total system and contained objects that are encountered, harvest exceptions, and binary processing information.
Harvest statistics	Review the performance over the last hour for all harvests.
Event log	Review the last 500 events or download the entire event log for the current date or previous dates.
Appliance status	Provides a status view of the appliance. Restart the appliance through the about appliance link. View cache details for volumes and discovery exports.

*Table 3. Configuration settings and descriptions*

Configuration setting	Description
<b>System</b>	<ul style="list-style-type: none"> <li>• <b>DA Gateway settings:</b> Configure the DA Gateway host or IP address.</li> <li>• <b>Network settings:</b> Configure the private and public network interfaces.</li> <li>• <b>Mail server settings:</b> Configure what mail server to use and how often to send email.</li> <li>• <b>SNMP settings:</b> Configure Simple Network Management Protocol (SNMP) servers and communities.</li> <li>• <b>System time and date:</b> Set the system time and date on the appliance.</li> <li>• <b>Backup configuration:</b> Back up the system configuration of the server to the IBM StoredIQ gateway server.</li> <li>• <b>Manage LDAP connections:</b> Add, edit, and remove LDAP connections.</li> <li>• <b>Manage users:</b> Add, remove, and edit users.</li> <li>• <b>Lotus Notes user administration:</b> Add a Lotus Notes User.</li> </ul>

Table 3. Configuration settings and descriptions (continued)

Configuration setting	Description
<b>Application</b>	<ul style="list-style-type: none"> <li><b>Harvester settings:</b> Set basic parameters and limits, data object extensions and directories to skip, and reasons to run binary processing.</li> <li><b>Full-text settings:</b> Set full-text search limits for length of word and numbers and edit stop words.</li> <li><b>Data object types:</b> Set the object types that appear in the disk use by data object type report.</li> <li><b>Audit settings:</b> Configure how long and how many audits are kept.</li> <li><b>Hash settings:</b> Configure whether to compute a hash when harvesting and which hash.</li> <li><b>Desktop settings:</b> Configure the desktop collection service.</li> </ul>

### Folders tab

Within the **Folders** tab, any type of user can create and manage application objects.

### Audit tab

IBM StoredIQ audit feature allows Administrators to review all actions that are taken with the data server, including reviewing harvests and examining the results of actions.

## Web interface icons

The following tables describe the icons that are used throughout IBM StoredIQ web interface.

### IBM StoredIQ icons

Table 4. IBM StoredIQ dashboard icons

Dashboard icon	Description
User account	The <b>User account</b> icon accesses your user account, provides information about version and system times, and logs you out of the system. For more information, see <a href="#">Logging In and Out of the System</a> .
Inbox	The inbox link provides you the access to the PDF audit reports.
Help	Clicking the <b>Help</b> icon loads IBM StoredIQ technical documentation in a separate browser window. By default, the technical documentation is loaded as HTML help.

### Folders icons

Table 5. IBM StoredIQ **Folders** icons

Folder icon	Description
<b>New</b>	Use the <b>New</b> icon to add jobs and folders.
<b>Action</b>	Use the <b>Action</b> icon to act on workspace objects, including the ability to move, and delete jobs and folders.
<b>Job</b>	Jobs tasks such as harvesting are either a step or a series of steps. For more information, see <a href="#">“Job configuration” on page 88</a> .

Table 5. IBM StoredIQ **Folders** icons (continued)

Folder icon	Description
Folder	Folders are a container object that can be accessed and used by administrators. For more information, see <a href="#">Folders</a> .
Folder Up	Folders are a container object that can be accessed and used by administrators. By default, you view the contents of the Workspace folder; however, by clicking this icon, you move to the parent folder in the structure. For more information, see <a href="#">Using Folders</a> .

### Audit icons

No specialized icons are used on the **Audit** tab.

# System administration

System administration entails checking the system's status, restarting the appliance, backing up the IBM StoredIQ image, and backing up or restoring the data server configuration.

## Checking the system's status

You can check the system's status for information about various appliance details.

1. In IBM StoredIQ Data Server, go to **Administration > Dashboard > Appliance status**.
2. Click **About appliance** to open the Appliance details page. The Appliance details page shows the following information:
  - Node
  - Harvester processes
  - Status
  - Software version
  - View details link
3. Click the **View details** link for the controller. The following table defines appliance details and describes the data that is provided for the node.

Option	Description
<b>View appliance details</b>	Shows software version and details of harvester processes running on the controller for the appliance.
<b>Application services</b>	Shows a list of all services and status, which includes this information: <ul style="list-style-type: none"><li>• Service: the name of each service on the appliance component</li><li>• PID: the process ID associated with each service</li><li>• Current memory (MB): the memory that is being used by each service</li><li>• Total memory (MB): total memory that is being used by each service and all child services</li><li>• Processor percentage: the percentage of processor usage for each service. This value is zero when a service is idle.</li><li>• Status: the status of each service. Status messages include Running, Stopped, Error, Initializing, Unknown.</li></ul>
<b>System services</b>	Shows a list of basic system information details and memory usage statistics. System information includes this information: <ul style="list-style-type: none"><li>• System time: current time on the appliance component</li><li>• GMT Offset: the amount of variance between the system time and GMT.</li><li>• Time up: the time the appliance component was running since the last restart, in days, hours, minutes, and seconds</li><li>• System processes: the total number of processes that are running on the node</li><li>• Number of processors: the number of processors in use on the component</li><li>• Load Average (1 Minute): the average load for system processes during a 1-minute interval</li><li>• Load Average (5 Minutes): the average load for system processes during a 5-minute interval</li></ul>

Option	Description
	<ul style="list-style-type: none"> <li>• Load Average (10 Minutes): the average load for system processes during a 10-minute interval</li> </ul> <p>Memory details include this information:</p> <ul style="list-style-type: none"> <li>• Total: total physical memory on the appliance component</li> <li>• In use: how much physical memory is in use</li> <li>• Free: how much physical memory is free</li> <li>• Cached: amount of memory that is allocated to disk cache</li> <li>• Buffered: the amount of physical memory that is used for file buffers</li> <li>• Swap total: the total amount of swap space available (in use plus free)</li> <li>• System services Swap in use: the total amount of swap space that is used</li> <li>• Swap free: the total amount of swap space free</li> <li>• Database Connections</li> <li>• Configured</li> <li>• Active</li> <li>• Idle</li> <li>• Network interfaces</li> <li>• Up or down status for each interface</li> </ul>
<b>Storage</b>	<p>Storage information for a controller includes this information:</p> <ul style="list-style-type: none"> <li>• Volume</li> <li>• Total space</li> <li>• Used space</li> <li>• Percentage</li> </ul>
<b>Controller and compute node status</b>	<p>Indicator lights show component status</p> <ul style="list-style-type: none"> <li>• Green light: Running</li> <li>• Yellow light: The node is functional but is in the process of rebuilding; performance can be degraded during this time. Note: The rebuild progresses faster if the system is not being used.</li> <li>• Red light: not running</li> </ul> <p>Expand the node to obtain details of the appliance component by clicking the image.</p>

## Restarting the system

Restart the system periodically.

The web application is temporarily unavailable if you restart it. Additionally, whenever volume definitions are edited or modified, you must restart the system.

1. In IBM StoredIQ Data Server, select **Administration > Dashboard > Appliance status**. On the Appliance status page, you have two options:

- Click the **Controller** link.
- Click **About Appliance**.

The **Restart services** and **Reboot** buttons are available on the **Appliance details** page and on each tab of the **Controller details** page.

2. Click either of these options:

- **Restart services:** Restart all system services that are running on the node.
- **Reboot:** Restart the components.

# Configuration of IBM StoredIQ system settings

An administrator can modify the Application and Network areas to configure IBM StoredIQ.

The **Configuration** subtab (**Administration > Configuration**) is divided into **System** and **Application** sections.

<i>Table 6. System and Application configuration options</i>	
Section	Configuration options
System	<ul style="list-style-type: none"><li>Configure the DA gateway.</li><li>View and modify network settings, including host name, IP address, NIS domain membership, and use.</li><li>View and modify settings to enable the generation of email notification messages.</li><li>Configure SNMP servers and communities.</li><li>Manage notifications for system and application events.</li><li>View and modify date and time settings for IBM StoredIQ.</li><li>Back up the data server configuration.</li><li>Configure LDAP connections.</li><li>Manage users.</li><li>Upload Lotus Notes user IDs so that encrypted NSF files can be imported into IBM StoredIQ.</li></ul>
Application	<ul style="list-style-type: none"><li>Specify directory patterns to exclude during harvests.</li><li>Specify options for full-text indexing.</li><li>View, add, and edit known data object types.</li><li>View and edit settings for policy audit expiration and removal.</li><li>Specify options for computing hash settings when harvesting.</li><li>Specify options to configure the desktop collection service.</li></ul>

## Configuring DA Gateway settings

View or modify the DA gateway settings. These settings are part of the general system-configuration options for the data server.

1. Go to **Administration > Configuration > DA Gateway settings**.
2. If secure gateway communication (via stunnel) was enabled during deployment, the **Host** field displays 127.0.0.1. If secured gateway communication was not enabled during deployment, the **Host** field displays the IP address configured during deployment. You can update the IP address or enter the host name fully qualified domain name of the StoredIQ gateway server instead.  
For example, enter mgmt.example.com or 192.168.10.10.
3. The **Node name** field shows the name of the data server that you assigned during installation.  
Change as required.
4. If you changed any of the settings, restart services in either of the following ways:
  - Go to the data server dashboard, click **About Appliance** and then click **Restart Services**.
  - Using an SSH tool, log in to the data server VM as root and then run this command: `service deepfiler restart`.

## Configuring network settings

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Describes how to configure the network settings that are required to operate IBM StoredIQ Data Server.

1. Go to **Administration > Configuration > System > Network settings**.
2. Click **Controller Settings**. Set or modify the following **Primary Network Interface** options.
  - **IP type**: Set to static or dynamic. If it is set to dynamic, the IP address, Netmask, and Default Gateway fields are disabled.
  - **IP address**: Enter the IP address.
  - **Netmask**: Enter the network mask of the IP address.
  - **Default gateway**: Enter the IP address of the default gateway.
  - **Hostname**: Enter the fully qualified domain name that is assigned to the appliance.
  - **Ethernet speed**: Select the **Ethernet** speed.
  - **Separate network for file/email servers**: Specify the additional subnet for accessing file/email servers. If you are using the web application from one subnet and harvesting from another subnet, select this check box.

For information about enabling or disabling the ports, see the topic about default open ports in the deployment guide.

Restart the system for any primary network interface changes to take effect. See [Restarting and Rebooting the Appliance](#).

3. In **Controller Settings**, set or modify the following **DNS Settings** options.
  - **Nameserver 1**: Set the IP address of the primary DNS server for name resolution.
  - **Nameserver 2**: Set the IP address of the secondary DNS server for name resolution.
  - **Nameserver 3**: Set the IP address of the tertiary DNS server for name resolution.DNS settings take effect after they are saved. Changes to the server's IP address take effect immediately. Because the server has a new IP address, you must reflect this new address in the browser address line before next step.
4. Click **OK**.
5. Click **Server name resolution**. Set these options for the data server:
  - a) **CIFS file server name resolution**: These settings take effect upon saving.
    - **LMHOSTS**: Enter the IP host name format.
    - **WINS Server**: Enter the name of the WINS server.
  - b) **NIS (for NFS)**: These settings take effect upon saving.
    - **Use NIS**: Select this box to enable NIS to set UID/GID to friendly name resolution in an NFS environment.
    - **NIS Domain**: Specify the NIS domain.
    - **Broadcast for server on local network**: If the NIS domain server is on the local network and can be discovered by broadcasting, select this box. This option does not work if the NIS domain server is on another subnet.
    - **Specify NIS server**: If not using broadcast, specify the IP address of the NIS domain server here.
  - c) **Doc broker settings (for Documentum)**
    - Enter **Host** for doc broker.
6. Click **OK**.

## Configuring mail settings

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Mail settings can be configured as part of system configuration options.

1. Go to **Administration > Configuration > System > Mail Server settings**.
2. In **Mail server**, enter the fully qualified host name of the SMTP mail server.
3. In **From address**, enter a valid sender address. If the sender is invalid, some mail servers reject email. A sender address also simplifies the process of filtering email notifications that are based on the sender's email.
4. Click **OK** to save changes.

## Configuring SNMP settings

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You can configure the system to make Object Identifier (OID) values available to Simple Network Management Protocol (SNMP) client applications. At the same time, you can receive status information or messages about system events in a designated trap. For information about environmental circumstances that are monitored by IBM StoredIQ, see the following table.

1. Go to **Administration > Configuration > System > SNMP settings**.
2. To make OID values available to SNMP client applications, in the **Appliance Public MIB** area:
  - a) Select the **Enabled** check box to make the MIB available, that is, to open port 161 on the controller.
  - b) In the **Community** field, enter the community string that the SNMP clients use to connect to the SNMP server.
  - c) To view the MIB, click **Download Appliance MIB**. This document provides the MIB definition, which can be provided to an SNMP client application.
3. To capture messages that contain status information in the **Trap destination** area:
  - a) In the **Host** field, enter the common name or IP address for the host.
  - b) In the **Port** field, enter the port number. Port number 162 is the default.
  - c) In the **Community** field, enter the SNMP community name.
4. To modify the frequency of notifications, complete these fields in the **Environmental trap delivery** area:
  - a) **Send environmental traps only every \_\_ minutes.**
  - b) **Send environmental traps again after \_\_ minutes.**
5. Click **OK**. Environmental traps that are monitored by IBM StoredIQ are described in this table.

Option	Description
<b>siqConsoleLogLineTrap</b>	A straight conversion of a console log line into a trap. It uses these parameters: messageSource, messageID, severity, messageText.
<b>siqRaidControllerTrap</b>	Sent when the RAID controller status is anything but normal. Refer to the MIB for status code information. It uses this parameter: nodeNum.
<b>siqRaidDiskTrap</b>	Sent when any attached raid disk's status is anything but OK. It uses this parameter: nodeNum.
<b>siqBbuTrap</b>	Battery Backup Unit (BBU) error on the RAID controller detected. It uses this parameter: nodeNum.
<b>siqCacheBitTrap</b>	Caching indicator for RAID array is off. It uses this parameter: nodeNum.
<b>siqNetworkTrap</b>	Network interface is not UP when it must be. It uses this parameter: nodeNum.
<b>siqDbConnTrap</b>	Delivered when the active Postgres connection percentage exceeds an acceptable threshold. It uses this parameter: nodeNum.

Option	Description
<b>siqFreeMemTrap</b>	Delivered when available memory falls too low. It uses this parameter: nodeNum.
<b>siqSwapUseTrap</b>	Sent when swap use exceeds an acceptable threshold. Often indicates memory leakage. It uses this parameter: nodeNum.
<b>siqCpuTrap</b>	Sent when processor load averages are too high. It uses this parameter: nodeNum.
<b>siqTzMismatchTrap</b>	Sent when the time zone offset of a node does not match the time zone offset of the controller. It uses this parameter: nodeNum.

## Configuring notification from IBM StoredIQ

You can configure the system to notify you using email or SNMP when certain events occur.

For a list of events that can be configured, see [“Event log messages” on page 103](#).

1. Go to **Administration > Configuration > System > Manage notifications**.
2. Click **Create a notification**.
3. In the **Event number**: field, search for events by clicking **Browse** or by typing the event number or sample message into the field.
4. Select the event level by clicking the **ERROR**, **WARN**, or **INFO** link.
5. Scroll through the list, and select each event by clicking it. The selected events appear in the **create notification** window. To delete an event, click the delete icon to the right of the event.
6. In the **Destination**: field, select the method of notification: **SNMP**, or **Email address**, or both. If you choose email address, enter one or more addresses in the **Email address field**. If you choose SNMP, the messages are sent to the trap host identified in the **SNMP settings** window, with a trap type of **siqConsoleLogLineTrap**.
7. Click **OK**.
8. To delete an item from the Manage notifications window, select the check box next to the event, and then click **Delete**.

You can also request a notification for a specific event from the dashboard’s event log. Click the **Subscribe** link next to any error message and a prepopulated edit notification screen that contains the event is provided.

## Configuration of multi-language settings

The following table lists the languages that are supported by the IBM StoredIQ.

Table 7. Supported languages			
Language	Code	Lemmas	Stop words
Arabic	ar	X	
Catalan	ca		
Chinese	zh	X	
Czech	cs	X	
Danish	da	X	
Dutch	nl	X	
English	en	X	X

Table 7. Supported languages (continued)

Language	Code	Lemmas	Stop words
Finnish	fi	X	
French	fr	X	X
German	de	X	X
Greek	el	X	
Hebrew	he	X	
Hungarian	hu		
Icelandic	is		
Italian	it	X	
Japanese	ja	X	
Korean	ko	X	
Malay	ms		
Norwegian (Bokmal)	nb	X	
Norwegian (Nynorsk)	nn	X	
Polish	pl	X	
Portuguese	pt	X	X
Romanian	ro		
Russian	ru	X	
Spanish	es	X	X
Swedish	sv	X	
Thai	th	X	
Turkish	tr	X	
Vietnamese	vi		

By default, English is the only language that Multi-language Support identifies during a harvest and it is also the default search language. Both the identified language (or languages) and the search default language can be changed in the `siq-findex.properties` file on the data server. This properties file exists in the following directories on each data server:

```
/usr/local/tomcat/webapps/storediq/WEB-INF/classes/siq-findex.properties
/usr/local/tomcat/webapps/query-converter/WEB-INF/classes
```

All versions of the `siq-findex.properties` file must be kept in sync, within one data server as well as across all data servers, for searches to be consistent and correct.

To change the language that the harvester can identify, use the `index.presetLanguageIDs` field, which is the second-to-last line of the file: `index.presetLanguageIDs = en,fr,de,pt`. The first language in the list is the default language, which is assigned to a document whose language cannot be identified.

To change the default search language, use the `search.defaultLanguage` field, which is the last line of the file. The search language is used to determine which language's rules, that is, **stop words**, **lemmas**, **character normalization**, apply in a search. Only one language can be set as the default for search. However, the default language can be manually overwritten in a full-text search: `lang:de [umkämpft großteils]`

After you change this property file, you must restart the data server and reharvest the volumes that are to be searched. If the data server is the DataServer - Distributed type, run the following command on the data server after restarting it:

```
/etc/deepfile/dataserver/es-update-findex-props.py
```

## Setting the system time and date

---

The system's time and date can be modified as needed.

A system restart is required for any changes that are made to the system time and date. See [Restarting and Rebooting the Appliance](#).

1. Go to **Administration > Configuration > System > System time and date**.
2. Enter the current date and time.
3. Select the appropriate time zone for your location.
4. Enable **Use NTP to set system time** to use an NTP server to automatically set the system date and time for the data server.  
If NTP is used to set the system time, then the time and date fields set automatically. However, you must specify the time zone.
5. Enter the name or IP address of the NTP server.
6. Click **OK** to save changes.

## Backing up the data server configuration

---

To prepare for disaster recovery, you can back up the system configuration of an IBM StoredIQ data server to an IBM StoredIQ gateway server. This process backs up volume definitions, discovery export records, and data-server settings. It does not back up infosets, data maps, or indexes. The preferred method is to take a snapshot of the virtual machine to use as backup.

The gateway must be configured manually to support this backup.

1. Using an SSH tool, log in to the gateway as `root`.
2. At the command prompt, enter `su -`.
3. In the **Appliance Manager** utility, select **Appliance Tools** and **OK**, then press Enter.
4. Select **Enable NFS Share for Gateway** and press Enter.
5. Select **Appliance Tools > OK > Enable NFS Share for Gateway**.  
A dialog box appears, stating that the system is checking exports.
6. Log in to the data server as an administrator.
7. Start the system backup. Go to **Administration > Configuration > System > Backup configuration**. Click **Start backup**.
8. Check the event log. Go to **Navigate to the Administration > Dashboard** page and check the Event log for the status information.

You can also examine the files created by the backup procedure. To see these files, go to the `/deepfs/backup` directory on the gateway server.

## Restoring system configuration backups

---

To prepare for disaster recovery, you can back up the system configuration of a IBM StoredIQ data server to a IBM StoredIQ gateway server. You can later restore a system's configuration.

1. Build a new data server, which serves as the restore point for the backup. When building this new data server, use the same IP address and server name as the original data server. Verify that the original server is shut down and not on the network.

See the topics about configuring the data server and the data server gateway settings in the deployment guide for the installation and configuration procedures.

2. Ensure the gateway still has its configured NFS mount.
  - a) Using an SSH tool, log in to the gateway as `root`.
  - b) At the command prompt, enter `su util`.
  - c) In the **Appliance Manager** utility, select **Appliance Tools** and **OK**, then press Enter.
  - d) Select **Enable NFS Share for Gateway** and press Enter.  
A dialog box appears, stating that the system is checking exports.
3. Using an SSH tool, log in to the new data server as `root`.
4. At the command prompt, enter `su util`.
5. In the **Appliance Manager** utility, select **Appliance Tools** and **OK**, then press Enter.
6. Select **Restore Configuration From Backups** and press Enter.
7. Enter the gateway's server name or IP address, and then press **Enter**.
8. Provide the full system restore date, or leave the space empty in order to restore the most recent system backup.
9. Enter `Y` and then press **Enter** to confirm the system's restoration.

## Backing up the IBM StoredIQ image

---

Backing up the IBM StoredIQ images is a good method for disaster recovery. It is also a best practice before you start any upgrades on your images. If you need to back up the IBM StoredIQ images, you must complete the following steps.

An active IBM StoredIQ image must not be backed up by using VMWare VCenter or other product backup utilities. If you do so, the data servers might hang and become unresponsive. Running a backup snapshot on an active IBM StoredIQ image might result in transaction integrity issues.

To prepare for disaster recovery, another method is to back up the system configuration of the IBM StoredIQ data server to an IBM StoredIQ gateway server. This type of backup is supported only for data servers.

If a backup snapshot of IBM StoredIQ image is needed, follow these steps:

1. Stop services on all data servers and the gateway:
  - a) Log in to each data server and to the gateway as `root`.
  - b) To stop all IBM StoredIQ services, enter the following command:

```
service deepfiler stop
```

- c) To stop the `postgresql` database service, enter the following command:

```
service postgresql stop
```

- d) Log out.

**Important:** Wait 10 minutes after a harvest before you use this command to stop services.

2. Stop the IBM StoredIQ services on the application stack:
  - a) Log in to the application stack as `siqadmin` user.  
Alternatively, you can log in as `root` user.
  - b) Enter the following command:

```
service appstack stop
```

- c) Log out.

3. Contact the VMWare VCenter administrator to have the IBM StoredIQ image manually backed up. Confirm the work completion before you proceed to the next step.
4. Restart services on all data servers and the gateway:
  - a) Log in to each data server and to the gateway as `root`.
  - b) To restart all IBM StoredIQ services, enter the following command:
 

```
service deepfiler restart
```
  - c) To restart the `postgresql` database service, enter the following command:
 

```
service postgresql restart
```
5. Start the IBM StoredIQ services on the application stack:
  - a) Log in to the application stack as `siqadmin` user.  
Alternatively, you can log in as `root` user.
  - b) Enter the following command:
 

```
service appstack start
```

## Managing LDAP connections on the data server

Configure and manage connections to the LDAP server so that you can create administrative users who use LDAP authentication when logging in to IBM StoredIQ Data Server.

You must be logged in to IBM StoredIQ Data Server.

To be able to create *LDAP users* in IBM StoredIQ Data Server, at least one LDAP connection must be configured and defined as default connection for authentication.

1. On the **Administration > Configuration** page, click **Manage LDAP connections**.

2. Select one of the following options:

- To add connections:

a. Click **Add connection**. Then, provide the following connections details:

Parameter	Value
LDAP server	The URL of the LDAP server in the form of an IP address or the FQDN (fully qualified domain name).
Principal	<p>The security principal for this connection in this format:</p> <p><code>cn=common_name,ou=organizational_unit,dc=domain_component</code></p> <p>If you configure this connection as default connection, the principal must have admin privileges on the LDAP server and must belong to one of the users that you want to add.</p>
Password	The principal's password.

b. Make this connection the default connection for LDAP authentication. One of the configured connections must be set as default connection before you can add LDAP users. The default connection is used when validating other LDAP users with the LDAP server. Therefore, the security principal that you specify for this connection must have admin privileges on the LDAP server and must belong to one of the users that you want to add.

c. Click **OK**.

d. Add further connections by repeating steps “2.a” on page 16 to “2.c” on page 16.

- To edit a connection, click the respective entry and update the settings as required. Remember that you must enter the password again to apply the changes.
- To delete a connection, click the respective entry and then click **Delete** on the connection details window. You can delete only connections that are not in use.

## Managing IBM StoredIQ Data Server administrative accounts

---

Account administration in IBM StoredIQ Data Server includes creating, modifying, and deleting administrative accounts.

If you want to create users who authenticate through LDAP, configure at least a default LDAP connection before you start adding LDAP users. For more information, see [“Managing LDAP connections on the data server” on page 16](#)

IBM StoredIQ Data Server comes with a default administrative account that you can use for the initial setup. The default system administrator is admin. The default password for this account is admin. For security purposes, change the password as soon as possible. Also, create additional administrative accounts on the data server for routine administration so that the actions can be audited. These accounts allow access only to the IBM StoredIQ Data Server interface on data server where they were created.

**Note:** If someone tries to log in while the Database Compactor appliance is doing database maintenance, the administrator can override the maintenance procedure and use the system. For more information, see [“Job configuration” on page 88](#).

1. In a browser window, enter the IP address or host name of IBM StoredIQ Data Server.
2. Log in with your IBM StoredIQ Data Server credentials.

To log in for the first time after the deployment, use the default administrative account. For regular accounts, use the email address that is defined in your account settings to log in. Local users must provide the password they configured in IBM StoredIQ Data Server. LDAP users are authenticated by using the LDAP server and must therefore provide their LDAP password.

3. On the **Administration > Configuration** page, click **Manage users**.

You have the following options:

- Change the password of the default administrative account.

From the list, click **The Administrator account**, and then select **Change the “admin” password**.

This default administrative account is always a local account.

- Create an account.

Click **Create new user**. Provide the name and an email address, and select the authentication type and the appropriate notification setting.

For a user with the authentication type **LDAP**, you must also provide the LDAP principal of the user you want to add in this format:

*cn=common\_name,ou=organizational\_unit,dc=domain\_component*

For details, see your LDAP documentation.

When you click **OK**, LDAP user information is verified with the LDAP server to make sure that the user exists and that the attributes are valid. Therefore, at least a default LDAP connection must be configured before you can create LDAP users.

Users with the authentication type **Local** must create and maintain a password for authenticating to IBM StoredIQ Data Server. The welcome message that they receive provides instructions for creating this password. LDAP users authenticate with their LDAP passwords.

- Edit an account.

In the list, click the user name of the account you want to edit. Then, click **Edit user** and change settings as required. For an LDAP user, the information is verified with the LDAP server when you click **OK**.

- Lock or unlock a local or LDAP user account.

In the list, click the user name of the account you want to lock or unlock. Then, click either **Lock account** or **Unlock account**. A locked account is marked accordingly. An account also becomes locked after three failed login attempts. The user cannot log in while the account is locked.

- Change your password.

This option is available only for local user accounts. Passwords of LDAP users must be changed by using LDAP administration tools.

In the list, click your user name to open your account. Then, click **Change password**. Alternatively, open your account by selecting **Your account** from the user menu in the navigation bar.

When you need to change your password while you are not logged in, you can click the **Forgot your password?** link in the login window. You will then receive an email with instructions for creating a new password. Again, this applies to local user accounts only.

- Reset other users' passwords.

This option is available only for local user accounts. Passwords of LDAP users must be reset by using LDAP administration tools.

In the list, click the user name of the account. Then, click **Reset password**. The user receives an email with the information that the password was reset and instructions for creating a new password.

- Delete an account.

In the list, click the user name of the account. Then, click **Delete**.

When you delete an LDAP user, only the IBM StoredIQ Data Server account is deleted. The user account on the LDAP server remains unchanged.

## Importing IBM Notes ID files

---

IBM StoredIQ can decrypt, import, and process encrypted NSF files from IBM Lotus Domino. The feature works by comparing a list of user.id and key pairs that were imported into the system with the key values that lock each encrypted container or email. When the correct match is found, the file is unlocked with the key. After the emails or containers are unlocked, IBM StoredIQ analyzes and processes them in the usual fashion.

These use cases are supported:

- Multiple unencrypted emails within a journaling database that was encrypted with a single user.id key
- Multiple unencrypted emails in an encrypted NSF file
- Multiple encrypted emails within an unencrypted NSF file
- Multiple encrypted emails with the same or different user.id keys, contained in an encrypted NSF file
- Encrypted emails from within a journaling database

1. On the primary data server, go to **Administration > Configuration > Lotus Notes user administration**.

2. Click **Upload a Lotus user ID file**.

- a) In the dialog box that appears, click **Browse**, and go to a user ID file.
- b) Enter the password that unlocks the selected file.
- c) Enter a description for the file.
- d) Click **OK**. Repeat until the keys for all encrypted items are uploaded. When the list is compiled, you can add new entries to it.
- e) To delete an item from the list, from the **Registered Lotus users** screen, select the check box next to a user, and then click **Delete**. In the confirmation dialog that appears, click **OK**.

**Note:** After you upload user IDs, restart services.

## Configuring harvester settings

---

You can use several different harvester settings to fine-tune your index process.

1. Go to **Administration > Configuration > Application > Harvester settings**.
2. To configure **Basic** settings, follow these steps:
  - a) **Harvester Processes**: Select either **Content processing** or **System metadata only**.
  - b) **Harvest miscellaneous email items**: Select to harvest contacts, calendar appointments, notes, and tasks from the Exchange server.
  - c) **Harvest non-standard Exchange message classes**: Select to harvest message classes that do not represent standard Exchange email and miscellaneous items.
  - d) **Include extended characters in object names**: Select to allow extended characters to be included in data object names during a harvest.
  - e) **Determine whether data objects have NSRL digital signature**: Select to check data objects for NSRL digital signatures.
  - f) **Enable parallel grazing**: Select to harvest volumes that were already harvested and are going to be reharvested.

If the harvest completes normally, parallelized grazing enables harvests to begin where they left off when interrupted and to start at the beginning.
  - g) **Index generated text**: Select for the generated text that is extracted by OutsideIn to be indexed and available for full-text search.

For sensitive data detection, especially in spreadsheet files, this option must be enabled.
3. Specify **Skip Content processing**.

In **Data object extensions to be skipped**, specify those file types that you want the harvest to ignore by adding data object extensions to be skipped.
4. To configure **Locations to ignore**, enter each directory that must be skipped. IBM StoredIQ accepts only one entry per line and that regular expressions can be used.
5. To configure **Limits**, follow these steps:
  - a) **Maximum data object size**: Specify the maximum data object size to be processed during a harvest.

During a harvest, files that exceed the maximum data object size are not read. As a result, if full-text/content processing is enabled for the volume, they are audited as skipped: **Configured max. object size**. These objects still appear in the volume cluster along with all file system metadata. Since they were not read, the hash is a hash of the file-path and size of the object, regardless of what the hash settings are for the volume (full/partial/off).
  - b) **Max entity values per entity**: For any entity type (date, city, address and the like), the system records, per data object, the number of values set in this field.

The values do not need to be unique. For example, if the maximum value is 1,000, and the harvester collects 1,000 instances of the same date (8/15/2009) in a Word document, the system stops counting dates. This setting applies to all user-defined expressions (keyword, regular expression, scoped, and proximity) and all standard attributes.
  - c) **Max entity values per data object**: Across all entity types, the total (cumulative) number of values that is collected from a data object during a harvest. A 0 in this field means "unlimited".

This setting applies to all user-defined expressions (key-word, regular expression, scoped, and proximity) and all standard attributes.
6. Configure **Binary Processing**.
  - a) **Run binary processing when text processing fails**: Select this option to run binary processing.

The system runs further processes against content that failed in the harvesting. You can select options for when to start this extended processing and how to scan content. Binary processing does not search image file types such as .GIF and .JPG for text extraction.

- b) **Failure reasons to begin binary processing:** Select the check boxes of the options that define when to start extended processing.  
Binary processing can enact in extracting text from a file failure in these situations:
  - when the format of the file is unknown to the system parameters;
  - when the data object type is not supported by the harvester scan;
  - when the data object format does not contain actual text.
- c) **Data object extensions:** Set binary processing to process all data files or only files of entered extensions. To add extensions, enter one per line without a period.
- d) **Text encoding:** Set options for what data to scan and extract at the start of binary processing.  
This extended processing can accept extended characters and UTF-16 and UTF-32 encoded characters as text. The system searches UTF-16 and UTF-32 by default.
- e) **Minimums:** Set the minimum required number of located, consecutive characters to begin processing for text extraction.  
For example, if you enter 4, the system begins text processing when four consecutive characters of a particular select text encoding are found. This setting helps find and extract helpful data from the binary processing, reducing the number of false positives.

7. Click **OK**.

Changes to harvester settings do not take effect until the appliance is rebooted or the application services are restarted.

## Optical character recognition processing

Optical character recognition (OCR) processing enables text extraction from graphic image files that are stored inside archives where the **Include content tagging and full-text index option** is selected.

After content typing inside the IBM StoredIQ processing pipeline, enabling OCR processing routes the following file types through an optical character recognition engine OCR to extract recognizable text.

- Windows or OS/2 bitmap (BMP)
- Tag image bitmap file (TIFF)
- Bitmap (CompuServe) (GIF)
- Portable Network Graphics (PNG)
- Joint Picture Experts Group (JPG)

The text that is extracted from image files is processed through the IBM StoredIQ pipeline in the same manner as text extracted from other supported file types. Policies with a specific feature to write out extracted text to a separate file for supported file types do so for image files while OCR processing is enabled.

The OCR processing rate of image files is approximately 7-10 KB/sec per IBM StoredIQ harvester process.

## Configuring full-text index settings

---

Use the full-text index settings feature to customize your full-text index.

Before you configure or search the full-text index, consider the following situations:

- Full-text filters that contain words might not return all instances of those words: You can limit full-text indexing for words that are based on their length. For example, if you choose to full-text index words limited to 50 characters, then no words greater than 50 characters are indexed.
- Full-text filters that contain numbers might not return all instances of those numbers: This situation can occur when number searches are configured as follows:

- The length of numbers to full-text index was defined. If you configure the full-text filter to index numbers with 3 digits or more and try to index the numbers 9, 99, 999, and the word stock, only the number 999 and the word stock are indexed. The numbers 9 and 99 are not indexed.
- Number indexing in data objects that are limited by file extensions. For example, if you choose to full-text index the number 999 when it appears in data objects with the file extensions .XLS and .DOC, then a full-text filter returns only those instances of the number 999 that exist in data objects with the file extensions .XLS and .DOC. Although the number 999 can exist in other data objects that are harvested, these data objects do not have the file extensions .XLS or .DOC.

1. Go to **Administration > Configuration > Application > Full-text settings**.

2. To configure **Limits**:

- a) **Do not limit the length of the words that are indexed**: Select this option to have no limits on the length of words that are indexed.
- b) **Limit the length of words indexed to \_\_\_ characters**: Select this option to limit the length of words that are indexed. Enter the maximum number of characters at which to index words. Words with more characters than the specified amount are not indexed.

3. To configure **Numbers**:

- **Do not include numbers in the full-text index**: Select this option to have no indexed numbers. This option is selected by default.
- **Include numbers in the full-text index**: Select this option to have numbers to be indexed.
- **Include numbers in full-text index but limit them by**: Select this option to have only certain numbers indexed. Define these limits as follows:
  - **Number length**: Include only numbers that are longer than \_\_\_ characters. Enter the number of characters a number must contain to be indexed. The Number length feature indexes longer numbers and ignores shorter numbers. By not indexing shorter numbers, such as **one-** and **two-character** numbers, you can focus your filter on meaningful numbers. These numbers can be account numbers, Social Security numbers, credit card numbers, license plate numbers, or telephone numbers.
  - **Extensions**: Index numbers that are based on the file extensions of the data objects in which they appear. Select **Limit numbers for all extensions** to limit numbers in all file extensions to the character limits set in **Number length**. Alternatively, select **Limit numbers for these extensions** to limit the numbers that are selected in **Numbers length** only to data objects with certain file extensions. Enter the file extensions one per line that must have limited number indexing. Any data object with a file extension that is not listed has all indexed numbers.

For sensitive data detection, especially in spreadsheet files, make sure numbers are included in the full-text index.

4. To configure **Include word lemmas in index**, select whether to identify and index the lexical forms of words as well.

For example, employ is the lemma for words such as employed, employment, employs. If you use lemmas and search for the word employed, IBM StoredIQ denotes any found instances of employment, employ, employee, and so on, when it views the data object.

- **Do not include word lemmas in index (faster indexing)**: By not indexing lemmas, data sources are indexed slightly faster and the index size on disk is smaller.
- **Include word lemmas in index (improved searching)**: By indexing lemmas, filter results can be more accurate, although somewhat slower. Without lemmas, a filter for trade would need to be written as trade, trades, trading, or traded to get the same effect, and even then a user might miss an interesting variant.

5. Configure **Stop words**.

Stop words are common words that are found in data objects and are indexed like other words. This allows users to find instances of these words where it matters most. A typical example would be a search expression of 'to be or not to be' (the single quotation marks are a specific usage here).

