

## MS eArchiver Frequently Asked Questions

MarketStor provides the latest in e-mail archiving solutions with the MS eArchiver. The MS eArchiver provides cost-effective and high-performance virtual storage space in 11 different capacities, ranging from 150GB to 6TB. The appliance provides users with permanence, security and the ability to audit, meeting compliancy regulations. Created to solve e-mail storage and security concerns for small- to medium-sized businesses, the MS eArchiver provides solutions to several common problems.

### eDiscovery FAQs

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#### **Does proposed solution archive all e-mail data to separate server, allowing search and discovery of data?**

Yes. The MarketStor (MS) eArchiver agent, which is installed on the Exchange Server, extracts e-mails from the Microsoft Journal mailbox and archives those to the Archive Stores, which are located on our appliance, called the MarketStor eArchiver. Through the MarketStor administration Web console, those e-mails can be searched, retrieved and exported in different formats like HTML/EML/MSG/PST.

#### **Does proposed solution provide the ability to search all e-mail data, including attachments for legal discovery?**

Yes. MS eArchiver indexes every part of the e-mail, including header (sender, to, cc, bcc, subject), body and attachments (name, type and data) for legal discovery.

#### **What attachment file types does your solution index?**

By default, there are about 100 file types, including Microsoft Office, zip and PDFs, that are indexed. MS eArchiver uses iFilters to index attachments, which means any application which provides iFilters for their attachments can be installed on the MS eArchiver appliance and then MS eArchiver will be able to index those attachments.

#### **Describe what e-mail data you're archiving solutions captures?**

MS eArchiver captures header (sender, to, cc, bcc, subject), body and attachments (name, type and data) and archive to the Archive Stores.

#### **Does your solution detect or capture BCC messages?**

Yes. MS eArchiver detects and captures BCC messages from Microsoft Journal mailbox. E-mails which existed in Exchange Server prior to enabling Microsoft Journaling might or might not have BCC information. If BCC information exists, then MS EArchiver will capture and archive it.

#### **Is all e-mail data in a single searchable location?**

Yes. MS eArchiver agent archives all e-mails to a central MS eArchiver Server. MarketStor Web interface allows you to search, retrieve and export those e-mails from the single searchable location.

#### **Can the archive application scale to provide a single point of management, a single set of policies, and a single repository to search against for all e-mail data as the e-mail environment grows?**

Yes. Rollover policy can be created to spawn new archive databases, based on the period or size of the archive store, to handle the growth. Still, there will be a single point of management and single set of policies. Logically, it will be a single repository.

#### **Does your solution support full text indexing for messages, attachments, fields in a message and calendar items?**

Yes. MS eArchiver supports full text indexing for messages, attachments and fields in a message. Items are indexed using Microsoft SQL Server full text catalog engine using iFilters. Calendar items are not indexed currently.

#### **Is archive searchable by end users for electronic discovery purposes?**

Yes. Archived messages are available to Administrator and all users for searching. Users can search their own e-mails by default unless permission is assigned to access other users' messages also.

**Can end users place returned search results on a legal hold status?**

Yes. End users can place returned search results on a legal hold status if Administrator allows them. Administrator can create a role and assign all the required permissions, including legal hold, to that role and then assign that role to a particular user or all end users.

**Can individual e-mail items be placed on a legal hold status?**

Yes. Individual items can be placed on a legal hold status. Once the items are placed on a hold then retention and purge policy will be suspended on those items until hold is removed from those e-mails.

**Are saved searches updated as new e-mail is introduced into the archive?**

Saved search option only saves the definition (query). Whenever it executes, it retrieves the latest data.

**Can search results be exported?**

Yes. Search results can be exported via search screen.

**What file formats do you support?**

Search results can be exported in formats like HTML/EML/MSG and PST.

**What type of search criteria does your solution support?**

Yes. Suffix wildcard, NEAR, Boolean operators, date range, phrase search, forms of regular expression and any e-mail field like sender, recipients, subject, body, attachment (name, data) etc.

**Can e-mail items have multiple legal hold tags preventing deletion until all legal hold tags have been removed?**

Yes. Basic case management is provided in MS eArchiver which allows to create a new case and associate e-mails with that case. There can be e-mails associated with multiple cases. E-mails will not be deleted until all cases are closed.

