



**MailStore**  
SERVER

## Technical Specifications

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# Overview

MailStore Server is an e-mail archiving solution for SMBs. It combines storage technology with easy operation and low costs. Installed on any Windows operating system, all archiving, retrieval and maintenance tasks can be performed from one single Outlook-Style user interface.

MailStore Server can archive e-mail from Microsoft Exchange Server (mailboxes, Journaling and Public Folders), Microsoft Outlook PST, Outlook Express, Windows Mail and more. Even unsupported e-mail systems can be archived through the built-in IMAP, POP3, EML and MBOX connectors. Additionally, MailStore server includes an SMTP and POP3 proxy server ("MailStore Proxy") which is able to archive all e-mail sent to your ISP or received from your ISP without installing anything on the client PCs.

MailStore comes with its own built-in database server, so you don't have to pay extra license fees for Microsoft SQL Server or Oracle.

## Positioning

- Software-based e-mail archiving solution
- For small and medium sized businesses

## Recommended System Environment

- Number of users: Unlimited
- Number of mailboxes: Unlimited
- Number of mail servers: Unlimited
- Maximum size of the archive: Unlimited

## Standard Range of Functions

- Archiving e-mails from mail server- and client systems
- Archiving file attachments
- Keyword indexing of the e-mail contents
- Keyword indexing of the contents of file attachments
- Compression
- Transfer of data onto cost-efficient storage media
- Searching system for users
- Central Backup
- MailStore Components and Their System Requirements
- MailStore Components and Their System Requirements



# MailStore Components and System Requirements

	MailStore Server	MailStore Client
Task	<ul style="list-style-type: none"> <li>▪ Provisioning of the central e-mail archive</li> </ul>	<ul style="list-style-type: none"> <li>▪ Search access to the archive for users</li> <li>▪ Administration of the MailStore Server</li> <li>▪ Setup and execution of archiving processes</li> </ul>
Integration	<ul style="list-style-type: none"> <li>▪ Can be done directly on the mail server computer or a separate PC</li> <li>▪ There are no advantages when installing directly on the mail server computer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Installed automatically with the installation of MailStore Server</li> <li>▪ Can be installed on any number of user PCs</li> <li>▪ Certain archiving tasks require installing MailStore Client on the mail server PC</li> </ul>
System Requirements	<ul style="list-style-type: none"> <li>▪ Intel® Pentium® III Processor</li> <li>▪ 256 MB RAM (512 MB recommended for large archives)</li> <li>▪ approx. 50 MB plus storage space for e-mail archives and temporary files</li> </ul>	<ul style="list-style-type: none"> <li>▪ Microsoft .NET Framework Version 2.0</li> <li>▪ Microsoft Internet Explorer Version 5.01 or higher</li> </ul>
Supported Operating Systems	<ul style="list-style-type: none"> <li>▪ Windows 2000 Service Pack 3 or higher</li> <li>▪ Windows XP Service Pack 2 or higher</li> <li>▪ Windows Server 2003</li> <li>▪ Windows Server 2008</li> <li>▪ Windows Vista</li> <li>▪ Windows Vista 64-bit Edition</li> <li>▪ Windows Small Business Server 2003</li> <li>▪ Windows Small Business Server 2003 R2</li> </ul>	

# The Archiving Process

E-mails can be archived from the following mail clients:

- Microsoft Outlook 2000, XP, 2003, 2007
- Microsoft Outlook Express 6.0
- Microsoft Windows Mail (integrated in Windows Vista)
- Microsoft Windows Live Mail
- Mozilla Thunderbird 1.0
- Mozilla Thunderbird 1.5
- Mozilla Thunderbird 2.0
- Mozilla SeaMonkey 1.0

E-mails can be archived from the following server mailboxes:

- Microsoft Exchange Server 2003 mailboxes and public folders
- incl. Windows Server Small Business Edition
- Microsoft Exchange Server 2007 mailboxes and public folders
- AVM KEN! 4.0 mailboxes
- IMAP4-kompatible server
- POP3-compatible server

E-mails of the following file formats can be archived through the file system:

- RFC822/MIME-compatible e-mail files (.eml)
- PST files
- MBOX files

Automatically archiving all incoming and outgoing e-mails

- Through Microsoft Exchange Server Journaling
- Through the MailStore Proxy Server

Starting the archiving process

- Manual start by the end user
- Manual start by the system administrator
- Automatic, scheduled start

Scope of the archiving process

- All e-mails of all users
- All e-mails of specific users
- All e-mails in specific mailboxes
- All e-mails in specific folders of specific mailboxes
- All incoming and outgoing e-mails of all or specific users

Keyword indexing

- E-mail contents are indexed automatically for a full text search
- The contents of file attachments can be indexed automatically for a full text search
- The file attachments to be indexed can be defined freely
- File attachments that have already been archived can be re-indexed at any time

Compression & single-instance-storage

- File attachments are compressed automatically during the archiving process
- Compression is used only on file attachments that have not yet been compressed.
- The rate of compression is comparable to applications such as WinZip
- Identical file attachments are only stored once in the archive

After archiving, e-mails can be deleted automatically from the following sources:

- Microsoft Outlook
- IMAP mailboxes
- Microsoft Exchange Server mailboxes
- AVM KEN! mailboxes