Typically, IBM StoredIQ ignores stop words in search expressions, but because single quotation marks

as syntax elements, a user can find Shakespeare's "Hamlet." Indexing stop words slightly increases the amount of required storage space, but relevant documents might be missed without these words present in the index. By default, the following words are considered stop words for the English language: a, an, and, are, as, at, be, but, by, for, if, in, into, is, it, no, not, of, on, or, such, that, the, their, then, there, these, they, this, to, was, will, with.

To add a stop word, enter one word per line, without punctuation, which includes hyphens and apostrophes.

**Note:** As of the IBM StoredIQ 7.6.0.3 release, stop words on the configuration page are for the English language only.

6. Select **Enable OCR image processing** to control at a global level whether Optical Character Recognition (OCR) processing is attempted on image files, such as PNG, BMP, GIF, TIFF, and images that are produced from scanned image PDF files. A scanned image PDF file is a PDF file with a document that is scanned into it. Through OCR processing, the images are extracted from scanned image PDF files and texts are extracted from the image files.

The quality of the text extraction relies on the resolution setting on the image files and images from scanned image PDF files. Thus, the resolution setting must be at 300 dots per inch (DPI) or higher. For text in images that is rotated, small font, or unclear text cannot be extracted.

If you select this option, you must restart services. See [Restarting and Rebooting the Appliance](#).

7. Select **Always process PDFs for images** to control at a global level to extract text from scanned image PDF files.

A scanned image PDF is a special type of PDF that is created by scanning a document into PDF and is different from a normal PDF. A scanned image PDF contains one image per entire page and no other elements such as plain text. In contrast, a normal PDF can contain a mix of plain-text elements, embedded objects, and images per page. Text extraction from a scanned image PDF is processing intensive and involves two steps:

- a. Retrieving images from scanned image PDF
- b. Extracting text from the retrieved images

To identify a PDF as a scanned image PDF and then extract text from it, you must select both the **Enable OCR image processing** option and the **Always process PDFs for images** option. However, to extract text from image files such as PNG, BMP, GIF, and TIFF, you need to select only the **Enable OCR image processing** option (as described in step ["6" on page 22](#)) because only step b needs to be performed on these files.

You can set a maximum number of images for processing by entering the respective count for the **Limit number of images in scanned image PDF to** option. However, this setting does affect text extraction only. The default value is zero, which means that text is extracted from all images that are retrieved from scanned image PDFs.

If you select this option, you must restart services. See [Restarting and Rebooting the Appliance](#).

8. Click **OK**.

## Specifying data object types

On the Data object types page, you can add new data object types and view and edit known data object types. These data objects appear in the Disk usage (by data object type) report. Currently, there are over 400 data object types available.

1. Go to **Administration > Configuration > Application > Data object types**.
2. In the **add data object type** section, enter one or more extensions to associate with the data object type. These entries must be separated by spaces.  
For example, enter doc txt xls.
3. Enter the name of the data object type to be used with the extension or extensions.  
For example, enter Microsoft Word.

4. Click **Add** to add the extension to the list.

## Configuring audit settings

---

Audit settings can be configured to determine the number of days and number of policy audits to be kept before they are deleted.

1. Go to **Administration > Configuration > Application > Audit settings**.
2. Specify the number of days to keep the policy audits before automatically deleting them.
3. Specify the maximum number of policy audits to keep before automatically deleting them.
4. Specify the file limit for drill-down in policy audits.
5. Click **OK** to save changes.

## Configuring hash settings

---

Hashes are used to identify unique content. Configure the type of hash to compute when harvesting.

By default, IBM StoredIQ computes a SHA-1 hash for each object encountered during harvesting. If the SHA-1 hash is based on the content of the files, it can be used to identify unique files (and duplicates).

For computing such a hash, document content must be fetched over the network even for harvests where only file system metadata is collected. To avoid this, you can disable content based hashing for file system metadata only indexing. This provides the fastest indexing rate at the expense of the ability to identify unique content. In this case, the information used to compute the hash is based on volume and object metadata.

If you change the hash settings between harvests, the next harvest uses the updated settings for any new or modified documents. For example, you might not have content based hashes created initially, but some time after the harvest completed you decide to enable content based hashing. In this case, a full-text harvest (if the volume allows for that) generates regular content based hashes for all documents that are indexed during the harvest.

The hash setting does not impact data object preview.

1. Go to **Administration > Configuration > Application > Hash settings**.

2. Determine whether you want to generate a content based hash.

- For content based hashes, leave the **Compute data object hash** option selected.

With this setting, content based hashes are generated as selected for full-text and metadata harvests (see step [“4” on page 24](#)).

- For metadata based hashes, clear the **Compute data object hash** check box.

3. For creating a hash for email, select what email attributes are considered to compute the hash.

Email has characteristics that present a challenge when attempting to identify unique messages based on a hash. Using a pure content based hash, it is likely that emails with identical user-visible content do not share the same SHA-1 hash. Therefore, you can select from a set of attributes the ones to contribute to the hash. By using specific fields to compute the email hash, an email located in a local PST archive in a file system, for example, can be identified as a duplicate of a message in an Exchange mailbox even though they are stored in completely different binary formats.

By default, the following information contributes to the hash:

- The information in the To, From, CC, and BCC attributes
- The email subject
- The content of the email body
- The content of any email attachments

The email hash selections operate independently from the data object hash settings; that is, a data object can have a binary hash or an email hash, but not both.

4. For content based hashes, select whether you want to generate a full or a partial hash. This option is not available if you cleared the **Compute data object hash** check box.

IBM StoredIQ offers two strategies for computing a content based hash. The default option is to read the entire contents of each file as input to computing a SHA-1 hash for the file (*full hash*). If the content of a file must be read to satisfy other content based index options (container processing or full-text indexing), a full content based hash is always computed.

If you want only a file system metadata index with the ability to identify unique files, you have the option to create a hash from parts of the file content (*partial hash*). With a partial hash, only a maximum of 128 KB of a file's content is read to compute the hash. This minimizes the amount of data read reducing the workload on the data source and network and effectively increasing the indexing rate.

For a partial hash, up to four 32 KB blocks from each file are read to compute the hash. If a file is less than 128 KB in size, the entire file content is evaluated. Content to compute the hash for files with a size greater than 128 KB is read as follows:

- 1 x 32 KB block taken from the beginning of the file
- 2 x 32 KB blocks equally spaced between the beginning and end of the file
- 1 x 32 KB block taken from the end of the file

The resulting four 32 KB blocks are used as input to compute the hash. The partial hash might not be appropriate for all use cases but might be sufficient for use cases such as storage management.

- For a full hash, leave **Entire data object content (required for data object typing)** selected.

IBM StoredIQ uses Oracle Outside In Technology filters to determine the object type based on content and to extract additional metadata and text.

IBM StoredIQ implements its own support for text files, web archives (MHT), IBM Notes® email, and EMC EmailXtender and SourceOne archives.

If a particular data object cannot be handled with the available text extraction methods, IBM StoredIQ can selectively use binary processing to extract strings from a file. File processed in this way have a *binary processing* attribute associated with them to allow the content to be filtered based on this processing attribute. It can be useful to segregate these files because binary processing can yield a high rate of false positives relative to other content extraction techniques.

You can configure binary processing in the harvester settings.

- For a partial hash, select **Partial data object content**.

5. Click **OK**.

# Volumes and data sources

Volumes or data sources are integral to IBM StoredIQ to index your data.

A volume represents a data source or destination that is available on the network to the IBM StoredIQ appliance. A volume can be a disk partition or group of partitions that is available to network users as a single designated drive or mount point. IBM StoredIQ volumes have the same function as partitions on a hard disk drive. When you format the hard disk drive on your PC into drive partitions A, B, and C, you are creating three partitions that function like three separate physical drives. Volumes behave the same way that disk partitions on hard disk drive behave. You can set up three separate volumes that originate from the same server or across many servers. Only administrators can define, configure, and add or remove volumes to IBM StoredIQ.

## Volume indexing

When you define volumes, you can determine the type and depth of index that is conducted.

Three levels of analysis are as follows.

- System metadata index. This level of analysis runs with each data collection cycle and provides only system metadata for system data objects in its results. It is useful as a simple inventory of what data objects are present in the volumes you defined and for monitoring resource constraints, such as file size, or prohibited file types, such as the .MP3 files.
- System metadata plus containers. In a simple system metadata index, container data objects (compressed files, PSTs, emails with attachments, and the like) are not included. This level of analysis provides container-level metadata in addition to the system metadata for system data objects.
- Full-text and content tagging. This option provides the full local language analysis that yields the more sophisticated entity tags. Naturally, completing a full-text index requires more system resources than a metadata index. Users must carefully design their volume structure and harvests so that the maximum benefit of sophisticated analytics is used, but not on resources that do not require them. Parameters and limitations on “full-text” indexing are set when the system is configured.

## Server platform configuration

IBM StoredIQ supports a wide variety of data sources, which can be added as volumes. Before you can add volumes, you must configure the server platforms for the different volume types.

Each server type has prerequisite permissions and settings.

### Defining server aliases

You can define server aliases for your volumes.

If your server naming conventions aren't very descriptive, you can assign an alias to the server for easier reference. Another use case for an alias might be to allow for mapping several volumes to the same data source such that volumes overlap one another. Exercise care when using server aliases for the second use case because the same physical data object might appear on multiple volumes.

1. Navigate to **Administration > Data sources > Specify servers** and click **Server aliases**.
2. In the **Add an alias** section, enter a server and an appropriate alias, and click **Add**.

As server, specify the fully qualified domain name (FQDN) or IP address as appropriate for the server type.

The information is displayed in the list of server aliases.

In IBM StoredIQ Data Server, you can now use the alias instead of the FQDN or IP address to map a volume to the data source.

At any time, you can edit a server alias. However, in this case, any mappings in which the alias is used will break. You cannot delete an alias that is in use.

## Configuring Windows Share (CIFS)

Windows Share (CIFS) must be configured to harvest and run policies.

- To harvest and run policies on volumes on Windows Share (CIFS) servers, the user must be in the backup operator group on the Windows Share server that shows the shares on IBM StoredIQ and also needs to have full control share-level permissions.

## Configuring NFS

NFS must be configured to harvest and run policies.

- To harvest and run policies on NFS servers, you must enable root access on the NFS server that is connected to IBM StoredIQ.

## Configuration of Exchange servers

When you configure Exchange servers, you must consider various connections and permissions.

- Secure connection. If you want to connect to Exchange volumes over HTTPS, you can either select the **Use SSL** check box or add port number 443 after the server name. If you choose the latter option, an example is qa03exch2000.qaw2k.local:443. In some cases, this secure connection can result in some performance degradation due to SSL running large. If you enter the volume information without the 443 suffix, the default connection is HTTP.
- Permissions for Exchange 2003. The following permissions must be set on the Exchange server to the mailbox store or the mailboxes from which you harvest.
  - Read
  - Execute
  - Read permissions
  - List contents
  - Read properties
  - List object
  - Receive as
- Permissions for Exchange 2007, 2010, 2013, and Online. The Full Access permissions must be granted on the Exchange server for each mailbox from which you harvest.

The account that you specify in IBM StoredIQ when creating an Exchange Online volume must also have the Read and manage mailbox permission for each mailbox to be harvested. You can grant this permission in the Microsoft admin center.

- Deleted items. To harvest items that were deleted from the Exchange server, enable Exchange's transport dumpster settings. For more information, see *Microsoft® Exchange Server 2010 Administrator's Pocket Consultant*. Configuration information is also available online at [www.microsoft.com](http://www.microsoft.com). It applies only to on-premises versions of Exchange.
- Windows Authentication. For all on-premises versions, enable Integrated Windows Authentication on each Exchange server.
- Public folders. To harvest public folders in Exchange, the **Read Items** privilege is required. It applies to Exchange 2003 and 2007.
- An Exchange 2013 service account must belong to an administrative group or groups granted the following administrator roles:
  - Mailbox Search
  - ApplicationImpersonation
  - Mail Recipients

- Mail Enabled Public Folders
- Public Folders

An Exchange Online service account must belong to an administrative group or groups granted the following administrator roles, which are required as part of the Service account:

- Mailbox Search
- ApplicationImpersonation
- Mail Recipients
- Mail Enabled Public Folders
- MailboxSearchApplication
- Public Folders

**Note:** It is possible to create a new Exchange Admin Role specific to IBM StoredIQ that includes only these roles.

The current Exchange Online authentication uses basic authentication over SSL. Volume credentials that are supplied for Exchange Online are only as secure as the SSL session.

**Note:** Exchange Online connection uses claims-based authentication only. OAuth is not supported currently.

Deleted items might persist because of Exchange Online's retention policies. Exchange Online is a cloud-based service; items are deleted by an automated maintenance task. Items that are deleted manually might persist until the automated job completes.

### **Enabling integrated Windows authentication on Exchange servers**

Windows authentication can be integrated on Exchange servers.

1. From Microsoft Windows, log in to the Exchange Server.
2. Go to **Administrative Tools > Internet Information Services (IIS) Manager**.
3. Go to **Internet Information Services > Name of Exchange Server > Web Sites > Default Web Site**.
4. Right-click **Default Web Site**, and then click the **Directory Security** tab.
5. In the **Authentication and access control** pane, click **Edit**.
6. Select **Properties**. The **Authentication Methods** window appears.
7. In the **Authentication access** pane, select the **Integrated Windows authentication** check box.
8. Click **OK**.
9. Restart IIS services.

### **Improving performance for IIS 6.0 and Exchange 2003**

Within IBM StoredIQ, performance can be improved for IIS 6.0 and Exchange 2003.

1. From Microsoft Windows, log on to the Exchange Server.
2. Go to **Administrative Tools > Internet Information Services (IIS) Manager**.
3. Select **Internet Information Services > <Name of Exchange Server> > Web Sites > Application Pools**.
4. Right-click **Application Pools** and select **Properties**.
5. On the **Performance** tab, locate the **Web Garden** section.
6. If the number of worker processes is different from the default value of **1**, then change the number of worker processes to **1**.
7. Click **OK**.
8. Restart IIS Services.

## Configuration of SharePoint

When you configure SharePoint, certain privileges are required by user account along with IBM StoredIQ recommendations. Additionally, SharePoint 2007, 2010, 2013, and 2016 require the configuration of alternate-access mappings to map IBM StoredIQ requests to the correct websites.

To configure SharePoint, consider these connections and privileges:

### Secure Connection

If you want to connect to SharePoint volumes over HTTPS, you can either select the **Use SSL** check box or add port number 443 after the server name when you set up the volume on IBM StoredIQ. If you choose the latter option, an example is qa01.company.com:443. In some cases, this secure connection can result in some performance degradation due to Secure Socket Layer (SSL) running large. If you enter the volume information without the 443 suffix, the default connection is over HTTP.

**Note:** SharePoint Online connection uses claims-based authentication only. OAuth is not supported currently.

### Privileges

To run policies on SharePoint servers, you must use credentials with Full Control privileges. Use a site collection administrator to harvest subsites of a site collection.

### Privileges required by user account

IBM StoredIQ is typically used with SharePoint for one of these instances: to harvest and treat SharePoint as a source for policy actions or to use as a destination for policy actions, which means that you can write content into SharePoint with IBM StoredIQ. Consider these points:

- Attributes are not set or reset on a SharePoint harvest or if you copy from SharePoint.
- Attributes are set only if you copy to SharePoint.

You must denote the following situations:

- If you plan to read only from the SharePoint (harvest and source copies from), then you must use user credentials with **Read** privileges on the site and all of the lists and data objects that you expect to process.
- If you plan to use SharePoint as a destination for policies, you must use user credentials with **Contribute** privileges on the site.
- More Privileges for Social Data: If you want to index all the social data for a user profile in SharePoint 2010, then the user credentials must own privileges to **Manage Social Data** as well.
- Privileges: Use a site collection administrator to ensure that all data is harvested from a site or site collection.

### Alternate-access mappings

Alternate-access mappings map URLs presented by IBM StoredIQ to internal URLs received by Windows SharePoint Services. An alternate-access mapping is required between the server name and optional port that is defined in the SharePoint volume definition and the internal URL of the web application. If SSL is used to access the site, ensure that the alternate-access mapping URL uses `https://` as the protocol.

Refer to Microsoft SharePoint 2007, 2010, 2013, or 2016 documentation to configure alternate-access mappings. These mappings are based on the public URL that is configured by the local SharePoint administrator and used by the IBM StoredIQ SharePoint volume definitions.

For example, you are accessing a SharePoint volume with the fully qualified domain name, `http://itweb.storediqexample.com`, from the intranet zone. An alternate-access mapping for the public URL `http://itweb.storediqexample.com` for the intranet zone must be configured for the SharePoint 2007, 2010, 2013, or 2016 web application that hosts the site to be accessed by the volume definition. If you are accessing the same volume with SSL, the mapping added must be for the URL `https://itweb.storediqexample.com` instead.

**Note:** When you configure SharePoint volumes with non-qualified names, you are entering the URL for a SharePoint site collection or site that is used by IBM StoredIQ in the volume definition. Consider the following conditions:

- The URL must be valid about the **Alternate Access Mappings** that are configured in SharePoint.
- If the host name in the URL does not convey the fully qualified domain to authenticate the configured user, an Active Directory server must be specified. The specified Active Directory must be a fully qualified domain name and is used for authentication.

## Configuring Documentum

Documentum has configuration requirements when it is used as a server platform.

- To run harvests and copy from Documentum servers, you must use the **Contributor** role.

## Installing Documentum client jars to the data server

Documentum can be used as a data source within IBM StoredIQ, but it must be downloaded and then the RPM installed and run on the target data server.

1. Using this command, create a directory on your target data server to hold the Documentum .JAR files:  
`mkdir /deepfs/documentum/dfc`
2. Copy the Documentum .JAR files to this location on your target data server: `/deepfs/documentum/dfc`
3. Download and install rpm-build on your target data server.
  - a) To locate the rpm-build, go to [http://mirror.centos.org/centos/6/os/x86\\_64/Packages/rpm-build-4.8.0-59.el6.x86\\_64.rpm](http://mirror.centos.org/centos/6/os/x86_64/Packages/rpm-build-4.8.0-59.el6.x86_64.rpm)
  - b) Copy `rpm-build-4.8.0-59.el6.x86_64.rpm` to `/deepfs/documentum` on your target data server.
  - c) Using this command, change directories and install rpm-build: `cd /deepfs/documentum`
  - d) Using this command, install rpm-build: `rpm --nodeps -i rpm-build-4.8.0-59.el6.x86_64.rpm`
4. Using this command, run the script to create the Documentum package: `/usr/local/bin/build-dfc-client-rpm /deepfs/documentum/dfc`  
The output is placed in `/deepfs/documentum` and is named something similar to `siq-war-dfc-client-202.0.0.0p46-1.x86_64.rpm`
5. Using this command, run the newly created rpm on your target data server: `rpm -i siq-war-dfc-client-202.0.0.0p46-1.x86_64.rpm`

You must build the Documentum RPM only once. Copy the created file `siq-war-dfc-client-202.0.0.0p46-1.x86_64.rpm` to each data server you plan to connect to Documentum and then run the rpm as described in step “5” on page 29.

## Configuring NewsGator

When NewsGator is used as a server platform, several privileges must be configured.

Privileges Required by User Account: The user account to harvest or copy from a NewsGator volume must have the Legal Audit permission on the NewsGator Social Platform Services running on the SharePoint farm.

1. Log in as an administrator to your SharePoint Central Administration Site.
2. Under **Application Management**, select **Manage Service Applications**.
3. In the Manage Service Applications screen, select the **NewsGator Social Platform Services** row.
4. From the toolbar, select **Administrators**.
5. Add the user account that is used for the NewsGator harvest to the list of administrators. Ensure that the account has the **Legal Audit** permission.

## Creating primary volumes

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A primary volume serves as a primary data source in IBM StoredIQ. You must have at least one primary volume within your configuration.

1. Go to **Administration > Data sources > Specify volumes > Volumes**.
2. On the **Primary volume list** page, click **Add primary volumes**.
3. Enter the information that is described in the following tables, which are based on your server type. Individual tables describe the options.
  - [Chatter primary volumes](#)
  - [CIFS/SMB or SMB2 \(Windows platforms\) primary volumes](#)
  - [Connections primary volumes](#)
  - [CMIS primary volumes](#)
  - [Documentum primary volumes](#)
  - [Domino primary volumes](#)
  - [Exchange primary volumes](#)
  - [FileNet primary volumes](#)
  - [HDFS primary volumes](#)
  - [IBM Content Manager primary volumes](#)
  - [Jive primary volumes](#)
  - [Livelink primary volumes](#)
  - [NFS V2 and V3 primary volumes](#)
  - [NewsGator primary volumes](#)
  - [SharePoint primary volumes](#)

Except for Chatter, Domino®, and Jive volumes, volumes can also be added in IBM StoredIQ Administrator. However, the set of available configuration options slightly varies. For example, settings for the synchronization with a governance catalog can be configured only in IBM StoredIQ Administrator.

Box and Onedrive volumes can be added from IBM StoredIQ Administrator only.

4. Click **OK** to save the volume.
5. Select one of the following options:
  - **Add another volume on the same server.**
  - **Add another volume on a different server.**
  - **Finished adding volumes.**

This table describes the fields that are available in the **Add volume** dialog box when you configure primary volumes.

**Note:** Case-sensitivity rules for each server type apply. Red asterisks within the user interface denote the fields.

Table 8. CIFS/SMB or SMB2 (Windows platforms) primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>CIFS (Windows platform)</b> .	Both SMB and SMB2 are supported. Depending on the setup of your SMB server, some additional SMB configuration might be required on the IBM StoredIQ data server. For details, see the information about configuring SMB properties in the Data Server administration guide..
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name of the share to be mounted.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory, that is considered part of the logical volume.

Table 8. CIFS/SMB or SMB2 (Windows platforms) primary volumes (continued)

Field	Value	Notes
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E is the start directory and H is the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	
<b>Access Times</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Reset access times but do not synchronize them.</b> (This setting is the default setting.)</li> <li><b>Do not reset or synchronize access times.</b></li> <li><b>Reset and synchronize access times on incremental harvests.</b></li> </ul>	
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li><b>Scope harvests on these volumes by extension:</b> Include or exclude data objects that are based on extension.</li> </ul>	

Table 9. NFS v2 and v3 primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>NFS v2</b> or <b>NFS v3</b> .	
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory, that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	

Table 9. NFS v2 and v3 primary volumes (continued)

Field	Value	Notes
<b>Access times</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Reset access times but do not synchronize them.</b> (This setting is the default setting.)</li> <li><b>Do not reset or synchronize access times.</b></li> <li><b>Reset and synchronize access times on incremental harvests.</b></li> </ul>	
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li><b>Scope harvests on these volumes by extension:</b> Include or exclude data objects that are based on extension.</li> </ul>	

Table 10. Exchange primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>Exchange</b> .	
<b>Version</b>	In the <b>Version</b> list, select the appropriate version. Options include <b>2000/2003</b> , <b>2007</b> , <b>2010/2013/2016</b> , and <b>Online</b> .	

Table 10. Exchange primary volumes (continued)

Field	Value	Notes
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	If you selected <b>Online</b> as the <b>Server</b> option, this field fills automatically with the online server name.  For Exchange primary volumes, it is the fully qualified domain name where the OWA is. Multiple Client Access servers on Exchange 2007 are supported. The server load must be balanced at the IP or DNS level.
<b>Mailbox server</b>	When you configure multiple client access servers, enter the name of one or more mailbox servers, which are separated by a comma.	For Exchange primary volumes, it is the fully qualified domain name where the mailbox to be harvested is.  If you selected <b>Online</b> as the <b>Server</b> option, this field is not available.
<b>Active Directory server</b>	Enter the name of the Active Directory server.	It must be a fully qualified Active Directory server.  If you selected <b>Online</b> as the <b>Server</b> option, this field is not available.
<b>Protocol</b>	To use SSL, select the <b>Protocol</b> check box.	If you selected <b>Online</b> as the <b>Server</b> option, the <b>Use SSL</b> check box is automatically selected, and this field cannot be edited.
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	For Exchange, enter a friendly name for the volume.
<b>Folder</b>	Select either of the <b>Mailboxes</b> or <b>Public folders</b> options.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	For Exchange, this field must be left blank if you are harvesting all mailboxes. If you are harvesting a single mailbox, enter the email address for that mailbox.

Table 10. Exchange primary volumes (continued)

Field	Value	Notes
<b>Virtual root</b>	The name defaults to the correct endpoint for the selected Exchange version.	
<b>Personal archives</b>	Select <b>Harvest personal archive</b> to harvest personal archives.	This check box is available only when <b>Exchange 2010/2013/2016</b> or <b>Online</b> is selected.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Remove journal envelope</b>		When selected, the journal envelope is removed.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	The parameters are date ranges that are used to scope the harvest, the format of which is YYYY-MM-DD.
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	The parameters are date ranges that are used to scope the harvest, the format of which is YYYY-MM-DD.

Table 10. Exchange primary volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 11. SharePoint primary volumes.

**Prerequisites:** For SharePoint volume prerequisites and configuration information, see [“Configuration of SharePoint” on page 28](#) and [“Special note about SharePoint volumes” on page 64](#).

Field	Value	Notes
<b>Server type</b>	<b>SharePoint</b>	Required.
<b>Version</b>	Select one of these servers: <b>2003, 2007, 2010, 2013, 2016, or Online.</b>	Required.
<b>Server</b>	The fully qualified name of the SharePoint server.	Required. When you add SharePoint volumes that contain spaces in the URL, see <a href="#">Special Note: Adding SharePoint Volumes</a> .
<b>Active Directory server</b>	The name of the Active Directory server.	Optional. Specify the fully qualified Active Directory server name. This option is not available for SharePoint Online.

Table 11. SharePoint primary volumes.

**Prerequisites:** For SharePoint volume prerequisites and configuration information, see “Configuration of SharePoint” on page 28 and “Special note about SharePoint volumes” on page 64. (continued)

Field	Value	Notes
<b>Protocol</b>	Select <b>Use SSL</b> only if SSL is enabled for this SharePoint server. For SharePoint Online, this option is automatically selected and cannot be edited.	Optional. If SSL is enabled on the SharePoint server and you do not select this option, no volume is created and the HTTP status code 301 Moved Permanently is returned. To fix the issue, select the option. If SSL is not enabled on the SharePoint server and you select this option, no volume is created and the socket error [Errno 111] Connection Refused is returned. To fix this issue, clear the <b>Use SSL</b> check box.
<b>Connect as</b>	Enter the name of a user with the required permissions for that site collections. Use the following syntax: <ul style="list-style-type: none"><li>• SharePoint Online: userid@Microsoft_cloudname.com</li><li>• Other SharePoint versions: Active Directory Domain Name\username</li></ul>	Required. Use a site collection administrator account. No volume can be added if the validation of the credentials fails, which can happen for the following reasons: <ul style="list-style-type: none"><li>• The user does not exist or does not have the required permissions.</li><li>• The password is not correct.</li></ul> The HTTP status code is usually 401 Unauthorized. However, for SharePoint Online, the HTTP status code 400 Bad Request is returned for insufficient permissions.
<b>Password</b>	Enter the password for the user specified in <b>Connect as</b> .	Required.
<b>Volume</b>	Enter the URL of the SharePoint site collection, for example: /portal/site	Required. Do not include the SharePoint server name in the URL, otherwise the URL cannot be located on the server and thus no volume is created. When you add SharePoint volumes that contain spaces in the URL, see <a href="#">Special Note: Adding SharePoint Volumes</a> .

Table 11. SharePoint primary volumes.

**Prerequisites:** For SharePoint volume prerequisites and configuration information, see “Configuration of SharePoint” on page 28 and “Special note about SharePoint volumes” on page 64. (continued)

Field	Value	Notes
<b>Initial directory</b>	Enter the name of the subsite from which you want the harvest to start.	<p>Optional.</p> <ul style="list-style-type: none"> <li>With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.</li> <li>When you add SharePoint volumes that contain spaces in the URL, see <a href="#">Special Note: Adding SharePoint Volumes</a>.</li> </ul>
<b>Index options</b>	<p>Select either or both of the <b>Index options</b> check boxes.</p> <ul style="list-style-type: none"> <li><b>Include system metadata for data objects within containers</b></li> <li><b>Include content tagging and full-text index</b></li> </ul>	<p>Both options are selected by default.</p> <p><b>Tip:</b> Leave the <b>Include metadata for contained objects</b> check box selected to have metadata for objects in containers added to the metadata index. To avoid creating a full-text index for the entire volume, clear the <b>Include content tagging and full-text index</b> check box. Create a full-text index for a subset of data later by running a Step-up Analytics action.</p> <p>For SharePoint Online, full-text indexing of OneNote notebook objects, that is, Notes, is not supported currently. FSMD-based searches for these files are supported.</p>
<b>Subsites</b>	To check all sites and subsites of the site collection for data objects, select <b>Recurse into subsites</b> .	Optional.
<b>Versions</b>	To harvest all document versions, select <b>Include all versions</b> .	Optional. IBM StoredIQ supports indexing versions from SharePoint. For more information, see <a href="#">Special Note: Adding SharePoint Volumes</a> .
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.

Table 11. SharePoint primary volumes.

**Prerequisites:** For SharePoint volume prerequisites and configuration information, see “Configuration of SharePoint” on page 28 and “Special note about SharePoint volumes” on page 64. (continued)

Field	Value	Notes
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of “first node” directories, relative to the specified (or implied) starting directory, that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 12. Documentum primary volumes.

**Prerequisites:** Before you can add Documentum volumes, you must add the Documentum server. For more information, see [tsk\\_addingadocumentumserverasdatasource.dita](#).

Field	Value	Notes
<b>Server type</b>	Select <b>Documentum</b> .	For Documentum, you must specify the doc broker. See <a href="#">“Configuring Documentum” on page 29</a> .
<b>Doc base</b>	Enter the name of the Documentum repository.	A Documentum repository contains cabinets, and cabinets contain folders and documents.
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	For Documentum, enter a friendly name for the volume.
<b>Harvest</b>	To enable harvesting all document versions, select <b>Harvest all document versions</b> .	<b>Important:</b> If you do not select this option for the initial harvest, changing the setting later does not have an effect when the volume is reharvested. As a workaround, create a new volume and ensure that the <b>Harvest all document versions</b> option is set before you start harvesting.
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.

Table 12. Documentum primary volumes.

**Prerequisites:** Before you can add Documentum volumes, you must add the Documentum server. For more information, see [tsk\\_addingadocumentumserveras datasource.dita](#).

(continued)

Field	Value	Notes
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory that is considered part of the logical volume.
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"><li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li><li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li></ul>	

Table 13. Domino primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>Domino</b> .	For Domino, you must first upload at least one user.id. See <a href="#">Adding Domino as a Primary Volume</a> .

Table 13. Domino primary volumes (continued)

Field	Value	Notes
<b>Server</b>	<p>Enter the fully qualified name of the server where the volume is available for mounting.</p> <p>It can happen that the data server cannot find the Domino server based on this information because the DNS resolution fails. In this case, ping the Domino server. If the ping is successful, add an entry to the data server's /etc/hosts file. The entry must consist of the common name portion of the Domino server name (omit the domain portion) and the IP address associated with the Domino server, for example:</p> <div style="background-color: #f2f2f2; padding: 5px; text-align: center;">198.51.100.0 NALLN999</div>	For Domino, select the appropriate user name, which was entered with the <b>Configuration</b> subtab in the Lotus Notes® user administration area.
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	For Domino, select the user name for the primary user ID. The user ID must be configured on the System Configuration screen under the Lotus Notes user administration link.
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	For Domino, enter the password for the primary user ID.
<b>Volume</b>	Enter the name or names of the volume to be mounted.	For Domino, enter a friendly name for the volume.
<b>Harvest</b>	<ul style="list-style-type: none"> <li>• To harvest mailboxes, select the <b>Harvest mailboxes</b> option.</li> <li>• To harvest mail journals, select the <b>Harvest mail journals</b> option.</li> <li>• To harvest all applications, select the <b>Harvest all applications</b> option.</li> </ul>	This option obtains the list of all known Domino users and their NSFs. It then harvests those mailboxes unless it was pointed to a single mailbox with the initial directory.
<b>Initial directory</b>	Enter the name of the initial directory.	

Table 13. Domino primary volumes (continued)

Field	Value	Notes
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory, that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	

Table 13. Domino primary volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 14. FileNet primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>FileNet</b> .	Within IBM StoredIQ Data Server, the FileNet® domain must be configured before any FileNet volumes are created. See “ <a href="#">Configuring FileNet</a> ” on page 65.
<b>FileNet config</b>	Select the FileNet server you would like to use for this configuration.	For more information, see “ <a href="#">Configuring FileNet</a> ” on page 65.
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Domain</b>	Domain name automatically populates.	
<b>Object store</b>	Select an object store.	The object store must exist before you create a FileNet primary volume.
<b>Volume</b>	Enter the name or names of the volume to be mounted.	

Table 14. FileNet primary volumes (continued)

Field	Value	Notes
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"> <li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 15. NewsGator primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>NewsGator</b> .	
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Protocol</b>	To use SSL, select the <b>Protocol</b> check box.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	Enter a friendly name for the volume.

Table 15. NewsGator primary volumes (continued)

Field	Value	Notes
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.

Table 16. Livelink primary volumes.

**Prerequisite:** A copy of the lapi.jar file from a Livelink API installation must be available in the /usr/local/IBM/ICI/vendor directory on each data server in your deployment. Usually, you can find this file on the Livelink server in the C:\OPENTEXT\application\WEB-INF\lib directory. However, the path might be different in your Livelink installation.

Field	Value	Notes
<b>Server type</b>	Select <b>Livelink</b> .	
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Port</b>	Enter the port number to be used.	
<b>Database</b>	Enter the name of the database.	
<b>Search slice</b>	Enter the name of the search slice.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Initial directory</b>	Enter the search slice and the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.

Table 16. Livelink primary volumes.

**Prerequisite:** A copy of the `lapi.jar` file from a Livelink API installation must be available in the `/usr/local/IBM/ICI/vendor` directory on each data server in your deployment. Usually, you can find this file on the Livelink server in the `C:\OPENTEXT\application\WEB-INF\lib` directory. However, the path might be different in your Livelink installation.

(continued)

Field	Value	Notes
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	

Table 16. Livelink primary volumes.

**Prerequisite:** A copy of the `lapi.jar` file from a Livelink API installation must be available in the `/usr/local/IBM/ICI/vendor` directory on each data server in your deployment. Usually, you can find this file on the Livelink server in the `C:\OPENTEXT\application\WEB-INF\lib` directory. However, the path might be different in your Livelink installation.

(continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li>• <b>Scope harvests on these volumes by extension:</b> Designate which data objects must be harvested by entering those object extensions.</li> </ul>	

Table 17. Jive primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>Jive</b> .	
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Protocol</b>	To use SSL, select the <b>Protocol</b> check box.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	

Table 17. Jive primary volumes (continued)

Field	Value	Notes
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Versions</b>	To harvest all document versions, select <b>Include all versions</b> .	
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	

Table 17. Jive primary volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 18. Chatter primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>Chatter</b> .	For Chatter, see “ <a href="#">Configuring Chatter messages</a> ” on page 65.
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Auth token</b>	Enter the token that is used to authenticate the Chatter volume.	The auth token must match the user name that is used in the <b>Connect as</b> field. Auth tokens can be generated online on Salesforce. See <a href="#">Configuring chatter messages</a> .
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	With this feature, you can select a volume further down the directory tree rather than selecting an entire volume.

Table 18. Chatter primary volumes (continued)

Field	Value	Notes
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory, that is considered part of the logical volume.
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	

Table 18. Chatter primary volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 19. IBM Content Manager primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>IBM Content Manager</b> .	
<b>Server</b>	Enter the fully qualified host name of the library server database.	
<b>Port</b>	Enter the port that is used to access the library server database.	
<b>Repository</b>	Enter the name of the library server database.	
<b>Database type</b>	Select the type of database that is associated with the volume. Options include <b>DB2</b> and <b>Oracle</b> . By default, <b>DB2</b> is selected.	
<b>Schema</b>	Enter the schema of the library server database.	
<b>Remote database</b>	Enter the name of the remote database.	Optional.
<b>Connection String</b>	Enter any additional parameters.	Optional.

Table 19. IBM Content Manager primary volumes (continued)

Field	Value	Notes
<b>Harvest itemtype</b>	Enter the name of the item types to be harvested, separated by commas.	Required.
<b>Copy to itemtype</b>	Only SiqDocument is supported.	For more information, see <a href="#">“IBM Content Manager attributes” on page 68</a>
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.  <b>Note:</b> This Content Manager user ID must have access to all documents to be able to create documents in the SiqDocument item type for copy to. If the SiqDocument item type does not exist, a Content Manager administration ID must be used, as this ID creates the item type when the volume is created.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	Both options are selected by default.
<b>Validation</b>	To validate volume accessibility, select <b>Validation</b> .	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.

