

Tracking Agent Configuration and Management

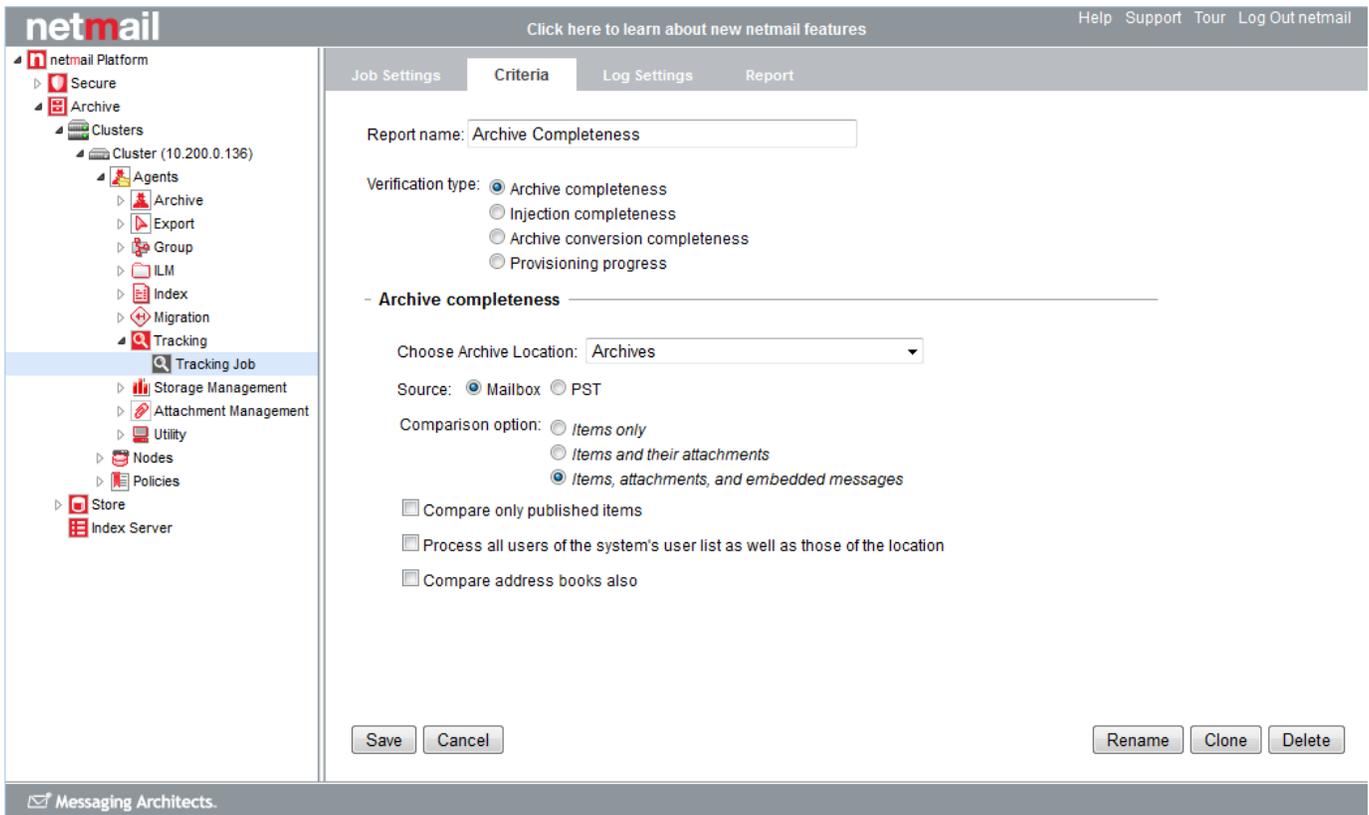
The **Tracking Agent** is used to track archiving and/or migration projects. It allows administrators to compare the items in a data source to those in a data destination (e.g., archiving: live mail system vs. the archive, migration: old mail system vs. new mail system) and report on item counts and differences. Although Netmail Archive features logs and job reports, the Tracking Agent helps to present the data in a more organized and useful format for project managers, system administrators, and compliance officers.

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Selecting Job Criteria

After creating your Tracking Job and specifying appropriate Job Settings as described in [Job Creation and Distribution](#), you are ready to select advanced Tracking Job criteria. To begin, click the name of the job you created earlier. By default, the **Job Settings** tab is displayed. The **Job Settings** tab allows you to configure basic settings for any of your jobs. Click the **Criteria** tab. The **Criteria** tab allows you to select the **Verification Type** that you want your job to track. Reports can be generated for the following verification types: archive completeness, injection completeness, archive conversion completeness, and provisioning completeness. Be sure to enter a **Report name** for whichever verification type you choose.



Archive Completeness

This option verifies if the items in the source location match the XML files in the archive location.

