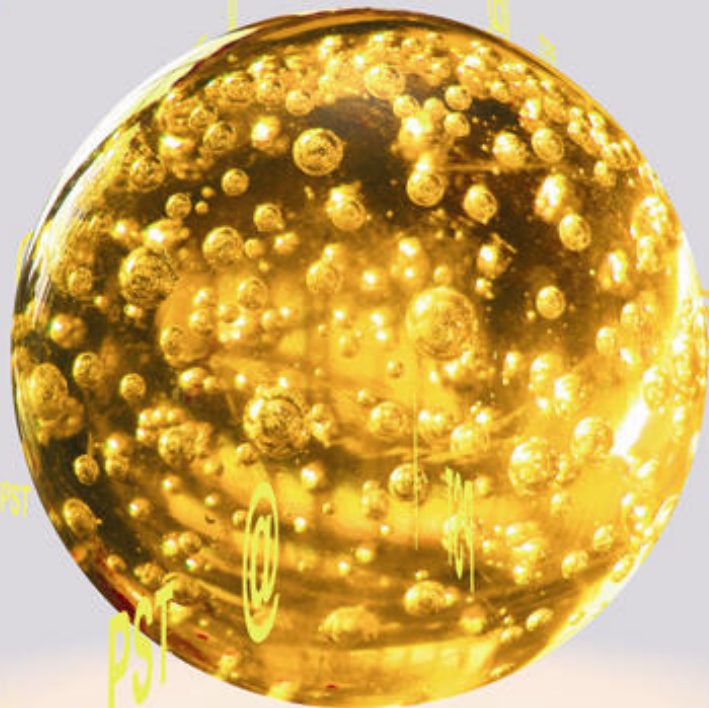


## **PAM for EXCHANGE** email archiving at its best

### **Whitepaper**

Frequently Asked Questions And Answers



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Frequently Asked Questions And Answers:

Licensing, Archiving Functionality, PST's, Single Instance Storage, Mobile Devices, Outlook & OWA, Disaster Recovery, Compliance, Compatibility, Configuration – Implementation, Active Directory, Storage, Backup

Author: Adam Surch

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H&S Heilig und Schubert Software AG  
A-1150 Vienna, Staettermayergasse 30

Tel. ++43.1.21555  
Fax. ++43.1.21555-200  
email: [issteam@hs-soft.com](mailto:issteam@hs-soft.com) | [support@hs-soft.com](mailto:support@hs-soft.com)

URL: [www.hs-soft.com](http://www.hs-soft.com)  
URL: [www.hs-soft.com/email-archiving](http://www.hs-soft.com/email-archiving)



## Licensing

**Does the HSM Engine come with the product?**

Yes, it is integrated.

**How is the software priced?**

Per mailbox.

**Does it matter how many servers we have?**

No.

**Do I have to purchase licenses for all the mailboxes on a server?**

No, only for the mailboxes you want archiving.

**Does the public folder count as one mailbox license?**

Yes.

**If users leave the company, do we lose these mailbox licenses?**

No, the licences can be used for other mailboxes.

**Are there any pricing discounts for certain industry sectors?**

Yes, discounts are usually given to NGO's, Charities, Non-profit organisations, Government agencies, Healthcare and educational institutes. Contact a Sales Representative for more information.

**What are the support and maintenance yearly costs?**

Generally, 18% for the first year rising to 32% and 40% in the second and third years respectively. These details can change so it is advised that you contact a Sales Representative.

## Archiving Functionality

**Why is Direct Archiving better than journaling?**

Direct Archiving is an efficient way of archiving as it immediately creates a shortcut in the user mailbox and is instantly archived. Fully Compliant.

**Are there separate interfaces for external auditors or records administrators to access, search and retrieve from the archive?**

Yes, GUI's can be set up for these kinds of activities.

**Does the user ever have any performance latency problems when accessing archived messages?**

Few factors affect the dependability of the service; size of the attachment, network speed and location. Overall in normal conditions, it is fully transparent.

**Is it possible to search for a single keyword in multiple documents?**

Yes.

**Are there any special considerations taken into account when a user mailbox is removed or deleted from the system?**

No, the user's messages will be kept in the archive for as long as necessary.

**Can sent items be archived if the user does not keep a copy?**

Yes, the outbox or specific sent mails can be stored transparently.

**Can public folders be archived?**

Yes they can.

**At what point in the email cycle is the mail archived?**

It depends; it can be archived as soon as it hits the exchange server, from PST files or after it has arrived in the HSM store.

**Are there any pre archiving tests that ensure no corrupted files get archived?**

No, this is not possible.

**What type of interface is used to search through OWA?**

A separate archive web front end.

**How is it possible to browse the archive?**

There is a web archive that allows users and auditors to search the archive.

**Does the software provide statistical reports on individual user and group accounts?**

Yes, with entities such as mailbox size and archive space.