Table 19. IBM Content Manager primary volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li><b>Scope harvests on these volumes by extension:</b> Designate which data objects must be harvested by entering those object extensions.</li> </ul>	

Table 20. CMIS primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>CMIS</b> .	
<b>Server</b>	Enter the fully qualified name of the server where the volume is available for mounting.	
<b>Port</b>	Enter the name of the port.	
<b>Repository</b>	Enter the name of the repository.	
<b>Service</b>	In the <b>Service</b> text box, enter the name of the service.	
<b>Protocol</b>	To use SSL, select the <b>Protocol</b> check box.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	

Table 20. CMIS primary volumes (continued)

Field	Value	Notes
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"> <li>• <b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 21. HDFS primary volumes

Field	Value	Notes
<b>Server type</b>	Select <b>HDFS</b> .	Required.
<b>Server</b>	Enter the host name or IP address.	Required.
<b>Port</b>	In the <b>Port</b> text box, enter the name of the port.	
<b>Repository</b>	In the <b>Repository</b> text box, enter the name of the repository.	

Table 21. HDFS primary volumes (continued)

Field	Value	Notes
<b>Option string</b>	This option is supported: VerifyCertificate=True.	This option is used to indicate that the validity of the HDFS server's SSL certificate is verified when SSL is used. Values are True, False, or default value. If no value is specified, value is False. To validate the certificate on the HDFS server, the user needs to specify this option and set the value to True.
<b>Protocol</b>	To use SSL, select the <b>Protocol</b> check box.	
<b>Connect as</b>	Enter the logon ID that is used to connect and mount the defined volume.	
<b>Password</b>	Enter the password that is used to connect and mount the defined volume.	Authentication to HDFS is not supported. If your HDFS server requires a password, StoredIQ is not able to connect to it.
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Initial directory</b>	Enter the name of the initial directory from which the harvest must begin.	To avoid the interrogator timeout issue, see <b>Note</b> at the end of this table.
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Validation</b>	To validate volume accessibility, select this option.	
<b>Include directories</b>		
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E would be the start directory and H would be the end directory.	

Table 21. HDFS primary volumes (continued)

Field	Value	Notes
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	
<b>Constraints</b>	<p>Select one of these options:</p> <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li><b>Scope harvests on these volumes by extension:</b> Designate which data objects must be harvested by entering those object extensions.</li> </ul>	

**Note:** If you harvest HDFS volumes with many files in a directory, then an interrogator timeout might occur resulting in a *Skipped directory* exception in the harvest audit. HDFS responds to StoredIQ slowly when it handles large directories and processes more responses from HDFS. The slow response from HDFS is caused by high CPU usage on HDFS NameNode. Therefore, if interrogator timeout occurs and high CPU usage on the HDFS server is observed, you can allocate more CPU resources to the HDFS server.

To avoid the interrogator timeout issue, you can also limit the file number to 250,000 files in a directory. Since each directory has its own timeout, having fewer files in a single directory ensures efficient operation. Splitting large directories into many small ones also helps resolve the interrogator timeout issues. For example, 1,000,000 files that are equally distributed into 10 directories have fewer risks of timeouts than if they are in one directory.

Table 22. Connections primary volumes

Field	Value	Notes
<b>Server Type</b>	Select <b>Connections</b> in the Server type list.	Required

Table 22. Connections primary volumes (continued)

Field	Value	Notes
<b>Server</b>	Enter the fully qualified domain name of the server from which the volume is available for mounting.	Required
<b>Class name</b>	Enter <code>deepfile.fs.template.impl.ibmconnections.ibmconnectionsconn.IBMConnections</code>	Required
<b>Repository name</b>	Enter <code>deepfile.fs.template.impl.ibmconnections.ibmconnectionsconn</code>	Required
<b>Option string</b>		
<b>Connect as</b>	Enter the user name of the account that is set up with admin and search-admin privileges on the Connections server.	Required
<b>Password</b>	Enter the password of the account that is set up with admin and search-admin privileges on the Connections server.	Required
<b>Volume</b>	Enter any name.	Required
<b>Initial Directory</b>		
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"> <li><b>Include system metadata for data objects within containers.</b></li> <li><b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Validation</b>	To validate volume accessibility, select this option.	When selected (the default state), IBM StoredIQ tests to see whether the volume can be accessed.
<b>Include directories</b>	Specify a regular expression for included directories for each harvest (if it was specified).	These directories are defined as sets of "first node" directories, relative to the specified (or implied) starting directory that is considered part of the logical volume.

Table 22. Connections primary volumes (continued)

Field	Value	Notes
<b>Start directory</b>	Designate a start directory for the harvest. The start directory involves volume partitioning to break up a large volume. If an initial directory is defined, the start directory must be underneath the initial directory. In the case of directories E-H, E is the start directory and H is the end directory.	
<b>End directory</b>	Determine the end directory for the harvest. The end directory is also part of volume partitioning and is the last directory harvested.	
<b>Access Times</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Reset access times but do not synchronize them.</b> (This setting is the default setting.)</li> <li><b>Do not reset or synchronize access times.</b></li> <li><b>Reset and synchronize access times on incremental harvests.</b></li> </ul>	
<b>Constraints</b>	Select one of these options: <ul style="list-style-type: none"> <li><b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li><b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> <li><b>Scope harvests on these volumes by extension:</b> Include or exclude data objects that are based on extension.</li> </ul>	

## Configuring SMB properties

Depending on the configuration of your SMB server, you might need to change the SMB settings in IBM StoredIQ Data Server to make the settings match.

To change the SMB settings on the data server to which you want to add the volume:

1. Using an SSH tool, log in to the data server as root.
2. Create a `jcifs.properties` file in the `/usr/local/siqsmb` folder by copying the original properties file. Use this command:

```
cp /usr/local/siqsmb/lib/jcifs.properties  
/usr/local/siqsmb/jcifs.properties
```

The properties file contains a set of SMB properties that you can use to adjust your SMB configuration. For information about additional properties for further configuration, contact IBM Support.

### **`jcifs.smb.client.ipcSigningEnforced`**

Determines whether client signing for interprocess communication (IPC) connections is enforced. The default value is true.

This means that, although the data server is configured with signing not being required and not being supported, IPC connections to the SMB server still require signing by default. If the SMB servers does not support signing for IPC connections, the data server cannot connect to that server during volume creation unless you set this property to false.

Changed setting example: `jcifs.smb.client.ipcSigningEnforced=false`

### **`jcifs.smb.client.listCount`**

Determines the maximum number of directories and files to be returned with each request of the TRANS2\_FIND\_FIRST/NEXT2 operation. The default value is 200.

Depending on the characteristics of the files and directories on the SMB server, you might want to adjust this value for performance reasons. For example, on higher latency networks a lower value can result in better performance.

Changed setting example: `jcifs.smb.client.listCount=300`

### **`jcifs.smb.client.signingPreferred`**

Enables SMB signing if available. The default value is false.

If the SMB server requires SMB signing, you must set this property to true to have the data server as a JCIFS client negotiate SMB signing with that SMB server. If the SMB server does not require SMB signing but supports it, you can set this property to true for signing to occur. Otherwise, SMB signing is disabled.

Changed setting example: `jcifs.smb.client.signingPreferred=true`

### **`jcifs.smb.client.signingEnforced`**

Determines whether client signing in general is enforced. The default value is false.

If the SMB server does not require and does not support signing, setting this property to true causes the connection to the SMB server to fail. Only set this property to true if one of these security policies is set on the SMB server:

- Microsoft network server: Digitally sign communication (always)
- Microsoft network server: Digitally sign communication (if client agrees)

Changed setting example: `jcifs.smb.client.signingEnforced=true`

### **`jcifs.smb.client.enableSMB2 (deprecated)`**

Enables SMB2 support. The default value is true.

Changed setting example: `jcifs.smb.client.enableSMB2=false`

This setting is deprecated as of IBM StoredIQ 7.6.0.19.

**jcifs.smb.client.disableSMB1 (deprecated)**

Disables SMB1 support. The default value is false.

Changed setting example: jcifs.smb.client.disableSMB1=true

This setting is deprecated as of IBM StoredIQ 7.6.0.19.

**jcifs.smb.client.minVersion**

Determines the minimum protocol version that is to be used. The default value is SMB1 if this property is not set. Possible values are SMB1, SMB202, or SMB210.

Changed setting example: jcifs.smb.client.minVersion=SMB202

**jcifs.smb.client.maxVersion**

Determines the maximum protocol version that is to be used. The default value is SMB210 if this property is not set. Possible values are SMB1, SMB202, or SMB210.

Changed setting example: jcifs.smb.client.maxVersion=SMB210

**jcifs.smb.client.dfs.disabled**

Disables Distributed File System (DFS) referrals. The default value is false.

In non-domain environments, you might want to set this property to true to disable domain-based DFS referrals. Domain-based DFS referrals normally run when the data server as a JCIFS client first tries to resolve a path. In non-domain environments, these referrals time out causing a long startup delay.

Changed setting example: jcifs.smb.client.dfs.disabled=true

**jcifs.smb.client.connTimeout**

Determines the connection timeout, that is the time period in milliseconds that the client waits to connect to a server. The default value is 35000.

Changed setting example: jcifs.smb.client.connTimeout=70000

**jcifs.smb.client.soTimeout**

Determines the socket timeout, that is the time period in milliseconds after which sockets are closed if there is no activity. The default value is 35000.

Changed setting example: jcifs.smb.client.soTimeout =70000

**jcifs.smb.client.responseTimeout**

Determines the timeout for SMB responses, that is the time period in milliseconds that the client waits for the server to respond to a request. The default value is 30000.

Changed setting example: jcifs.smb.client.responseTimeout=60000

**jcifs.smb.client.sessionTimeout**

Determines the timeout for SMB sessions, that is the time period in milliseconds after which the session is closed if there is no activity. The default value is 35000.

Changed setting example: jcifs.smb.client.sessionTimeout=70000

3. Edit the /usr/local/siqsmb/jcifs.properties file.
4. Locate the property that you want to change, uncomment it, and set the appropriate value.
5. Restart services using this command: **service deepfiler restart**
6. Exit the data server.

### **Adding an SMB1 server as primary volume**

In IBM StoredIQ, SMB1 and SMB2 are enabled by default, with the first choice being SMB2 connections. If the CIFS server that you add as a primary volume does not support SMB2, SMB1 is used. However, if the server supporting SMB1 only does also not provide client signing, you must disable IPC client signing

on the data server on which the respective CIFS volume is defined by setting the `jcifs.smb.client.ipcSigningEnforced` property to false:

```
jcifs.smb.client.ipcSigningEnforced=false
```

## Enabling ownership preservation for objects on CIFS volumes

To preserve the ownership of objects in Copy and Move actions between CIFS volumes, add an admin knob.

The credentials used for connecting to the target server must be defined in the server's Administrators group.

Without preserving ownership, the copied or moved object on the target server is owned by the user whose credentials are used for connecting to the target server. With ownership preservation enabled, ownership is defined as follows:

- Objects are copied or moved between CIFS servers in different domains but the user name of the source object owner is defined in both domains. In this case, the user in the target server domain owns the copied or moved object. For example, the user `JohnDoe` is defined in the source domain `Support` and in the target domain `Service`. Thus, objects on the server in the source domain are owned by user `Support/JohnDoe`. After being copied or moved to the server in the target domain, the objects are owned by user `Service/JohnDoe`.
- Objects are copied or moved between CIFS servers in different domains but the user name of the source object owner is not defined in the target domain. In this case, the copied or moved object on the target server is owned by the user whose credentials are used for connecting to the target server. For example, the source objects are owned by the local user `JohnDoe`. This user is not defined in the target domain. The credentials of user `JaneDoe` are used for connecting to the target server. After being copied or moved to the server in the target domain, the objects are owned by user `JaneDoe`.
- If the owner information on the target server cannot be resolved, for example, because a slow connection caused a query timeout, the object on the target server is owned by the target's Domain Administrator.

1. Using an SSH tool, log in to the data server VM as `root`.

2. To insert the admin knob, open a shell and run the following command:

```
psql -U dfuser dfdata -c "INSERT INTO public.adminknobs
(name,value,description,valuetype,use) VALUES ('smb_set_user_policy', 'smart', 'user policy
copy/move', 'str', 2);"
```

3. Restart services by running this command:

```
service deepfiler restart
```

At any time, you can disable this capability by removing the admin knob with the following command:

```
psql -U dfuser dfdata -c "DELETE FROM public.adminknobs where name='smb_set_user_policy';"
```

This also requires restarting services.

## Configuring Exchange 2007 Client Access Server support

The system supports the harvest of multiple Client Access Servers (CAS) when you configure Exchange 2007 primary volumes. This feature does not support redirection to other CAS/Exchange clusters or autodiscovery protocol.

1. Go to **Administration > Data sources > Volumes > Primary > Add primary volumes**.
2. In the **Server type** list, select **Exchange**.
3. In the **Version** list, select **2007**.
4. In the **Server** text box, type the name of the Exchange server. This server must be load-balanced at the IP or DNS level.

5. In the **Mailbox server:** text box, enter the name of one or more mailbox servers, which are separated by a comma and a space.
6. Complete the remaining fields for the primary volume, and then click **OK**.

## Adding Domino as a primary volume

Domino volumes can be added as primary volumes.

1. Add a Lotus Notes user by uploading its **user ID** file in Lotus Notes User Administration on the **Administration > Configuration** tab.
  - If you want to harvest a user's mailbox, add the **user ID** file for that user.
  - If you want to harvest multiple mailboxes within one volume definition, add the administrator's ID file.
  - If the mailboxes have encrypted emails or NSF's, then you need each user's **user ID** file to decrypt a user's data.
2. Point the volume to the Domino server. If a single mailbox must be harvested, set the initial directory to be the path to the mailbox on the Domino server, such as `mail\USERNAME`.
3. To harvest mailboxes, select the **Harvest mailboxes** option, which obtains the list of all known Domino users and their NSF's. It then harvests those mailboxes unless it was pointed to a single mailbox by using the initial directory.
4. To harvest all mail journals, select the **Harvest mail journals** option.
5. To harvest all mail applications, select the **Harvest all applications** option, which looks at all NSF's, including mail journals, on the Domino server.

## Special note about SharePoint volumes

Certain fields must be configured when SharePoint volumes are added.

IBM StoredIQ supports the entire sites portion of a Sharepoint URL for the volume `/sites/main_site/sub_site` in the **Volume** field when you add a SharePoint volume. However, if the SharePoint volume URL contains spaces, then you must also use the **Server**, **Volume**, and **Initial directory** fields in the Add volume dialog box in addition to the required fields **Server type**, **Server**, **Connect as**, and **Password**. For example, the SharePoint volume with the URL `http://shpt2010.reglab5.local/sitestest/autoteamsite1/Attribute Harvest WikiPages Library/` would require the fields in the following table because of the spaces in the URL.

Table 23. SharePoint volumes as primary volumes: Fields and examples	
Primary volume field	Example
Server	<code>shpt2010.reglab5.local</code>
Volume	<code>/sitestest/autoteamsite1</code>
Initial directory	<code>Attribute Harvest Wiki Pages Library</code>

## Performance conditions for using versions

When you add a primary volume, you define the volume by setting certain properties. If a SharePoint volume is added, you have the option of indexing different versions of data objects on that volume.

Since most versions of any object share full-text content and attributes, the effort in processing them and maintaining an updated context for the version history of an object in the index is duplicated. Additionally, if you enable version feature on a SharePoint volume, the API itself causes extra overhead in fetching data and metadata for older versions.

- For each object, an extra API call must be made to get a list of all its versions.
- To fetch attributes for the older versions of an object, an API call must be made for each attribute that needs to be indexed.

## Limitations of SharePoint volumes

For SharePoint volumes, these limitations and specific warnings must be carefully considered.

- If data that is essential to the functioning of the SharePoint site as an application is deleted, the site might become unusable. For example, if you delete stylesheets and forms, you might get errors when you try to display certain pages on the site.
- It is possible to delete objects that are normally not visible. For example, documents that are filtered by views might not be visible within SharePoint. Regardless of their visibility, these data objects are indexed during harvests and can appear in infosets when responsive.
- The **delete** action is supported only for files that are held in document libraries. Other SharePoint object types can be present in an infoset, and they are audited as an unsupported operation. No folders, sites, or document libraries are deleted.
- Delete occurs at the system-file level. It means that the deletion of an older version or of a contained object results in deletion of all versions and the containing file and all of the objects it contains. The volume index is updated to reflect this change.
- The **delete** action can prevent the deletion of items that were accessed or modified since the previous harvest. For SharePoint volumes, this option is ignored. Recently accessed or modified files are deleted.
- It is not possible to delete files that are currently checked out.

## Configuring FileNet

By providing the configuration values for a FileNet domain, you are supplying the values that are needed to bootstrap into a domain.

Within IBM StoredIQ Data Server, the FileNet domain must be configured prior to any FileNet volumes being created.

**Note:** With regards to object storage for FileNet cluster set ups, use other storage mechanisms than database (BLOB) storage. Additionally, files larger than 100MB should not be written to database storage.

1. Go to **Administration > Data sources > Specify Servers > FileNet domain configurations**.

2. Click **Add new FileNet domain configuration**

The FileNet domain configuration editor page appears.

3. In the FileNet domain configuration editor page, configure these fields:

- In the **Configuration name** text box, enter the configuration name for this server.
- In the **Server name** text box, enter the server name.
- In the **Connection** list, select the connection type.
- In the **Port** text box, enter the port number.
- In the **Path** text box, enter the path for this server.
- In the **Stanza** text box, enter the stanza information for this server.

4. Click **OK** to save your changes.

## Configuring Chatter messages

Within Chatter, the default administrator profile does not have the **Manage Chatter Messages** permission, but the appropriate permissions are required to harvest private messages.

A user must have certain administrative permissions when that user account is used in the **Connect as** text box in Chatter. When you set up a Chatter user account to harvest and run actions against Chatter, you must use an account with the built-in system administrator profile. In general, however, these administrative permissions must be assigned to the account you use:

- API enabled
- Manager Chatter Messages (required if you want to harvest Chatter Private Messages)
- Manage Users

- Moderate Chatter
- View All Data
- For Chatter administrators who use the **Auth token** option, see [how to set up a sandbox account](#).

## Adding a Documentum server as a data source

A Documentum server can be added as a data source and used as any other primary volume.

1. Using an SSH tool, turn on the Documentum license with these commands:
  - a) `psql -U dfuser -d dfdata -c "update productlicensing set pl_isactive = true where pl_product = 'documentum';"`
  - b) `service deepfiler restart`
2. In a browser, log in to the IBM StoredIQ data server.
3. Resolve the server name. Click **Administration > Configuration > Network settings > Server name resolution**.
  - a) Enter the Doc broker settings. In the **Host** area, enter the Documentum host name, such as `DOCUMENTUMTEST1.local.com:1399`  
If you have more than one host, enter a single host per line. IP addresses can also be used.
  - b) Click **OK**.
  - c) Using an SSH tool, connect to your target data server and edit `/etc/hosts`. Type *ip of dataserver hostname entered in step 3.a*  
Use one entry line per host name.
4. Restart services by using either of these methods:
  - a) Click **Administration > Dashboard > Controller**. Scroll to the bottom of the page and click **Restart services**.
  - b) Using an SSH tool, enter `service deepfiler restart`
5. Add Documentum as a primary volume.

You can do this in IBM StoredIQ Data Server or in IBM StoredIQ Administrator. For more information about adding the volume in IBM StoredIQ Data Server, see [“Creating primary volumes” on page 30](#). For more information about adding the volume in IBM StoredIQ Administrator, see the topic about adding primary volumes in the IBM StoredIQ Administrator documentation.

## Configuration of IBM Connections

IBM Connections can be harvested and the *Copy from* action to a CIFS target is supported. Discovery Exports are also supported.

**Note:** Not all Profile fields are harvested, such as mobile number, pager number, and fax number. Custom attributes are supported. Libraries in Connections are links to FileNet objects; these files can be harvested.

The *Copy from* action is supported only with a CIFS target. Any harvested Connections instance has the following directory structure. It is a logical structure of hierarchy, not the actual way that data is stored.

```

Home
  Communities
  Files
  Forums
  Wikis
  Activities
  Blogs
  Status
  Bookmarks
  Events
  Comments
  Profiles

```

**Note:** When you create a Connections volume, the use of an initial directory, Start directory or End directory beyond two levels of recursion, is not supported. For example, `Home/Files` is supported, but

Home/Files/User1 is not. Additionally, harvest scoping, which is the advanced option in IBM StoredIQ Data Server, is not supported.

A Connections volume that is created in IBM StoredIQ version 7.6.0.10 must be fully reharvested after an upgrade for the objects to be viewed.

Each of the subdirectories has elements under the user name directory. So, if User A created a forum, the directory to find it is home/forums/userA/<Forum Name>. If a user created a forum inside a community that is owned by User B, the directory to find it is home/communities/userB/<Community Name>/forums/<Forum Name>.

For more information about Connections attributes and their use examples, see the topic about Connections attributes in the IBM StoredIQ Data Workbench documentation.

### **Setting up the administrator access on Connections**

IBM Connections needs an actual user account, not wasadmin, to be set up with admin and search-admin privileges. The following procedure describes how to set up the administrator access on Connections.

This procedure needs to be done in the WebSphere® Application Server Administrative Console by the administrator.

1. In the Administrative Console, follow these steps.
  - a) Go to **Users and Groups > Administrative user roles**.
  - b) Select **Add... > Administrator role**.
  - c) Search for the Connections user account that is used to add the Connections volume in IBM StoredIQ and add it to the role.
  - d) Click **OK** and select **Save directly to the master configuration**.
2. Follow these steps for each of these applications: Activities, Blogs, Communities, Dogear, Files, Forums, News, Profiles, RichTextEditors, Search, URLPreview, and Wikis.
  - a) In the Administrative Console, go to **Applications > Application Types > WebSphere enterprise applications**.
  - b) Select an application from the list.
  - c) Select **Security role to user/group mapping > Search-admin > Map Users....**
  - d) Search for the Connections user account that is used to add the Connections volume in IBM StoredIQ and add it to the role.
  - e) Click **OK > OK**.
  - f) Select **Save directly to the master configuration**.
3. Follow these steps for each of these applications: Activities, Blogs, Common, Communities, Files, Forums, Homepage, Metrics, News, Profiles, PushNotification, RichTextEditors, Search, URLPreview, WidgetContainer, and Wikis.
  - a) In the Administrative Console, go to **Applications > Application Types > WebSphere enterprise applications**.
  - b) Select an application from the list.
  - c) Select **Security role to user/group mapping > admin > Map Users....**
  - d) Search for the Connections user account that is used to add the Connections volume in IBM StoredIQ and add it to the role.
  - e) Click **OK > OK**.
  - f) Select **Save directly to the master configuration**.

## IBM Content Manager attributes

In the SiqDocument item type, various attributes are increased when you run copy to IBM Content Manager.

In the SiqDocument item type, the length of the following attributes is increased 128 - 256 bytes when you run copy to IBM Content Manager:

- SiqServer
- SiqShare
- SiqInitialDirectory
- SiqFileName
- SiqContainerPath
- SiqOwner

This change is handled automatically if you do not already have an SiqDocument item type in your IBM Content Manager server. However, if this item type exists, it must be recreated with the new attribute lengths for this change to take effect.

**Note:** If you run a working CopyTo IBM Content Manager without issues or if you know that your attribute lengths are not greater than 128 in length, then you can defer this action as you did not encounter the attribute length issue.

**Note:** The attribute length is in bytes. The number of actual characters this length holds varies based on the database code page that is used. For example, if ASCII is used, then the number of characters is equal to the number of bytes. If UTF-8 is used, the number of bytes per character varies depending on the characters. Without this change, you see errors if the source attributes for a copy to IBM Content Manager exceed 128 bytes. If you see these errors, you need to take the following actions.

To extend the length of these attributes, take the following actions:

- If the SiqDocument item type does not exist in the IBM Content Manager server, create a new IBM Content Manager volume with a CopyTo option to select SiqDocument. It creates the item type and its attributes with the correct lengths.
- If SiqDocument item type exists in the IBM Content Manager server and you need to fix the attribute length problem, then the administrator must delete or drop the SiqDocument item type and recreate or update the IBM Content Manager volume that is used for copy. It automatically creates the item types and attributes desired.

**Note:** Take a backup of the database before you drop and recreate SiqDocument item type. When you drop the item type, you permanently lose all the items (documents) stored in it. If the source documents are still available, you can run copy again to copy the data back into this item type. If no items exist in the item type, then it is not an issue.

To drop the SiqDocument item type,

1. Delete all the items in the SiqDocument. This delete is permanent and you lose all of the data.
2. Delete the SiqDocument item type.
3. Delete all the attributes that belong to the SiqDocument

If the item type exists and contains data that you need to keep, and you need to extend these attributes, this process is possible through direct database manipulation. However, this process is not supported and issues that derive from it cannot be covered by IBM support. If you want this process, services must be employed to make these database changes.

## Creating retention volumes

---

Retention volumes store data objects that are placed under retention, which means such objects cannot be deleted for a specified period.

1. Configure your retention servers.
2. Create management or retention classes.
3. Create retention volumes.

### Adding a retention volume

Retention volumes can be added and configured. Applicable volume types include CIFS (Windows platforms) and NFS v3.

1. Go to **Administration > Data sources > Volumes**, and then click **Retention**.
2. Depending on the type of retention server you are adding, complete the fields as described in the appropriate table.
3. Click **OK** to save the volume.

**Note:** Case-sensitivity rules apply. Red asterisks within the user interface denote required fields.

Table 24. CIFS (Windows platforms) retention volumes

Field	Value	Notes
<b>Server type</b>	Select the server type.	
<b>Server</b>	Assign the server a name.	
<b>Connect as</b>	Enter the login ID.	
<b>Password</b>	Enter the password for the login ID.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Index options</b>	Select either or both of the <b>Index options</b> check boxes. <ul style="list-style-type: none"><li>• <b>Include system metadata for data objects within containers.</b></li><li>• <b>Include content tagging and full-text index.</b></li></ul>	These options are selected by default.

Table 24. CIFS (Windows platforms) retention volumes (continued)

Field	Value	Notes
<b>Constraints</b>	<p>Select either or both of these options:</p> <ul style="list-style-type: none"> <li>• <b>Only use __ connection process(es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li> <li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li> </ul>	

Table 25. NFS v3 retention volumes

Field	Value	Notes
<b>Server type</b>	Select the server type.	
<b>Server</b>	Assign the server a name.	
<b>Volume</b>	Enter the name or names of the volume to be mounted.	
<b>Index options</b>	<p>Select either or both of the <b>Index options</b> check boxes.</p> <ul style="list-style-type: none"> <li>• <b>Include system metadata for data objects within containers.</b></li> <li>• <b>Include content tagging and full-text index.</b></li> </ul>	These options are selected by default.

Table 25. NFS v3 retention volumes (continued)

Field	Value	Notes
<b>Constraints</b>	Select either or both of these options: <ul style="list-style-type: none"><li>• <b>Only use __ connection process(es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you might want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system configuration tab.</li><li>• <b>Control the number of parallel data object reads:</b> Designate the number of parallel data object reads.</li></ul>	

## Creating system volumes

System volumes support volume export and import. When you export a volume, data is stored on the system volume. When you import a volume, data is imported from the system volume.

1. Go to **Administration > Data sources > Specify volumes > Volumes**.
2. Select the **System** tab, and then click **Add system volumes**.
3. Enter the information described in the table below, and then click **OK** to save the volume.

**Note:** Case-sensitivity rules apply. Red asterisks within the user interface denote required fields.

Table 26. System volume fields, descriptions, and applicable volume types

Field	Value	Applicable volume type
<b>Server type</b>	Select the type of server.	<ul style="list-style-type: none"><li>• CIFS (Windows platforms)</li><li>• NFS v2, v3</li></ul>
<b>Server</b>	Enter the name of the server where the volume is available for mounting.	<ul style="list-style-type: none"><li>• CIFS (Windows platforms)</li><li>• NFS v2, v3</li></ul>
<b>Connect as</b>	Enter the logon ID used to connect and mount the defined volume.	<ul style="list-style-type: none"><li>• CIFS (Windows platforms)</li></ul>
<b>Password</b>	Enter the password used to connect and mount the defined volume.	<ul style="list-style-type: none"><li>• CIFS (Windows platforms)</li></ul>

Table 26. System volume fields, descriptions, and applicable volume types (continued)

Field	Value	Applicable volume type
<b>Volume</b>	Enter the name of the volume to be mounted.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>
<b>Constraints</b>	<b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you may want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system <b>Configuration</b> tab.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>

## Export and import of volume data

Metadata and full-text indexed data can be collected or exported from separate locations, such as data servers in various offices of the enterprise. When the data is available, it can be imported to a single location, such as a headquarter's office data server, where selected files might be retained.

Only primary and retention volume data can be exported or imported with the export and import feature. Discovery export and system volumes cannot be imported or exported. The target location of an export or the source location of an import is always the IBM StoredIQ system volume.

Export and import volume processes can be run as jobs in the background. These jobs are placed into their prospective queues, and they are run sequentially. When one job completes, the next one automatically starts. These jobs can be canceled at any time while they are running. Canceling one import or export job also cancels all the jobs that come after the one canceled. Because the export jobs and import jobs are in separate queues, canceling one type of job does not cancel jobs in the other queue. The jobs cannot be restarted.

### Exporting volume data to a system volume

When volume data is exported to a system volume, the export process creates two files: a binary file and a metadata file, which contains the exported data.

The export process creates two files: a binary file and a metadata file, which contains the exported data. These files' names contain the following information:

- Data server name and IP address
- Volume and server names
- Time stamp

Note the following information:

- The exported data consists of data from the selected volume and any related information that describes that data except for volume-specific audits.
- The exported data must be made available to the import data server before it can be imported. It might require you to physically move the exported data to the system volume of the import data server.
- Licenses on the import appliances are enabled automatically if a feature of the imported volume requires it (such as Exchange licenses).

1. Go to **DSAdmin > Administration > Data sources > Volumes**.
2. Select a volume of data to export from the list of volumes by clicking the **Discovery export** link in the far right column.
3. Complete the **Export volumes details** window, described in this table.
4. Click **OK**. A dialog box appears to show that the data is being exported.
5. To monitor the export progress, click the **Dashboard** link. To cancel the export process, under the Jobs in progress section of the dashboard, click **Stop this job**. Alternately, click **OK** to return to the **Volumes** page.

**Note:** The job cannot be restarted.

Option	Description
<b>Server</b>	The name of the server where the data is.
<b>Volume</b>	The name of the volume where the data is.
<b>Export path (on system volume)</b>	This path is where to save the data on the system volume. The default path is /exports. You can edit the export path. The specified location is automatically created if necessary.
<b>Description (optional)</b>	Enter a description of the exported data.
<b>Export full-text index</b>	<p>On a data server of the type DataServer - Classic, you can select this option to export the volume's full-text index. This option is available only if the volume has a full-text index.</p> <p>On a data server of the type DataServer - Distributed, this option is always shown and is checked by default because the full-text index is a part of the Elasticsearch index in general. You cannot change the setting.</p>

## Importing volume data from a system volume

An imported volume looks, acts, and is, just like a volume that is originally defined and harvested on the data server with a few key differences.

For imported volumes, any action or relationship that is valid for a non-imported volume is valid for an imported volume, with a few exceptions:

- Logs and audit trails that capture the activity on the volume before the import is not available. However, the import itself is audited.
- The imported volume can be reharvested if the appliance has the proper network access and rights to the original source server and volume.
- The imported volume can be reharvested if the data server has the proper network access and rights to the original source server and volume.
- The data viewer works only if the appliance has the proper network access and rights to the source server and volume. You must have access and permission on export servers and volumes if the file you want to view was migrated to a secondary server at the time of the export.

### Notes:

- When a volume with a licensed feature is imported into a data server that does not use licensing, the license is imported along with the volume. To see the licensed features, users need to log out and then log back in to the data server.
- Imports can only occur between the same type of data server. A volume export from a data server of the type DataServer - Classic cannot be imported into a data server of the type DataServer - Distributed, and vice versa.

1. Make sure that exported data file is present in the system volume of the import appliance.
2. Go to **Administration > Data sources > Volumes**, and then click either the **Primary** or **Retention** tab.

3. Click the **Import volume** link at the top of either the primary or the retention volume lists. The **Import volumes** page appears, listing all of the volumes available for import. By default, the data server searches for available volumes to import in the `/imports` directory of the system volume. If you placed the exported data to another path, click **Change path** and enter the appropriate path.
4. Click **OK**. The Import volumes page now displays the following information about the imported volumes. See the following table.
5. From the list of volumes, select a volume to import by clicking the **Import** link in the last column on the right.
6. Select the **Import full-text index** check box to import the selected volume's full-text index.  
On a data server of the type DataServer - Classic, this option is active only if the volume has a full-text index.  
On a data server of the type DataServer - Distributed, this option is always shown and is checked by default because the full-text index is a part of the Elasticsearch index in general. You cannot change the setting.
7. Select the **Overwrite existing volume** check box to replace the existing data of the volume with the imported data.
8. Click **OK**. A dialog box appears to show that the volume is being imported. If the volume exists and unless the **Overwrite existing volume** option is selected, **OK** is not enabled.
9. To view import progress, click the **Dashboard** link in the dialog box. To cancel the import process, under the **Jobs in progress** section of the dashboard, click **Stop this job**, or click **OK** to return to the **Manage volumes** page.

Option	Description
<b>Server and volume</b>	The server name and volume name where the data physically is.
<b>Description</b>	A description added when the volume was exported.
<b>Volume type</b>	The types of volume, which are Exchange, SharePoint, and other types.
<b>Category</b>	The category of volume, which is Primary or Retention.
<b>Exported from</b>	The server name and IP address of the server from which the data was exported.
<b>Export date</b>	The day and time the data was exported.
<b>Total data objects</b>	The total number of data objects that are exported for the volume.
<b>Contains full-text index</b>	Indicates whether the full-text index option was chosen when the data was exported. For the index type <b>distributed</b> , this field will always show the value <b>Yes</b> .
<b>Index type</b>	Indicates which type of data server generated the export. You can import only volumes with an index type that matches the type of data server you are working with.

## Creating discovery export volumes

Discovery export volumes contain the data produced from a policy, which is kept so that it can be exported as a load file and uploaded into a legal review tool. Administrators can also configure discovery export volumes for managing harvest results from cycles of a discovery export policy.

1. Go to **Administration > Data sources > Specify volumes**, and then click **Volumes**.
2. Click **Discovery export**, and then click **Add discovery export volumes**.
3. Enter the information described in the table below, and then click **OK** to save the volume.

**Note:** Case-sensitivity rules for each server type apply. Red asterisks within the user interface denote required fields.

Table 27. Discovery export volumes: fields, required actions, and applicable volume types.

Field	Value	Applicable volume type
<b>Server type</b>	Select the type of server.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>
<b>Server</b>	Enter the name of the server where the volume is available for mounting.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>
<b>Connect as</b>	Enter the logon ID used to connect and mount the defined volume.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> </ul>
<b>Password</b>	Enter the password used to connect and mount the defined volume.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> </ul>
<b>Volume</b>	Enter the name of the volume to be mounted.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>
<b>Constraints</b>	<b>Only use __ connection process (es):</b> Specify a limit for the number of harvest connections to this volume. If the server is also being accessed for attribute and full-text searches, you may want to regulate the load on the server by limiting the harvester processes. The maximum number of harvest processes is automatically shown. This maximum number is set on the system <b>Configuration</b> tab.	<ul style="list-style-type: none"> <li>• CIFS (Windows platforms)</li> <li>• NFS v2, v3</li> </ul>

## Deleting volumes

Administrators can delete volumes from the list of available data sources, provided that the data server is connected to the gateway.

Note the following regarding deleted volumes:

- Deleted volumes are removed from target sets.
- Deleted volumes are removed from all volume lists, both from IBM StoredIQ and IBM StoredIQ Administrator.
- Within created jobs, steps that reference deleted volumes are implicitly removed, meaning that a job might contain no steps. The job itself is not deleted.
- Applicable object counts and sizes within IBM StoredIQ Administrator adjust automatically.
- Object counts and sizes within user infosets remain the same. Remember, those user infosets were created at a specific point in time when this data source was still available.
- Users who explore a specific data source and any generated reports no longer reference the deleted volume.

- No exceptions are raised on previously run actions. Instead, the data is no longer available. For example, if an infoset is copied that contained data objects from a volume that was deleted, no exception is raised.
- If you mark a desktop volume for deletion, it is automatically removed from the Primary volume list; however, the status of that workstation is set to uninstall in the background. When the desktop client checks in, it sees that change in status and uninstalls itself.

**Note:** If retention volumes contain data, they cannot be deleted as IBM StoredIQ is the source of record. Instead, you see the **Under Management** link.

1. Go to **Administration > Data sources > Specify volumes > Volumes**.
2. Click the tab of the volume type that you want to delete: **Primary**, **Retention**, **System**, or **Discovery export**.
3. Click **Delete**, and in the confirmation dialog window, click **OK**.

The volume is deleted, removing it from the list of available volumes.

## Action limitations for volume types

Volume types have different action limitations.

IBM StoredIQ imposes some action limitations on volume types, which are identified in this table.

