TECHNICAL BRIEF

StorageTek® Email ArchiveMaster™ software for Microsoft Exchange

Version 2.0

1 What is StorageTek® Email ArchiveMaster™ software for Microsoft Exchange?

StorageTek Email ArchiveMaster software for Microsoft Exchange is an Enterprise Content Management (ECM) product from the StorageTek Email solution suite, designed for companies utilizing the Microsoft Exchange groupware system. The product is designed to seamlessly integrate into the Exchange platform, allowing e-mails and attachments to be archived directly from Microsoft Outlook and stored permanently and securely in StorageTek Email ArchiveMaster software.

StorageTek Email ArchiveMaster software archiving functionally allows you to:

- Significantly reduce the size of your Microsoft Exchange databases
- Significantly reduce the backup and restore times
- Reduce the number of e-mail servers and server disk space
- Simplify the administration of the email server

Further information on StorageTek Email ArchiveMaster software can be found in a separate functional paper.

2 Architecture

StorageTek Email ArchiveMaster software for Microsoft Exchange consists of StorageTek Email ArchiveMaster software, which handles the actual archiving, and delivers all archiving functionality. This archiving function processes archiving requests and monitors a request mailbox on the Microsoft Exchange Server. The archiving function can be installed on the archive server or on a separate server as a single or multiple installation. A special administration tool is available from StorageTek to assist in the installation process.

The client components consist of electronic forms and enhancements to the Microsoft Outlook client. These enhancements are installed on the appropriate Microsoft Outlook clients, while the forms are distributed to all Microsoft Outlook clients via the Microsoft Exchange server.

These electronic forms and enhancements to the Microsoft Outlook client include:

- An **archiving form** for interactive archiving. This form enables you to recover e-mails. Additionally, all the functions of the archiving form can be operated interactively using the buttons within the Microsoft Outlook interface. Special configuration is required to enable this option.
- A **show form** for displaying archived e-mails. You can display archived e-mails by double-clicking on them, with no need for any additional interactive steps.
- A **PST archive form** for archiving PST files.

StorageTek offers a PST archiving form to make archiving PST files simple. When an end user initiates the archiving of a document, the archive request is sent to the request mailbox in the form of an e-mail. It is then automatically processed by the archiving function, which copies the object to be archived from the user's mailbox to StorageTek Email ArchiveMaster software. Then the object to be archived is replaced by an object that references the archived document and, if required, the body of the e-mail.

StorageTek Email ArchiveMaster software archiving service handles communication between the archiving function and the client components.

3 Functions

3.1 Archiving

StorageTek Email ArchiveMaster software offers a number of different options for archiving e-mails in mailboxes, public folders or PST files.

3.1.1 Interactive archiving

Interactive archiving allows you to simply "drag and drop" the messages you wish to archive, or even entire directories, on to an archiving form. You have the option to configure the process to allow interactive access to all the functions of the archiving form directly from the Microsoft Outlook user interface.

The user specifies whether the body of the e-mail should be extracted along with the attachments and stored in StorageTek Email ArchiveMaster software. If the user decides to archive only the attachments, the body of the message remains on the Microsoft Exchange server. If the body of the message is archived as well, only the message header with information on the sender, subject line, etc. appears in the Exchange System along with the reference.

3.1.2 Automatic archiving

The system administrator is able to define automatic archiving from a central location. In this case, he or she specifies various criteria – such as size and age – by which to control the automatic archiving of Microsoft Exchange objects. These archiving criteria are stored in the Exchange directory as mailbox attributes. This means that there is no need to reconcile externally stored archiving criteria with directory information (a full list of settings can be found in the "Administration" section).

Furthermore, both system administrators and users can define folders and sub-folders in which e-mails are automatically archived at regular intervals ("sub-folder archiving"). These folders can be assigned to different archiving media.

3.1.3 Archiving PST files

StorageTek Email ArchiveMaster software for Microsoft Exchange PST file archiving automatically removes PST files and sends them to the e-mail archive. The name of the PST file is copied and becomes the folder name. All links are stored in this folder after the e-mails have been archived. This process does not require the e-mails to be transferred to the mailbox before archiving.

3.2 Search capabilities

E-mails archived in mailboxes or public folders are indicated by a disk icon in the Microsoft Outlook client. They can be displayed by double-clicking on the icon or via a menu item. A copy of the message is then retrieved from the archive into the cache. Retrieval requests can be cancelled by clicking a button.