**Can a deleted user mailbox have their mailbox or individual mails assigned to another user?**

Yes, this can be done.

**Is user interaction with the archive logged and kept for audit purposes?**

Yes, all restore's, deletions and edits.

**What is the approximate compression ratio when archived?**

80% approx.

**Can I archive my file server, SharePoint and IM?**

H&S offer File- and SharePoint archiving in other products:

**PAM for FILES** and **PAM for SHARE**. IM archiving is currently being developed.

**Is it possible to archive notes, calendar, tasks, contacts etc?**

Yes, anything on exchange.

## PST's

**Can I automatically delete the .pst file once the messages have been imported to the archive?**

Yes.

**Will the PST Importer archive .ost files?**

Yes.

**Does the PST Importer scan network drives across the entire organisation for PST files?**

Yes.

## Single Instance Storage

**What is the technology behind single instance storage?**

MD5 algorithms

**What is the difference between SIS and deduplication?**

Both technologies have the same objective which is to free up space on storage; the methods however differ. SIS saves one instance of a multiple saved document by assigning it with an individual unique hash so only one single copy of the document is saved with a shortcut made for multiple users to access it. Deduplication separates and saves each document in segments. When a document has a minor edit made to it, like a title change, then only that changed segment is saved and not an entire version of the document.

## Mobile Devices

**How does the software provide archiving considerations for Blackberry and Smartphone devices?**

These users can have access to their archived messages with a new feature named 'shortcut delay'. When a mail is archived the creation of the shortcut onto the exchange server is delayed by a specified amount of time, i.e. 30 days, so the message can be accessed through mobile devices. After this amount of time has expired, the message is stubbed and no longer available for the Blackberry/Smartphone user.

**Are Windows Mobile devices supported?**

Yes.

## Outlook & OWA

**Is there a separate interface to access the archive or is it accessible through Outlook and OWA?**

For the user archiving is a completely transparent experience. They use Outlook and OWA as usual.

**Do all of my users have access to restore, search, edit etc. from the archive with the Outlook Add-in?**

It is optional; the administrator can give access to users to perform all, none or some of the archive activities like manually archive, restore, search etc.

**What is the difference between a thick and thin client?**

A thick client is a user with the Outlook Add-in installed and a thin client is a user who has not got the Outlook installed.

**Is the Outlook Add-in an extra cost or included in the list price?**

There is no extra cost for the client Add-in.

**Is the Add-in compatible with Outlook 2007?**

Yes.

**How is the Client Add-in deployed to the users Outlook interface? Manually?**

No, roll-out of the Add-in is controlled remotely using the enterprise manager.

**Is it possible to search the archive without the Outlook Add-in?**

Yes through the Administrator tool, enterprise manager, and the web archive portal.

**Will this work with laptop users that use cached Outlook Offline?**

Yes, archived msgs can also be cached.

**Is there an Add-in for OWA?**

No, just the web interface.

**Can I use full text search in OWA?**

No, but you can from the web portal.

## Disaster Recovery

**Does PAM for EXCHANGE support off-site server location?**

Yes, it is installed onto a separate server which can be replicated in different locations.

**If MS Exchange Server crashes, can we restore from a certain point in the past?**

Yes, restoration can be by message type, size, user or age.

**Is it possible to mirror the entire server set-up at another location for complete disaster recovery management?**

Yes.

## Compliance

### Can my users see other archived mailboxes?

No, by default users only have permission to view their own archived messages. You can give authorisation to super users to have access to other mailboxes though.

### Does the solution have delete policies after a set amount of time?

Yes, deletion, retention and 'keep alive' policies can be set.

### What are 'keep alive' policies?

Usually a message is set a certain retention time period, then after that time is over, the 'keep alive' time is a short amount of time used if necessary to move the message before it is permanently deleted.

### What is a typical length of time an email should be retained for?

Depending on the regulation but it can be five years and beyond.

### Are there any eDiscovery capabilities?

Yes.

### Is it possible for a deletion policy to be quickly stopped if necessary?

Yes, scheduled jobs can be stopped by the administrator.

### How does PAM for EXCHANGE handle who sees a message and if that message is altered?

Versioning; this allows authorised users to view every instance of an altered message.

### Does it allow for procedures such as random sampling of messages and lexicon of words to look for?

Yes.

### Does the archive support encryption and how many keys can we use?

Yes, encryption is supported but only using one key.