- **Archive completeness** _____

Choose Archive Location:

Source: Mailbox PST

Source path:

Comparison option: *Items only*
 Items and their attachments
 Items, attachments, and embedded messages

Compare only published items

Process all users of the system's user list as well as those of the location

Compare address books also

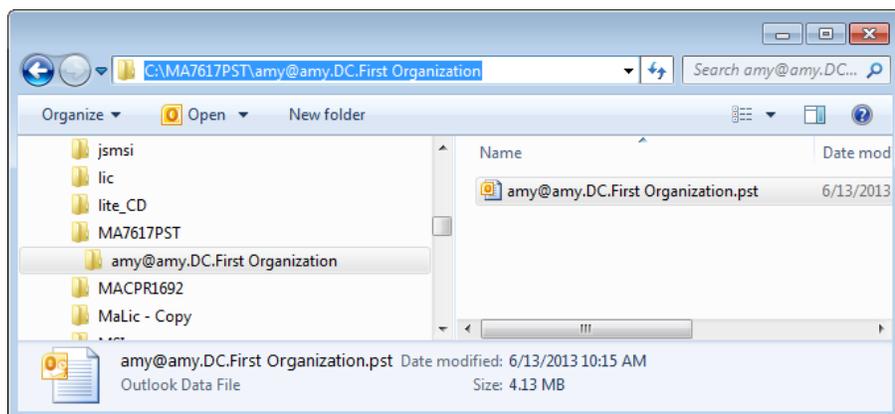
Choose Archive Location

Use the drop-down box to choose the archive storage location containing the accounts that were archived.

Source

Select **Mailbox** or **PST** files as the data source.

If you select **PST**, enter the **Source path** in the available text box. The source path should point to a folder, not a PST file name. That folder must contain one folder per account, and its name must match the full user ID, as shown in the sample screenshot below.



Comparison option

Select which items you want to compare during the verification process:

- Items only
- Items and their attachments
- Items, attachments, and embedded messages

Compare only published items

Select this option if you want to compare only those items that have a published flag associated with them.

Process all users of the system's user list as well as those of the location

Select this option if you want the job to process both the users in the location you've specified as well as all users within the system.

Compare address books also

Select this option if you want the source and destination address books to also be compared.

Injection Completeness

This option verifies if items found in the source location match those that have been injected into the destination location.

- **Injection completeness** _____

Migration from GroupWise Exchange recovery
 Source location:

Comparison option: *Items only*
 Items and their attachments
 Items, attachments, and embedded messages

Process all users of the system's user list as well as those of the location
 Compare address books also

Select the type of injection that was performed:

- **Migration from GroupWise:** Data was migrated from your original GroupWise email system's archive location into Exchange.
- **Exchange recovery:** Messages and other items archived in Exchange were recovered and injected back into the live Exchange email system.

Source Location

Use the drop-down box to choose the source storage location of the data that was injected.

Comparison option

Select which items you want to compare during the verification process:

- Items only
- Items and their attachments
- Items, attachments, and embedded messages

Process all users of the system's user list as well as those of the location

Select this option if you want the job to process both the users in the location you've specified as well as all users within the system.

Compare address books also

Select this option if you want the source and destination address books to also be compared.

Archive Conversion Completeness

Use this option if you have migrated from GWArchive 3.x to the latest version of Netmail Archive. This option verifies if items found in the source archive location (GWArchive 3.x) match those that have been converted to the new format (Netmail Archive) in the destination location.

- Archive conversion completeness

Source location:

Destination Location:

Comparison option: *Items only*
 Items and their attachments
 Items, attachments, and embedded messages

Process all users of the system's user list as well as those of the location

Compare address books also

Source Location

Use the drop-down box to choose the source storage location of the original data.

Destination Location

Use the drop-down box to choose the destination storage location of the converted data.

Comparison option

Select which items you want to compare during the verification process:

- Items only
- Items and their attachments
- Items, attachments, and embedded messages

Process all users of the system's user list as well as those of the location

Select this option if you want the job to process both the users in the location you've specified as well as all users within the system.

Compare address books also

Select this option if you want the source and destination address books to also be compared.

Provisioning Progress

This option verifies if users have been provisioned correctly (in the context of a migration). The report generated from this job will specify each user's MAID assigned by the provisioning tool and the time stamp when the user was provisioned (when the GroupWise user was created/matched in the Exchange system or AD).

- Provisioning progress

Choose Archive Location:

Process all users of the system's user list as well as those of the location

Choose Archive Location

Use the drop-down box to choose the archive storage location containing the accounts that were provisioned.

Process all users of the system's user list as well as those of the location

Select this option if you want the job to process both the users in the location you have specified as well as all users within the system.

Tracking Agent Reports

A detailed report is generated for each Tracking Job. The report includes precise item counts and time-based comparisons, which makes for accurate archiving and/or migration project tracking, as well as regular compliance verification. To access the Tracking reports, click **Agents > Tracking > Reports** tab.

The **Reports** tab displays a list of all Tracking jobs you have run. The Name, Start Time, End Time, and Verification Type (Archive, Injection, Conversion, or Provisioning) columns are displayed. In the sample screenshot above, the Injection, Conversion, and Provisioning columns are not shown, as only an Archive Completeness job has been run.