<i>Table 28. Action limitations for volume types</i>		
Action type	Source limitations	Other restrictions
Copy from	<ul style="list-style-type: none"> <li>• Box</li> <li>• Chatter</li> <li>• CIFS</li> <li>• CMIS</li> <li>• Connections</li> <li>• Desktop</li> <li>• Documentum</li> <li>• Domino</li> <li>• Exchange</li> <li>• FileNet</li> <li>• HDFS</li> <li>• IBM Content Manager</li> <li>• Jive</li> <li>• NewsGator</li> <li>• NFS</li> <li>• OneDrive</li> <li>• OpenText Livelink</li> <li>• SharePoint</li> </ul>	<p>Copy from SharePoint Online supports copy to CIFS, FileNet, and SharePoint 2007/2010/2013/2016/Online target sets.</p> <p>Copy from Box supports copying files to CIFS, NFS, FileNet, and Box target sets.</p> <p>Copy from Connections supports copying files to CIFS targets.</p> <p>Copy from OneDrive for Business supports copying files to CIFS and NFS shares.</p>

Table 28. Action limitations for volume types (continued)

Action type	Source limitations	Other restrictions
Copy to	Primary Volume <ul style="list-style-type: none"> <li>• Box</li> <li>• CIFS</li> <li>• CMIS</li> <li>• Documentum</li> <li>• FileNet</li> <li>• HDFS</li> <li>• IBM Content Manager</li> <li>• NFS</li> <li>• SharePoint</li> </ul>	For copy policies that target SharePoint volumes, the destination can write documents into an existing custom library. Two known SharePoint library configuration requirements are as follows. <ul style="list-style-type: none"> <li>• For the <b>Require documents to be checked out before they can be edited</b> option, select <b>No</b>. This option is found within <b>Versioning settings</b>.</li> <li>• Each column that is marked as <b>Required</b> must specify a default value. In the <b>Author: Edit Default Value</b> dialog box, select the <b>Use this default value</b> option, and then supply a default value. This option is found within <b>Common default value settings</b>.</li> </ul> Both configuration options are available within the Library settings of SharePoint. For copy policies that target FileNet volumes, creating directories or re-creating the directory structure is not supported.
Copy to (Box volume)	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• NFS</li> <li>• SharePoint</li> </ul>	Box volumes can be added only from IBM StoredIQ Administrator, not from IBM StoredIQ Data Server. <b>Preserve owners</b> is only supported for SharePoint and CIFS source volumes. <b>Map permissions</b> is only supported for CIFS source volumes.
Copy to (OneDrive volume)	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• NFS</li> </ul>	OneDrive volume can be added only from IBM StoredIQ Administrator, not from IBM StoredIQ Data Server. For copy policies that target OneDrive volumes, the destination folder needs to be set to the name of an existing drive at least. It cannot be left blank.
Copy to (retention)	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• NFS</li> </ul>	

Table 28. Action limitations for volume types (continued)

Action type	Source limitations	Other restrictions
Copy to SharePoint Online	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• FileNet</li> <li>• SharePoint 2007/2010/2013/2016/Online</li> </ul>	The Copy to SharePoint Online function does not include the ability to update some file system metadata or custom metadata. For example, the target file's Create Time and Modified Time reflect the time of the copy, not the source file's Create Time and Modified Time.
Delete	<ul style="list-style-type: none"> <li>• Box</li> <li>• CIFS</li> <li>• Desktop</li> <li>• Documentum</li> <li>• HDFS</li> <li>• NFS</li> <li>• SharePoint</li> </ul>	<p>The Delete action removes data objects (not directories) from the source volume and is limited to system level objects. If a responsive object targeted for deletion is within a container object (such as a .zip or .tar file), the container level object is the object that is deleted. Thus, any other objects within the container file are also deleted.</p> <p>A Delete action on a responsive object attached to a CIFS based .msg, .eml, or .pst file also results in the container object being deleted including any other objects attached to or contained within the container object.</p> <p>The respective logging information reflects the container level object, indicating success or failure of the action.</p> <p>For desktop volumes, certain files must not be deleted. For more information, see <a href="#">"Special considerations for desktop delete actions" on page 97</a>.</p>

Table 28. Action limitations for volume types (continued)

Action type	Source limitations	Other restrictions
Discovery export from	<ul style="list-style-type: none"> <li>• Box</li> <li>• CIFS</li> <li>• CMIS</li> <li>• Connections</li> <li>• Desktop</li> <li>• Documentum</li> <li>• Exchange</li> <li>• FileNet</li> <li>• HDFS</li> <li>• IBM Content Manager</li> <li>• Jive</li> <li>• NewsGator</li> <li>• NFS</li> <li>• OneDrive for Business</li> <li>• OpenText Livelink</li> <li>• SharePoint</li> </ul>	
Discovery export to	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• NFS</li> </ul>	Considered discovery export volumes (category) not harvested
Move from	<ul style="list-style-type: none"> <li>• Box</li> <li>• CIFS</li> <li>• Desktop</li> <li>• Documentum</li> <li>• NFS</li> </ul>	Move from Box supports copying files to CIFS, NFS, FileNet, and Box target sets.
Modify security	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• NFS</li> </ul>	
Move to	<ul style="list-style-type: none"> <li>• CIFS</li> <li>• Documentum</li> <li>• FileNet</li> <li>• NFS</li> <li>• SharePoint</li> </ul>	For move policies that target FileNet volumes, creating directories or re-creating the directory structure is not supported.

## Volume limitations for migrations

The IBM StoredIQ supported source- infoset members for migrations to SharePoint targets have limitations.

For migrations that preserve version hierarchies, IBM StoredIQ preserves them at the file system level. If container-member objects are present in the source infoset, they are copied to new version chains, independent of the source-container version. Therefore, member-version numbers might not match the parent-container version.

# Data harvesting

Harvesting or indexing is the process or task by which IBM StoredIQ examines and classifies data in your network.

Running a **Harvest every volume** job indexes all data objects on all volumes.

- A full harvest can be run on every volume or on individual volumes.
- An incremental harvest only harvests the changes on the requested volumes

These options are selected when you create a job for the harvest. A harvest must be run before you can start searching for data objects or textual content. An Administrator initiates a harvest by including a harvest step in a job.

Most harvesting parameters are selected from the **Configuration** subtab. You can specify the number of processes to use during a harvest, whether a harvest must continue where it left off if it was interrupted and many other parameters. Several standard harvesting-related jobs are provided in the system.

## Harvesting with and without post-processing

You can separate harvesting activities into two steps: the initial harvest and harvest post-processing. The separation of tasks gives Administrators the flexibility to schedule the harvest or the post-process loading to run at times that do not affect system performance for system users. These users might, for example, be running queries. Examples of post-harvest activities are as follows:

- Loading all metadata for a volume.
- Computing all tags that are registered to a particular volume.
- Generating all reports for that volume.
- If configured, updating tags, and creating explorers in the harvest job.

## Incremental harvests

Harvesting volumes takes time and taxes your organization's resources. You can maintain the accuracy of the metadata repository quickly and easily with incremental harvests. With both of these features, you can ensure that the vocabulary for all volumes is consistent and up to date. When you harvest a volume, you can speed up subsequent harvests by only harvesting for data objects that were changed or are new. An incremental harvest indexes new, modified, and removed data objects on your volumes or file servers. Because the harvests are incremental, it takes less time to update the metadata repository with the additional advantage of putting a lighter load on your systems than the original harvests.

**Note:** Harvesting NewsGator Volumes: Since NewsGator objects are just events in a stream, an incremental harvest of a NewsGator volume fetches only new events that were added since the last harvest. To cover gaps due to exceptions or to pick up deleted events, a full harvest might be required.

## Reharvesting

The behavior is the same for both types of data server:

On a reharvest, the metadata for a document is updated because only the latest version of the document is considered. Therefore, the document might then no longer match previously applied filter criteria although it is still part of the infoset.

On a reharvest, also the full-text index is updated. Any previously applied cartridges are automatically reapplied to the latest document version to ensure that the results of any Step-up Analytics action are still available in the full-text index. Step-up Analytics or Step-up Full-Text actions run after a reharvest analyze and annotate the latest document version on the data source.

## Harvest of properties and libraries

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When harvesting private information, SharePoint volumes must use administrative roles for mounting permission.

**Note:** Administrative permissions are required to harvest personal information, libraries, and objects that are not designated as being visible to **Everyone** for user profiles.

The SharePoint volume needs to be mounted with administrative permissions. If the harvest is conducted without administrative permissions, then any of the user profile's properties that were marked as visible to the category other than **Everyone** is not visible in results. To harvest users' personal documents and information, volumes that are mounted without administrative permissions must use credentials that have full control on all SharePoint site collections. These collections are hosted by the user profile service application.

To override this restriction, see <http://technet.microsoft.com/en-us/library/ee721057.aspx>.

## Lightweight harvest parameter settings

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To conduct a lightweight harvest, certain configuration changes can be made.

With IBM StoredIQ, you can conduct many types of harvests, depending on your data needs. While in-depth harvests are common, instances exist, where you need an overview of the data and a systemwide picture of files' types and sizes. For example, at the beginning of a deployment, you might want to obtain a high-level view of a substantial amount of data. It helps make better decisions about how you want to handle harvesting or other policies in the future. The following section provides possible system configurations for the system to process the volumes' data in the quickest manner possible.

### Determining volume configuration settings

To conduct a lightweight harvest, you can make various configuration changes.

**Volume Details:** When you configure data sources for a lightweight harvest, you do not need to include content tagging and full-text indexes. By clearing this option, the system indexes the files' metadata, not the entire content of those files. The system can then run and complete harvests quickly. You can obtain much information about file types, the number of files, the age of the files, file ownership, and other information.

1. Go to **Administration > Data sources > Specify volumes > Volumes**.
2. On the **Primary volume list** page, click **Add primary volumes** or **Edit** to edit an existing volume.
3. Verify that all of the **Index options** check boxes are cleared (some are selected by default).
4. Optional: Edit the advanced details.

In some cases, you might want to reduce the weight of a full-text harvest. In these instances, you can adjust the processing that is involved with the various harvest configuration controls.

Within volume configuration, the advanced settings are used to control what is harvested within the volume. By harvesting only the directory structures that you are interested in, you can exercise some control over the harvest's weight.

Click **Show Advanced Details**.

- **Include Directory:** If you want to harvest a subtree of the volume rather than the whole volume, then you can enter the directory here. It eliminates the harvest of objects that are not relevant to your project.
- **Start Directory** and **End Directory:** You can select a beginning and end range of directories that are harvested. Enter the start and end directories.
- **Constraints:** You can limit the files that are harvested through connection processes, parallel data objects, or scoping harvests by extension. For example, with the **Scope harvest on these volumes**

**by extension** setting, you can limit the files that you harvest by using a set of extensions. If you want to harvest only Microsoft Office files, you can constrain the harvest to .DOC, .XLS, and .PPT files.

5. Click **OK** and then restart services.

## Determining harvester configuration settings

When you conduct a lightweight harvest, you can make certain harvester configuration changes.

1. Determine **Skip Content Processing** settings.

**Note:** This setting is relevant only for full-text harvests.

You might have many files that are types for which you do not need the contents such as .EXE files. In these instances, you can add these file types to the list of files for which the content is not processed. There are two points to consider when to skip content processing:

- You do not spend time harvesting unnecessary objects, which can be beneficial from a time-saving perspective.
- Later, you have the option of viewing the content of the skipped files. It creates more work, reharvesting these skipped files.

2. Determine which **Locations to ignore**.

There might be instances where large quantities of data are contained in subdirectories, and that data is not relevant to your harvest strategy. For example, you might have a directory with a tree of source code or software archive that is not used as a companywide resource. In these cases, you can eliminate these directories from the harvests by adding the directory to the **Locations to ignore**. These locations are not specific to a volume, but can instead be used for common directories across volumes.

3. Determine **Limits**.

- **Maximum data object size:** This setting is only relevant for full-text harvests. In cases many large files, you might want to eliminate processing those files by setting the **Maximum data object size** to a smaller number. The default value is 1,000,000,000. You can still collect the metadata on the large files, so you can search for them and determine which files were missed due to the setting of this parameter.

4. Determine **Binary Processing**.

If the standard processing cannot index the contents of a file, binary processing is extra processing that can be conducted. For lightweight harvests, the **Run binary processing when text processing fails** check box must be cleared as this setting is only relevant for full-text harvests.

## Determining full-text settings

When you conduct a lightweight harvest, you can make full-text-index setting configuration changes.

1. Determine **Limits**.

Limit the length of words to be harvested by selecting the **Limit the length of words index to \_\_ characters** option. The default value is 50, but you can reduce this number to reduce the quantity of indexed words.

For more information about the configuration settings, see [configuring Limits](#).

2. Determine **Numbers**.

If there are large quantities of spreadsheet files, you can control what numbers are indexed by the system.

For more information about the configuration settings, see [configuring Numbers](#).

## Determining hash settings

When you conduct a lightweight harvest, you can make certain hash-setting configuration changes.

Before you change any settings, review the information in [“Configuring hash settings” on page 23](#).

- Determine the hash settings.

A file hash is a unique, calculated number that is based on the content of the file. By selecting **Partial data object content**, you reduce the processing to create the hash. However, the two different data objects might create the same hash. It is a small but potential risk and is only relevant for full-text harvests.

## Pausing and resuming harvests

---

Configure a resumable harvest to avoid complete reharvesting when a harvest is stopped and restarted.

You can pause a harvest and have it resume from the point where it was interrupted by means of a *resumable harvest*. If a long running harvest that is not configured as resumable is stopped, it starts crawling the data source all over again when the harvest is started anew. However, a *resumable harvest* marks the location where it was last stopped and resumes harvesting at that location when restarted.

The feature is available only from the IBM StoredIQ Data Server Admin UI and is supported for full harvests of CIFS and NFS data sources. It is not available on the AppStack and is not supported for harvests of OneDrive or IBM Connections data sources.

If the data source changes after a harvest was paused, those changes might not be reflected in the resumed harvest. To catch any such changes, run an incremental harvest after the resumable harvest is complete. For example, if the harvest discovered the directory `a` and, after some time, the harvest was paused. Then, the directory was deleted or otherwise modified. When the harvest is resumed, those changes do not show up in the harvest because the harvest does not revisit previously harvested locations.

1. In the IBM StoredIQ Data Server Admin UI, create a job with a **Run harvest** step.
2. When you configure this step, select the **Resumable harvest** option.
3. Start this job.

The job can be stopped at any time, which basically means the harvest is paused. Wait until the job is completely stopped before you restart the harvest.

4. At any later time, start the job again to complete the harvest.
5. Run an incremental harvest to pick up any changes made after the harvest was paused.

## Monitoring harvests

---

You might want to check large, long-running harvests regularly to get a status and to detect issues.

Full harvests of volume are the most time-consuming operations in IBM StoredIQ. Depending on the size of the data sets, they can take days or even weeks. To get a quick status of active harvests, you can use the Harvest Tracker tool. The tool's output can also be used for troubleshooting issues with long-running harvests.

The tool is designed to be least intrusive with regard to data server operation.

For each check, information about all active harvests is written to a log file. At the end of a harvest, a summary is displayed that includes findings about bottlenecks if any. By default, all the information is written to the `/deepfs/config/harvest_tracker.log` file on the data server.

The records in the log file can give answers to these questions:

- Are there any extended or expired objects?

Check all entries that are labeled `ObjTracker::`

- Are objects accumulating in the queues?

Compare the entries that are labeled `Ingest Q: Cur len:, Output Q: Cur len:, and Findex Q: Cur len::`

- Is the object count increasing at a good pace between the checks?

A stuck object count indicates a problem with the currently processed element.

- Which files are being harvested currently?

The file paths can give you a rough idea about the part of the volume being harvested at the moment.

Other observations that you might make:

- The Ingest\_Q queue is fuller than the others most of the time. This hints at the text extraction not happening fast enough.
- The Output\_Q and Findex\_Q queues are almost empty. This means node-indexing and full-text indexing aren't bottlenecks.
- Text extraction from image files is taking a long time.
- Files such as large images and complex scanned image PDF files need extended processing time and thus slowing down the harvest.

1. Using an SSH tool, log in to the data server VM as `root`.

2. Run the Harvest Tracker tool.

The following command, for example, has the tool exit after 100 loops of 30 seconds, where up to 5 file names per queue are written to the output at the default location:

```
python32 /usr/local/storediq/bin/util/harvest_tracker.py -l 100 -q 5
```

For the detailed command syntax and more information about the records written to the log file, see [“The Harvest Tracker tool” on page 84](#).

You can also run the command with the `-h` option to display the supported options and the default values.

At any time, you can stop the tool by pressing `Enter` followed and then entering `y` as confirmation.

## The Harvest Tracker tool

Find details about the command syntax and the tool's output.

### Command syntax

The Harvest Tracker tool is a Python script that you run on the data server. The command syntax is as follows:

```
► python32 — /usr/local/storediq/bin/util/harvest_tracker.pyc
  -loops,--loop=oops
  -tloop_time,--loop-time=oops
  -ologfile,--logfile=logfile
  -qcount,--qcount=qcount
```

#### ***loops***

Specifies how many times the tool is to check the data server services. The default value is `maxint`, which corresponds to 214,748,647.

#### ***loop\_time***

Specifies the time interval for the checks in seconds. The default value is 30.

#### ***logfile***

Defines the path to the log file. The default log file is `/deepfs/config/harvest_tracker.log`.

#### ***qcount***

Specifies the maximum number of objects in queue to be listed by name.

Running the command `python32 /usr/local/storediq/bin/util/harvest_tracker.py -h` displays the supported options and the default values.

At any time, you can stop the tool by pressing Enter followed and then entering y as confirmation.

While the tool is running, you will see additional messages like this one on the terminal where you started the tool:

```
Tue Feb 26 16:41:14 2019:pubsub/  
reconnectingpbclientfactory.py:64:ReconnectingPBClientFactory._onRemoteOk
```

These messages come from the data server and cannot be suppressed. They have nothing to do with the Harvest Tracker tool and can, therefore, be ignored. They are not written to the `harvest_tracker.log` file.

## **Output for active harvests**

The statistics are written to an individual output block for each harvest, where the blocks are separated by dashed lines. The first line of each block shows the volume ID and the start time of that specific harvest. The statistics include the following information:

### **Ingest Q: Cur len:**

Number of objects in the queue that are waiting for text extraction

### **Ingest Q: Total in:**

Total number of objects that entered the queue since the harvest started

### **Ingest Q: File:**

Full path to the file in the queue

### **Output Q: Cur len:**

Number of objects in the queue that are waiting for node-indexing (PostGres)

### **Output Q: Total in:**

Total number of objects that entered the queue since the harvest started

### **Output Q: File:**

Full path to the file present in the queue

### **Index Q: Cur len:**

Number of objects that are queued for full-text indexing (into Lucene)

### **Index Q: Total in:**

Total number of objects that entered the full-text indexing queue since the harvest started

### **Index Q: File:**

Full path to the file in the full-text indexing queue

### **Harvest: Time to complete:**

Expected remaining processing time

### **Harvest: Percent complete:**

Percent complete

### **Harvest: Estimated vol size:**

Estimated size of the volume being harvested

### **Harvest: Obj/s:**

Object processing rate

### **Harvest: Max time file:**

Name of the file taking longest processing time

### **Harvest: Max time val:**

Processing time of the file listed under Harvest: Max time file:

### **Harvest: Max size file:**

Name of the largest file encountered so far

### **Harvest: Max size val:**

Size of the file listed under Harvest: Max size file:

### **ObjTracker: VolId:**

The ID of the volume being harvested

**ObjTracker: Files extended:**

A comma separated list of file paths to files that are taking longer than the normal processing time is

**ObjTracker: Files expired:**

A comma separated list of file paths to files whose processing could not be completed in the allotted maximum time

```
-----  
[Sat Jan 5 20:57:17 2019] Harvest: ---- VolId: 427, vol name: <todo>, Start: Sat Jan 5  
20:50:57 2019 ----  
[Sat Jan 5 20:57:17 2019] Ingest Q: Cur len: 363, Total in: 578  
[Sat Jan 5 20:57:17 2019] Ingest Q: File: md1/d5/msg6.msg  
[Sat Jan 5 20:57:17 2019] Ingest Q: File: md1/d5/multipage_tif_example.tif  
[Sat Jan 5 20:57:17 2019] Output Q: Cur len: 1, Total in: 445  
[Sat Jan 5 20:57:17 2019] Output Q: File: md1/d6/multipage_tif_example.tif  
[Sat Jan 5 20:57:17 2019] Findex Q: Cur len: 0, Total in: 373  
[Sat Jan 5 20:57:17 2019] Harvest: Time to complete: 12 minutes 5 seconds  
[Sat Jan 5 20:57:17 2019] Harvest: Percent complete: 32.72  
[Sat Jan 5 20:57:17 2019] Harvest: Estimated vol size: 492 objects  
[Sat Jan 5 20:57:17 2019] Harvest: Obj/s: 0.98  
[Sat Jan 5 20:57:17 2019] Harvest: Max time file: d1/bowers.jpg, Max time val: 31.17  
[Sat Jan 5 20:57:17 2019] Harvest: Max size file: d1/multipage_tif_example.tif, Max size val:  
4407389  
[Sat Jan 5 20:57:17 2019] ObjTracker: files extended: ['d2/bad_sip1.pdf', 'bad_sip1.pdf', 'd1/  
bad_sip1.pdf']  
[Sat Jan 5 20:57:17 2019] ObjTracker: files expired: ['d6/In.mbx']  
[Sat Jan 5 20:57:17 2019] -----  
[Sat Jan 5 20:57:47 2019] Harvest: ---- VolId: 427, vol name: <todo>, Start: Sat Jan 5  
20:50:57 2019 ----  
[Sat Jan 5 20:57:47 2019] Ingest Q: Cur len: 359, Total in: 590  
[Sat Jan 5 20:57:47 2019] Ingest Q: File: md1/d6/smokefilesZIP.zip  
[Sat Jan 5 20:57:47 2019] Ingest Q: File: md4/d9  
[Sat Jan 5 20:57:47 2019] Output Q: Cur len: 0, Total in: 488  
[Sat Jan 5 20:57:47 2019] Findex Q: Cur len: 0, Total in: 407  
[Sat Jan 5 20:57:47 2019] Harvest: Time to complete: 11 minutes 45 seconds  
[Sat Jan 5 20:57:47 2019] Harvest: Percent complete: 35.16  
[Sat Jan 5 20:57:47 2019] Harvest: Estimated vol size: 492 objects  
[Sat Jan 5 20:57:47 2019] Harvest: Obj/s: 0.97  
[Sat Jan 5 20:57:47 2019] Harvest: Max time file: d1/bowers.jpg, Max time val: 31.17  
[Sat Jan 5 20:57:47 2019] Harvest: Max size file: d1/multipage_tif_example.tif, Max size val:  
4407389  
[Sat Jan 5 20:57:47 2019] ObjTracker: files extended: ['d2/bad_sip1.pdf', 'bad_sip1.pdf', 'd1/  
bad_sip1.pdf']  
[Sat Jan 5 20:57:47 2019] ObjTracker: files expired: ['d6/In.mbx']  
[Sat Jan 5 20:57:47 2019] -----
```

**Output for finished harvests**

After a harvest is complete, the tool can provide a summary of the harvest operation. The summary contains the following information:

**Ingest Q: Longest Q len:**

Largest number of objects in the queue that waited for text extraction

**Output Q: Longest Q len:**

Largest number of objects in the queue that waited for node-indexing (PostGres)

**Findex Q: Longest Q len:**

Largest number of objects in the queue that waited for full-text indexing (into Lucene)

**Harvest: Min Obj/s:**

Lowest object processing rate

**Harvest: Max Obj/s:**

Highest object processing rate

**Harvest: Max time file:**

Name of file that took the longest processing time

**Harvest: Max time val:**

Actual processing time of the file listed under Harvest: Max time file:

**Harvest: Max size file:**

Name of largest file processed

**Harvest: Max size val:**

Size of the file listed under Harvest: Max size file:

**Harvest: Total:**

Total harvest time

**ObjTracker: VolId:**

The ID of the volume ID that was harvested

**ObjTracker: files extended:**

A comma separated list of file paths to files that took longer than the normal processing time

**ObjTracker: files expired:**

A comma separated list of file paths to files whose processing could not be completed in the allotted max time

```
[Sat Jan  5 21:45:22 2019] -----
[Sat Jan  5 21:45:22 2019] Harvest_Tracker Summary...
[Sat Jan  5 21:45:22 2019] Harvest: ---- VolId: 427, vol name: <todo>, Start: Sat Jan  5
20:50:57 2019 -----
[Sat Jan  5 21:45:22 2019] Ingest Q: Longest Q len: 367
[Sat Jan  5 21:45:22 2019] Output Q: Longest Q len: 10
[Sat Jan  5 21:45:22 2019] Findex Q: Longest Q len: 6
[Sat Jan  5 21:45:22 2019] Harvest: Min Obj/s: 0.63, Max Obj/s: 1.06
[Sat Jan  5 21:45:22 2019] Harvest: Max time file: bad_sip1.pdf, Max time val: 2008.97
[Sat Jan  5 21:45:22 2019] Harvest: Max size file: d1/bad_sip1.pdf, Max size val: 14501093
[Sat Jan  5 21:45:22 2019] Harvest: total: 0d 0h:54m:25s
[Sat Jan  5 21:45:22 2019] ObjTracker: files extended: ['d2/bad_sip1.pdf', 'bad_sip1.pdf', 'd1/
bad_sip1.pdf']
[Sat Jan  5 21:45:22 2019] ObjTracker: files expired: ['d2/bad_sip1.pdf', 'd6/In.mbx',
'bad_sip1.pdf', 'd1/bad_sip1.pdf']
[Sat Jan  5 21:45:22 2019] -----
```

# Job configuration

In IBM StoredIQ Data Server, configure and run jobs with different functions. Jobs start tasks such as harvests or maintenance and cleanup.

You can run jobs at the time of creation or schedule them to run at a designated future time and at regular intervals. Jobs consist of either a single step or a series of steps. The actions available at each step depend on the type of job. A set of predefined jobs that are ready for immediate use are provided with the product. In addition to these jobs, you can create your own jobs. You can modify any job that is stored in the **Workspace** folder or any subfolder to it. You can also delete jobs from these folders when you no longer need them.

*Table 29. Predefined jobs*

Job	Description
<b>CIFS/NFS retention volume deleted files synchronizer</b>	An unscheduled, one-step job that harvests the Windows Share/NFS retention volumes, looking for files that require removal because the physical file was deleted from the retention file system. This job is in the <b>Library/Jobs</b> folder.
<b>Database compactor</b>	A scheduled job that helps to limit "bloat" (unnecessary storage usage) in the database. While this job runs, it must have exclusive, uninterrupted access to the database. Administrators can override this job by logging in and then proceed to use the system. This job is in the <b>Library/Jobs</b> folder.
<b>Harvest every volume</b>	An unscheduled, one-step job that harvests all primary and retention volumes. This job is in the <b>Workspace/Templates</b> folder.
<b>System maintenance and cleanup</b>	A multistep job in the <b>Library/Jobs</b> folder. The system is configured to run a system maintenance and clean up job once a day and includes these items: <ul style="list-style-type: none"><li>• Email users about reports</li><li>• Email Administrators about reports</li><li>• Delete old reports</li><li>• Delete old harvests</li><li>• Load indexes</li><li>• Optimize full-text indexes</li></ul>
<b>Update age explorers</b>	A one-step job in the <b>Library/Jobs</b> folder that recalculates these items: <ul style="list-style-type: none"><li>• Owner Explorer data for Access Date</li><li>• Owner Explorer data for Modified Date</li><li>• Created Date (API only) values</li></ul>

## Creating a job

Create jobs for different purposes, for example, to run tailored harvest or to discover retention volumes.

You can create custom jobs in the **Workspace** folder or in any subfolder to this folder.

To create a job:

1. Navigate to the **Workspace** folder on the **Folders** tab.
2. Select **New > Job**.
3. Enter a unique job name.
4. From the **Save in** list, select the appropriate folder, and click **OK**.

The job is created.

5. To view the job, edit its details and add steps, click **Yes** when prompted.

6. To set a schedule for the job, click **Edit job details**.

You can specify the time, date, and frequency for the job to run.

- Enter the time that the job must start, or click **Now** to populate the time field with the current time. If you do not specify all of the job steps, you might want to add some time.
- Enter the date on which to run the job, or click **Today** to populate the date field with the current date.
- Specify how often the job must run. If you select **None** for the frequency, the job runs once, at the time and date provided.

You can change these settings anytime.

7. To add steps, click **Add step** and select a step type from the list.

8. Configure options for the selected step type.

- **Run harvest step:** on the **Specify harvest and load options** page, configure the following options:

- Select the volumes to be harvested.
- Select the harvest type. You can choose to run a full harvest or an incremental harvest. With a full harvest, all data objects on the selected volume are indexed. With an incremental harvest, only files or data objects that changed since the last harvest are indexed. Incremental harvest is the default setting.
- Schedule harvest and load. To limit resource use, you can separate harvest and load processes. Select one of the options:
  - Run the harvest and load indexes when the harvest completes.
  - Run the harvest and delay the index loading to run with the next system-services job after the harvest is completed. The system-services job is scheduled to run at midnight by default.
  - Run only the harvest. Select this option if you plan to load harvested data into indexes later.
  - Load the indexes only. Select this option to load previously harvested data into indexes.
- Configure harvest sampling if you want to limit the harvest to a smaller sample.
- Limit the harvest by time or total number of data objects. Enter the number of minutes or the number of data objects.

- **Discover Retention volumes** step:

- From the **Discover Retention volume** list, select the retention volume to be used for this job.
- Specify for how long the harvest is to run.
- Limit the number of data objects to be harvested.

You can edit or remove steps at any time.

9. Click **OK**.

## Starting a job

---

Run predefined or custom jobs as required.

Predefined jobs except for the **Harvest every volume** job are stored in the **Library/Jobs** folder on the **Folders** tab. You can find the **Harvest every volume** job in the **Workspace/Templates** folder. Custom jobs are stored in the **Workspace** folder or in any subfolders to the **Workspace** folder that an administrator created.

1. Navigate to the folder that contains the job.

2. To start a job immediately:

- Click the name of the job, and in the **Job details** page, click **Start job**.

When you click **Edit job details**, you can set or change the schedule for this job before you start it.

- Right-click the job and select **Start**.

In the **Job Details** area, the **Schedule** entry changes to **This job is running now**

## Monitoring processing

You can track the system's processing on your harvest/policy and discovery export tasks with the **View cache details** feature. The appliance gathers data in increments and caches the data as it gathers it. If a collection is interrupted, the appliance can resume collection at the point that it was interrupted, instead of starting over from the beginning of the task.

- From **Administration > Dashboard**, in the **Appliance status** pane, click **View cache details**.
- To see the progress of a harvest or a policy, click the **Volume cache** tab. Or, to see discovery export job progress, click the **Discovery export cache** tab.

Information for a job is only available while the job is running. After a task is completed, the job disappears from the list.

*Table 30. Harvest/Volume cache details: Fields, descriptions, and values*

Field	Description	Value
Name	The name of the volume that is being harvested.	
Start date	The time that the job started.	
Type	The type of job that is run.	<ul style="list-style-type: none"><li>Copy</li><li>Harvest - full</li><li>Harvest - incremental</li></ul>
State	The status of the process.	<ul style="list-style-type: none"><li>Caching: The volume cache is being created/updated by a harvest or policy</li><li>Cached: Creation or update of volume cache is complete (harvest only)</li><li>Loading: Volume cache contents are being successfully loaded into the volume cluster</li></ul>
Full-text	It indicates whether a full-text harvest is being conducted.	Yes or No
View audit link details	Link to the harvest/policy audit page.	

*Table 31. Discovery export cache details: Fields, descriptions, and values*

Field	Description	Value
Name	The name of the volume that is being processed.	
Start date	The starting date/time for the process.	

Table 31. Discovery export cache details: Fields, descriptions, and values (continued)

Field	Description	Value
Type	Type of file that is being prepared for export.	Discovery export
State	The status of the discovery export job.	<ul style="list-style-type: none"> <li>Aborted: Discovery export policy was canceled or deleted by the user.</li> <li>Caching: The volume cache is being created/updated by a harvest or policy.</li> <li>Cached: Creation or update of volume cache is complete (harvest only).</li> <li>Loading: Volume cache contents are being successfully loaded into the volume cluster.</li> </ul>
Full-text	Whether a full-text harvest is being conducted.	Yes or No

## Determining whether a harvest is stuck

The speed of a harvest depends on volume size and processing speed; however, harvests do occasionally become stuck and are unable to complete successfully. Use the procedures that are outlined here to troubleshoot the harvest process.

1. Click **Administration > Dashboard > Jobs in Progress** to verify that your job continues to run.
2. In **Jobs in Progress**, note the **Total data objects encountered** number.
3. Wait 15 minutes, leaving the harvest to continue to run.
4. Note the new value **Total data objects encountered**, and then compare it to that value denoted previously.
5. Answer the questions in this table.

Option	Description
Question	Action
<b>Question 1: Is the Total data object encountered counter increasing?</b>	<ul style="list-style-type: none"> <li><b>Yes:</b> If the number of encountered data objects continues to increase, then the harvest is running correctly.</li> <li><b>No:</b> If the number of encountered objects remains the same, then go to Question 2.</li> </ul>
<b>Question 2: Is the load average up?</b>	<p>To view load averages, on <b>Appliance status &gt; About appliance &gt; View details &gt; System services</b>, look at the load averages in the <b>Basic system information</b> area.</p> <ul style="list-style-type: none"> <li><b>Yes:</b> If the load averages number is up, the harvest might be stuck. Call technical support to report that the harvest is stuck on files.</li> <li><b>No:</b> The job is not really running. It means that the job must be restarted. Go to Question 3.</li> </ul>
<b>Question 3: Did the job complete on the second pass?</b>	<ul style="list-style-type: none"> <li><b>Yes:</b> If the job completed successfully after it was restarted, then the harvest is not stuck.</li> </ul>

Option	Description
	<ul style="list-style-type: none"><li>• <b>No:</b> The job did not complete successfully. Call technical support to report a job that does not complete.</li></ul>

# Desktop collection

IBM StoredIQ Desktop Data Collector (also referred to as *desktop client*) enables desktops as a volume type or data source, allowing them to be used just as other types of data sources. IBM StoredIQ Desktop Data Collector can collect PSTs, compressed files, and other data objects.

After the desktop client is installed on a desktop, you connect and register it with the data server. That desktop is available as a data source within the list of primary volumes. Additionally, while the snippet support and the Step-up Snippet action are supported by IBM StoredIQ Desktop Data Collector, a desktop cannot be the target or destination of an action.

The data server creates and maintains an index for the desktop volume. Metadata and full-text indexes are supported. A harvest gathers file system metadata, decrypts, cracks file type, extracts text, and content metadata from local files. After the desktop data is indexed, the data can be searched, viewed, and acted upon even while desktops are offline or unreachable.

## IBM StoredIQ Desktop Data Collector client prerequisites

The IBM StoredIQ Desktop Data Collector agent works with the following operating systems:

- Windows 7 **32-** and **64-bit**
- Windows 8 **32-** and **64-bit**
- Windows 10 **32-** and **64-bit**
- Windows Server 2003, 2008, 2012, 2016

**Note:** For Desktop Agent with Windows Vista SP2 or Windows Server 2008 SP2, you must use Service Pack 2 and <https://support.microsoft.com/kb/2763674/en-us>. It is a required Microsoft update.

Installation requires administrative privileges on the desktop. Before you use IBM StoredIQ Desktop Data Collector, you need to notify users that desktop collection is going to be conducted and make them aware of the following items:

- The desktop must be connected over the network during data collection. If the connection is interrupted, IBM StoredIQ Desktop Data Collector resumes its work from the point at which it stopped.
- Users might notice a slight change in performance speed, but that they can continue working normally. Desktop collection does not interfere with work processes.
- Certain actions can be taken from the tray icon: Right-click for **About**, **Restart**, **Status**, and **Email Logs** (which packages logs in to single file and starts the email client so that the user can mail them to the IBM StoredIQ administrator).

To ensure the network access for desktop volumes, the following port ranges must be open through a firewall.

- 21000-21004
- 21100-21101
- 21110-21130
- 21200-21204

All communications are outbound from the client. The appliance never pushes data or requests to the desktop. The IBM StoredIQ Desktop Data Collector pings the appliance about every 60 seconds, and the **Last Known Contact** time statistic is updated approximately every 30 minutes. Additionally, IBM StoredIQ Desktop Data Collector checks for task assignments every 5 minutes.

One can download the installer application from the application in the **Configuration** tab. Also, the Administrator can temporarily disable the client service on all desktops that are registered to the data server from the **Configuration** tab.

## Downloading the IBM StoredIQ Desktop Data Collector installer

---

The IBM StoredIQ Desktop Data Collector installer can be downloaded from the application.

Open ports for desktop client access to the data server on OVA deployed systems. How to do this is described in [Open ports for desktop client access to the data server](#).

1. Enter the https:// IP address of the data server in the browser.
2. Log in with administrator credentials.
3. Go to **Administration > Configuration**.
4. On the **System Configuration** page under **Application**, click **Desktop Settings**.
5. Click **Download the desktop client installer** and save the DesktopClient.msi file to your local file system.

IBM StoredIQ Desktop Data Collector can be installed only on a Windows workstation.

## IBM StoredIQ Desktop Data Collector installation methods

---

The IBM StoredIQ Desktop Data Collector is provided as a standard MSI file and is installed according to the typical method (such as Microsoft Systems Management Server (SMS)) used within your organization.

During installation, the host name and IP address of the IBM StoredIQ data server must be supplied. If the installation is conducted manually by users, you must provide this information to them using email, a text file, or another method.

IBM StoredIQ Desktop Data Collector can be installed with the following methods.

### Mass distribution method (SMS)

The appliance ID is part of the distribution configuration. This method supports passing installation arguments as MSI properties.