**Describe your solution's ability to ensure multiple litigation hold/stop destruction requests are complied with.**

Basic case management is provided which allows the creation of multiple cases with control access. E-mails can be associated with the cases.

**Are BCC messages retrievable with standard keyword searches?**

Yes. BCC messages can be retrieved by specifying BCC criteria.

**Can permissions be set to allow a user search of other users' archives?**

Yes. Mailbox Access management is provided which allows an Administrator to assign permission to a user to search other users' archives.

**Can a user be given permission to search a specified group of archives?**

Yes. User can be given permission by an Administrator to search archives of other mailboxes.

**Can users be prevented from searching their own archive?**

Yes. Users can be prevented from searching their own e-mails. A role can be created without archive access permissions and then that role can be assigned to a user. A built-in role is also available called NO\_UI\_ACCESS which can be set on a global level to prevent archive access to all the users.

**Administration/Server FAQs**

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**Describe the software that is required to be installed on Exchange Server to implement your solution.**

No, it is not required to install an agent on the Exchange server.

**Will your solution operate with other Microsoft Exchange disaster recovery solution or replace its functionality?**

Yes. MS eArchiver works well in the presence of any Microsoft Exchange disaster recovery software. MarketStor does have an Exchange disaster recovery product also, which, if used in conjunction with MS eArchiver, will provide additional patent pending functionality and continuous e-mail archiving. With continuous e-mail archiving, if the Primary Exchange Server crashes, then MarketStor can failover users to a Standby Exchange Server and continue to archive e-mails from the Standby Exchange Server without losing e-mails, keeping the customer under compliance.

**Does the proposed solution have the ability to archive PST files from both network locations and local hard drives?**

Yes. MS eArchiver comes with the utility called PST Utility, which is used to archive PSTs available on local or network drives. Administrator can copy all the PSTs into local or remote drive and specify the folder in the utility. Utility will show all the available PSTs under that folder in the user interface, and the administrator can decide to select all or specific PSTs for archiving.

**Describe how your solution would archive data from backup media containing Microsoft Exchange data.**

Exchange stores can be mounted to an Exchange Recovery Storage Group; e-mails can be exported in PST format, then MarketStor PST Utility can be used to archive e-mails from PST to the archive store.

**Does your solution support operations on VMware ESX 3.5/4?**

Yes, the MS eArchiver can support exchange servers in a VMWare environment.

**What types of storage solutions (NAS, SAN, etc.) does your solution support?**

MS eArchiver is storage agnostic and can use DAS/NAS/SAN etc. as an archive storage as long as the storage can be partitioned as NTFS file system and supported by Windows. We also offer our V-SAN storage appliances, which work extremely well with our archiving product.

**Does the proposed solution support Microsoft Exchange 2003, 2007, and 2010?**

Yes. MS eArchiver supports Exchange 2000, 2003 and 2007. Also, Exchange 2010 will be supported when it will be in production.

**What client operating systems does your solution support for client access to the archive?**

Current Windows platforms. It is browser based.

**Describe any software agents that need to be installed on the Exchange servers.**

The MarketStor agent is not required on the Exchange server. However, you can choose to install the MarketStor's agent on the Exchange Server, which processes the journal mailbox. Other components of the agent are the PST Stub Utility. PST Utility is used to archive existing e-mails.

**Will Exchange services have to be shutdown to perform upgrades on any of these agents?**

No. There is no need to shutdown Exchange services during install or upgrade of the agent.

**Have these agents been tested for compatibility with backup software agents?**

Yes. It has been tested in house with MarketStor backup software and some of our customers who run different backup software along with the MS eArchiver solution.

**How does your solution capture all content from Exchange on a real time basis?**

By using journaling.

**If journaling is used to capture Exchange data, will I be required to add additional e-mail servers to my Exchange environment?**

No. The overhead increases needed for the journal mailbox is minimal, so additional e-mail servers are not needed.

**Will journaling capture all of the e-mail data?**

Yes. All incoming and outgoing e-mails are captured in the journal mailbox.

**What is the time interval that messages are in the journaling mailbox?**

This is customizable. The MarketStor agent polls messages from journal mailbox every 30 seconds by default. This can be changed through the Web console. Once the messages are archived, e-mail is deleted from the journal mailbox, but NOT from the users' mailbox.

