



Don't be caught unprepared – follow this guide to ensure your system is ready for an upgrade to the most recent version of MessageSolution Enterprise Email Archive.

Upgrades will be conducted by MessageSolution professional engineering services (PES) team for customers with current subscriptions to MessageSolution's annual Software Maintenance Program (SMP).

1. Storage Space

MessageSolution recommends ensuring there is enough storage to duplicate the current Enterprise Email Archive (EEA) repositories, as that will be available for backup if it becomes necessary to revert back to the original archive version deployed. A fast disk is recommended, as it will help facilitate a faster upgrade. Due to storage space constraints direct attached disks can be used, but will slow down the upgrade process.

2. Time Requirements

The time required to convert the archive database for the new archive version will depend on the size of the database and the specific version upgrade to be conducted. This process may take multiple days.

Although archive version upgrades are included for customers with a valid SMP subscription, special requirements such as individual feature upgrades, customized configurations, unique time restraints, and other specific requirements, may require additional professional services fees. Fees will be determined based on a thorough review of project scope and requirements by the MessageSolution PES team.

Note: Due to time restrictions, security requirements, or data sizes associated with the archive upgrade process, customers may experience archive downtime. However, if the MessageSolution PES team is given sufficient prior notice and time to determine if any possible professional service fees will apply, version upgrades can be initiated over the weekend to minimize archive downtime.

3. Remote Access

Version upgrades usually only involve access to the archiving server, hence remote access for version upgrades is a viable option for organizations to consider. If remote access is granted to the MessageSolution PES team, MessageSolution can work around the clock for the upgrade; this approach is generally highly beneficial for all parties involved.

4. Deployment Form

Customers may be asked to fill out an archive deployment form to ensure that the MessageSolution PES team is fully informed of all significant changes to the archive and messaging environment. If requested, the new deployment form should reflect the current email server and archive environment/configuration if the environment/configuration has changed since the initial archive deployment.

Note: Please notify the MessageSolution PES team ahead of time if the EEA hardware will be upgraded along with the archive version upgrade.