- Required
  - **SERVERTIONNODEADDRESS** IP address or host name for the Action node. When the installation is not silent, the user is prompted for IP address or host name. The default is the value of this argument. This field must be entered accurately or manual correction is required in the desktop configuration file.
- Optional
  - **SERVERTIONNODEPORT** Port number for the Agent on the Action node. Defaults to 21000, and can be only changed when the agent connects on a different port that is then mapped to 21000.
  - **NOTRAYICON** Specifies whether the agent displays the IBM StoredIQ Desktop Data Collector tray icon while it is running. Changing the setting to **1** forces the agent to run silently and not display a tray icon.
  - **SERVERTIONNODEADDRESS** IP address or host name for the Action node. When the installation is not silent, the user is prompted for IP address or host name. The default is the value of this argument. This field must be entered accurately or manual correction is required in the desktop config file.
- **Emailing links** Send a link within an email such as `file:\\g:\\group\\install\\Client-install.vbs`. The link can be to any executable file format such as .BAT, .VBS, or .MSI. The .BAT/.VBS formats can be used to pass client arguments to an .MSI file. The user who clicks the link must have administrative privileges.
- **NT Logon Script** A .BAT file or .VBS script starts **msiexec**. Examples are given here:
  - `/i: Install`
  - `/x {7E9E08F1-571B-4888-AC08-CEA8A076F5F9}`: Uninstall the agent. The product code must be present.

- /quiet: install/uninstall runs silently. When you specify this option, SERVERACTIONNODEADDRESS must be supplied as an argument.

```
Set WshShell = CreateObject("WScript.Shell")
WshShell.Run "%windir%\System32\msiexec.exe /i G:\group\install\
desktopclient.msi
NOTRAYICON=0 SERVERACTIONNODEADDRESS=clust017.test.local /q"Set WshShell
= CreateObject("WScript.Shell")
Set WshShell = Nothing
```

- **MSI** batch file

```
msiexec /i G:\group\install\desktopclient.msi NOTRAYICON=1
SERVERACTIONNODEADDRESS=clust017.test.local /q
```

- **MSI** interactive installation

The user must have administrative privileges. Any previously installed desktop client installed must be uninstalled before a new desktop client can be installed.

The installation can be started by either double-clicking the .msi file or by right-clicking the file and selecting **Install > Run**.

After the installation is complete, the desktop is available as a data source within the list of primary volumes in IBM StoredIQ Data Server and in IBM StoredIQ Administrator.

### Removing IBM StoredIQ Desktop Data Collector

If you delete a desktop volume, the respective client automatically uninstalls itself on the next check for a pending job. Users can also manually uninstall the IBM StoredIQ Desktop Data Collector client from the workstation.

## Configuring desktop collection settings

Enable or disable desktop collection, configure upgrade settings for the desktop client, and enable decryption of files encrypted with the Windows Encrypting File System (EFS).

1. Go to **Administration > Configuration > Application > Desktop settings**.

2. Enable or disable desktop services.

By default, desktop services are enabled. If you change the setting, click **Apply** to have the changes take effect. Disabling the desktop services does not uninstall the desktop client from any user workstation.

3. Configure upgrade settings for the desktop clients registered with this data server.

You can choose between automatic and manual upgrades. In the **Upgrades**

a) For automatic upgrades, select **Upgrade all workstations** from the **Automatic upgrades** options.

The default setting is **Upgrades disabled**, which means any upgrades must be done manually.

b) Select how new versions of the desktop client are made available for download. The currently published version (the version currently available for download) is listed next to the **Available versions** option. Select one of these options:

- If you want to publish a new version manually, select **Manually publish new version** and also select a version.
- If you want always the latest version to be automatically available for download, select **Automatically publish the latest version**.

The latest client version is not necessarily the same as the currently published version. The latest client version available is listed under **Available versions**. If you need the latest client, you might need to publish, download, and install a newer client version.

c) To publish the new version (make it available for download), click **Apply**.

Publishing a newer client version results in the permanent removal of all older versions. Therefore, do not publish a new version unless you are certain that the old client version is no longer needed.

4. To enable decryption of files saved in the Encrypting Files System (EFS), install a domain recovery agent certificate or a user credential certificate.

a) In the **Encrypting File System recovery agent users**, click **Add Encrypting File System user**

b) In the dialog box, provide the following information:

- Select a Personal Information Exchange Format (PFX) file to upload. Click **browse** to navigate to the file that you want to upload.
- Enter the password that protects the .PFX file.
- Enter the user name of the EFS user to whom this recovery agent belongs. The user name must be a SAM compatible/NT4 Domain name-style user name, for example, MYCOMPANY \esideways.

If the computer is not part of a domain and is running any version of Windows earlier than 7.0, the user name must be the user name. If the computer is not part of a domain and is running Windows 7.0 or later, the user name must be the name of the PC and the domain.

• Enter the password for the EFS user.

• Enter a description.

• Click **OK**.

The file is uploaded and the user is added to the list of recovery agent users. At any time, you can edit or delete a user's entry.

c) Have those users for whom you installed certificates restart IBM StoredIQ Desktop Data Collector before you start harvesting.

## Configuring desktop collection

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After a desktop is added as a data source, you can edit the volume configuration to adjust several settings. Then, create and run a job with a harvest step.

In IBM StoredIQ Data Server, you can configure several options for a desktop volume that affect harvests and actions.

When your volume definition is up-to-date, set up and run a harvest job to start collecting desktop data. You can also trigger a harvest from IBM StoredIQ Administrator. In this case, you can only choose whether you want to schedule the harvest or run it immediately and if you want to do a full or an incremental harvest.

1. To change index settings and to scope the harvest, edit the volume definition.

a) Go to **Administration > Data sources > Specify volumes > Volumes**.

b) From the primary volume list, select the desktop volume and click **Edit**.

c) Adjust the index options as required.

d) To scope harvests, click **Show advanced options**.

Now, you can specify a regular expression to be applied to the subdirectories of the initial directory. Folders that match the regular expression are in scope for harvests.

You can also scope harvests by file extensions. You can choose between including and excluding data objects with the specified file extensions.

e) Click **OK** to save your settings.

2. Go to **Folders**, click **New** and select **Job**.

3. Name the job and select the folder where the job is to be stored.

4. Select to view the job when prompted.

5. To configure a schedule for the job, edit the job details.

6. Add a step of the type **Run harvest**.

Configure harvest and load options for the step:

- a) Select the volume that you want to harvest.

Desktop volumes appear in the list in the format *hostname:workstationID*, for example, `jdoe1234.example.com:FADBAE872A7DAF7A833040327AB8FDCDF1F6B409`.

- b) Set any other harvest options as required.

- c) Click **OK** to save the settings.

7. Optional: Start the job.

You can monitor the job progress on the IBM StoredIQ Data Server dashboard.

## Special considerations for desktop delete actions

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Use caution when you apply any delete action to desktop data. Some files must not be deleted.

When you use the IBM StoredIQ to delete files from a desktop, they are removed permanently. They are not transferred to the appliance or backed up to any other location. You must carefully review the infoset of affected data objects before you take a delete action. Your organization can use custom applications or other files that you might not want to delete. In reviewing the returned list, do not allow the following files to be deleted.

- Anything in the `c:\Windows` directory
- These files in the `c:\Documents and Settings\username` directory:
  - `\UserData\*.xml`
  - `\Cookies\*.txt`
  - `\Start Menu\Programs\*.lnk`
- Executable routines: files with the extensions `.dll`, `.exe`, and `.ocx`
- Drivers: files with the extensions `*.sys`, `*.inf`, and `*.pnf`
- Installers: files with the extensions `.msi` and `.mst`
- Important data files: files with the extensions `*.dat`, `*.ini`, `*.old`, and `*.cat`
- The following files:
  - `desktop.ini`
  - `ntuser.dat`
  - `index.dat`
  - `ntuser.pol`
  - `ntuser.dat.log`

# Audits and logs

The following section describes the audit and log categories in the system, including descriptions of the various audit types and how to view and download details.

## Harvest audits

Harvest audits provide a summary of the harvest, including status, date, duration, average harvest speed, and average data object size. They can be viewed in two ways: by volume name or by the date and time of the last harvest.

Data objects can be skipped during a harvest for various reasons such as the unavailable object or a selected user option that excludes the data object from the harvest. The **Harvest details** page lists all skipped data objects that are based on file system metadata level and content level.

All skipped harvest-audit data and other files that are not processed can be downloaded for analysis.

<i>Table 32. Harvest audit by volume: Fields and descriptions</i>	
<b>Harvest audit by volume field</b>	<b>Description</b>
Server	The server name.
Volume	The volume name.
Harvest type	The type of harvest that is conducted: Full Harvest, ACL only, or Incremental.
Last harvested	The date and time of the last harvest.
Total system data objects	The total number of system data objects encountered.
Data objects fully processed	The number of data objects that were fully processed.
Data objects previously processed	The number of data objects that were previously processed.
Processing exceptions	The number of exceptions that are produced during processing.
Binary processed	The number of processed binary files.
Harvest duration	The length of time of the harvest's duration.
Status	The harvest's status: <b>Complete</b> or <b>Incomplete</b> .
Average harvest speed	The average harvest speed, which is given in terms of data objects that are processed per second.
Average data object size	The average size of encountered data objects.

<i>Table 33. Harvest audit by time: Fields and descriptions</i>	
<b>Harvest audit by time field</b>	<b>Description</b>
Harvest start	The time and date at which the harvest was started.
Harvest type	The type of harvest that is conducted: <b>Full Harvest</b> , <b>ACL only</b> , or <b>Incremental</b> .

Table 33. Harvest audit by time: Fields and descriptions (continued)

Harvest audit by time field	Description
Total system data objects	The total number of system data objects that were found.
Data objects fully processed	The total number of system data objects that were fully processed.
Data objects previously processed	The total number of system data objects that were previously processed.
Processing exceptions	The total number of encountered processing exceptions.
Binary processed	The total number of processed binary files.
Harvest duration	The length of time of the harvest's duration.
Status	The harvest's status: <b>Complete</b> or <b>Incomplete</b> .
Average harvest speed	The average harvest speed, which is given in terms of data objects that are processed per second.
Average data object size	The average size of encountered data objects.

Table 34. Harvest overview summary options: Fields and descriptions

Harvest overview summary options field	Description
Harvest type	The type of harvest: <b>Full Harvest</b> , <b>ACL only</b> , or <b>Incremental</b> .
Harvest status	The harvest's status. Options are <b>Complete</b> or <b>Incomplete</b> .
Harvest date	The date and time of the harvest.
Harvest duration	This duration is the length of time of the harvest's duration.
Average harvest speed	The average harvest speed, which is given in terms of data objects that are processed per second.
Average data object size	The average size of encountered data objects.

Table 35. Harvest overview results options: Fields and descriptions

Harvest overview results options field	Description
Total system data objects	The total number of system data objects that were found.
Total contained data objects	The total number of contained data objects.
Total data objects	The total number of encountered data objects.

Table 36. Harvest overview detailed results: Fields and descriptions

Harvest overview detailed results field	Description
Skipped - previously processed	The number of skipped objects that were previously processed.

Table 36. Harvest overview detailed results: Fields and descriptions (continued)

Harvest overview detailed results field	Description
Fully processed	The number of fully processed data objects.
Skipped - cannot access data object	The number of data objects that were skipped as they might not be accessed.
Skipped - user configuration	The number of data objects that were skipped because of their user configuration.
Skipped directories	The number of data objects in skipped directories.
Content skipped - user configuration	The number of data objects where the content was skipped due to user configuration.
Content type known, partial processing complete	The number of data objects for which the content type is known and partial processing is complete.
Content type known, but error processing content	The number of data objects for which the content type is known, but an error was produced while processing content.
Content type known, but cannot extract content	The number of data objects for which the content type is known, but the content might not be extracted.
Content type unknown, not processed	The number of data objects for which the content type is unknown and is not processed.
Binary text extracted, full processing complete	The number of data objects for which the binary text is extracted and full processing is completed.
Binary text extracted, partial processing complete	The number of data objects for which the binary text is extracted and partial processing is completed.
Error processing binary content	The number of data objects for which an error was produced while binary content is processed.
Total	The total number of data objects.

## Viewing harvest audits

Harvest audits can be viewed from the **Audit** tab.

1. Go to **Audit > Harvests > View all harvests**. The **Harvest audit by volume** page opens, which lists recent harvests and includes details about them.
2. In the **Volume** column, click the volume name link to see the harvest audit by time page for that particular volume. The harvest audit by time page lists all recent harvests for the chosen volume and includes details about each harvest.
3. In the **Harvest start** column, click the harvest start time link to see the harvest overview page for the volume. You can also access the page by clicking the **Last harvested time** link on the **Harvest audit by volume** page. The **Harvest overview** page provides the following options.
  - **Summary:** Harvest type, status, date and time, duration, average harvest speed, and average data object size.
  - **Results:** Total system data objects, total contained data objects, total data objects.
  - **Detailed results:** Skipped - previously processed; fully processed; skipped - cannot access data object; skipped - user configuration; skipped directories; content skipped - user configuration; content type known, partial processing complete; content type known, but error processing content; content type known, but cannot extract content; content type unknown, not processed;

binary text extracted, full processing complete; binary text extracted, partial processing complete; error processing binary content; error-gathering ACLs; and total.

4. To view details on data objects, click the link next to the data objects under **Detailed results**.

- With the exceptions of skipped - previously processed, fully processed, and the total, all other results with more than zero results have links that you can view and download results.
- The skipped data object list includes object name, path, and reason skipped. Data objects can be skipped at the file system metadata level or at the content level. Data objects skipped at the content level are based on attributes that are associated with the data object or its contents. Skipped Data Objects Results Details provides details about skipped data objects.

If data objects were not harvested, you might want to download the data object's harvest audit list details for further analysis.

## Downloading harvest list details

Harvest list details can be downloaded in a .CSV format.

- From the **Harvest details** page, click the active link next to the data objects under **Detailed results**. A page named for the detailed result chosen (such as Skipped - user configuration or binary text extracted, full processing complete) appears.
- Click the **Download list in CSV format** link on the upper left side of the page. A dialog informs you that the results are being prepared for download.
- Click **OK**. A new dialog appears, prompting you to save the open or save the .CSV file. Information in the downloaded CSV file includes:
  - Object name
  - System path
  - Container path
  - Message explaining why data object was skipped
  - Server name
  - Volume name

## Import audits

Volume-import audits provide information about the volume import. This information includes the number of data objects that are imported, the system that is exported from, the time and date of the volume import, whether the imported volume overwrote an existing volume, and status. The volume name links to the **Import details** page.

*Table 37. Imports by volumes details: Fields and descriptions*

Imports by volumes details field	Description
Volume	The name of the imported volume.
Exported from	The source server of the imported volume.
Import date	The date and time on which the import occurred.
Total data objects imported	The total number of imported data objects.
Overwrite existing	If the import overwrote an existing volume, the status is <b>Yes</b> . If the import did not overwrite an existing volume, the status is <b>No</b> .
Status	The status of the import: <b>Complete</b> or <b>Incomplete</b> .

## Viewing volume import audit details

Audit details of volume imports can be viewed.

1. Go to **Audit > Imports**, and click **View all imports**. The **Imports by volume** page opens, which lists volume imports and import information.
2. Click a volume name link in the **Volume** column to view the audit details for that particular import.

## Event logs

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Event logs captures every action that is taken by the system and its users. It documents actions that succeed and fail.

These actions include creating draft and published queries and tags, running policies, publishing queries, deleting objects, configuring settings, and any other action that is taken through the interface. A detailed list of log entries is provided in the event log messages.

You can view event logs for the current day or review saved logs from previous days, and up to 30 days worth of logs can be viewed through the interface. If you select and clear a day of logs, those logs are removed from the system.

## Viewing event logs

Event logs can be viewed from the **Dashboard** or from the **Audit** tab.

1. Conduct either of the following actions:
  - a) Click **Administration > Dashboard**, and then locate the **Event log** section on the dashboard. The current day's log displays there by default.
  - b) Click the **Audit** tab and locate the **Event logs** section.
2. To view a previous day's log on the dashboard, use the **View all event logs** list to select the day for which you want to view an event log.
3. Select a different day from the view event log from the list. This menu displays the event log dates for the past 30 days. Each log is listed by date in YYYY-MM-DD format.

## Subscribing to an event

You can subscribe to and be notified of daily event logs.

1. Go to **Audit > Event logs**.
2. Click **View all event logs**, and the **Event log for today** page opens.
3. To the right of the event log to which you want to subscribe, click **Subscribe**. The **Edit notification** page appears.
4. In **Destination**, select the method by which you want to be notified of this event log. If you select **Email address**, be certain to use commas to separate multiple email addresses.
5. Click **OK**.

**Note:** You can also subscribe to an event on the **Dashboard**. In the **Event log** area, click **Subscribe** to the right of the event.

## Clearing the current event log

An event log can be cleared from the **Dashboard**.

On the **Administration > Dashboard**, click **Clear** for the current view.

## Downloading an event log

Event logs can be downloaded and saved.

1. When you view an event log, click the **Download** link for saving the data to a text file.
2. Select to save the file from the prompt. Enter a name and select a location to save the file.

## Event log messages

The following section contains a complete listing of all ERROR, INFO, and WARN event-log messages that appear in the **Event Log** of the IBM StoredIQ console.

### ERROR event log messages

The following table contains a complete listing of all ERROR event-log messages, reasons for occurrence, sample messages, and any required customer action.

Table 38. ERROR event log messages. This table lists all ERROR event-log messages.			
Event number	Reason	Sample message	Required customer action
1001	Harvest was unable to open a socket for listening to child process.	Harvest could not allocate listen port after <number> attempts. Cannot kickstart interrogators. (1001)	Log in to UTIL and restart the application server. Restart the data server. Contact customer support.
9083	Unexpected error while it is exporting a volume.	Exporting volume 'dataserver:/mnt/demo-A' (1357) has failed (9083)	Contact Customer Support.
9086	Unexpected error while it is importing a volume	Importing volume 'dataserver:/mnt/demo-A' (1357) failed (9086)	Contact Customer Support.
15001	No volumes are able to be harvested in a job. For instance, all of the mounts fail due to a network issue.	No volumes harvested. (15001)	Make sure IBM StoredIQ still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
15002	Could not mount the volume. Check permissions and network settings.	Error mounting volume <share><start-dir> on server <server-name>. Reported <reason>. (15002)	Make sure that the data server still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
15021	Error saving harvest record.	Failed to save HarvestRecord for qa1:auto-A (15021)	Contact Customer Support. This message occurs due to a database error.
17501	Generic retention discovery failed in a catastrophic manner.	Generic retention discovery fatal failure: <17501>	Contact Customer Support.
17503	Generic retention discovery creates volume sets associated with primary volumes. When that fails, IBM StoredIQ sends this message. This failure likely occurred due to database errors.	Error creating/loading volumeset for <server>:<share>	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
17505	Unable to query object count for a discovered volume due to a database error.	Unable to determine object count for <server>:<share>	Contact Customer Support.
17506	Generic retention discovery could not create discovered volume.	Error creating volume <server>:<share:>	Contact Customer Support.
18001	SMB connection fails.	Windows Share Protocol Exception when connecting to the server <server-name> : <reason>. (18001)	Make sure IBM StoredIQ still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
18002	The SMB volume mount failed. Check the share name.	Windows Share Protocol Exception when connecting to the share <share-name> on <server-name> : <reason>. (18002)	Verify the name of the server and volume to make sure that they are correct. If this message persists, then contact Customer Support.
18003	There is no volume manager.	Windows Share Protocol Exception while initializing the data object manager: <reason>. (18003)	Contact Customer Support.
18006	Grazer volume crawl threw an exception.	Grazer._run : Unknown error during walk. (18006)	Verify the user that mounted the specified volume has permissions equivalent to your current backup solution. If this message continues, contact Customer Support.
18021	An unexpected error from the server prevented the harvest to reach the end of the activity stream on the NewsGator data source that is harvested. The next incremental harvest attempts to pick up from where the current harvest was interrupted.	Unable to fetch trailing activity stream from NewsGator volume. Will retry in next harvest. (18021)	Check to ensure the NewsGator server has sufficient resources (disk space, memory). It is likely that this error is transient. If the error persists across multiple harvests, contact Customer Support.
18018	Start directory has escape characters, and the data server is configured to skip them.	Cannot graze the volume, root directory Nunez has escape characters (18018)	Consider turning off escape character checking.
19001	An exception occurred during interrogator initialization.	Interrogator._init __exception: <reason>. (19001)	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
19002	An unknown exception occurred during interrogator initialization.	Interrogator.__init__ __exception: unknown. (19002)	Contact Customer Support.
19003	An exception occurred during interrogator processing.	Interrogator.process exception (<volumeid>, <epoch>): <reason>. (19003)	Contact Customer Support.
19004	An unknown exception occurred during interrogator processing.	Interrogator.process exception (<volumeid>, <epoch>). (19004)	Contact Customer Support.
19005	An exception occurred during viewer initialization.	Viewer.__init__: Exception - <reason>. (19005)	Contact Customer Support.
19006	An unknown exception occurred during viewer initialization.	Viewer.__init__: Unknown exception. (19006)	Contact Customer Support.
33003	Could not mount the volume. Check permissions and network settings.	Unable to mount the volume: <error reason> (33003)	Verify whether user name and password that are used for mounting the volume are accurate. Check the user data object for appropriate permissions to the volume. Make sure that the volume is accessible from one of the built-in protocols (NFS, Windows Share, or Exchange). Verify that the network is properly configured for the appliance to reach the volume. Verify that the appliance has appropriate DNS settings to resolve the server name.
33004	Volume could not be unmounted.	Unmounting volume failed from mount point : <mount point>. (33004)	Restart the data server. If the problem persists, then contact Customer Support.
33005	Data server was unable to create a local mounting point for the volume.	Unable to create mount_point using primitive.thread-Safe-Makedirs(). (33005)	Restart the data server. If the problem persists, then contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
33010	Failed to make SMB connection to Windows Share server.	Mounting Windows Share volume failed with the error : <system error message>. (33010)	Verify user name and password that is used for mounting the volume are accurate. Check the user data object for appropriate permissions to the volume. Make sure that the volume is accessible from one of the built-in protocols (Windows Share). Verify that the network is properly configured for the data server to reach the volume. Verify that the data server has appropriate DNS settings to resolve the server name.
33011	Internal error. Problem accessing local /proc/mounts	Unable to open /proc/ mounts. Cannot test if volume was already mounted. (33011)	Restart the data server. If the problem persists, then contact Customer Support.
33012	Database problems when a volume was deleted.	An exception occurred while working with HARVESTS_TABLE in Volume._delete(). (33012)	Contact Customer Support.
33013	No volume set was found for the volumes set name.	Unable to load volume set by its name. (33013)	Contact Customer Support.
33014	System could not determine when this volume was last harvested.	An error occurred while performing the last_harvest operation. (33014)	Contact Customer Support.
33018	An error occurred mounting the Exchange share.	Mounting Exchange Server failed : <reason>. (33018)	Verify user name and password that is used for mounting the share are accurate. Check for appropriate permissions to the share. Make sure that the share is accessible. Verify that the network is properly configured for the data server to reach the share. Verify that the data server has appropriate DNS settings to resolve the server name.
33027	The attempt to connect and authenticate to the IBM FileNet server failed.	Mounting IBM FileNet volume failed : <reason>. (33027)	Ensure the connectivity, credentials, and permissions to the FileNet volume and try again.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
33029	Failed to create the volume as the number of active volume partitions exceeds the limit of 500.	Exceeded maximum number of volume partitions (33029).	Contact Customer Support.
34002	Could not complete the copy action because the target disk was full.	Copy Action aborted as the target disk has run out of space (34002)	Verify that there is space available on your policy destination and try again.
34009	Could not complete the move action due to full target disk.	Move Action aborted as the target disk has run out of space.(34009)	Verify that there is space available on your policy destination, then run another harvest before you run the policy. When the harvest completes, try running the policy again.
34015	The policy audit could not be deleted for some reason.	Error Deleting Policy Audit: <error message> (34016)	Contact Customer Support.
34030	Discovery export policy is started since it detected the target disk is full.	Production Run action aborted because the target disk has run out of space. (34030)	Create sufficient space on target disk and run discovery export policy again.
34034	The target volume for the policy could not be mounted. The policy is started.	Copy objects failed, unable to mount volume: QA1.COMPANY. COM:SHARE. (34034)	Ensure the connectivity, login credentials, and permissions to the target volume for the policy and try again.
41004	The job is ended abnormally.	<job-name> ended unexpectedly. (41004)	Try to run the job again. If it fails again, contact Customer Support.
41007	Job failed.	[Job name] has failed (41007).	Look at previous messages to see why it failed and refer to that message ID to pinpoint the error. Contact Customer Support.
42001	The copy action could not run because of parameter errors.	Copy data objects did not run. Errors occurred:<error-description>. (42001)	Contact Customer Support.
42002	The copy action was unable to create a target directory.	Copy data objects failed, unable to create target dir:<target-directory-name>. (42002)	Check permissions on the target. Make sure the permissions that are configured to mount the target volume have write access to the volume.
42004	An unexpected error occurred.	Copy data objects terminated abnormally. (42004)	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
42006	The move action could not run because of parameter errors.	Move data objects did not run. Errors occurred:<error-description>. (42006)	Contact Customer Support.
42007	The move action was unable to create a target directory.	Move data objects failed, unable to create target dir:<target-directory-name>. (42007)	Check permissions on the target. Make sure the permissions that are configured to mount the target volume have write access to the volume.
42009	An unexpected error occurred.	Move data objects terminated abnormally. (42009)	Contact Customer Support.
42017	An unexpected error occurred.	Delete data objects terminated abnormally. (42017)	Contact Customer Support.
42025	The policy action could not run because of parameter errors.	Policy cannot execute. Attribute verification failed. (42025)	Contact Customer Support.
42027	An unexpected error occurred.	Policy terminated abnormally. (42027)	Contact Customer Support.
42050	The data synchronizer could not run because of an unexpected error.	Content Data Synchronizer synchronization of <server-name>: <volume-name> failed fatally.	Contact Customer Support.
42059	Invalid set of parameters that are passed to discovery export policy.	Production Run on objects did not run. Errors occurred: The following parameters are missing: action_limit. (42059)	Contact Customer Support.
42060	Discovery export policy failed to create target directory for the export.	Production Run on objects (Copying native objects) failed, unable to create target dir: production/10. (42060)	Verify that the discovery export volume has write permission and re-execute policy.
42062	Discovery export policy was ended abnormally.	Production Run on objects (Copying native objects) terminated abnormally. (42062)	Contact Customer Support.
42088	The full-text optimization process failed; however, the index is most likely still usable for queries.	Full-text optimization failed on volume <volume-name> (42088)	Contact Customer Support.
45802	A full-text index is already being modified.	Time allocated to gain exclusive access to in-memory index for volume=1357 has expired (45802)	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
45803	The index for the specified volume does not exist. This message can occur under normal conditions.	Index '/deepfs/full-text/volume_index/volume_1357' not found. (45803)	No user intervention is required.
45804	Programming error. A transaction was never initiated or was closed early.	Transaction of client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 is not the writer (45804)	Contact Customer Support.
45805	The query is not started or expired. The former is a programming error. The latter is normal.	Query ID: 123 does not exist (45805)	No user intervention is required.
45806	The query expression is invalid or not supported.	Failed to parse 'dog pre\3 bar' (45806)	Revise your full-text query.
45807	Programming error. A transaction was already started for the client.	Client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 is already active (45807)	Contact Customer Support.
45808	A transaction was never started or expired.	No transaction for client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 (45808)	No user intervention is required. The system handles this condition internally.
45810	Programming error.	Invalid volumeId. Expected: 1357 Received:2468 (45810)	Contact Customer Support.
45812	A File I/O error occurred while the system was accessing index data.	Failed to write disk (45812).	Try your query again. Contact Customer Support for more assistance if necessary.
45814	The query expression is too long.	Query: 'a* b* c* d* e*' is too complex (45814)	Refine your full-text query.
45815	The file that is being indexed is too large or the query expression is too complex. The engine temporarily ran out of memory.	Java heap exhausted while indexing node with ID: '10f4179cd5ff22f 2a6b 79a1bc3aef247 fd94ccff' (45815)	Check the skipped file list in the audit log for files that failed to load due to their sizes. Revise your query expression and try again.
46023	Tar command failed while it persists full-text data to Windows Share or NFS share.	Failed to back up full-text data for server:share. Reason: <reason>. (46023)	Check disk space and permissions.
46024	Unhandled unrecoverable exception while persisting full-text data into a .tgz file.	Exception <exception> while backing up fulltext data for server:share (46024)	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
46025	Was not able to delete partial .tgz file after a failed full-text backup.	Failed to unlink incomplete backup image. Reason: <reason>. (46025)	Check permissions.
47002	Synchronization failed on a query.	Synchronization failed for query '<query-name>' on volume '<server-and-volume>' (47002)	Contact Customer Support.
47101	An error occurred during the query of a full-text expression.	Cannot process full-text expression (Failed to read from disk (45812) (47101)	Restart services and contact Customer Support.
47203	No more database connections are available.	Database connections exhausted (512/511) (47203)	Contact Customer Support.
47207	User is running out of disk space.	Disk usage exceeds threshold. (%d)	Contact Customer Support. In rare cases, this message can indicate a program error leaking disk space. In most cases, however, disk space is almost full, and more storage is required.
47212	Interrogator failed while the system processed a file. The current file is missing from the volume cluster.	Harvester 1 Does not exist. Action taken : restart. (47212)	If the problem persists (that is, the system fails on the same file or type of files), contact Customer Support.
47214	SNMP notification sender is unable to resolve the trap host name.	Unable to resolve host name nomachine.no where.com (47214)	Check spelling and DNS setup.
50011	The DDL/DML files that are required for the database versioning were not found in the expected location on the data server.	Database version control SQL file not found. (50011)	Contact Customer Support.
50018	Indicates that the pre-upgrade database restoration failed, which was attempted as a result of a database upgrade failure.	Database restore is unsuccessful. Contact Customer Support. (50018)	Contact Customer Support.
50020	Indicates that the current database requirements do not meet those requirements that are specified for the upgrade and cannot proceed with the upgrade.	Versions do not match! Expected current database version: <dbversion>. (50020)	Contact Customer Support.
50021	Indicates that the full database backup failed when the system attempts a data-object level database backup.	Database backup failed. (50021)	Contact Customer Support.

Table 38. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
61003	Discovery export policy failed to mount volume.	Production policy failed to mount volume. Aborting. (61003)	
61005	The discovery export load file generation fails unexpectedly. The load files can be produced correctly, but post-processing actions like updating audit trails and generating report files might not complete.	Production load file generation failed. Load files may be produced, but post-processing may be incomplete. (61005)	Contact Customer Support.
61006	The discovery export load file generation was interrupted because the target disk is full.	Production load file generation interrupted. Target disk full. (61006)	Free up space on the target disk, void the discovery export run and run the policy again.
68001	The gateway and data server must be on the same version to connect.	Gateway connection failed due to unsupported data server version.	Update your data server to the same build number as the gateway and restart services. If you encounter issues, contact Customer Support.
68003	The data server failed to connect to the gateway over an extended period.	The data-server connection to the gateway cannot be established.	Contact Customer Support.
8002	The system failed to open a connection to the database.	Failed to connect to the database (80002)	The "maximum database connections" configuration parameter of the database engine might need to be increased. Contact Customer Support.

### INFO event log messages

The following table contains a complete listing of all *INFO* event-log messages.

Table 39. *INFO* event log messages

Event number	Reason	Sample message	Required customer action
9001	No conditions were added to a query.	Harvester: Query <query name> cannot be inferred because no condition for it has been defined (9001).	Add conditions to the specified query.
9002	One or more conditions in a query were incorrect.	Harvester: Query < query name> cannot be inferred because of regular expression or other condition error (9002).	Verify that regular expressions are properly formed.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
9003	Volume Harvest is complete and explorers are being calculated.	Volume statistics computation started (9003).	No user intervention is required.
9004	Explorer calculations are complete.	Volume statistics computation completed (9004).	No user intervention is required.
9005	Query membership calculations started.	Query inference will be done in <number> steps (9005).	No user intervention is required.
9006	Query membership calculations progress information.	Query inference step <number> done (9006).	No user intervention is required.
9007	Query membership calculations completed.	Query inference completed (9007).	No user intervention is required.
9012	Indicates the end of dumping the content of the volume cache.	Dump of Volume cache(s) completed (9012).	No user intervention is required.
9013	Indicates the beginning of the load process.	Postprocessing for volume 'Company Data Server:/mnt/demo-A' started (9013).	No user intervention is required.
9067	Indicates load progress.	System metadata and tagged values were successfully loaded for volume 'server:volume' (9067).	No user intervention is required.
9069	Indicates load progress.	Volume 'data server: /mnt/demo-A': System metadata, tagged values and full-text index were successfully loaded (9069).	No user intervention is required.
9084	The volume export finished.	Exporting volume 'data server:/mnt/demo-A' (1357) completed (9084)	No user intervention is required.
9087	The volume import finished.	Importing volume 'dataserver:/mnt/demo-A' (1357) completed (9087)	No user intervention is required.
9091	The load process was ended by the user.	Load aborted due to user request (9091).	No user intervention is required.
15008	The volume load step was skipped, per user request.	Post processing skipped for volume <server>:<volume>. (15008)	No user intervention is required.
15009	The volume load step was run but the harvest step was skipped, per user request.	Harvest skipped for volume <server>:<volume>. (15009)	No user intervention is required.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
15012	The policy that ran on the volume is complete and the volume load can now proceed.	Volume <volume> on server <server> is free now. Proceeding with load. (15012)	No user intervention is required.
15013	The configured time limit on a harvest was reached.	Harvest time limit reached for server:share. Ending harvest now. (15013)	No user intervention is required.
15014	The configured object count limit on a harvest was reached.	Object count limit reached for server:share. Ending harvest now. (15014)	No user intervention is required.
15017	Check box is selected for nightly load job.	Deferring post processing for volume server:vol (15017)	No user intervention is required.
15018	Harvest size or time limit is reached.	Harvest limit reached on server:volume. Synthetic deletes will not be computed. (15018)	No user intervention is required.
15019	User stops harvest process.	Harvest stopped by user while processing volume dpfsrv:vol1. Rest of volumes will be skipped. (15019)	No user intervention is required.
15020	The harvest vocabulary changed. Full harvest must run instead of incremental.	Vocabulary for dpfsrv:jhaide-A has changed. A full harvest is recommended (15020).	Full harvest must be run instead of an incremental harvest.
15022	The user is trying to run an ACL-only harvest on a volume that is not a Windows Share or SharePoint volume.	Permission-only harvest: permission checks not supported for <server>:<share>	No action is needed as the volume is skipped.
15023	The user is trying to run an ACL-only harvest on a volume that was assigned a user list.	Permission-only harvest: volume <server>:<share> has no associated user list.	No action is needed as the volume is skipped.
17507	Limit (time or object count) reached for generic retention discovery.	Retention discovery limit reached for <server>:<share>	Contact Customer Support.
17508	Generic retention discovery found no new items for this master volume.	No new items discovered. Post-processing skipped for volume <server>:<share>	No user intervention is required unless the user is certain that new items must be discovered.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
17509	Generic retention discovery created a new volume.	Created new discovered volume <server>:<share> in volume set <autodis-covered volume set name>.	No user intervention is required.
18004	Job was stopped.	Walker._process File: Grazer Stopped. (18004)	No user intervention is required.
18005	Grazer queue was closed.	Walker._processFile: Grazer Closed. (18005)	No user intervention is required.
18016	Displays the list of top-level directories that are selected by matching the start directory regular expression. Displays at the beginning of a harvest.	Choosing top-level directories: <directories> (18016)	No user intervention is required.
34001	Marks current progress of a copy action.	<volume>: <count> data objects processed by copy action. (34001)	No user intervention is required.
34004	Marks current progress of a delete action.	<volume>: <count> data objects processed by delete action. (34004)	No user intervention is required.
34008	Marks current progress of a move action.	<volume>: <count> data objects processed by move action. (34008)	No user intervention is required.
34014	A policy audit was deleted.	Deleting Policy Audit # <audit id> <policy name> <start time> (34014)	No user intervention is required.
34015	A policy audit was deleted.	Deleted Policy Audit # <audit id> <policy name> <start time> (34015)	No user intervention is required.
34031	Progress update of the discovery export policy, every 10000 objects processed.	Winserver:top share : 30000 data objects processed by production action. (34031)	No user intervention is required.
41001	A job was started either manually or was scheduled.	<jobname> started. (41001)	No user intervention is required.
41002	The user stopped a job that was running.	<jobname> stopped at user request (41002)	No user intervention is required.
41003	A job is completed normally with or without success.	<jobname> completed. (41003)	No user intervention is required.
41006	Rebooting or restarting services on the controller or compute node causes all jobs to stop.	Service shutdown. Stopping outstanding jobs. (41006)	Rerun jobs after restart if you want the jobs to complete.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
41008	Database compactor (vacuum) job cannot run while there is database activity.	Database compactor was not run because other jobs are active (41008).	Set the database compactor's job schedule so that it does not conflict with long-running jobs.
42005	The action completed or was ended. Shows results of copy action.	Copy complete: <number> data objects copied,<number> collisions found. (42005)	No user intervention is required.
42010	The action completed or was ended. Shows results of move action.	Move complete: <number> data objects moved,<number> collisions found. (42010)	No user intervention is required.
42018	The action completed or was ended. Shows results of deleted action.	Copy data objects complete: <number> data objects copied,<number> collisions found. (42018)	No user intervention is required.
42024	The synchronizer was completed normally.	Content Data Synchronizer complete. (42024)	No user intervention is required.
42028	The action completed or was ended. Shows results of policy action.	Policy completed (42028).	No user intervention is required.
42032	The action completed or was ended. Shows results of report action.	<report name> completed (42032).	No user intervention is required.
42033	The synchronizer started automatically or manually with the GUI button.	Content Data Synchronizer started. (42033)	No user intervention is required.
42048	Reports that the synchronizer is skipping a volume if synchronization is determined not to be required.	Content Data Synchronizer skipping <server-name>:<volume-name> as it does not need synchronization. (42048)	No user intervention is required.
42049	Reports that the synchronizer started synchronization of a volume.	Content Data Synchronizer starting synchronization for volume <server-name>:<volume-name>	No user intervention is required.
42053	The policy that was waiting for participant volumes to be loaded before it continues, is now starting.	Proceeding with execution of <policy-name>.	No user intervention is required.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
42063	Report on completion of discovery export policy execution phase.	Production Run on objects (Copying native objects) completed: 2003 data objects copied, 25 duplicates found. (42063)	No user intervention is required.
42065	A discovery export policy that was held up for want of resources, is now done waiting, and begins execution.	Proceeding with execution of 'Production case One'. (42065)	No user intervention is required.
42066	A new discovery export run started.	New run number 10 started for production Production Case 23221. (42066)	Note the new run number to tie the current run with the corresponding audit trail.
42067	Discovery export policy is preparing the audit trail in XML format. It might take a few minutes.	Production Run producing Audit Trail XML. (42067)	No user intervention is required.
42074	A query or tag was replicated to a member data server successfully.	Successfully sent query 'Custodian: Joe' to member data server San Jose Office (42074)	No user intervention is required.
46001	The backup process began. Any selected backups in the system configuration screen are run if necessary.	Backup Process Started. (46001)	No user intervention is required.
46002	The backup process did not complete all its tasks successfully. One or more backup types did not occur.	Backup Process Failed: <error-description>. (46002)	Check your backup volume.
46003	The backup process completed attempting all the necessary tasks successfully. Any parts of the overall process add their own log entries.	Backup Process Finished. (46003)	No user intervention is required.
46004	The Application Data backup, as part of the overall backup process, needed to run but did not succeed.	Application Data backup failed. (46004)	Check your backup volume. Look at the setup for the Application Data backup. If backups continue to fail, contact Customer Support.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
46005	The Application Data backup, as part of the overall backup process, needed to run and succeeded.	Application Data backup finished. (46005)	No user intervention is required.
46006	The Application Data backup, as part of the overall backup process, was not configured.	Application Data backup not configured, skipped. (46006)	No user intervention is required.
46007	The Harvested Volume Data backup, as part of the overall backup process, needed to run but did not succeed.	Harvested Volume Data backup failed. (46007)	Check your backup volume. Look at the setup for the Harvested Volume Data backup. If backups continue to fail, contact Customer Support.
46008	The Harvested Volume Data backup, as part of the overall backup process, needed to run and succeeded.	Harvested Volume Data backup finished. (46008)	No user intervention is required.
46009	The Harvested Volume Data backup, as part of the overall backup process, was not configured.	Harvested Volume Data backup not configured, skipped. (46009)	No user intervention is required.
46010	The System Configuration backup, as part of the overall backup process, needed to run but did not succeed.	System Configuration backup failed. (46010)	Check your backup volume. Look at the setup for the System Configuration backup. If backups continue to fail, contact Customer Support.
46011	The System Configuration backup, as part of the overall backup process, needed to run and succeeded.	System Configuration backup finished. (46011)	No user intervention is required.
46012	The System Configuration backup, as part of the overall backup process, was not configured.	System Configuration backup not configured, skipped. (46012)	No user intervention is required.
46013	The Audit Trail backup, as part of the overall backup process, needed to run but did not succeed.	Policy Audit Trail backup failed. (46013)	Check your backup volume. Look at the setup for the Audit Trail backup. If back-ups continue to fail, contact IBM support.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
46014	The Audit Trail backup, as part of the overall backup process, needed to run and succeeded.	Policy Audit Trail backup finished. (46014)	No user intervention is required.
46015	The Audit Trail backup, as part of the overall backup process was not configured.	Policy Audit Trail backup not configured, skipped. (46015)	No user intervention is required.
46019	Volume cluster backup failed.	Indexed Data backup failed: <specific error> (46019)	Contact Customer Support.
46020	Volume cluster backup finished.	Indexed Data backup finished. (46020)	No user intervention is required.
46021	Volume is not configured for indexed data backups.	Indexed Data backup not configured, skipped. (46021)	No user intervention is required.
46022	Full-text data was successfully backed up.	Successfully backed up full-text data for server:share (46022)	No user intervention is required.
47213	Interrogator was successfully restarted.	Harvester 1 is now running. (47213)	No user intervention is required.
60001	The user updates an object on the system. It includes any object type on the data server, including the updating of volumes.	Query cities was updated by the administrator account (60001).	No user intervention is required.
60002	The user creates an object. It includes any object type on the data server, including the creation of volumes.	Query cities was created by the administrator account (60002).	No user intervention is required.
60003	The user deletes an object. It includes any object type on the data server, including the deletion of volumes.	Query cities was deleted by the administrator account (60003).	No user intervention is required.
60004	The user publishes a full-text query set or a query.	Query cities draft was published by the administrator account (60004).	No user intervention is required.
60005	The user tags an object. It includes a published query, a draft query, or tag.	Query tagging for cities class was started by the administrator account (60005).	No user intervention is required.
60006	A user restarted services on the data server.	Application services restart for all data servers was requested by the administrator account (60006).	No user intervention is required.

