

1. Can I Archive mail from any email server?

Yes, so long as it can be set up to journal mail activity. If you use intY Hosted Exchange then we will set that up for you. The intY Support Desk can also help with configuring an ExoServer or your own Exchange server.

Virtually all other mail platforms are compatible (e.g. Lotus Notes, Novell GroupWise) but our Support team may not be able to assist with the precise configuration details of all types of server.

2. What is email journaling?

Whenever a message is sent from or passes through the mail server, a copy is “journalled” which means a copy is sent to a specified email address defined in the server configuration. When the email is received at the destination journal address it is an identical copy of the message (the same to, from, cc, and bcc fields).

3. How do I retrieve mails from the archive?

They can be emailed back to you (or someone else) or downloaded as a PDF. They can also be retrieved in standard MIME format.

4. What happens to the journaled emails?

As it enters the archive each mail is analysed and all content is indexed and tagged so it can then be searched. This includes:

- Email Subject
- Sender and recipient details
- Mail body
- Attachment content
- Time and date
- Key words (present or *not present* in the mail)

5. How do I access my stored mails?

The users log into the portal and use a straightforward search engine like interface to define the criteria for the search. Choose between a Simple search, a Wizard or Advanced. There is also Random search facility for selecting a set of emails for audit purposes.

MailDefender Archiving FAQs



DASHBOARD SEARCH SETTINGS

NEW SEARCH

Simple

Wizard

Advanced

Random

Name

Give your search a unique name.

Tags

Tags are optional and help to categorize searches.

Permissions

Note

Describe the search with an optional note.

Limit search within a date range

Range

This Quarter

Select a common date range or enter a custom range below.

Begins on

June 1, 2010

Ends on

July 20, 2010

Search terms

search for this text

6. How can I organise archived mails?

Search tags allow you to group multiple saved searches to a common topic or request. For example using a tag like 'End of Year Audit' means many connected searches with differing criteria can be quickly accessed.

7. Can I append comments to a mail?

A mail you have found can have various tags applied.

Reviewed – tag as reviewed

Starred – add this tag to highlight the message

Attention – requires further attention

Save – prevent policy deletion

8. Can I delete an email from the archive?

No. Once a mail is added it cannot be deleted. The only way emails are removed is via the automatic policy which is used to erase all mails once they reach a set age.

9. Can I customise the interface?

Yes, you can upload your company logo.

10. How do I manage permissions for user accounts?

Your account can be set with these levels of permission. Most of the time you will manage with one or two Admins and everyone else has an End User account.

Permissions

Account Admin (AA)

Account Admins can manage system settings, users and collectors.

Search Admin (SA)

Search Admins can create new searches and manage search settings.

Search Admin Plus (SAPlus)

Enhanced Search Admin role that would allow to access the REPORTS.

Search User (SU)

Search Users can only access the searches created by Search Admins.

End User (EU)

End Users can only access the message archive.

11. What emails can an End User access?

They can only see their own emails.

12. How can an authorised person access other user's emails?

A search Administrator must be appointed who can define the limits of those searches which a *Search User* can access (e.g. date, to, from etc). The required users must then be setup as a Search User.

13. Can my legacy mails from my server be imported?

Yes. Bulk mail server data can be imported. The process involves an FTP transfer to a secure location where the intY deployment team schedule the import process into the archive infrastructure. Contact your Account manager for pricing and further details