### Which industry regulations make storing emails compulsory?

#### USA:

Sarbanes-Oxley Act Section 404, AML, NASD, SEC 17a-4, HIPAA ISO/PRFTR15801, ISO/WD18509, FDA 21 CFR Part 11, Basel II Capital Accord, Patriot Act, Electronic Evidence Act (Canada)

#### EMEA:

IFRS (EU), Sovency II (EU), BSI PD5000 (UK), Public Record Office (UK), Fin. Serv. Authority (UK), AIPA (Italy), NF Z 42-013 (France), GDPdU & GoBS (Germany)

#### ASIA:

11MEDISDC (Japan)  
Electronic Ledger Storage Law (Japan)

## Compatibility

**PAM for EXCHANGE** is compatibility with:  
MS Exchange Server 2007, 2003, 2000, 5.5  
MS Outlook 2007, 2003, XP, 2000, 1998  
MS SQL 2005, Express, 2000 (not MySQL)  
Oracle 8+

MAC environment

Misc:  
64-bit OS  
RPC-HTTP Outlook connections

Double-Take  
Terminal Server R2  
Citrix  
Desktop Authority (Script Logic)  
Galaxy backup

Clustering

All Storage Media

### **Is there support for IM?**

Unfortunately not at this moment in time, support is currently being developed.

### **Can the software run on VMWare?**

Yes.

### **Can PAM for EXCHANGE integrate with third party products like DMS and CRM systems?**

Yes, with the post processing tool (See product brochure for more information).

### **Does it integrate with ECM systems such as Meridio, Oracle Stellent URM and EMC Documentum?**

No.

### **Does it interfere with email security software like Symantec and GroupShield?**

No, there is no interference.

### **Can it be installed onto a server that has other programs installed on it?**

Yes, depending upon the configuration.

### **Are SAN's and NAS compatible?**

Yes.

### **What format are the messages archived in?**

.msg or html or both.

## **Configuration – Implementation**

**Does any software need to be installed on the client workstation?**

No, there is no individual installation.

**What is the estimated installation time?**

With the newly designed installation wizard it should take no longer than half an hour in the correct environment.

**How is the solution scalable to multiple servers and sites?**

The various implementation roles are split up and spread to the different components.

**What is the best practice for migrating to Exchange Server 2003 or 2007?**

We advise to archive first before any migration, that way only the message shortcuts will be migrated. You will just need an **PAM for EXCHANGE** upgrade if you migrate from 2003 to 2007.

**Is it possible to run PAM for EXCHANGE on our MS Exchange Server?**

It is possible but not recommended. Performance and reliability are compromised.

**Are there any minimum bandwidth requirements between the exchange server and the PAM for EXCHANGE server?**

No, it uses SOAP through HTTP.

**Can PAM for EXCHANGE operate from a central location archiving from remote server locations?**

Yes.

**How do distributed Exchange organisations affect licenses?**

**Can we search centrally over distributed stores?**

Searching is performed from each database and individual mailboxes are licensed regardless of the site.

**Are multiple domains supported?**

Yes.

**Is it possible to configure with laptop users using cached Outlook offline?**

Yes, archived messages can also be cached.

**Are there any special considerations for front end/back end server topology?**

No, all are considered.

**Does there need to be any components installed onto the Exchange Server?**

Only for certain functionality like direct archiving. It is not a necessity though.

**Does the thirty day evaluation have all the functionality of the commercial PAM for EXCHANGE?**

Yes.

**Is it possible to install onto a terminal server?**

Yes.

**How regular are the product updates and how do I know about them?**

Updates are posted fairly regularly and the system administrators are informed via email.

## Active Directory

**Can we use our current Active Directory schema and groups?**

Yes, nothing needs to be changed.

**Do I have to recreate a user account to access a deleted accounts archived mailbox?**

No, it is possible to view the deleted mailbox through a web interface.

**If a mailbox is accidentally deleted can their archived messages be restored to the same account?**

Yes, just recreate the account or use a different account and access the mails from the archive.

**What kinds of users can I control the settings for?**

Individuals or groups.

## Storage

**Why does PAM for EXCHANGE need a database?**

For indexing and metadata.

**Is it possible to use multiple databases?**

Yes.

**Are the archived messages compressed when archived?**

Yes, if it is desired.

**How much will my MS Exchange Server reduce by if I archive everything?**

Approx 80%, depending on the environment.

**Is it possible to create another SQL database as the current one becomes full?**

Yes, the solution is fully scalable.

**If it is required to archive all incoming mail including SPAM and junk mail then won't this cause a storage problem?**

Not if you use Jukebox media.

**Can we archive and restore from DVD?**

Yes .

**Is it possible to archive to one storage media then after a certain amount of time move the messages to another media?**

Yes, this can be automatically set as well.

**What is the storage limit for SQL Express?**

4GB.

**Can I use MySQL?**

No.

## **Backup**

**What parts of the system should be backed up?**

The HSM in the **PAM for EXCHANGE** server, the database, the mail server and the archive storage media.

**Is a backup tool included for the **PAM for EXCHANGE** server?**

No, you must perform standard backups manually or with a 3<sup>rd</sup> party product.

**How is the database and mail server backed up?**

Manually.

**Can I restore just part of a mailbox?**

Yes, you can restore individual messages, part of a mailbox or whole mailboxes.

**How are messages and mailboxes restored?**

Manually.