Table 39. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
61001	Concordance discovery export is now preparing the load files.	Preparing for upload of load file(s). (61001)	No user intervention is required.
61002	Concordance discovery export is ready to upload the load files.	Load file(s) ready for upload. (61002)	No user intervention is required.
65000	The log file finished downloading.	Log file download complete (65000)	No user intervention is required.

#### WARN event log messages

The following table contains a complete listing of all WARN event-log messages, reasons for occurrence, sample messages, and any required customer action.

Table 40. WARN event log messages

Event number	Reason	Sample message	Customer action
1002	An Interrogator process failed because of an unknown error. The data object that was processing is skipped. A new process is created to replace it.	Processing could not be completed on object, interrogator died : <data object name>. (1002)	Classify the document manually and Contact Customer Support.
1003	Interrogator child process did not properly get started. There might be problems to access the volume to be harvested.	Interrogator terminated before accessing data objects. (1003)	Try to read the volume that is harvested. If that fails, contact Customer Support.
1004	Interrogator child process was ended because it was no longer responding. The data object that was processing is skipped. A new process is created to replace it.	Processing was not completed on object, interrogator killed : <data object name>. (1004)	Contact Customer Support.
6001	A user email might not be sent. The mail server settings are incorrect.	Failed to send an email to user <email address>; check mail server configuration settings (6001).	Verify that your SMTP server is configured correctly. Make sure that the IP address that is configured for the data server can relay on the configured SMTP server.
8001	The database needs to be vacuumed.	The Database is approaching an operational limit. Please run the Database maintenance task using the Console interface (8001)	Run the database maintenance task to vacuum the database.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
9068	Tagged values were loaded, but full-text index loading failed.	System metadata and tagged values were loaded successfully for volume 'server:volume', but loading the full-text index failed (9068)	Contact Customer Support.
9070	Tagged values and full-text index loading failed.	Loading system metadata, tagged values and the full-text index failed for volume 'server:volume' (9070)	Contact Customer Support.
15003	The volume mount appeared to succeed, but the test for mount failed.	Volume <volume name> on server <server name> is not mounted. Skipping. (15003)	Contact Customer Support.
15004	A component cleanup failure on stop or completion.	[<component>] Cleanup failure on stop. (15004)	Contact Customer Support.
15005	There was a component run failure.	[<component>] Run failure. (15005)	Contact Customer Support.
15006	Cleanup failed for component after a run failure.	[<component>] Cleanup failure on abort. (15006)	Contact Customer Support.
15007	A component that is timed out needs to be stopped.	Component [<component>] unresponsive; autostopping triggered. (15007)	Try your action again. If this error continues, contact Customer Support.
15010	The same volume cannot be harvested in parallel. The harvest is skipped and the next one, if any are in queue, started.	Volume <volume-name> on server <server-name> is already being harvested. Skipping. (15010)	No user intervention is required. You might want to verify that the volume harvest is complete.
15011	A volume cannot be harvested if it is being used by another job. The harvest continues when the job is complete.	Volume <volume-name> on server <server-name> is being used by another job. Waiting before proceeding with load. (15011)	No user intervention is required.
15015	Configured harvest time limit is reached.	Time limit for harvest reached. Skipping Volume v1 on server s1. 1 (15015)	Reconfigure harvest time limit.
15016	Configured harvest object count limit is reached.	Object count limit for harvest reached. Skipping Volume v1 on server s1 (15016)	Reconfigure harvest data object limit.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
17008	Query that ran to discover Centera items ended unexpectedly.	Centera External Iterator : Centera Query terminated unexpectedly (<error description>). (17008)	Contact Customer Support.
17011	Running discovery on the same pool in parallel is not allowed.	Pool Jpool appears to have another discovery running. Skipping. (17011).	Make sure that two jobs are not running at the same time that discovers the same pool.
17502	Generic retention discovery is already running for this master volume.	Volume <server>:<share> appears to have another discovery running. Skipping.	No user intervention is required as the next step, if any, within the job is run.
17504	Sent when a retention discovery is run on any volume other than a Windows Share retention volume.	Volume <server>:<share> is not supported for discovery. Skipping.	Contact Customer Support.
18007	Directory listing or processing of data object failed in Grazer.	Walker._walktree: OSError - <path><reason> (18007)	Make sure that the appliance still has appropriate permissions to a volume. Verify that there is network connectivity between the appliance and your volume. Contact Customer Support.
18008	Unknown error occurred while processing data object or listing directory.	Walker._walktree: Unknown exception - <path>. (18008)	Contact Customer Support.
18009	Grazer timed out processing an object.	Walker._process File: Grazer Timed Out. (18009)	Contact Customer Support.
18010	The skipdirs file is either not present or not readable by root.	Unable to open skipdirs file: <filename>. Cannot skip directories as configured. (18010)	Contact Customer Support.
18011	An error occurred reading the known extensions list from the database.	Grazer._run: couldn't read extensions - <reason>. (18011)	Contact Customer Support.
18012	An unknown error occurred reading the known extensions list from the database.	Grazer._run: couldn't read extensions. (18012)	Contact Customer Support.
18015	NFS initialization warning that NIS is not available.	NIS Mapping not available. (18015)	User name and group names might be inaccurate. Check that your NIS server is available and properly configured in the data server.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
18019	The checkpoint that is saved from the last harvest of the NewsGator data source failed to load. Instead of conducting an incremental harvest, a full harvest is run.	Unable to load checkpoint for NewsGator volume. A full harvest will be performed instead. (18019)	If the message repeats in subsequent harvests, contact Customer Support.
18020	The checkpoint noted for the current harvest of the NewsGator data source might not be saved. The next incremental harvest of the data source is not able to pick up from this checkpoint.	Unable to save checkpoint for NewsGator harvest of volume. (18020)	If the message repeats in subsequent harvests, contact Customer Support.
33016	System might not unmount this volume.	Windows Share Protocol Session teardown failed. (33016)	Server administrators can see that connections are left hanging for a predefined time. These connections will drop off after they time out. No user intervention required.
33017	System encountered an error while it tries to figure out what query uses this volume.	An error occurred while retrieving the query instances pointing to a volume. (33017)	Contact Customer Support.
33028	The tear-down operation of the connection to a FileNet volume failed. Some connections can be left open on the FileNet server until they time out.	IBM FileNet tear-down operation failed. (33028)	None
34003	Skipped a copy data object because disk full error.	Copy action error :- Target disk full, skipping copy : <source volume> to <target volume>. (34003)	Verify that there is space available on your policy destination and try again.
34010	Skipped a move data object because disk full error.	Move action error :- Target disk full, skipping copy : <source volume> to <target volume>. (34010)	Verify that there is space available on your policy destination. After verifying that space is available, run another harvest before you run your policy. Upon harvest completion, try running the policy again.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
34029	Discovery export policy detects the target disk is full and skips production of an object.	Discovery export Run action error: Target disk full, skipping discovery export: share-1/saved/ years.pdf to production/10/documents/1/0x0866e 5d6c898d9ffdb 720b0 90a6f46d3058605 .txt. (34029)	Create sufficient space on target disk and run discovery export policy again.
34032	The policy that was run has no volumes in scope that is based on the configured query and scoping. The policy cannot be run.	No volumes in scope for policy. Skipping policy execution. (34032)	Check policy query and scoping configuration, and re-execute policy.
34035	If the global hash setting for the system is set to not compute data object hash, no hash can be computed for the target objects during a policy action.	Copy objects : Target hash will not be computed because Hashing is disabled for system. (34035)	If target hashes need to be computed for the policy audit trail, turn on the global hash setting before you run the policy.
34036	The policy has no source volumes in scope, which means that the policy cannot be run.	The policy has no source volume(s) in scope. Wait for the query to update before executing the policy. (34036)	Confirm that the query used by the policy has one or more volumes in scope.
42003	The job in this action is stopped by the user.	Copy data objects stopped at user request. (42003)	No user intervention is required.
42008	The job in this action is stopped by the user.	Move data objects stopped at user request. (42008)	No user intervention is required.
42016	The job in this action is stopped by the user.	Delete data objects stopped at user request. (42016)	No user intervention is required.
42026	The job in this action is stopped by the user.	Policy stopped at user request. (42026)	No user intervention is required.
42035	When the job in this action is stopped by the user.	Set security for data objects stopped at user request. (42035)	No user intervention is required.
42051	Two instances of the same policy cannot run at the same time.	Policy <policy-name> is already running. Skipping. (42051)	No user intervention is required.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
42052	Policies cannot be run until after volumes are loaded, if those volumes are participants to the policy by virtue of being in the query.	One or more volume(s) needed by policy <policy-name> are being loaded. Waiting for the bulk load(s) to finish. (42052)	No user intervention is required.
42061	Discovery export policy was stopped by user.	Discovery export run on objects (Copying native objects) stopped at user request. (42061)	No user intervention is required.
42064	Discovery export policy execution is delayed because a conflicting discovery export run is in progress.	A Discovery export run related to policy 'Discovery export case One' is in progress. Waiting for it to finish. (42064)	The discovery export policy execution is held up for required resources. Execution must begin as soon as resource becomes available.
42068	Policy failed to set appropriate permissions on the target directory. Objects that are created from the policy might not have appropriate permissions set.	Copy objects warning, unable to set permissions on target directory: share-1/saved. (42068)	Policy might not be able to set appropriate permissions on the objects it creates. If it is not acceptable, verify that target volume has appropriate write permissions and re-execute.
42069	If the "Copy data objects modified since last harvest" option is selected for a discovery export policy, it is valid only if the discovery export itself is defined to act on the original file/email archive, as opposed to their members. If it is not true, the warning tells the user that modified objects are skipped.	Discovery export DAT_Export is configured to act on members of containers, and cannot act on objects modified after the last harvest. Discovery export run X will skip modified objects. (42069)	If the modified objects need to be acted upon, either use a discovery export action only on the original file/email archive, or conduct an incremental harvest on the source volumes.
46026	Volume is being harvested or policies are running against it. If there are other full-text indexes to be backed up, the system works on those actions. Try this volume again.	Volume <b>volume:share</b> is in use. Unable to back up full-text index. Will retry later. (46026)	Rerun backup when volume is not in use.
47201	Database connections are down to a normal level.	Database connections at normal level again (512/100) (47201)	No user intervention is required.

Table 40. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
47202	The system is starting to run low on database connections. This situation is abnormal. An indication of process restarts and connections are not being cleared.	Database connections usage seems excessive (512/415) (47202)	Contact Customer Support.
47215	Someone internally or externally is trying (and failing) to SSH into the data server.	SSHD: Failed password for root from 172.17.18.185 port 57982. (47125)	Contact your local IT manager. It might be either a mistyped password by a legitimate user or in the worst case scenario, a genuine break-in attempt.
61003	One of the load files cannot be uploaded because the compute node might not be accessed to obtain.	Failed to mount transaction cache dump '/deepfs/postgres/pro-duction_cache'. (61003)	Some of the load files will be missing after the discovery export completes. These load files are reproduced on a new run. If problem persists across runs, Contact Customer Support.
61004	Warns the user that one of the transaction cache memory dump processes encountered an error. If a discovery export runs, it means that the discovery export fails to produce one of the load files.  Note: If multiple memory dumps fail, there is one warning per failed memory dump.	Transaction Cache Dump failed with error - Validation failed during creation of load file. (61004)	Run the discovery export policy that saw the error again. If the error persists, and you cannot find any cluster/data server configuration issues, contact Customer Support.

## Policy audits

Policy audits provide a detailed history of the policy. It includes type of action, date last run, start and end dates with times, average speed, total data objects, and data object counts. They can be viewed by name, volume, time, and by discovery export.

### Policy audit by name

Table 41. Policy audit by name: Fields and descriptions

Policy audit by name field	Description
Policy name	The policy name.
Policy status	The policy's status.

*Table 41. Policy audit by name: Fields and descriptions (continued)*

<b>Policy audit by name field</b>	<b>Description</b>
Number of times executed	The number of times that the policy was run.
Most recent date executed	The date on which the policy was last run.

### **Policy audit by volume**

*Table 42. Policy audit by volume: Fields and descriptions*

<b>Policy audit by volume field</b>	<b>Description</b>
Volume	The name of the volume on which the policy was run.
Most recent date a policy was executed	The most recent date on which the policy was last run.
Number of policies executed	The number of policies that were run.

### **Policy audit by time**

*Table 43. Policy audit by time: Fields and descriptions*

<b>Policy audit by time field</b>	<b>Description</b>
Policy name	The policy name.
Policy status	The status of the policy: Complete or Incomplete.
Start	The time at which the policy's execution was started.
End	The time at which the policy's execution was complete.
Success count	The number of processed messages that are classified as a success.
Failure count	The number of processed messages that are classified as a failure.
Warning count	The number of processed messages that are classified as a warning.
Other count	The number of processed messages that are classified as other.
Total data objects	The total number of data objects.
Action type	The type of policy that took place.
Ag. actions/second	The average number of actions per second.

### **Policy audit by discovery export**

*Table 44. Policy audit by discovery exports: Fields and descriptions*

<b>Policy audit by discovery export field</b>	<b>Description</b>
Discovery export name	The name of the discovery export.
Number runs	The number of times the policy ran.

Table 44. Policy audit by discovery exports: Fields and descriptions (continued)

Policy audit by discovery export field	Description
Most recent export status	The status of the most recent discovery export.
Most recent load file status	The status of the most recent load file.
Most recent date executed	The date of the most recent policy execution.

### Discovery export runs by discovery export

Table 45. Discovery export runs by discovery export: Fields and descriptions

Discovery export runs by discovery export field	Description
Discovery export run	The name of the discovery export run.
Number of executions	The number of times the run was started.
Success count	The number of processed messages that are classified as a success.
Failure count	The number of processed messages that are classified as a failure.
Warning count	The number of processed messages that are classified as a warning.
Other count	The number of processed messages that are classified as other.
Total data objects	The total number of data objects.
Export status	The status of the export: Complete or Incomplete.
Load file status	The status of the load file: Complete or Incomplete.

**Note:** A warning in a policy audit trail is a success with the following conditions:

- If you copy an Exchange item such as `re:`, the `re` is copied, not the `:`. It generates a warning.
- The copied file is renamed.
- The file system to which you are copying does not accept characters in the file name.

### Viewing policy audit details

Policy audits can be viewed by name, volume, time, or discovery export.

1. Go to **Audit > Policies**, and then click **Name**. The **Policy audit by name** page provides policy name and status, the number of times it was run, and the time and date of the most recent execution.
2. Click a policy name to open the **Policy executions by time** page.
3. Click a policy name to open the **Policy execution results** page.

**Note:** To view the list of data objects, click the **[#] data objects** link. To create a report, click **Create XML** or **Create PDF**.

- a) Click **Volume** to open the policy audit by volume page.
- b) Click a volume link to go to the **Policy audit by time** page.
- c) Click **Time** to see **Audit by time** page for the policy.

- d) On the **Policy audit by time** page, click the policy name to open the **Policy execution results** page. To view the list of data objects, click the **[#] data objects** link. To create a report, click **Create XML** or **Create PDF**.
- e) Click **Discovery export**.
- f) On the **Policy audit by discovery export** page, click the discovery export name to open the **Discovery export runs by production** page. The page details further information according to the incremental runs of the policy.
- g) Click a policy name to open the **Policy executions by time** page.
- h) Click a policy name to open the **Policy execution results** page. To view the list of data objects, click the **[#] data objects** link. To create a report, click **Create XML** or **Create PDF**.

As you review audit results through the pages, you can continue clicking through to review various levels of information, from the volume and policy execution level down to the data objects. To view more policy execution details, click the policy name in the execution summary page, which can be accessed by any of the policy views. As you continue browsing, IBM StoredIQ provides more detailed information such as:

- Source and destination settings
- Policy options: Details of the policy action. This section reflects the options that are selected when you create the policy. Most attributes that appear depend upon the type of policy run and the options available in the policy editor.
- Query (either IBM StoredIQ or user-defined)
- **View metadata** link: The view metadata page describes security details for source and destination locations of the policy action.

#### **Viewing a policy audit by name**

Policy audits can be viewed by their name.

1. Go to **Audit > Policies**.
2. Click **Name**.

The Policy audit by name page provides policy name and status, the number of times it is run, and the time and date of the most recent execution.

3. Click a policy name to open the Policy execution by time page.

#### **Viewing a policy audit by volume**

Policy audits can be viewed by volume.

1. Go to **Audit > Policies**.
2. Click **Volume**.

The Policy audit by page provides policy name, its most recent time, date of execution, and the number of policies that were run.

3. Click a policy name to open the Policy executions by time page.
4. Click the policy name to open the Policy executions by results page.

#### **Viewing a policy audit by time**

Policy audits can be viewed by time.

1. Go to **Audit > Policies**.
2. Click **Time**.

The policy audit by time provides information about the policy.

3. On the Policy audit by time page, click the policy name to open the Policy execution results page.

#### **Viewing a policy audit by discovery export**

Policy audits can be viewed by discovery export.

1. Click **Discovery export**.

2. On the Policy audit by discovery export page, click the discovery export name to open the Discovery export runs by production page. The page details further information according to the incremental runs of the policy.
3. Click a policy name to open the Policy executions by time page.
4. Click a policy name to open the Policy execution results page.

## Search audit feature

With the search audit feature, you can search audit trails by entering either by **Policy Details**, **Execution Details**, or **Data Object Details**.

### Policy details

Policy audits can be searched with any of these details.

Table 46. Policy audit details: Fields and descriptions	
Policy detail field	Description
Audit search by policy details	In this area, select search criteria, define their values, and then add them to the list to search across all audits.
Specify search criteria	In this area, specify the <b>Policy name</b> , the <b>Policy state</b> , and the <b>Action type</b> .
Audit search criteria	In the <b>Find audits that match</b> list, select either <b>Any of the following</b> or <b>All of the following</b> .

### Execution details

Policy audits can be searched with any of these execution details.

Table 47. Policy audit execution details: Fields and descriptions	
Execution detail field	Description
Audit search by execution detail	In this area, select search criteria, define their values, and then add them to the list to search across all audits.
Specify search criteria	In this area, specify the <b>Action type</b> , <b>Action status</b> , <b>Action start date</b> , <b>Action end date</b> , <b>Total count</b> , <b>Success count</b> , <b>Failure count</b> , <b>Warning count</b> , <b>Source volume</b> , <b>Destination volume</b> , or <b>Query name</b> .
Audit search criteria	In the <b>Find audits that match</b> list, select either <b>Any of the following</b> or <b>All of the following</b> .

### Data object details

Policy audits can be searched with any of these data-object details.

Table 48. Policy audit data object details: Fields and descriptions	
Data object details field	Description
Audit search by data object details	In this area, select search criteria, define their values, and then add them to the list to search across all audits.
Specify search criteria	In this area, specify the <b>Source volume</b> , <b>Destination volume</b> , <b>Source object name</b> , <b>Destination object name</b> , <b>Source system path</b> , <b>Destination system path</b> , or <b>Action result</b> .

Table 48. Policy audit data object details: Fields and descriptions (continued)

Data object details field	Description
Audit search criteria	In the <b>Find audits that match</b> list, select either <b>Any of the following</b> or <b>All of the following</b> .

## Saving results from an audit

You can save the results of policy executions into PDF and XML files. The information can be saved as PDF and XML files. The exporting of information appears as a running job on the dashboard until completed.

1. Go to **Audit > Policies**.
2. In the **Browse by** options, click **Time**.
3. Click the policy name.
4. In the **Results** pane, click **Data objects** to see items that were responsive to the policy. To download the material in .CSV, click **CSV**.
5. On the **Policy execution results** page, select **Create PDF** to generate a PDF or **Create XML** to generate an XML file of the results.
6. Access the report through the inbox on the navigation page.

## Policy audit messages

A policy audit shows the number of data objects that were processed during the policy execution. Processed data objects are divided into these categories: Success, Warnings, Failures, and Other (discovery export policies only).

Table 49. Types of and reasons for policy audit messages

Audit message type	Reason
Success	<ul style="list-style-type: none"> <li>• Data object is a duplicate of [object name]</li> <li>• Data object skipped but is loaded in load file. It applies to intermediate and files archives produced during a discovery export policy.</li> <li>• Data object is a duplicate produced in a previous run (discovery export only).</li> </ul>
Warning	<ul style="list-style-type: none"> <li>• Set directory attributes</li> <li>• Reset time stamps</li> <li>• Set attributes</li> <li>• Set time stamps</li> <li>• Set security descriptor (Windows Share)</li> <li>• Set access modes (Windows Share)</li> <li>• Set owner information</li> <li>• Set group information (NFS)</li> <li>• Set security permissions</li> <li>• Create a link after migration (Windows Share, NFS)</li> <li>• Find template to create a shortcut (Windows Share)</li> <li>• Extract text for the object (Discovery export policy)</li> </ul>

Table 49. Types of and reasons for policy audit messages (continued)

Audit message type	Reason
Failure	<ul style="list-style-type: none"> <li>• Failed to create target directory structure</li> <li>• Source does not exist</li> <li>• Failed to find a new name for the incoming object</li> <li>• Target is a directory</li> <li>• File copy failed</li> <li>• Cannot create target</li> <li>• Error copying data to target</li> <li>• Cannot copy due to network errors</li> <li>• Cannot delete source after move</li> <li>• Target disk is full</li> <li>• Source equals target on a copy or move</li> <li>• Insufficient permissions in general to conduct an action</li> <li>• All modify actions failed</li> <li>• File timed out waiting in the pipeline</li> <li>• File under retention; cannot be deleted (retention server)</li> <li>• Data object is a constituent of a container that already encountered failure (discovery export policy)</li> </ul>
Other	<p>Data objects are categorized in the other category during a discovery export policy when:</p> <ul style="list-style-type: none"> <li>• A data object is a member that makes its container responsive.</li> <li>• A data object is a non-responsive member of a container.</li> </ul>

# Deploying SharePoint customized web services

This procedure highlights the basic steps that are required to deploy SharePoint custom web services.

This procedure applies only to SharePoint 2010, 2013, or 2016 web services.

## 1. Obtain the installation package.

This package is created for you by IBM StoredIQ. Depending on whether SharePoint 2010, 2013, or 2016 is used, the package is located in either /deepfs/downloads/webservice/sp2010/, /deepfs/downloads/webservice/sp2013/, or /deepfs/downloads/webservice/sp2016/ on the data server. Use a utility such as SCP to transfer the installation package.

## 2. Uninstall an existing instance of the web service.

To install an upgrade to a web service, any previous, existing instance must first be uninstalled. The following steps must be completed on the SharePoint server.

- a) Within IIS, click **Sites** and find the website that was created by the previous installation. Right-click that website and remove it.
- b) Within IIS, click **Application Pools**, find the web application that was created (it has the same name as the website). Right-click that web application and remove it.
- c) In Windows Explorer, go to the folder where the web service was deployed and delete all content within this folder.
- d) Reset IIS with the `iisreset` command.

## 3. Install the installation package.

## 4. Verify that the web service is hosted.

The following steps must be completed on the SharePoint server.

- a) Within IIS, click **Sites**, and verify that you see the new site name that is listed along with the name that is entered into the installer.
- b) Expand **Sites** and verify that you can see the new site name that is listed along with the name that is entered into the installer.
- c) Select the newly created site and switch to the **Content View**, which is on the right pane.
- d) An SVC file corresponds to the installed web service that is installed. Right-click the SVC file and click **Browse**.

The web service is started in a browser, the address bar of which contains the HTTP location of the web service such as `http://localhost:9000/UpdateItemService.svc`.

## 5. Configure admin knobs.

# Configuring administration knobs

By configuring administration knobs you change settings that affect the IBM StoredIQ behavior.

The following administration knobs are provided:

Table 50. Admin knobs	
Admin knob	Description
cm8_missing_mime_type_error	The default value is 1. If IBM Content Manager does not know about a provided MIME type, an exception is generated. If the user prefers that a generic MIME type application/octet-stream is assigned to the archived content instead of an exception, set this knob to 1.
global_copy_ignore_target_vc	The default value is 0. When set to 1, IBM StoredIQ does not automatically harvest the destination volume when it is creating copies.
sharepoint_custom_webservice_location	Location of a custom web-service used to facilitate migration of time stamps and owner information in the format port:servicelocation.
sharepoint_harvest_docs_only	The default value is 0. When set to 1, IBM StoredIQ will harvest only document libraries from SharePoint.

1. Using an SSH tool, log in to the data server VM as `root`.

2. To configure an admin knob:

a) Open a shell and run the following command:

```
psql -U dfuser -d dfdata
```

b) Use an UPDATE SQL statement to modify an admin knob record:

```
UPDATE adminknobs SET value='value' WHERE name='admin_knob_name';
```

Available admin knobs and any prerequisites are listed in [Table 50 on page 133](#).

c) After your changes are complete, exit the `psql` utility.

3. Restart services by running this command:

```
service deepfiler restart
```

# Supported file types

The following section provides a comprehensive list of the file types that can be harvested and processed by IBM StoredIQ, organized by name and by category. You can also view SharePoint attributes.

## Supported file types by name

All file types by name that is supported by IBM StoredIQ are listed, including category, format, extension, category, and version.

*Table 51. Supported file types by name*

Format	Extension	Category	Version
Adobe Acrobat	PDF	graphic	<ul style="list-style-type: none"><li>2.1</li><li>3.0-7.0</li><li>Japanese</li></ul>
Adobe FrameMaker Graphics	FMV	graphic	vector/raster through 5.0
Adobe FrameMaker Interchange Format	MIF	word processing	3.0-6.0
Adobe Illustrator		graphic	<ul style="list-style-type: none"><li>Through 7.0</li><li>9.0</li></ul>
Adobe Photoshop	PSD	graphic	4.0
Ami Draw	SDW	graphic	all
ANSI	TXT	text and markup	<b>7- and 8-bit</b>
ASCII	TXT	text and markup	<b>7- and 8-bit</b>
AutoCAD	DWG	CAD	<ul style="list-style-type: none"><li>2.5-2.6</li><li>9.0-14.0</li><li>2002</li><li>2004</li><li>2005</li></ul>
AutoShade Rendering	RND	graphic	2.0
Binary Group 3 Fax		graphic	all
Bitmap	BMP, RLE, ICO, CUR, DIB, WARP	graphic	all
CALS Raster	GP4	graphic	Type I, II
Comma-Separated Values	CSV	spreadsheet	
Computer Graphics Metafile	CGM	graphic	<ul style="list-style-type: none"><li>ANSI</li><li>CALS</li><li>NIST 3.0</li></ul>

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
Corel Clipart	CMX	graphic	5-6
Corel Draw	CDR	graphic	3.x-8.x
Corel Draw (CDR with Tiff header)		graphic	2.x-9.x
Corel Presentations	SHW	presentation	<ul style="list-style-type: none"> <li>• Through 12.0</li> <li>• X3</li> </ul>
Corel WordPerfect Windows	WPD	word processing	<ul style="list-style-type: none"> <li>• Through 12.0</li> <li>• X3</li> </ul>
DataEase		Database	4.X
dBase Database		Database	Through 5.0
dBXL		Database	1.3
DEC WPS PLUS	DX	word processing	Through 4.0
DEC WPS PLUS	WPL	word processing	Through 4.1
DisplayWrite (2 and 3)	IP	word processing	all
DisplayWrite (4 and 5)		word processing	Through 2.0
DOS command executable	COM	system	
Dynamic link library files	DLL	system	
EBCDIC		text and markup	all
ENABLE		word processing	<ul style="list-style-type: none"> <li>• 3.0</li> <li>• 4.0</li> <li>• 4.5</li> </ul>
ENABLE		Database	<ul style="list-style-type: none"> <li>• 3.0</li> <li>• 4.0</li> <li>• 4.5</li> </ul>
ENABLE Spreadsheet	SSF	spreadsheet	<ul style="list-style-type: none"> <li>• 3.0</li> <li>• 4.0</li> <li>• 4.5</li> </ul>
Encapsulated Post-Script (raster)	EPS	graphic	TIFF header
Executable files	EXE	system	
First Choice		Database	Through 3.0
First Choice		word processing	Through 3.0
First Choice		spreadsheet	Through 3.0
FoxBase		Database	2.1

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
Framework		Database	3.0
Framework		word processing	3.0
Framework		spreadsheet	3.0
GEM Bit Image	IMG	graphic	all
Graphics Interchange Format	GIF	graphic	all
Graphics Environment Manager	GEM VDI	graphic	Bitmap and vector
Gzip	GZ	archive	all
Haansoft Hangul	HWP	word processing	<ul style="list-style-type: none"> <li>• 1997</li> <li>• 2002</li> </ul>
Harvard Graphics (DOS)		graphic	<ul style="list-style-type: none"> <li>• 2.x</li> <li>• 3.x</li> </ul>
Harvard Graphics (Windows)		graphic	all
Hewlett-Packard Graphics Language	HPGL	graphic	2
HTML	HTM	text and markup	Through 3.0
IBM FFT		text and markup	all
IBM Graphics Data Format	GDF	graphic	1.0
IBM Picture Interchange Format	PIF	graphic	1.0
IBM Revisable Form Text		text and markup	all
IBM Writing Assistant		word processing	1.01
Initial Graphics Exchange Spec	IGES	graphic	5.1
Java class files	CLASS	system	
JPEG (not in TIFF format)	JFIF	graphic	all
JPEG	JPEG	graphic	all
JustSystems Ichitaro	JTD	word processing	<ul style="list-style-type: none"> <li>• 5.0</li> <li>• 6.0</li> <li>• 8.0-13.0</li> <li>• 2004</li> </ul>
JustSystems Write		word processing	Through 3.0

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
Kodak Flash Pix	FPX	graphic	all
Kodak Photo CD	PCD	graphic	1.0
Legacy		word processing	Through 1.1
Legato Email Extender	EMX	Email	
Lotus 1-2-3	WK4	spreadsheet	Through 5.0
Lotus 1-2-3 (OS/2)		spreadsheet	Through 2.0
Lotus 1-2-3 Charts	123	spreadsheet	Through 5.0
Lotus 1-2-3 for SmartSuite		spreadsheet	1997-Millennium 9.6
Lotus AMI Pro	SAM	word processing	Through 3.1
Lotus Freelance Graphics	PRZ	presentation	Through Millennium
Lotus Freelance Graphics (OS/2)	PRE	presentation	Through 2.0
Lotus Manuscript		word processing	2.0
Lotus Notes	NSF	Email	
Lotus Pic	PIC	graphic	all
Lotus Snapshot		graphic	all
Lotus Symphony		spreadsheet	<ul style="list-style-type: none"> <li>• 1.0</li> <li>• 1.1</li> <li>• 2.0</li> </ul>
Lotus Word Pro	LWP	word processing	1996-9.6
LZA Self Extracting Compress		archive	all
LZH Compress		archive	all
Macintosh PICT1/2	PICT1/PICT1	graphic	Bitmap only
MacPaint	PNTG	graphic	NA
MacWrite II		word processing	1.1
Macromedia Flash	SWF	presentation	text only
MASS-11		word processing	Through 8.0
Micrografx Designer	DRW	graphic	Through 3.1
Micrografx Designer	DSF	graphic	Win95, 6.0
Micrografx Draw	DRW	graphic	Through 4.0