**If MAPI is used to capture e-mail data, how many concurrent MAPI connections does the archive application use?**

One. MAPI is used to extract messages out of the journal mailbox one at a time.

**Is the original metadata preserved?**

All the e-mail data is preserved, but metadata information like folder structure, flags, etc. are not preserved.

**How does your solution interoperate with Microsoft Active Directory?**

MS eArchiver application connects to the Active Directory using LDAP to discover all the mailbox enabled users and stores them in the MS eArchiver catalog.

**How does your solution handle user accounts that no longer exist in Active Directory?**

The MS eArchiver Application marks those users as DELETED in the MarketStor catalog.

**Which client operating systems do you support for management of this application?**

All supported version of Windows.

**Is support planned for Microsoft Exchange 2010?**

MarketStor agent is already tested with Exchange 2010 RC version. It will be fully supported when the product version comes out.

**Does the product allow for different roles with different access to the archive? Please describe details.**

Yes. Customizable roles can be used for administrators, compliance officers, end users, read only access, etc.

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**End User Experience FAQs**

**Does archive present a folder structure within the Outlook 2003 client?**

No. After archiving e-mails, the MarketStor agent doesn't delete it from the user's mailbox. If user doesn't delete the message from the mailbox, then the message will still appear in the folder where it was placed. Even the stubbed messages remain in their respective folder and users can move them around.

If the message is deleted by the user, then archive messages can be accessed via Internet Explorer or through a link created in Outlook to access the Web interface.

**Does your solution support users' access to their archived messages with a short-cut indicator in the Outlook client or some other visual marker?**

Folder 'MS EArchiver Application Server' is created in Outlook. When a user clicks on that folder, Web interface pops up in the content area.

**Will the archive solution allow users to browse their archived content directly from within the Outlook 2003 client?**

Yes.

**Is an Outlook plug-in required?**

No. MarketStor's Outlook custom form is published on the Exchange Server to access stubbed messages, which doesn't require any plug-in. Archived e-mails which are deleted by the user from the mailbox can be accessed via Web browser or through a folder shortcut created in Outlook, which display Web interface in the content area.

**Does your solution provide the end user the option of accessing the archive through a Web browser (non-Outlook Web access)?**

The Web console allows any user to access, search and optionally export/forward their own e-mails.

**If PST files are archived, will the end users still be able to access their PST data in a browsable form without creating additional stub files in Exchange?**

Yes. Stub is optional.

**Does your solution appear to be transparent to the users?**

Yes. All the policies are server based and messages are archived based on the policy set by an Administrator. There is no need for end-user interaction. Also, messages are not deleted from users' mailbox after those archived, unless the user deleted it or those get deleted based on the optional deletion policy set by an administrator. Even that will happen after the specified period of days defined.

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## Operation FAQs

### **Does the proposed solution support stubbing of attachments based on size or type?**

Yes. Stubbing can be performed based on the age of the message in the archive store and two more options: size of the message and whether the message has an attachment or not. Currently, by type is not supported.

### **Does the software support multiple e-mail retention categories based on user or group membership?**

Yes. Along with the global retention policy, customer retention policies can be created based on various criteria: sender, receiver, subject, body, etc.

### **Describe how your solution supports Disaster Recovery.**

MarketStor has backup/recovery solution for Exchange, which can back up the entire mailbox stores and the Administrator can recover if those stores get corrupted or a disk crashes.

Also, MarketStor has a disaster recovery solution for Exchange where standby of production Exchange Server can be created and can be failed over to if the production Exchange Server goes down.

### **Does the proposed solution support the ability to restore individual messages from the archive to the Exchange system?**

Yes. Messages can be exported or forwarded in EML or MSG format.

### **Please describe in detail how the product addresses single instancing within the archive.**

If the message is sent to multiple recipients, then the solution archives the message only once in the store and all the recipients gets a pointer to it.

### **What is the backup and restoration process for the archive?**

All the archive data is stored in SQL Server database. Either MarketStor SQL product can be used to backup/restore or Administrator can use any other product or their own scripts.

### **How long does it typically take for implementation of your solution in an environment similar to ours?**

The MarketStor archiving appliance can be implemented in 30 minutes to two hours.

### **Does your solution support multiple domain archives?**

Yes, it can support several domain archives through a single box.

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