The following settings are available for deleting e-mails:

- Never
- Directly after archiving
- X days after archiving
- Only those e-mails older than X days

# Storage Properties and Management

## Storage of e-mails and file attachments

- In Firebird embedded databases
- Combined with a file system integrated in MailStore

## Storage media

- Local hard drives are the primary storage medium
- Automatic migration onto cost-efficient media is possible

## Relocation and disposal

- Partitioning the archive into discrete file groups is possible
- Old file groups can be set to read-only status; this way they can be excluded from the ongoing backup procedure
- Old file groups can be set to read-only status or deactivated at runtime

## Scaling

- For each MailStore user and for every single file group, full-text indexes are created
- New file groups can be added at runtime

## Failsafe performance

- A failure of the archiving system has no effect on the ability to use the archived e-mails.
- E-mails that were to be archived during a system failure will later be archived automatically

# Backup

- Full backup of the archive to CD/DVD with integrated burning software (the entire archive or RFC822 .eml files)
- Incremental backup of the entire archive to an external storage medium / network (can be executed automatically and time-controlled)
- Incremental backup as RFC822 .eml files to an external storage medium / network
- Integration into external backup software (only the data directories have to be backed up after the service of MailStore Server has finished)

# Export

## Criteria for restricting the scope of exports

- All e-mails of certain MailStore users
- Folders (e.g. "Inbox") of certain MailStore users
- Recipient (e-mail address or domain) of e-mails
- Sender (e-mail address or domain) of e-mails
- Date or time period of e-mails
- Occurrence of certain search words in the e-mails
- Matching certain properties of e-mails (e.g. e-mail size, existence of file attachments etc.)

## An export can be started by

- End users (depending on their respective privileges)
- System administrators

## Possible destinations of an export

- Microsoft Outlook
- Microsoft Exchange mailbox
- Microsoft Outlook Express / Windows Mail
- AVM KEN! mailbox
- IMAP mailbox
- Forwarding via SMTP
- CDs/DVDs in form of RFC822 .eml files
- Local folder or network in form of RFC822 .eml files

## Times of an export

- Once (for tagged e-mails)
- Manual and repeatable execution (saving the export task as profile)
- Automatic, time-controlled execution (saving the export task as profile)

# Administration

## Principally

- Is done using MailStore Client
- Can be done from any PC with MailStore Client installed
- Any number of users can be set up as administrators

## User management

- MailStore-specific user management
- Manual or automatic synchronization with Active Directory

## Granting permissions regarding users

- Logging on to the server (using MailStore Client)
- Changing passwords
- Importing e-mails
- Changing import settings
- Exporting e-mails
- Changing export settings
- Deleting e-mails

## Authentication

- Authentication using the integrated user management
- Authentication using Active Directory (LDAP)

## Granting access to the archive to users

- Users have access to all e-mails that they have sent themselves
- Users have access to all e-mails that they have received
- Representatives have access to archived e-mails of the represented
- Successors have access to the archived e-mails of the predecessor
- Superiors have access to the archived e-mails of their employees
- System administrators have access to the archived e-mails of all employees

# Access to the Archive by Users

## Principally

- The archived is accessed using MailStore Client
- The connection of MailStore Client to MailStore Server is SSL-secured (TLS)

## Range of Functions (depending on user privileges)

- Searching e-mails
- Viewing e-mails (the interface corresponds to that of already familiar applications such as Microsoft Outlook)
- Opening file attachments directly from MailStore Client (e.g. by double-clicking)
- Restoring e-mails to the mail client (e.g. to reply or forward a message)
- Exporting e-mails
- Creating, editing, planning and executing archiving tasks
- Administrative functions (e.g. backup and administration)

## Search Criteria

- Source folder in client (e.g. Inbox/Project A)
- Sender
- Recipient
- Date
- Time period
- Size of the e-mail
- Contents of the subject line
- Contents of the e-mail body
- Name of the attachment
- Content of the attachment (many file types are supported)
- Utilization of wildcards
- Search criteria can be used for exports and backups

# Information Regarding Compliance

## Access to the archive by auditors

- Auditors can be granted read-only access to the e-mails of certain users
- Auditors can conduct a full-text search of all e-mails using various parameters
- Auditors can burn relevant e-mails to DVD directly from the archive (e.g. in standard format according to RFC822)

## Archiving true to the originals without loss of data

- E-mails and file attachments are archived without loss of data and can be restored at any time
- The internal structure of the e-mails (header information) remains intact, as far as supported by the mail system

## Immutability of data

- Creation of SHA1-hash values from contents
- No direct access to the archived data by the MailStore Client software
- Options to edit e-mail contents are not implemented within the application
- The deletion of e-mails by users can be completely prohibited through the MailStore user management
- A backup of data to WORM media is supported

# General Information

The software is available in the following languages:

- German
- English

The documentation is available in the following languages:

- German
- English

The software is sold by

- Software vendors
- Partners

Support is provided by:

- Software vendors
- Partners

Available support

- Introductory consultation
- Hotline
- E-mail-Support
- Regular product updates
- Newsletter
- Discussion forums

Update- and support service

- Optional upon purchase

# Contact

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