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
MPEG-1 Audio layer 3	MP3	multimedia	<ul style="list-style-type: none"> <li>• ID3 metadata only</li> <li>• These files can be harvested, but there is no data in them that can be used in tags.</li> </ul>
MS Access	MDB	Database	Through 2.0
MS Binder		archive	7.0-1997
MS Excel	XLS	spreadsheet	2.2-2007
MS Excel Charts		spreadsheet	2.x-7.0
MS Excel (Macintosh)	XLS	spreadsheet	<ul style="list-style-type: none"> <li>• 3.0-4.0</li> <li>• 1998</li> <li>• 2001</li> <li>• 2004</li> </ul>
MS Excel XML	XLSX	spreadsheet	
MS MultiPlan		spreadsheet	4.0
MS Outlook Express	EML	Email	1997-2003
MS Outlook Form Template	OFT	Email	1997-2003
MS Outlook Message	MSG	Email	all
MS Outlook Offline Folder	OST	Email	1997-2003
MS Outlook Personal Folder	PST	Email	1997-2007
MS PowerPoint (Macintosh)	PPT	presentation	4.0-2004
MS PowerPoint (Windows)	PPT	presentation	3.0-2007
MS PowerPoint XML	PPTX	presentation	
MS Project	MPP	Database	1998-2003
MS Windows XML	DOCX	word processing	
MS Word (Macintosh)	DOC	word processing	<ul style="list-style-type: none"> <li>• 3.0-4.0</li> <li>• 1998</li> <li>• 2001</li> </ul>
MS Word (PC)	DOC	word processing	Through 6.0
MS Word (Windows)	DOC	word processing	Through 2007
MS WordPad		word processing	all
MS Works	S30/S40	spreadsheet	Through 2.0

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
MS Works	WPS	word processing	Through 4.0
MS Works (Macintosh)		word processing	Through 2.0
MS Works Database (Macintosh)		Database	Through 2.0
MS Works Database (PC)		Database	Through 2.0
MS Works Database (Windows)		Database	Through 4.0
MS Write		word processing	Through 3.0
Mosaic Twin		spreadsheet	2.5
MultiMate 4.0		word processing	Through 4.0
Navy DIF		word processing	all
Nota Bene		word processing	3.0
Novell Perfect Works		word processing	2.0
Novell Perfect Works		spreadsheet	2.0
Novell Perfect Works (Draw)		graphic	2.0
Novell WordPerfect		word processing	Through 6.1
Novell WordPerfect (Macintosh)		word processing	1.02-3.0
Office Writer		word processing	4.0-6.0
OpenOffice Calc	SXC/ODS	spreadsheet	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
OpenOffice Draw		graphic	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
OpenOffice Impress	SXI/SXP/ODP	presentation	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
OpenOffice Writer	SXW/ODT	word processing	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
OS/2 PMMetafile Graphics	MET	graphic	3.0
Paint Shop Pro 6	PSP	graphic	5.0-6.0
Paradox Database (PC)		Database	Through 4.0
Paradox (Windows)		Database	Through 1.0
PC-File Letter		word processing	Through 5.0
PC-File+Letter		word processing	Through 3.0

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
PC PaintBrush	PCX, DCX	graphic	all
PFS: Professional Plan		spreadsheet	1.0
PFS: Write		word processing	A, B, C
Portable Bitmap Utilities	PBM	graphic	all
Portable Greymap	PGM	graphic	NA
Portable Network Graphics	PNG	graphic	1.0
Portable Pixmap Utilities	PPM	graphic	NA
PostScript File	PS	graphic	level II
Professional Write		word processing	Through 2.1
Professional Write Plus		word processing	1.0
Progressive JPEG		graphic	NA
Q &A (database)		Database	Through 2.0
Q & A (DOS)		word processing	2.0
Q & A (Windows)		word processing	2.0
Q & A Write		word processing	3.0
Quattro Pro (DOS)		spreadsheet	Through 5.0
Quattro Pro (Windows)		spreadsheet	<ul style="list-style-type: none"> <li>• Through 12.0</li> <li>• X3</li> </ul>
R:BASE 5000		Database	Through 3.1
R:BASE (Personal)		Database	1.0
R:BASE System V		Database	1.0
RAR	RAR	archive	
Reflex Database		Database	2.0
Rich Text Format	RTF	text and markup	all
SAMNA Word IV		word processing	
Smart Ware II		Database	1.02
Smart Ware II		word processing	1.02
Smart Ware II		spreadsheet	1.02
Sprint		word processing	1.0
StarOffice Calc	SXC/ODS	spreadsheet	<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
StarOffice Draw		graphic	<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>
StarOffice Impress	SXI/SXP/ODP	presentation	<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>
StarOffice Writer	SXW/ODT	word processing	<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>
Sun Raster Image	RS	graphic	NA
Supercalc Spreadsheet		spreadsheet	4.0
Text Mail (MIME)	various	Email	
Total Word		word processing	1.2
Truevision Image	TIFF	graphic	Through 6
Truevision Targa	TGA	graphic	2
Unicode Text	TXT	text and markup	all
UNIX TAR (tape archive)	TAR	archive	NA
UNIX Compressed	Z	archive	NA
UUEncoding	UUE	archive	NA
vCard		word processing	2.1
Visio (preview)		graphic	4
Visio 2003		graphic	<ul style="list-style-type: none"> <li>• 5</li> <li>• 2000</li> <li>• 2002</li> </ul>
Volkswriter		word processing	Through 1.0
VP Planner 3D		spreadsheet	1.0
WANG PC		word processing	Through 2.6
WBMP		graphic	NA
Windows Enhanced Metafile	EMF	graphic	NA
Windows Metafile	WMF	graphic	NA
Winzip	ZIP	archive	

Table 51. Supported file types by name (continued)

Format	Extension	Category	Version
WML		text and markup	5.2
WordMARC word processor		word processing	Through Composer
WordPerfect Graphics	WPG, WPG2	graphic	Through 2.0, 7. and 10
WordStar		word processing	Through 7.0
WordStar 2000		word processing	Through 3.0
X Bitmap	XBM	graphic	x10
X Dump	XWD	graphic	x10
X Pixmap	XPM	graphic	x10
XML (generic)	XML	text and markup	
XyWrite	XY4	word processing	Through III Plus
Yahoo! IM Archive		archive	
ZIP	ZIP	archive	PKWARE-2.04g

There is a potential for EBCDIC files to be typed incorrectly. It is especially true for raw text formats that do not have embedded header information. In this case, IBM StoredIQ makes a best guess attempt at typing the file.

## Supported file types by category

All file types by category that is supported by IBM StoredIQ are listed, including category, format, extension, and version.

Table 52. Supported archive file types by category

Format	Extension	Version
Gzip	GZ	all
LZA Self-Extracting Compress		all
LZH Compress		all
MS Binder		7.0-1997
RAR	RAR	
Unix TAR (tape archive)	TAR	NA
Unix Compressed	Z	NA
UUEncoding	UUE	NA
Winzip	Zip	
Yahoo! IM Archive		NA
ZIP	ZIP	PKWARE-2.04g

Table 53. Supported CAD file types by category

Format	Extension	Version
AutoCAD	DWG	<ul style="list-style-type: none"><li>• 2.5-2.6</li><li>• 9.0-14.0</li><li>• 2002</li><li>• 2004</li><li>• 2005</li></ul>

Table 54. Supported database file types by category

Format	Extension	Version
DataEase		4.x
dBase DataBase		Through 5.0
dBXL		1.3
ENABLE		<ul style="list-style-type: none"><li>• 3.0</li><li>• 4.0</li><li>• 4.5</li></ul>
First Choice		Through 3.0
FoxBase		2.1
Framework		3.0
MS Access	MDB	Through 2.0
MS Project	MPP	Through 2.0
MS Works Database (Macintosh)		2.0
MS Works Database (PC)		Through 2.0
MS Works Database (Windows)		Through 4.0
Paradox Database (PC)		Through 4.0
Paradox Database (Windows)		Through 1.0
Q&A (database)		Through 2.0
R:BASE 5000		Through 3.1
R:BASE (personal)		1.0
R:BASE System V		1.0
Reflex Database		2.0
Smart Ware II		1.02

Table 55. Supported email file types by category

Format	Extension	Version
Legato Email Extender	EMX	
Lotus Notes	NSF	

Table 55. Supported email file types by category (continued)

Format	Extension	Version
MS Outlook Express	EML	1997-2003
MS Outlook Form Template	OFT	1997-2003
MS Outlook Message	MSG	all
MS Outlook Offline Folder	OST	1997-2003
MS Outlook Personal Folder	PST	1997-2007
Text Mail (MIME)	various	

Table 56. Supported graphic file types by category

Format	Extension	Version
Adobe Acrobat	PDF	<ul style="list-style-type: none"> <li>• 2.1</li> <li>• 3.0-7.0</li> <li>• Japanese</li> </ul>
Adobe Framemaker Graphics	FMV	vector/raster-5.0
Adobe Illustrator		<ul style="list-style-type: none"> <li>• Through 7.0</li> <li>• 9.0</li> </ul>
Adobe Photoshop	PSD	4.0
Ami Draw	SDW	all
AutoShade Rendering	RND	2.0
Binary Group 3 Fax		all
Bitmap	BMP, RLE, ICO, CUR, DIB, WARP	all
CALS Raster	GP4	Type I, II
Computer Graphics Metafile	CGM	<ul style="list-style-type: none"> <li>• ANSI</li> <li>• CALS</li> <li>• NIST 3.0</li> </ul>
Corel Clipart	CMX	5-6
Corel Draw	CDR	3.x-8.x
Corel Draw (CDR with TIFF header)		2.x-9.x
Encapsulated Post Script (raster)	EPS	TIFF header
GEM Bit Image	IMG	all
Graphics Interchange Format	GIF	all
Graphics Environment Manager	GEM VDI	<ul style="list-style-type: none"> <li>• Bitmap</li> <li>• vector</li> </ul>
Harvard Graphics (DOS)		<ul style="list-style-type: none"> <li>• 2.x</li> <li>• 3.x</li> </ul>

Table 56. Supported graphic file types by category (continued)

Format	Extension	Version
Harvard Graphics (Windows)		all
Hewlett-Packard Graphics Language	HPGL	2
IBM Graphics Data Format	GDF	1.0
IBM Picture Interchange Format	PIF	1.0
JPEG (not in TIFF format)	JFIF	all
JPEG	JPEG	all
Kodak Flash PIX	FPX	all
Kodak Photo CD	PCD	1.0
Lotus Pic	PIC	all
Lotus Snapshot		all
macintosh PICT1/2	PICT1/PICT2	Bitmap only
MacPaint	PNTG	NA
Micrografx Designer	DRW	Through 3.1
Micrografx Draw	DRW	Through 4.0
Novell Perfect Works (Draw)		2.0
OpenOffice Draw		<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
OZ/2 PM Metafile Graphics	MET	3.0
Paint Shop Pro 6	PSP	5.0-6.0
PC Paintbrush	PCX, DCX	all
Portable Bitmap Utilities	PBM	all
Portable Network Graphics	PNG	1.0
Portable Pixmap Utilities	PPM	NA
Postscript	PS	Level II
Progressive JPEG		NA
StarOffice Draw		<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>
Sun Raster Image	RS	NA
Truevision Image	TIFF	Through 6
Truevision Targa	TGA	2
Visio		4

Table 56. Supported graphic file types by category (continued)

Format	Extension	Version
Visio 2003		<ul style="list-style-type: none"><li>• 5</li><li>• 2000</li><li>• 2002</li></ul>
WBMP		NA
Windows Enhanced Metafile	EMF	NA
Windows Metafile	WMF	NA
WordPerfect Graphics	WPG, WPG2	<ul style="list-style-type: none"><li>• Through 2.0</li><li>• 7</li><li>• 10</li></ul>
X Bitmap	XBM	x10
XDump	XWD	x10
X Pixmap	XPM	x10

Table 57. Supported multimedia file types by category

Format	Extension	Version
MPEG-1 Audio Layer 3	MP3	ID3 metadata only <b>Note:</b> These files can be harvested, but there is no data in them that can be used in tags.

Table 58. Supported presentation file types by category

Format	Extension	Version
Corel Presentations	SHW	<ul style="list-style-type: none"><li>• Through 12.0</li><li>• X3</li></ul>
Lotus Freelance Graphics	PRZ	Through Millennium
Lotus Freelance Graphics (OS/2)	PRE	Through 2.0
Macromedia Flash	SWF	Text only
MS PowerPoint (Macintosh)	PPT	4.0-2004
MS PowerPoint (Windows)	PPT	3.0-2007
MS PowerPoint XML	PPTX	
OpenOffice Impress	SXI/SXP/ODP	<ul style="list-style-type: none"><li>• 1.1</li><li>• 2.0</li></ul>
StarOffice Impress	SXI/SXP/ODP	<ul style="list-style-type: none"><li>• 5.2</li><li>• 6.x</li><li>• 7.x</li><li>• 8.0</li></ul>

Table 59. Supported spreadsheet file types by category

Format	Extension	Version
Comma-Separated Values	CSV	
ENABLE Spreadsheet	SSF	<ul style="list-style-type: none"> <li>• 3.0</li> <li>• 4.0</li> <li>• 4.5</li> </ul>
First Choice		Through 3.0
Framework		3.0
Lotus 1-2-3	WK4	Through 5.0
Lotus 1-2-3 (OS/2)		Through 2.0
Lotus 1-2-3 Charts	123	Through 5.0
Lotus 1-2-3 for SmartSuite		197-9.6
Lotus Symphony		<ul style="list-style-type: none"> <li>• 1.0</li> <li>• 1.1</li> <li>• 2.0</li> </ul>
MS Excel	XLS	2.2-2007
MS Excel Charts		2.x-7.0
MS Excel (Macintosh)	XLS	<ul style="list-style-type: none"> <li>• 3.0-4.0</li> <li>• 1998</li> <li>• 2001</li> <li>• 2004</li> </ul>
MS Excel XML	XLSX	
MS MultiPlan		4.0
MS Works	S30/S40	Through 2.0
Mosaic Twin		2.5
Novell Perfect Works		2.0
OpenOffice Calc	SXC/ODS	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
PFS: Professional Plan		1.0
Quattro Pro (DOS)		Through 5.0
Quattro Pro (Windows)		<ul style="list-style-type: none"> <li>• Through 12.0</li> <li>• X3</li> </ul>
Smart Ware II		1.02

Table 59. Supported spreadsheet file types by category (continued)

Format	Extension	Version
StarOffice Calc	SXC/ODS	<ul style="list-style-type: none"><li>• 5.2</li><li>• 6.x</li><li>• 7.x</li><li>• 8.0</li></ul>
Supercalc Spreadsheet		4.0
VP Planner 3D		1.0

Table 60. Supported system file types by category

Format	Extension
Executable files	.EXE
Dynamic link library files	.DLL
Java class files	.class
DOS command executables	.COM

Table 61. Supported text and markup file types by category

Format	Extension	Version
ANSI	.TXT	7-bit and 8-bit
ASCII	.TXT	7-bit and 8-bit
EBCDIC		all
HTML	.HTM	Through 3.0
IBM FFT		all
IBM Revisable Form Text		all
Rich Text Format	RTF	all
Unicode Text	.TXT	all
WML		5.2
XML	.XML	

There is a potential for EBCDIC files to be typed incorrectly. It is especially true for raw text formats that do not have embedded header information. In this case, IBM StoredIQ makes a best guess attempt at typing the file.

Table 62. Supported word-processing file types by category

Format	Extension	Version
Adobe FrameMaker Interchange Format	MIF	3.0-6.0
Corel WordPerfect Windows	WPD	<ul style="list-style-type: none"><li>• Through 12.0</li><li>• X3</li></ul>
DEC WPS PLUS	DX	Through 4.0

Table 62. Supported word-processing file types by category (continued)

Format	Extension	Version
DEC WPS PLUS	WPL	Through 4.1
Display Write (2 and 3)	IP	all
Display Write (4 and 5)		Through 2.0
ENABLE		<ul style="list-style-type: none"> <li>• 3.0</li> <li>• 4.0</li> <li>• 4.5</li> </ul>
First Choice		Through 3.0
Framework		3.0
Haansoft Hangul	HWP	<ul style="list-style-type: none"> <li>• 1997</li> <li>• 2002</li> </ul>
IBM Writing Assistant		1.01
JustSystems Ichitaro	JTD	<ul style="list-style-type: none"> <li>• 5.0</li> <li>• 6.0</li> <li>• 8.0-13.0</li> <li>• 2004</li> </ul>
JustSystems Write		Through 3.0
Legacy		Through 1.1
Lotus AMI Pro	SAM	Through 3.1
Lotus Manuscript		2.0
Lotus Word Pro	LWP	1996-9.6
MacWrite II		1.1
MASS-11		Through 8.0
MS Windows XML	DOCX	
MS Word (Macintosh)	DOC	<ul style="list-style-type: none"> <li>• 3.0-4.0</li> <li>• 1998</li> <li>• 2001</li> </ul>
MS Word (PC)	DOC	Through 6.0
MS Word (Windows)	DOC	Through 2007
MS WordPad		all versions
MS Works	WPS	Through 4.0
MS Works (Macintosh)		Through 2.0
MS Write		Through 3.0
MultiMate 4.0		Through 4.0
Navy DIF		all versions

Table 62. Supported word-processing file types by category (continued)

Format	Extension	Version
Nota Bene		3.0
Novell Perfect Works		2.0
Novell WordPerfect		Through 6.1
Novell WordPerfect (Macintosh)		1.02-3.0
Office Writer		4.0-6.0
OpenOffice Writer	SXW/ODT	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 2.0</li> </ul>
PC-File Letter		Through 5.0
PC-File + Letter		Through 3.0
PFS Write		<ul style="list-style-type: none"> <li>• A</li> <li>• B</li> <li>• C</li> </ul>
Professional Write Plus		Through 2.1
Q&A (DOS)		2.0
Q&A (Windows)		2.0
Q&A Write		3.0
SAMNA Word IV		
Smart Ware II		1.02
Sprint		1.0
StarOffice Writer	SXW/ODT	<ul style="list-style-type: none"> <li>• 5.2</li> <li>• 6.x</li> <li>• 7.x</li> <li>• 8.0</li> </ul>
Total Word		1.2

## SharePoint supported file types

The following section describes the various SharePoint data object types and their properties that are currently supported by IBM StoredIQ.

### Supported SharePoint object types

These types of SharePoint objects are supported:

Table 63. Supported SharePoint object types

Supported SharePoint object types	Supported SharePoint object types	Supported SharePoint object types
<ul style="list-style-type: none"> <li>• Blog posts and comments</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion board</li> </ul>	<ul style="list-style-type: none"> <li>• Calendar</li> </ul>

Table 63. Supported SharePoint object types (continued)

Supported SharePoint object types	Supported SharePoint object types	Supported SharePoint object types
• Tasks	• Project tasks	• Contacts
• Wiki pages	• Issue tracker	• Announcements
• Survey	• Links	• Document libraries
• Picture libraries	• Records center	

#### Notes regarding SharePoint object types

- **Calendar:** Recurring calendar events are indexed as a single object in IBM StoredIQ. Each recurring calendar event has multiple Event Date and End Date attribute values, one pair per recurrence. For instance, if there is an event defined for American Independence Day and is set to recur yearly, it is indexed with Event Dates 2010-07-04, 2011-07-04, 2012-07-04, and more.
- **Survey:** Only individual responses to a survey are indexed as system-level objects. Each response is a user's feedback to all questions in the survey. Each question in the survey that was answered for a response is indexed as an attribute of the response in the IBM StoredIQ index. The name of the attribute is the string that forms the question while the value is the reply entered. Surveys have no full-text indexable body, and they are always indexed with size=0.

#### Hash computation

The hash of a full-text indexed object is computed with the full-text indexable body of the object. However, in the case of SharePoint list item objects (excluding documents and pictures), the full-text indexable body might be empty or too simplistic. It means that you can easily obtain duplicate items across otherwise two different objects. For this reason, other attributes are included in the hash computation algorithm.

These attributes are included while the hash is computed for the SharePoint data objects, excluding documents and pictures.

Table 64. Attribute summary

Attribute	Types
Generic attributes	<ul style="list-style-type: none"> <li>• Title (SharePoint)</li> <li>• Content type (SharePoint)</li> <li>• Description (SharePoint)</li> </ul>
Blog post attributes	<ul style="list-style-type: none"> <li>• Post category (SharePoint)</li> </ul>
Wiki page attributes	<ul style="list-style-type: none"> <li>• Wiki page comment</li> </ul>
Calendar event attributes	<ul style="list-style-type: none"> <li>• Event category (SharePoint)</li> <li>• Event date (SharePoint)</li> <li>• Event end date (SharePoint)</li> <li>• Event location (SharePoint)</li> </ul>

Table 64. Attribute summary (continued)

Attribute	Types
Task or project task attributes	<ul style="list-style-type: none"><li>• Task start date (SharePoint)</li><li>• Task due date (SharePoint)</li><li>• Task that is assigned to (SharePoint)</li></ul>
Contact attributes	<ul style="list-style-type: none"><li>• Contact full name(SharePoint)</li><li>• Contact email (SharePoint)</li><li>• Contact job title (SharePoint)</li><li>• Contact work address (SharePoint)</li><li>• Contact work phone (SharePoint)</li><li>• Contact home phone (SharePoint)</li><li>• Contact mobile phone (SharePoint)</li></ul>
Link attributes	<ul style="list-style-type: none"><li>• Link URL (SharePoint)</li></ul>
Survey attributes	<ul style="list-style-type: none"><li>• All survey questions and answers in the response are included in the hash.</li></ul>

# Supported server platforms and protocols

The following section lists the supported server platforms by volume type and the protocols for supported systems.

## Primary volume

A primary volume is storage knowledge workers access to create, read, update, and delete unstructured content. Unstructured content is stored in standard formats such as office documents, text files, system logs, application logs, email, and compressed archives that contain email, documents, or enterprise social media content.

## Retention volume

Generally, a retention volume is immutable storage that enforces retention and hold policies. While data is under management, it cannot be modified or deleted, and knowledge workers typically do not access retention storage directly. Specific applications move data to this storage to manage it. This storage typically has its own special API/protocol, although NAS vendors implemented retention/hold features that use standard CIFS/SMB or SMB2 and NFS protocols. The storage platform typically does not implement a hierarchical namespace to store content, but instead relies on a globally unique identifier as a handle to metadata and content. Applications are free to write metadata and binary content in any internal format to satisfy their requirements.

Typically, IBM StoredIQ does not attempt to discover and manage data that is written by other applications to retention volumes. Application-specific knowledge is often required to interpret metadata and content. Retention storage is used by IBM StoredIQ to manage data on compliant immutable storage for retention and holds. It does so in a way that does not interfere with knowledge workers that create, update, and access content on primary volumes.

IBM StoredIQ preserves source metadata when data is written to a retention volume. The original source metadata is important for governance and legal discovery (custodian, time stamps, and more) to replicate the content and metadata from the retention volume when needed.

## Export volume

Export volumes are unmanaged (not indexed) storage location where content is copied along with metadata and audit detail in a format that can be imported by other applications. A common usage of export volumes is to stage local documents to be imported into a legal review tool in a format such as standard EDRM or a Concordance-compatible format.

## System volume

System volumes are a storage location where files can be written to and read by IBM StoredIQ. It can be used to export volume metadata that is contained in the index on a Data Server. Exported volume data can be imported from a system volume to populate a volume index.

## Supported platforms and protocols by IBM StoredIQ volume type

Platform/protocol	IBM StoredIQ primary volume	IBM StoredIQ retention volume	IBM StoredIQ export volume	IBM StoredIQ system volume	Notes
Box	x				Box volumes are added through IBM StoredIQ Administrator.
CIFS/SMB or SMB2	x	x	x	x	
CMIS 1.0	x				
Connections	x				

Platform/ protocol	IBM StoredIQ primary volume	IBM StoredIQ retention volume	IBM StoredIQ export volume	IBM StoredIQ system volume	Notes
EMC Documentum	x				Customer must supply DFC files to enable the connector.
HDFS (HADOOP)	x				
IBM Content Manager	x				
IBM Domino	x				Email only. This includes IBM Verse®.
IBM FileNet	x				
Jive	x				
Microsoft Exchange	x				
Microsoft SharePoint	x				
NewsGator	x				
NFS	x	x	x	x	
OneDrive for Business	x				

Platform/protocol	IBM StoredIQ primary volume	IBM StoredIQ retention volume	IBM StoredIQ export volume	IBM StoredIQ system volume	Notes
OpenText Livelink/Content Server	x				A copy of the lapi.jar file from a Livelink API installation must be available in the /usr/local/IBM/IC/I/vendor directory on each data server in your deployment. Usually, you can find this file on the Livelink server in the C:\OPENTEXT\application\WEB-INF\lib directory. However, the path might be different in your Livelink installation.
Salesforce Chatter	x				

If IBM StoredIQ Desktop Data Collector is installed, Windows desktops can serve as primary volumes. Supported actions for desktops are copy from, move from, export from, and delete. For more information, see [“Desktop collection” on page 93](#).

#### Supported operations and limitations by platform and protocol

Platform/protocol	Operation type: read	Operation type: write	Operation type: delete	Notes
Box	R	W	D	Box volumes are added through IBM StoredIQ Administrator.
CIFS/SMB or SMB2	R	W	D	
Connections	R			

Platform/protocol	Operation type: read	Operation type: write	Operation type: delete	Notes
CMIS 1.0	R	W		The CMIS option references a solution that involves different products. As such, no specific supported version is to cite, and it is not called out in the following tables.
EMC Documentum	R	W	D	Only <b>Current</b> documents in standard cabinets are indexed.
HDFS (HADOOP)	R	W	D	
IBM Content Manager	R	W		
IBM Domino	R			Email only. Email is converted to the .MSG format for processing. This includes IBM Verse.
IBM FileNet	R	W		
Jive	R			
Microsoft Exchange	R			Messages (email), Contacts, Calendar items, Notes, Tasks, and Documents

Platform/protocol	Operation type: read	Operation type: write	Operation type: delete	Notes
Microsoft SharePoint	R	W	D	<p>All document versions are optional.</p> <p>SharePoint 2010/2013/2016 supported list types: User profiles, User notes, Blog Post, Blog Comment, Discussion Post, Discussion Reply, Wiki Page, Calendar, Task/Project Task, Contact, Issue Tracker, Survey, Link, and Announcements.</p> <p>Content of custom lists is indexed generically as text. It is not modeled specifically, like standard list types.</p>
NewsGator	R			No API support for Poll responses.
NFS	R	W	D	
OneDrive for Business	R	W		
OpenText Livelink/Content Server	R			
Salesforce Chatter	R			

#### Supported CIFS/SMB or SMB2 server platform and protocol versions (read/write/delete)

CIFS/SMB or SMB2 server	Notes
Windows XP, Vista, 7, 8, 10	
Windows Server 2003, 2008, 2008 R2, 2012, 2016	
Samba	
Mac OS X, 10.7, 10.8, 10.9	

#### Supported Connections server platform and protocol versions (read/write/delete)

Connections server	Notes
Connections 5.0	

Connections server	Notes
Connections 6.0	

**Supported EMC Documentum server platform and protocol versions (read/write)**

EMC Documentum server	Notes
Documentum 6.0, 6.5, 6.7	Customer must supply DFC files to enable the connector.
Documentum with Retention Policy Services (RPS) 6.0, 6.5	Customer must supply DFC files to enable the connector.

**Supported IBM FileNet server platform and protocol versions (read/write)**

FileNet content services	Notes
FileNet 5.2.0.3	

**Supported HDFS (HADOOP) server platform and protocol versions (read/write/delete)**

HDFS service	Notes
HADOOP v 2.7	

**Supported IBM Content Manager server platform and protocol versions (read/write)**

IBM Content Manager 8.4.3 and later	Notes
AIX 5L 5.3, 6.1, 7.1	
DB2® (back-end database)	
Red Hat Enterprise Linux 4.0, 5.0	
SUSE Linux Enterprise Server 9, 10, 11	
Oracle (back-end database)	
Solaris 9, 10	
Windows Server 2003, 2008, 2008 R2	

**Supported IBM Domino/Notes server platform and protocol versions (read)**

IBM Domino/Notes server	Notes
Domino/Notes 6.x, 7.x, 8.x, 9.x	

**Supported Jive server platform and protocol versions (read)**

Jive service	Notes
Jive 5.0.2	

**Supported Microsoft Exchange server platform and protocol versions (read)**

Microsoft Exchange server	Notes
Exchange 2003	WebDAV protocol

Microsoft Exchange server	Notes
Exchange 2007, 2010, 2013, 2016, Online	Exchange web service interface

**Supported Microsoft SharePoint server platform and protocol versions (read/write/delete)**

Microsoft SharePoint server	Notes
SharePoint 2003	WebDAV protocol
SharePoint 2007, 2010, 2013, 2016, Online	SharePoint web service interface

**Supported NewsGator server platform and protocol versions (read)**

NewsGator API	Notes
NewsGator Social 2.1.1229	Installed on SharePoint 2010 or later.

**Supported NFS server platform and protocol versions (read/write/delete)**

NFSv3	Notes
Red Hat Enterprise Linux 5.x, 6.x	
CentOS 5.x, 6.x	
Mac OS X, 10.7, 10.8, 10.9	

**Supported OneDrive server platform and protocol versions (read/write)**

OneDrive	Notes
graph.microsoft.com	HTTP REST API

**Supported OpenText Livelink Enterprise Server platform and protocol versions (read)**

Livelink Enterprise Server	Notes
OpenText Livelink Enterprise Server 9.7, 9.7.1	Connector is based on IBM Content Integrator (ICI) version 8.6.  A copy of the <code>lapi.jar</code> file from a Livelink API installation must be available in the <code>/usr/local/IBM/ICI/vendor</code> directory on each data server in your deployment. Usually, you can find this file on the Livelink server in the <code>C:\OPENTEXT\application\WEB-INF\lib</code> directory. However, the path might be different in your Livelink installation.

**Supported OpenText Content Server platform and protocol versions (read)**

Content Server	Notes
Content Server 10.0.0	Connector is based on IBM Content Integrator (ICI) version 8.6.

**Supported Salesforce Chatter server platform and protocol versions (read)**

<b>Salesforce Chatter service</b>	<b>Notes</b>
Salesforce Partner API v26.0	

# Event log messages

The following section contains a complete listing of all ERROR, INFO, and WARN event-log messages that appear in the **Event Log** of the IBM StoredIQ console.

## ERROR event log messages

The following table contains a complete listing of all ERROR event-log messages, reasons for occurrence, sample messages, and any required customer action.

*Table 65. ERROR event log messages.* This table lists all ERROR event-log messages.

Event number	Reason	Sample message	Required customer action
1001	Harvest was unable to open a socket for listening to child process.	Harvest could not allocate listen port after <number> attempts. Cannot kickstart interrogators. (1001)	Log in to UTIL and restart the application server. Restart the data server. Contact customer support.
9083	Unexpected error while it is exporting a volume.	Exporting volume 'dataserver:/mnt/demo-A' (1357) has failed (9083)	Contact Customer Support.
9086	Unexpected error while it is importing a volume	Importing volume 'dataserver:/mnt/demo-A' (1357) failed (9086)	Contact Customer Support.
15001	No volumes are able to be harvested in a job. For instance, all of the mounts fail due to a network issue.	No volumes harvested. (15001)	Make sure IBM StoredIQ still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
15002	Could not mount the volume. Check permissions and network settings.	Error mounting volume <share><start-dir> on server <server-name>. Reported <reason>. (15002)	Make sure that the data server still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
15021	Error saving harvest record.	Failed to save HarvestRecord for qa1:auto-A (15021)	Contact Customer Support. This message occurs due to a database error.
17501	Generic retention discovery failed in a catastrophic manner.	Generic retention discovery fatal failure: <17501>	Contact Customer Support.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
17503	Generic retention discovery creates volume sets associated with primary volumes. When that fails, IBM StoredIQ sends this message. This failure likely occurred due to database errors.	Error creating/loading volumeset for <server>:<share>	Contact Customer Support.
17505	Unable to query object count for a discovered volume due to a database error.	Unable to determine object count for <server>:<share>	Contact Customer Support.
17506	Generic retention discovery could not create discovered volume.	Error creating volume <server>:<share:>	Contact Customer Support.
18001	SMB connection fails.	Windows Share Protocol Exception when connecting to the server <server-name> : <reason>. (18001)	Make sure IBM StoredIQ still has appropriate permissions to a volume. Verify that there is network connectivity between the data server and your volume. Contact Customer Support.
18002	The SMB volume mount failed. Check the share name.	Windows Share Protocol Exception when connecting to the share <share-name> on <server-name> : <reason>. (18002)	Verify the name of the server and volume to make sure that they are correct. If this message persists, then contact Customer Support.
18003	There is no volume manager.	Windows Share Protocol Exception while initializing the data object manager: <reason>. (18003)	Contact Customer Support.
18006	Grazer volume crawl threw an exception.	Grazer._run : Unknown error during walk. (18006)	Verify the user that mounted the specified volume has permissions equivalent to your current backup solution. If this message continues, contact Customer Support.
18021	An unexpected error from the server prevented the harvest to reach the end of the activity stream on the NewsGator data source that is harvested. The next incremental harvest attempts to pick up from where the current harvest was interrupted.	Unable to fetch trailing activity stream from NewsGator volume. Will retry in next harvest. (18021)	Check to ensure the NewsGator server has sufficient resources (disk space, memory). It is likely that this error is transient. If the error persists across multiple harvests, contact Customer Support.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
18018	Start directory has escape characters, and the data server is configured to skip them.	Cannot graze the volume, root directory Nunez has escape characters (18018)	Consider turning off escape character checking.
19001	An exception occurred during interrogator initialization.	Interrogator._init __exception: <reason>. (19001)	Contact Customer Support.
19002	An unknown exception occurred during interrogator initialization.	Interrogator.__init __exception: unknown. (19002)	Contact Customer Support.
19003	An exception occurred during interrogator processing.	Interrogator.process exception (<volumeid>, <epoch>): <reason>. (19003)	Contact Customer Support.
19004	An unknown exception occurred during interrogator processing.	Interrogator.process exception (<volumeid>, <epoch>). (19004)	Contact Customer Support.
19005	An exception occurred during viewer initialization.	Viewer.__init__: Exception - <reason>. (19005)	Contact Customer Support.
19006	An unknown exception occurred during viewer initialization.	Viewer.__init__: Unknown exception. (19006)	Contact Customer Support.
33003	Could not mount the volume. Check permissions and network settings.	Unable to mount the volume: <error reason> (33003)	Verify whether user name and password that are used for mounting the volume are accurate. Check the user data object for appropriate permissions to the volume. Make sure that the volume is accessible from one of the built-in protocols (NFS, Windows Share, or Exchange). Verify that the network is properly configured for the appliance to reach the volume. Verify that the appliance has appropriate DNS settings to resolve the server name.
33004	Volume could not be unmounted.	Unmounting volume failed from mount point : <mount point>. (33004)	Restart the data server. If the problem persists, then contact Customer Support.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
33005	Data server was unable to create a local mounting point for the volume.	Unable to create mount_point using primitive.thread-Safe-Makedirs(). (33005)	Restart the data server. If the problem persists, then contact Customer Support.
33010	Failed to make SMB connection to Windows Share server.	Mounting Windows Share volume failed with the error : <system error message>. (33010)	Verify user name and password that is used for mounting the volume are accurate. Check the user data object for appropriate permissions to the volume. Make sure that the volume is accessible from one of the built-in protocols (Windows Share). Verify that the network is properly configured for the data server to reach the volume. Verify that the data server has appropriate DNS settings to resolve the server name.
33011	Internal error. Problem accessing local /proc/mounts	Unable to open /proc/ mounts. Cannot test if volume was already mounted. (33011)	Restart the data server. If the problem persists, then contact Customer Support.
33012	Database problems when a volume was deleted.	An exception occurred while working with HARVESTS_TABLE in Volume._delete(). (33012)	Contact Customer Support.
33013	No volume set was found for the volumes set name.	Unable to load volume set by its name. (33013)	Contact Customer Support.
33014	System could not determine when this volume was last harvested.	An error occurred while performing the last_harvest operation. (33014)	Contact Customer Support.
33018	An error occurred mounting the Exchange share.	Mounting Exchange Server failed : <reason>. (33018)	Verify user name and password that is used for mounting the share are accurate. Check for appropriate permissions to the share. Make sure that the share is accessible. Verify that the network is properly configured for the data server to reach the share. Verify that the data server has appropriate DNS settings to resolve the server name.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
33027	The attempt to connect and authenticate to the IBM FileNet server failed.	Mounting IBM FileNet volume failed : <reason>. (33027)	Ensure the connectivity, credentials, and permissions to the FileNet volume and try again.
33029	Failed to create the volume as the number of active volume partitions exceeds the limit of 500.	Exceeded maximum number of volume partitions (33029).	Contact Customer Support.
34002	Could not complete the copy action because the target disk was full.	Copy Action aborted as the target disk has run out of space (34002)	Verify that there is space available on your policy destination and try again.
34009	Could not complete the move action due to full target disk.	Move Action aborted as the target disk has run out of space.(34009)	Verify that there is space available on your policy destination, then run another harvest before you run the policy. When the harvest completes, try running the policy again.
34015	The policy audit could not be deleted for some reason.	Error Deleting Policy Audit: <error message> (34016)	Contact Customer Support.
34030	Discovery export policy is started since it detected the target disk is full.	Production Run action aborted because the target disk has run out of space. (34030)	Create sufficient space on target disk and run discovery export policy again.
34034	The target volume for the policy could not be mounted. The policy is started.	Copy objects failed, unable to mount volume: QA1.COMPANY. COM:SHARE. (34034)	Ensure the connectivity, login credentials, and permissions to the target volume for the policy and try again.
41004	The job is ended abnormally.	<job-name> ended unexpectedly. (41004)	Try to run the job again. If it fails again, contact Customer Support.
41007	Job failed.	[Job name] has failed (41007).	Look at previous messages to see why it failed and refer to that message ID to pinpoint the error. Contact Customer Support.
42001	The copy action could not run because of parameter errors.	Copy data objects did not run. Errors occurred:<error-description>. (42001)	Contact Customer Support.
42002	The copy action was unable to create a target directory.	Copy data objects failed, unable to create target dir:<target-directory-name>. (42002)	Check permissions on the target. Make sure the permissions that are configured to mount the target volume have write access to the volume.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
42004	An unexpected error occurred.	Copy data objects terminated abnormally. (42004)	Contact Customer Support.
42006	The move action could not run because of parameter errors.	Move data objects did not run. Errors occurred:<error-description>. (42006)	Contact Customer Support.
42007	The move action was unable to create a target directory.	Move data objects failed, unable to create target dir:<target-directory-name>. (42007)	Check permissions on the target. Make sure the permissions that are configured to mount the target volume have write access to the volume.
42009	An unexpected error occurred.	Move data objects terminated abnormally. (42009)	Contact Customer Support.
42017	An unexpected error occurred.	Delete data objects terminated abnormally. (42017)	Contact Customer Support.
42025	The policy action could not run because of parameter errors.	Policy cannot execute. Attribute verification failed. (42025)	Contact Customer Support.
42027	An unexpected error occurred.	Policy terminated abnormally. (42027)	Contact Customer Support.
42050	The data synchronizer could not run because of an unexpected error.	Content Data Synchronizer synchronization of <server-name>: <volume-name> failed fatally.	Contact Customer Support.
42059	Invalid set of parameters that are passed to discovery export policy.	Production Run on objects did not run. Errors occurred: The following parameters are missing: action_limit. (42059)	Contact Customer Support.
42060	Discovery export policy failed to create target directory for the export.	Production Run on objects (Copying native objects) failed, unable to create target dir: production/10. (42060)	Verify that the discovery export volume has write permission and re-execute policy.
42062	Discovery export policy was ended abnormally.	Production Run on objects (Copying native objects) terminated abnormally. (42062)	Contact Customer Support.
42088	The full-text optimization process failed; however, the index is most likely still usable for queries.	Full-text optimization failed on volume <volume-name> (42088)	Contact Customer Support.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
45802	A full-text index is already being modified.	Time allocated to gain exclusive access to in-memory index for volume=1357 has expired (45802)	Contact Customer Support.
45803	The index for the specified volume does not exist. This message can occur under normal conditions.	Index '/deepfs/full-text/volume_index/volume_1357' not found. (45803)	No user intervention is required.
45804	Programming error. A transaction was never initiated or was closed early.	Transaction of client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 is not the writer (45804)	Contact Customer Support.
45805	The query is not started or expired. The former is a programming error. The latter is normal.	Query ID: 123 does not exist (45805)	No user intervention is required.
45806	The query expression is invalid or not supported.	Failed to parse 'dog pre\3 bar' (45806)	Revise your full-text query.
45807	Programming error. A transaction was already started for the client.	Client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 is already active (45807)	Contact Customer Support.
45808	A transaction was never started or expired.	No transaction for client: node.client.com_FINDEX_QUEUE_1357_117251522_3_2 (45808)	No user intervention is required. The system handles this condition internally.
45810	Programming error.	Invalid volumeId. Expected: 1357 Received:2468 (45810)	Contact Customer Support.
45812	A File I/O error occurred while the system was accessing index data.	Failed to write disk (45812).	Try your query again. Contact Customer Support for more assistance if necessary.
45814	The query expression is too long.	Query: 'a* b* c* d* e*' is too complex (45814)	Refine your full-text query.
45815	The file that is being indexed is too large or the query expression is too complex. The engine temporarily ran out of memory.	Java heap exhausted while indexing node with ID: '10f4179cd5ff22f 2a6b 79a1bc3aef247 fd94ccff' (45815)	Check the skipped file list in the audit log for files that failed to load due to their sizes. Revise your query expression and try again.
46023	Tar command failed while it persists full-text data to Windows Share or NFS share.	Failed to back up full-text data for server:share. Reason: <reason>. (46023)	Check disk space and permissions.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
46024	Unhandled unrecoverable exception while persisting full-text data into a .tgz file.	Exception <exception> while backing up fulltext data for server:share (46024)	Contact Customer Support.
46025	Was not able to delete partial .tgz file after a failed full-text backup.	Failed to unlink incomplete backup image. Reason: <reason>. (46025)	Check permissions.
47002	Synchronization failed on a query.	Synchronization failed for query '<query-name>' on volume '<server-and-volume>' (47002)	Contact Customer Support.
47101	An error occurred during the query of a full-text expression.	Cannot process full-text expression (Failed to read from disk (45812) (47101)	Restart services and contact Customer Support.
47203	No more database connections are available.	Database connections exhausted (512/511) (47203)	Contact Customer Support.
47207	User is running out of disk space.	Disk usage exceeds threshold. (%d)	Contact Customer Support. In rare cases, this message can indicate a program error leaking disk space. In most cases, however, disk space is almost full, and more storage is required.
47212	Interrogator failed while the system processed a file. The current file is missing from the volume cluster.	Harvester 1 Does not exist. Action taken : restart. (47212)	If the problem persists (that is, the system fails on the same file or type of files), contact Customer Support.
47214	SNMP notification sender is unable to resolve the trap host name.	Unable to resolve host name nomachine.no where.com (47214)	Check spelling and DNS setup.
50011	The DDL/DML files that are required for the database versioning were not found in the expected location on the data server.	Database version control SQL file not found. (50011)	Contact Customer Support.
50018	Indicates that the pre-upgrade database restoration failed, which was attempted as a result of a database upgrade failure.	Database restore is unsuccessful. Contact Customer Support. (50018)	Contact Customer Support.
50020	Indicates that the current database requirements do not meet those requirements that are specified for the upgrade and cannot proceed with the upgrade.	Versions do not match! Expected current database version: <dbversion>. (50020)	Contact Customer Support.