The user can also reload an object into Microsoft Exchange for further processing. The corresponding entries are then deleted from the archive.

Full text indexing and searching can be used with all archived e-mails. Full text search is delivered by Convera.

3.3 Deleting e-mails

Users are able to delete archived e-mails from their mailboxes. The deletion of an e-mail will cause StorageTek Email ArchiveMaster software for Microsoft Exchange to remove the link in the mailbox as well as the archived original document. It also allows users to use the archive as an "intelligent filing system."

3.4 Offline access of emails

Mobile users can store copies of archived files on computers that do not have an online connection to the archive server. StorageTek Email ArchiveMaster software for Microsoft Exchange supports the Microsoft Outlook offline functionality.

StorageTek Email ArchiveMaster software for Microsoft Exchange is fully integrated into the Microsoft Outlook interface which means that the user can intuitively work with StorageTek Email ArchiveMaster software for Microsoft Exchange, even in offline mode. For example, you can access individual e-mails offline by dragging and dropping.

3.5 Full-text search

StorageTek Email ArchiveMaster software for Microsoft Exchange offers an interface for integrating the full-text solution from Convera. A special search application offers a wide range of options for targeted searches.

4 Administration

4.1 Automatic archive settings

When configuring the automatic archiving rules, the Microsoft Exchange administrator has a comprehensive administration tool that is fully integrated with the archiving function. When the system administrator selects a mailbox, the archiving attributes of that mailbox are displayed. The administrator can then edit these attributes:

- Specify that only objects that have not been modified for a certain number of days are archived.
- Specify that only objects of a certain minimum size are archived.
- Define the time of day at which a mailbox should be searched for objects to be archived.
- Define the time interval at which a mailbox should be automatically archived.
- Specify whether only attachments are archived or whether the body of the message should be archived as well.
- Specify a directory to be excluded from archiving.
- Enter the next archiving date for a mailbox.
- Set "watermark archiving": when a certain mailbox size is reached, e-mails and attachments are automatically archived until the size is again below a predefined minimum level.
- Specify an archiving sub-folder.
- Configure journal archiving. This process automatically archives all incoming and outgoing e-mails logged by Microsoft Exchange.

To optimize the archiving criteria, the system administrator can analyze the expected archiving volumes before automatic archiving.

The administrator has the ability to use the immediate archiving functionality to start the archiving process at anytime utilizing the set automatic archiving rules.

4.2 Accounting information

The system administrator can use the Administration interface to determine how many objects are archived in mailboxes and how much storage space is required for this in the archive. The result of this "analysis" is sent to the system administrator by e-mail, and can then be processed, using Microsoft Excel, to view and determine archiving costs.

4.3 Quotas

The system administrator can assign system quotas to specify the storage space available to each user — "high water mark." When the quota reaches this limit, a warning message is sent to the user.

4.4 Retrieving archived documents

If an employee moves from a department with archiving to a department without archiving, the system administrator can reload all archived documents to this person's mailbox at the touch of a button.

4.5 Administrative restoration and deletion

The administrator can delete e-mails even if they have been restored to a mailbox.

4.6 Scripts

The system administrator has access to a number of pre-generated scripts, for example for assigning storage media (hard disks, optical media, HSM, etc.), for automatic sub-folder generation or for automating administrative tasks such as managing pools.

5 Supported platforms

The solution supports a range of Microsoft Outlook and Microsoft Exchange configurations (including Microsoft Exchange 2003 and Microsoft Outlook 2003). Further information can be found in the release notes.

5.1 Clustering

StorageTek Email ArchiveMaster software for Microsoft Exchange supports the Microsoft Exchange Enterprise server. This allows the product to be used in clustered environments.

5.2 Outlook web access

StorageTek Email ArchiveMaster software for Microsoft Exchange offers full support for web-based access to the Microsoft Exchange server.

ABOUT STORAGETEK®

Storage Technology Corporation (NYSE: STK), a $2 billion worldwide company with headquarters in Louisville, CO, has been delivering a broad range of storage management solutions designed for IT professionals for over 30 years. StorageTek offers solutions that are easy to manage, integrate well with existing infrastructures and allow universal access to data across servers, media types and storage networks. StorageTek's practical and safe storage solutions for tape automation, disk storage systems and storage integration, coupled with a global services network, provide IT professionals with confidence and know-how to manage their entire storage management ecosystem today and in the future.

StorageTek products are available through a worldwide network. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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