The Verification Type column shows how many accounts were processed. Click the blue hyperlink to see more details about which accounts were processed.

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- netmail Platform
 - Secure
 - Archive
 - Clusters
 - Cluster (10.200.0.136)
 - Agents
 - Archive
 - Export
 - Group
 - ILM
 - Index
 - Migration
 - Tracking
 - Tracking Job
 - Storage Management
 - Attachment Management
 - Utility
 - Nodes
 - Policies
 - Store
 - Index Server

License **Reports**

List of available Reports

| <input type="checkbox"/> | Name | Archive | Start Time | End Time | |
|-------------------------------------|----------------------|------------------------------|---------------------|---------------------|--|
| <input checked="" type="checkbox"/> | Archive Completeness | 4 account(s) | 2013-11-11 10:45:38 | 0001-01-01 00:00:00 | |

Delete Selected Reports

Messaging Architects.

The list of accounts that were processed is displayed, along with the success and failure statistics for the different types of items that were processed. If any items are missing data, the number of items missing data is shown in red. You can check the **Show only items with missing data** box to see only those accounts that ran into processing issues. Click the red hyperlink to see full details about the missing data.

- netmail Platform
 - Secure
 - Archive
 - Clusters
 - Cluster (10.200.0.136)
 - Agents
 - Archive
 - Export
 - Group
 - ILM
 - Index
 - Migration
 - Tracking
 - Tracking Job
 - Storage Management
 - Attachment Management
 - Utility
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 - Policies
 - Store
 - Index Server

License Reports

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Archive Completeness : Archive

| Location | Account | Report State | Messages | Calendar It... | Tasks | Phone Calls | Contacts | Notes | Total |
|----------|------------------|--------------|---|---|-------|-------------|----------|-------|---|
| ▷ | ▷ | Failure | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 |
| ▷ | ▷ amys@dev.n... | Success | 357 / 357 | 120 / 122 2 missing | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 477 / 479 2 missing |
| ▷ | ▷ CristinaO@d... | Success | 505 / 505 22 missing | 390 / 406 16 missing | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 895 / 911 38 missing |
| ▷ | ▷ sachav@dev... | Success | 612 / 612 1 missing | 450 / 466 16 missing | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 1062 / 1078 17 missing |

Show only items with missing data.

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A new window opens, showing the full list of items that could not be processed. Click **Download CSV** to open or save the statistics in a spreadsheet application.

- netmail Platform
 - Secure
 - Archive
 - Clusters
 - Cluster (10.200.0.136)
 - Agents
 - Archive
 - Export
 - Group
 - ILM
 - Index
 - Migration
 - Tree

License Reports

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Archive Completeness : Archive

| Location | Account | Report State | Messages | Calendar It... | Tasks | Phone Calls | Contacts | Notes | Total |
|----------|----------------|--------------|--------------------------------|--------------------------------|-------|-------------|----------|-------|----------------------------------|
| | | Failure | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 |
| | amys@dev.n... | Success | 357 / 357 | 120 / 122 <i>2 missing</i> | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 477 / 479 <i>2 missing</i> |
| | CristinaO@d... | Success | 505 / 505 <i>22 missing</i> | 390 / 406 <i>16 missing</i> | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 895 / 911 <i>38 missing</i> |
| | sachav@dev... | Success | 612 / 612 <i>1 missing</i> | 450 / 466 <i>16 missing</i> | 0 / 0 | 0 / 0 | 0 / 0 | 0 / 0 | 1062 / 1078 <i>17 missing</i> |

Missing Calendar Items from "Archives/CristinaO@dev.netmail.com"

| Description | Subject | Creation Date | Calendar Item ID |
|--|---------------------------|---------------------|---|
| Item not found in the destination data source. | Monthly Company Review | 2013-11-09 17:54:11 | 5162D345.GWMTL.MAPO.100.16F3676.1.24E26.1 |
| Item not found in the destination data source. | Monthly Company Review | 2013-11-09 17:54:02 | 5162D345.GWMTL.MAPO.100.16F3676.1.24E27.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 17:53:37 | 515EAD3C.GWMTL.MAPO.100.16F3676.1.24D66.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 19:19:36 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.2475A.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 19:19:07 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.24757.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 19:18:04 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.24759.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 19:17:47 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.24758.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 17:54:12 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.24755.1 |
| Item not found in the destination data source. | Weekly Eng. Pulse meeting | 2013-11-09 17:54:12 | 5142EC1D.GWMTL.MAPO.100.16F3676.1.24756.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:53:46 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A5.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:53:41 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A4.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:53:32 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A7.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:53:27 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A6.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:52:52 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A1.1 |
| Item not found in the destination data source. | NMS Standup | 2013-11-09 17:52:38 | 513DE3CA.GWMTL.MAPO.100.16F3676.1.244A3.1 |

Download CSV

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