Table 65. *ERROR* event log messages. This table lists all *ERROR* event-log messages. (continued)

Event number	Reason	Sample message	Required customer action
50021	Indicates that the full database backup failed when the system attempts a data-object level database backup.	Database backup failed. (50021)	Contact Customer Support.
61003	Discovery export policy failed to mount volume.	Production policy failed to mount volume. Aborting. (61003)	
61005	The discovery export load file generation fails unexpectedly. The load files can be produced correctly, but post-processing actions like updating audit trails and generating report files might not complete.	Production load file generation failed. Load files may be produced, but post-processing may be incomplete. (61005)	Contact Customer Support.
61006	The discovery export load file generation was interrupted because the target disk is full.	Production load file generation interrupted. Target disk full. (61006)	Free up space on the target disk, void the discovery export run and run the policy again.
68001	The gateway and data server must be on the same version to connect.	Gateway connection failed due to unsupported data server version.	Update your data server to the same build number as the gateway and restart services. If your encounter issues, contact Customer Support.
68003	The data server failed to connect to the gateway over an extended period.	The data-server connection to the gateway cannot be established.	Contact Customer Support.
8002	The system failed to open a connection to the database.	Failed to connect to the database (80002)	The "maximum database connections" configuration parameter of the database engine might need to be increased. Contact Customer Support.

## INFO event log messages

The following table contains a complete listing of all *INFO* event-log messages.

Table 66. *INFO* event log messages

Event number	Reason	Sample message	Required customer action
9001	No conditions were added to a query.	Harvester: Query <query name> cannot be inferred because no condition for it has been defined (9001).	Add conditions to the specified query.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
9002	One or more conditions in a query were incorrect.	Harvester: Query < query name> cannot be inferred because of regular expression or other condition error (9002).	Verify that regular expressions are properly formed.
9003	Volume Harvest is complete and explorers are being calculated.	Volume statistics computation started (9003).	No user intervention is required.
9004	Explorer calculations are complete.	Volume statistics computation completed (9004).	No user intervention is required.
9005	Query membership calculations started.	Query inference will be done in <number> steps (9005).	No user intervention is required.
9006	Query membership calculations progress information.	Query inference step <number> done (9006).	No user intervention is required.
9007	Query membership calculations completed.	Query inference completed (9007).	No user intervention is required.
9012	Indicates the end of dumping the content of the volume cache.	Dump of Volume cache(s) completed (9012).	No user intervention is required.
9013	Indicates the beginning of the load process.	Postprocessing for volume 'Company Data Server:/mnt/demo-A' started (9013).	No user intervention is required.
9067	Indicates load progress.	System metadata and tagged values were successfully loaded for volume 'server:volume' (9067).	No user intervention is required.
9069	Indicates load progress.	Volume 'data server: /mnt/demo-A': System metadata, tagged values and full-text index were successfully loaded (9069).	No user intervention is required.
9084	The volume export finished.	Exporting volume 'data server:/mnt/demo-A' (1357) completed (9084)	No user intervention is required.
9087	The volume import finished.	Importing volume 'dataserver:/mnt/demo-A' (1357) completed (9087)	No user intervention is required.
9091	The load process was ended by the user.	Load aborted due to user request (9091).	No user intervention is required.
15008	The volume load step was skipped, per user request.	Post processing skipped for volume <server>:<volume>. (15008)	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
15009	The volume load step was run but the harvest step was skipped, per user request.	Harvest skipped for volume <server>:<volume>. (15009)	No user intervention is required.
15012	The policy that ran on the volume is complete and the volume load can now proceed.	Volume <volume> on server <server> is free now. Proceeding with load. (15012)	No user intervention is required.
15013	The configured time limit on a harvest was reached.	Harvest time limit reached for server:share. Ending harvest now. (15013)	No user intervention is required.
15014	The configured object count limit on a harvest was reached.	Object count limit reached for server:share. Ending harvest now. (15014)	No user intervention is required.
15017	Check box is selected for nightly load job.	Deferring post processing for volume server:vol (15017)	No user intervention is required.
15018	Harvest size or time limit is reached.	Harvest limit reached on server:volume. Synthetic deletes will not be computed. (15018)	No user intervention is required.
15019	User stops harvest process.	Harvest stopped by user while processing volume dpfsrv:vol1. Rest of volumes will be skipped. (15019)	No user intervention is required.
15020	The harvest vocabulary changed. Full harvest must run instead of incremental.	Vocabulary for dpfsrv:jhaide-A has changed. A full harvest is recommended (15020).	Full harvest must be run instead of an incremental harvest.
15022	The user is trying to run an ACL-only harvest on a volume that is not a Windows Share or SharePoint volume.	Permission-only harvest: permission checks not supported for <server>:<share>	No action is needed as the volume is skipped.
15023	The user is trying to run an ACL-only harvest on a volume that was assigned a user list.	Permission-only harvest: volume <server>:<share> has no associated user list.	No action is needed as the volume is skipped.
17507	Limit (time or object count) reached for generic retention discovery.	Retention discovery limit reached for <server>:<share>	Contact Customer Support.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
17508	Generic retention discovery found no new items for this master volume.	No new items discovered. Post-processing skipped for volume <server>:<share>	No user intervention is required unless the user is certain that new items must be discovered.
17509	Generic retention discovery created a new volume.	Created new discovered volume <server>:<share> in volume set <autodis-covered volume set name>.	No user intervention is required.
18004	Job was stopped.	Walker._process File: Grazer Stopped. (18004)	No user intervention is required.
18005	Grazer queue was closed.	Walker._processFile: Grazer Closed. (18005)	No user intervention is required.
18016	Displays the list of top-level directories that are selected by matching the start directory regular expression. Displays at the beginning of a harvest.	Choosing top-level directories: <directories> (18016)	No user intervention is required.
34001	Marks current progress of a copy action.	<volume>: <count> data objects processed by copy action. (34001)	No user intervention is required.
34004	Marks current progress of a delete action.	<volume>: <count> data objects processed by delete action. (34004)	No user intervention is required.
34008	Marks current progress of a move action.	<volume>: <count> data objects processed by move action. (34008)	No user intervention is required.
34014	A policy audit was deleted.	Deleting Policy Audit # <audit id> <policy name> <start time> (34014)	No user intervention is required.
34015	A policy audit was deleted.	Deleted Policy Audit # <audit id> <policy name> <start time> (34015)	No user intervention is required.
34031	Progress update of the discovery export policy, every 10000 objects processed.	Winserver:top share : 30000 data objects processed by production action. (34031)	No user intervention is required.
41001	A job was started either manually or was scheduled.	<jobname> started. (41001)	No user intervention is required.
41002	The user stopped a job that was running.	<jobname> stopped at user request (41002)	No user intervention is required.
41003	A job is completed normally with or without success.	<jobname> completed. (41003)	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
41006	Rebooting or restarting services on the controller or compute node causes all jobs to stop.	Service shutdown. Stopping outstanding jobs. (41006)	Rerun jobs after restart if you want the jobs to complete.
41008	Database compactor (vacuum) job cannot run while there is database activity.	Database compactor was not run because other jobs are active (41008).	Set the database compactor's job schedule so that it does not conflict with long-running jobs.
42005	The action completed or was ended. Shows results of copy action.	Copy complete: <number> data objects copied,<number> collisions found. (42005)	No user intervention is required.
42010	The action completed or was ended. Shows results of move action.	Move complete: <number> data objects moved,<number> collisions found. (42010)	No user intervention is required.
42018	The action completed or was ended. Shows results of deleted action.	Copy data objects complete: <number> data objects copied,<number> collisions found. (42018)	No user intervention is required.
42024	The synchronizer was completed normally.	Content Data Synchronizer complete. (42024)	No user intervention is required.
42028	The action completed or was ended. Shows results of policy action.	Policy completed (42028).	No user intervention is required.
42032	The action completed or was ended. Shows results of report action.	<report name> completed (42032).	No user intervention is required.
42033	The synchronizer started automatically or manually with the GUI button.	Content Data Synchronizer started. (42033)	No user intervention is required.
42048	Reports that the synchronizer is skipping a volume if synchronization is determined not to be required.	Content Data Synchronizer skipping <server-name>:<volume-name> as it does not need synchronization. (42048)	No user intervention is required.
42049	Reports that the synchronizer started synchronization of a volume.	Content Data Synchronizer starting synchronization for volume <server-name>:<volume-name>	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
42053	The policy that was waiting for participant volumes to be loaded before it continues, is now starting.	Proceeding with execution of <policy-name>.	No user intervention is required.
42063	Report on completion of discovery export policy execution phase.	Production Run on objects (Copying native objects) completed: 2003 data objects copied, 25 duplicates found. (42063)	No user intervention is required.
42065	A discovery export policy that was held up for want of resources, is now done waiting, and begins execution.	Proceeding with execution of 'Production case One'. (42065)	No user intervention is required.
42066	A new discovery export run started.	New run number 10 started for production Production Case 23221. (42066)	Note the new run number to tie the current run with the corresponding audit trail.
42067	Discovery export policy is preparing the audit trail in XML format. It might take a few minutes.	Production Run producing Audit Trail XML. (42067)	No user intervention is required.
42074	A query or tag was replicated to a member data server successfully.	Successfully sent query 'Custodian: Joe' to member data server San Jose Office (42074)	No user intervention is required.
46001	The backup process began. Any selected backups in the system configuration screen are run if necessary.	Backup Process Started. (46001)	No user intervention is required.
46002	The backup process did not complete all its tasks successfully. One or more backup types did not occur.	Backup Process Failed: <error-description>. (46002)	Check your backup volume.
46003	The backup process completed attempting all the necessary tasks successfully. Any parts of the overall process add their own log entries.	Backup Process Finished. (46003)	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
46004	The Application Data backup, as part of the overall backup process, needed to run but did not succeed.	Application Data backup failed. (46004)	Check your backup volume. Look at the setup for the Application Data backup. If backups continue to fail, contact Customer Support.
46005	The Application Data backup, as part of the overall backup process, needed to run and succeeded.	Application Data backup finished. (46005)	No user intervention is required.
46006	The Application Data backup, as part of the overall backup process, was not configured.	Application Data backup not configured, skipped. (46006)	No user intervention is required.
46007	The Harvested Volume Data backup, as part of the overall backup process, needed to run but did not succeed.	Harvested Volume Data backup failed. (46007)	Check your backup volume. Look at the setup for the Harvested Volume Data backup. If backups continue to fail, contact Customer Support.
46008	The Harvested Volume Data backup, as part of the overall backup process, needed to run and succeeded.	Harvested Volume Data backup finished. (46008)	No user intervention is required.
46009	The Harvested Volume Data backup, as part of the overall backup process, was not configured.	Harvested Volume Data backup not configured, skipped. (46009)	No user intervention is required.
46010	The System Configuration backup, as part of the overall backup process, needed to run but did not succeed.	System Configuration backup failed. (46010)	Check your backup volume. Look at the setup for the System Configuration backup. If backups continue to fail, contact Customer Support.
46011	The System Configuration backup, as part of the overall backup process, needed to run and succeeded.	System Configuration backup finished. (46011)	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
46012	The System Configuration backup, as part of the overall backup process, was not configured.	System Configuration backup not configured, skipped. (46012)	No user intervention is required.
46013	The Audit Trail backup, as part of the overall backup process, needed to run but did not succeed.	Policy Audit Trail backup failed. (46013)	Check your backup volume. Look at the setup for the Audit Trail backup. If back-ups continue to fail, contact IBM support.
46014	The Audit Trail backup, as part of the overall backup process, needed to run and succeeded.	Policy Audit Trail backup finished. (46014)	No user intervention is required.
46015	The Audit Trail backup, as part of the overall backup process was not configured.	Policy Audit Trail backup not configured, skipped. (46015)	No user intervention is required.
46019	Volume cluster backup failed.	Indexed Data backup failed: <specific error> (46019)	Contact Customer Support.
46020	Volume cluster backup finished.	Indexed Data backup finished. (46020)	No user intervention is required.
46021	Volume is not configured for indexed data backups.	Indexed Data backup not configured, skipped. (46021)	No user intervention is required.
46022	Full-text data was successfully backed up.	Successfully backed up full-text data for server:share (46022)	No user intervention is required.
47213	Interrogator was successfully restarted.	Harvester 1 is now running. (47213)	No user intervention is required.
60001	The user updates an object on the system. It includes any object type on the data server, including the updating of volumes.	Query cities was updated by the administrator account (60001).	No user intervention is required.
60002	The user creates an object. It includes any object type on the data server, including the creation of volumes.	Query cities was created by the administrator account (60002).	No user intervention is required.
60003	The user deletes an object. It includes any object type on the data server, including the deletion of volumes.	Query cities was deleted by the administrator account (60003).	No user intervention is required.

Table 66. INFO event log messages (continued)

Event number	Reason	Sample message	Required customer action
60004	The user publishes a full-text query set or a query.	Query cities draft was published by the administrator account (60004).	No user intervention is required.
60005	The user tags an object. It includes a published query, a draft query, or tag.	Query tagging for cities class was started by the administrator account (60005).	No user intervention is required.
60006	A user restarted services on the data server.	Application services restart for all data servers was requested by the administrator account (60006).	No user intervention is required.
61001	Concordance discovery export is now preparing the load files.	Preparing for upload of load file(s). (61001)	No user intervention is required.
61002	Concordance discovery export is ready to upload the load files.	Load file(s) ready for upload. (61002)	No user intervention is required.
65000	The log file finished downloading.	Log file download complete (65000)	No user intervention is required.

## WARN event log messages

The following table contains a complete listing of all WARN event-log messages, reasons for occurrence, sample messages, and any required customer action.

Table 67. WARN event log messages

Event number	Reason	Sample message	Customer action
1002	An Interrogator process failed because of an unknown error. The data object that was processing is skipped. A new process is created to replace it.	Processing could not be completed on object, interrogator died : <data object name>. (1002)	Classify the document manually and Contact Customer Support.
1003	Interrogator child process did not properly get started. There might be problems to access the volume to be harvested.	Interrogator terminated before accessing data objects. (1003)	Try to readd the volume that is harvested. If that fails, contact Customer Support.
1004	Interrogator child process was ended because it was no longer responding. The data object that was processing is skipped. A new process is created to replace it.	Processing was not completed on object, interrogator killed : <data object name>. (1004)	Contact Customer Support.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
6001	A user email might not be sent. The mail server settings are incorrect.	Failed to send an email to user <email address>; check mail server configuration settings (6001).	Verify that your SMTP server is configured correctly. Make sure that the IP address that is configured for the data server can relay on the configured SMTP server.
8001	The database needs to be vacuumed.	The Database is approaching an operational limit. Please run the Database maintenance task using the Console interface (8001)	Run the database maintenance task to vacuum the database.
9068	Tagged values were loaded, but full-text index loading failed.	System metadata and tagged values were loaded successfully for volume 'server:volume', but loading the full-text index failed (9068)	Contact Customer Support.
9070	Tagged values and full-text index loading failed.	Loading system metadata, tagged values and the full-text index failed for volume 'server:volume' (9070)	Contact Customer Support.
15003	The volume mount appeared to succeed, but the test for mount failed.	Volume <volume name> on server <server name> is not mounted. Skipping. (15003)	Contact Customer Support.
15004	A component cleanup failure on stop or completion.	[<component>] Cleanup failure on stop. (15004)	Contact Customer Support.
15005	There was a component run failure.	[<component>] Run failure. (15005)	Contact Customer Support.
15006	Cleanup failed for component after a run failure.	[<component>] Cleanup failure on abort. (15006)	Contact Customer Support.
15007	A component that is timed out needs to be stopped.	Component [<component>] unresponsive; autostopping triggered. (15007)	Try your action again. If this error continues, contact Customer Support.
15010	The same volume cannot be harvested in parallel. The harvest is skipped and the next one, if any are in queue, started.	Volume <volume-name> on server <server-name> is already being harvested. Skipping. (15010)	No user intervention is required. You might want to verify that the volume harvest is complete.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
15011	A volume cannot be harvested if it is being used by another job. The harvest continues when the job is complete.	Volume <volume-name> on server <server-name> is being used by another job. Waiting before proceeding with load. (15011)	No user intervention is required.
15015	Configured harvest time limit is reached.	Time limit for harvest reached. Skipping Volume v1 on server s1. 1 (15015)	Reconfigure harvest time limit.
15016	Configured harvest object count limit is reached.	Object count limit for harvest reached. Skipping Volume v1 on server s1 (15016)	Reconfigure harvest data object limit.
17008	Query that ran to discover Centera items ended unexpectedly.	Centera External Iterator : Centera Query terminated unexpectedly (<error description>). (17008)	Contact Customer Support.
17011	Running discovery on the same pool in parallel is not allowed.	Pool Jpool appears to have another discovery running. Skipping. (17011).	Make sure that two jobs are not running at the same time that discovers the same pool.
17502	Generic retention discovery is already running for this master volume.	Volume <server>:<share> appears to have another discovery running. Skipping.	No user intervention is required as the next step, if any, within the job is run.
17504	Sent when a retention discovery is run on any volume other than a Windows Share retention volume.	Volume <server>:<share> is not supported for discovery. Skipping.	Contact Customer Support.
18007	Directory listing or processing of data object failed in Grazer.	Walker._walktree: OSSError - <path><re-a-son> (18007)	Make sure that the appliance still has appropriate permissions to a volume. Verify that there is network connectivity between the appliance and your volume. Contact Customer Support.
18008	Unknown error occurred while processing data object or listing directory.	Walker._walktree: Unknown exception - <path>. (18008)	Contact Customer Support.
18009	Grazer timed out processing an object.	Walker._process File: Grazer Timed Out. (18009)	Contact Customer Support.
18010	The skipdirs file is either not present or not readable by root.	Unable to open skipdirs file: <filename>. Cannot skip directories as configured. (18010)	Contact Customer Support.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
18011	An error occurred reading the known extensions list from the database.	Grazer._run: couldn't read extensions - <reason>. (18011)	Contact Customer Support.
18012	An unknown error occurred reading the known extensions list from the database.	Grazer._run: couldn't read extensions. (18012)	Contact Customer Support.
18015	NFS initialization warning that NIS is not available.	NIS Mapping not available. (18015)	User name and group names might be inaccurate. Check that your NIS server is available and properly configured in the data server.
18019	The checkpoint that is saved from the last harvest of the NewsGator data source failed to load. Instead of conducting an incremental harvest, a full harvest is run.	Unable to load checkpoint for NewsGator volume. A full harvest will be performed instead. (18019)	If the message repeats in subsequent harvests, contact Customer Support.
18020	The checkpoint noted for the current harvest of the NewsGator data source might not be saved. The next incremental harvest of the data source is not able to pick up from this checkpoint.	Unable to save checkpoint for NewsGator harvest of volume. (18020)	If the message repeats in subsequent harvests, contact Customer Support.
33016	System might not unmount this volume.	Windows Share Protocol Session teardown failed. (33016)	Server administrators can see that connections are left hanging for a predefined time. These connections will drop off after they time out. No user intervention required.
33017	System encountered an error while it tries to figure out what query uses this volume.	An error occurred while retrieving the query instances pointing to a volume. (33017)	Contact Customer Support.
33028	The tear-down operation of the connection to a FileNet volume failed. Some connections can be left open on the FileNet server until they time out.	IBM FileNet tear-down operation failed. (33028)	None
34003	Skipped a copy data object because disk full error.	Copy action error :- Target disk full, skipping copy : <source volume> to <target volume>. (34003)	Verify that there is space available on your policy destination and try again.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
34010	Skipped a move data object because disk full error.	Move action error :- Target disk full, skipping copy : <source volume> to <target volume>. (34010)	Verify that there is space available on your policy destination. After verifying that space is available, run another harvest before you run your policy. Upon harvest completion, try running the policy again.
34029	Discovery export policy detects the target disk is full and skips production of an object.	Discovery export Run action error: Target disk full, skipping discovery export: share-1/saved/years.pdf to production/10/documents/1/0x0866e5d6c898d9ffdbea 720b090a6f46d3058605 .txt. (34029)	Create sufficient space on target disk and run discovery export policy again.
34032	The policy that was run has no volumes in scope that is based on the configured query and scoping. The policy cannot be run.	No volumes in scope for policy. Skipping policy execution. (34032)	Check policy query and scoping configuration, and re-execute policy.
34035	If the global hash setting for the system is set to not compute data object hash, no hash can be computed for the target objects during a policy action.	Copy objects : Target hash will not be computed because Hashing is disabled for system. (34035)	If target hashes need to be computed for the policy audit trail, turn on the global hash setting before you run the policy.
34036	The policy has no source volumes in scope, which means that the policy cannot be run.	The policy has no source volume(s) in scope. Wait for the query to update before executing the policy. (34036)	Confirm that the query used by the policy has one or more volumes in scope.
42003	The job in this action is stopped by the user.	Copy data objects stopped at user request. (42003)	No user intervention is required.
42008	The job in this action is stopped by the user.	Move data objects stopped at user request. (42008)	No user intervention is required.
42016	The job in this action is stopped by the user.	Delete data objects stopped at user request. (42016)	No user intervention is required.
42026	The job in this action is stopped by the user.	Policy stopped at user request. (42026)	No user intervention is required.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
42035	When the job in this action is stopped by the user.	Set security for data objects stopped at user request. (42035)	No user intervention is required.
42051	Two instances of the same policy cannot run at the same time.	Policy <policy-name> is already running. Skipping. (42051)	No user intervention is required.
42052	Policies cannot be run until after volumes are loaded, if those volumes are participants to the policy by virtue of being in the query.	One or more volume(s) needed by policy <policy-name> are being loaded. Waiting for the bulk load(s) to finish. (42052)	No user intervention is required.
42061	Discovery export policy was stopped by user.	Discovery export run on objects (Copying native objects) stopped at user request. (42061)	No user intervention is required.
42064	Discovery export policy execution is delayed because a conflicting discovery export run is in progress.	A Discovery export run related to policy 'Discovery export case One' is in progress. Waiting for it to finish. (42064)	The discovery export policy execution is held up for required resources. Execution must begin as soon as resource becomes available.
42068	Policy failed to set appropriate permissions on the target directory. Objects that are created from the policy might not have appropriate permissions set.	Copy objects warning, unable to set permissions on target directory: share-1/saved. (42068)	Policy might not be able to set appropriate permissions on the objects it creates. If it is not acceptable, verify that target volume has appropriate write permissions and re-execute.
42069	If the “Copy data objects modified since last harvest” option is selected for a discovery export policy, it is valid only if the discovery export itself is defined to act on the original file/email archive, as opposed to their members. If it is not true, the warning tells the user that modified objects are skipped.	Discovery export DAT_Export is configured to act on members of containers, and cannot act on objects modified after the last harvest. Discovery export run X will skip modified objects. (42069)	If the modified objects need to be acted upon, either use a discovery export action only on the original file/email archive, or conduct an incremental harvest on the source volumes.
46026	Volume is being harvested or policies are running against it. If there are other full-text indexes to be backed up, the system works on those actions. Try this volume again.	Volume <b>volume:share</b> is in use. Unable to back up full-text index. Will retry later. (46026)	Rerun backup when volume is not in use.

Table 67. WARN event log messages (continued)

Event number	Reason	Sample message	Customer action
47201	Database connections are down to a normal level.	Database connections at normal level again (512/100) (47201)	No user intervention is required.
47202	The system is starting to run low on database connections. This situation is abnormal. An indication of process restarts and connections are not being cleared.	Database connections usage seems excessive (512/415) (47202)	Contact Customer Support.
47215	Someone internally or externally is trying (and failing) to SSH into the data server.	SSHD: Failed password for root from 172.17.18.185 port 57982. (47125)	Contact your local IT manager. It might be either a mistyped password by a legitimate user or in the worst case scenario, a genuine break-in attempt.
61003	One of the load files cannot be uploaded because the compute node might not be accessed to obtain.	Failed to mount transaction cache dump '/deepfs/postgres/pro-duction_cache'. (61003)	Some of the load files will be missing after the discovery export completes. These load files are reproduced on a new run. If problem persists across runs, Contact Customer Support.
61004	Warns the user that one of the transaction cache memory dump processes encountered an error. If a discovery export runs, it means that the discovery export fails to produce one of the load files.  Note: If multiple memory dumps fail, there is one warning per failed memory dump.	Transaction Cache Dump failed with error - Validation failed during creation of load file. (61004)	Run the discovery export policy that saw the error again. If the error persists, and you cannot find any cluster/data server configuration issues, contact Customer Support.

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# Index

## A

administration knobs  
    configuring [133](#)  
alias [25](#)  
attributes  
    SharePoint [150](#)  
audit  
    saving results from [130](#)  
audit messages  
    policy [130](#)  
audit results  
    saving [130](#)  
audit settings  
    configuring [23](#)  
Audit tab  
    Configuration subtab [2](#)  
    Dashboard subtab [2](#)  
    Data Sources subtab [2](#)  
audit trails  
    searching [129](#)  
audits  
    harvest [98](#)  
    policy [125](#)

## B

back up [15](#)  
backup [14](#)

## C

Chatter  
    configuring messages [65](#)  
CIFS  
    configuring server platform [26](#)  
CIFS (Windows platforms) [69](#)  
CIFS volumes  
    Copy action [63](#)  
    Move action [63](#)  
CIFS/SMB or SMB2 [30](#), [153](#)  
CMIS [30](#), [153](#)  
configuring SMB properties [61](#)  
Connections  
    setting up the administrator access on Connections [67](#)  
content based hash [23](#)  
content typing [23](#)  
Copy action  
    CIFS volumes  
        ownership [63](#)  
customized web services [132](#)

## D

DA Gateway settings  
    configuring [9](#)

data object types [22](#)  
data object typing [23](#)  
data server  
    LDAP connections [16](#)  
data sources  
    adding [25](#)  
delete  
    action [97](#)  
    policy [97](#)  
desktop [96](#)  
Desktop collection [93](#)  
desktop services  
    enable [95](#)  
desktop settings  
    configuring [95](#)  
desktop volume, deleting [76](#)  
discovery export volume  
    creating [74](#)  
Documentum  
    as a data source [66](#)  
    configuring as server platform [29](#)  
    installing [29](#)  
Domino  
    adding as primary volume [64](#)

## E

ERROR event log messages [103](#), [161](#)  
event  
    subscribing to [102](#)  
event log  
    clearing current [102](#)  
    downloading [102](#)  
    viewing [102](#)  
event log messages  
    ERROR [103](#), [161](#)  
    INFO [103](#), [111](#), [161](#), [169](#)  
    WARN [103](#), [119](#), [161](#), [177](#)  
event logs [102](#)  
Exchange  
    servers [26](#)  
Exchange 2003  
    improving performance [27](#)  
Exchange 2007 Client Access Server support [63](#)  
Exchange Admin Role [26](#)  
Exchange servers  
    configuring [26](#)

## F

file types  
    supported [134](#), [142](#)  
FileNet  
    configuring [65](#)  
full hash [23](#)  
full-text index settings  
    configure [20](#)

## H

harvest  
    full 80  
    incremental 80  
    lightweight 81  
    monitoring 83  
    post-processing 80  
    troubleshooting 91  
harvest audits  
    viewing 100  
harvest list  
    downloading 101  
harvest tracker 83  
harvester  
    lightweight harvest  
        harvester settings 82  
harvester settings 19  
harvesting  
    about 80  
harvests  
    incremental 80  
    pausing 83  
    resuming 83  
hash  
    content based 23  
    full 23  
    metadata based 23  
    partial 23  
    settings 23  
hash computation  
    SharePoint 150  
HDFS 30

## I

IBM Connections 66  
IBM Connections data source 66  
IBM Content Manager 30, 68, 153  
IBM StoredIQ Desktop Data Collector  
    installation 93  
    installer 94  
    prerequisites 93  
IBM StoredIQ Desktop Data Collector files 97  
IBM StoredIQ image 15  
IIS 6.0  
    improving performance 27  
import audits 101  
incremental harvests 80  
INFO event log messages 111, 169  
installation methods 94  
installer  
    downloading from the application 94  
interface  
    buttons 4  
    icons 4

## J

Jive 30, 153  
job  
    creating 88  
    predefined 89

job (*continued*)

    starting 89

jobs

    Centera deleted files synchronizer 88  
    CIFS/NFS retention volume deleted files synchronizer 88  
    Database Compactor 88  
    Harvest every volume 88  
    System maintenance and cleanup 88  
    Update Age Explorers 88

## L

LDAP connections  
    data server 16  
legal  
    notices 184  
lightweight harvest  
    full-text settings 82  
    hash settings 82  
    performing 81  
    volume configuration 81  
Livelink 30  
logging in  
    IBM StoredIQ Data Server 2  
logging out  
    IBM StoredIQ Data Server 2  
logs 98

## M

mail settings  
    configuring 11  
messages  
    event log 103, 161  
metadata based hash 23  
Microsoft Exchange 153  
migrations 79  
monitoring  
    harvest 83  
Move action  
    CIFS volumes  
        ownership 63

## N

network settings 10  
NewsGator  
    required privileges 29  
NFS 26, 153  
NFS v2, v3 30  
NFS v3 69  
notices  
    legal 184  
NSF files  
    importing from Lotus Notes 18

## O

OCR processing 20  
Optical Character Recognition 20  
ownership  
    CIFS volumes 63

## ownership (*continued*)

- Copy action 63
- Move action 63
- preserving 63

## P

partial hash 23

pausing harvests 83

policy audit

- by name 125
- by volume 125
- viewing by discovery export 128
- viewing by name 128
- viewing by time 128
- viewing by volume 128
- viewing details 127

policy audit failure messages 130

policy audit messages 130

policy audit success messages 130

policy audit warning messages 130

policy audits 125

predefined job

- running 89

prerequisites

IBM StoredIQ Desktop Data Collector 93

primary volume

Domino 64

primary volumes

creating 30

Exchange 2007 Client Access Server support 63

processing

monitoring 90

protocols

supported 153

## R

restore 14

resuming harvests 83

retention volume

adding 69

retention volumes 69

## S

search depth

volume indexing 25

server alias 25

server platforms

supported 153

services

restarting 7

SharePoint

alternate-access mappings 28

privileges for social data 28

servers 28

SharePoint 2013 web services 132

SharePoint objects

supported types 150

SharePoint targets 79

SharePoint volume

performance considerations with versioning 64

## SharePoint volumes

- performance considerations 64
- permissions for mounting 81
- versioning 64

SiqDocument 68

Skipped directory 30

SMB 61

SMB properties 61

SMB1 61

SMB2 61

SMBv2 61

SNMP settings

configuring 11

supported file types

archive 134, 142

CAD 134, 142

database 134, 142

email 134, 142

graphic 134, 142

multimedia 134, 142

presentation 134, 142

spreadsheet 134, 142

system 134, 142

text and markup 134, 142

word processing 134, 142

system

restart 7

system backup configurations 14

system restore configurations 14

system status

checking 6

system volume

adding 71

## T

text extraction 23

## U

user account

administering 17

creating 17

deleting 17

locking 17

resetting passwords 17

unlocking 17

user interface

Administration tab 2

Audit tab 2

Folders tab 2

## V

volume

adding primary 30

discovery export 74

system 71

volume configuration

desktop 96

volume data

exporting 72

exporting to a system volume 72

volume data (*continued*)  
    importing 72  
    importing to a system volume 73  
volume definitions  
    editing 7  
volume import audit  
    viewing details 102  
volume indexing 25  
volume-import audits 101  
volumes  
    action limitations by type 76  
    creating 25  
    deleting 75  
    export 153  
    primary 153  
    retention 69, 153  
    system 153

## W

WARN event log messages 119, 177  
web services  
    deploy 132  
Windows authentication  
    enabling integration on Exchange servers 27  
Windows Share  
    server 26

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