Email Archiving for

IPSWITCH

IMail Server

Getting Started Guide

IPSWITCH

CHAPTER 1 Archiving

About Archiving 1
Journaling 2
Spool File Changes 2
New Logging Messages 3
New Archive Utility 3

CHAPTER 2 IMail Admin System Settings for Archiving

Archiving Transport Mechanism 5

CHAPTER 3 Archiving Solutions

Archiving Partners 7

CHAPTER 4 MailArchiva

About MailArchiva 9
Minimum System Requirements 10
Steps for Installing MailArchiva with IMail Server 10
Step 1 - Download MailArchiva 12
Step 2 - Installing IMail Web Service 13
Step 3 - Configuring Access.config 19
Step 4 - Verifying IMail Web Service 20
Step 5 - Installing MailArchiva 24
Step 6 - MailArchiva Server Configurations 25
Step 7 - MailArchiva Archiving System Settings 30

CHAPTER 5 Sonian

About Sonian 31
Steps to Start Sonian and your IMail Server 32
Step 1 - Sonian Subscription 33
Step 2 - Creating Sonian Account 34
Step 3 - Enabling SMTP with Sonian 35
Step 4 - Sonian Archiving System Settings 36

CHAPTER 6 For More Assistance

Ipswitch Support 37

CHAPTER 1

Archiving

In This Chapter

About Archiving....1
Journaling....2
Spool File Changes....2
New Logging Messages....3
New Archive Utility....3

About Archiving

Mail archiving is a new solution that is available to work with IMail Server v10.01 and higher. The IMail archiving plug-in solution works with existing third party archiving vendors. This solution allows more options to our customers for deciding what archiving engine to use. Any third party archive engine that has plug-in capability can be used with IMail Server's archive transport mechanism.

E-mail in recent years has grown tremendously in volumes and usage, with storage requirements increasing by an order of magnitude and more. Businesses today are facing many challenges in managing their growing storage of e-mail with the following issues:

- **Compliance**. E-mail being required to be preserved and proven unalterable for many years based on new compliance regulations.
- **Storage Management**. Tremendous volumes of e-mail to archive, with limited available storage space means that users must periodically either delete e-mail or archive it off-line
- **Search and Recovery**. Troublesome retrieval of e-mail from traditional tape or optical archives due to legal or compliance reasons can end up costing companies large amounts of money.

Third party archiving solutions allows strict e-mail enforcement for retention, monitoring and compliance policies for your whole organization.

Business Benefits

- Preserve and access vital company knowledge
- Monitor and audit employee e-mail communications
- Ensure strict compliance with US and EU legislation (e.g. Sarbanes Oxley Act)
- Protect against lawsuits and legal actions
- Lower the cost of storing e-mails (compression)
- Give users long-term access to their e-mails

Journaling

Journaling for IMail Server was created for archiving to keep a list of actual recipients, to include Blind Carbon Copies (BCC) recipients, lists and aliases. This list is maintained as the message is processed and is applied to the message before it is archived. A message is archived after it has been sent to all valid recipients.

Journaling is used only for archiving. It is not used if Archiving is not enabled.

Journaling provides the ability to record all e-mail messages otherwise not possible with standard envelope information.

Note: Journaling allows companies to maintain compliance with US and EU legislation, which further protects against lawsuits and legal action.

Spool File Changes

Archiving required the following additions and modifications to IMail Server's processing files in the spool directory.

Journal File

Journaling information is saved to the appropriate journal file when the corresponding message is re-queued. The journaling information is loaded and used on the next queue run for that message. The journal file is deleted after the message is archived.

The format of the journal file name is the same as the queue file except the letter `"J"` is used instead of the letter `"D"`.

Example:

Re-queued message	Q4ff2014c00000003.SMD
Journal file name will be	J4ff2014c00000003.SMD

New "Q" File Lines

Two new lines have been added to the `"Q"` file.

These lines are only added under certain circumstances:

1. The line `"ao1"`. Is added when a message has been delivered, but not archived. The IMail Server will attempt to archive the message on the next Queue run. The IMail Server will not deliver the message again.
2. The line `"D1"`. Is added when a message has been deleted by:
   - SPF (Sender Policy Framework) action or
   - an Antispam Connection Filter.

The message is deleted once it has been journaled and archived. No attempt is made to deliver it.

New Logging Messages

New log messages have been added to the IMail Server logs for archiving. Once installed the following possible log messages will begin to show:

- Unable to load journal for <body>
- Successfully loaded journal for <body>
- Journaled <body>
- Archived <body>
- Attempt to archive failed for <body>
- Save journal for <queue>
- Unable to save journal file for <queue>

Where <body> is the full path of the body file and

<queue> is the full path of the queue file.

New Archive Utility

A new command prompt utility was created that will copy and archive all messages currently in MBX files on your IMail Server.

This utility will use either the SMTP-based or Mailbox-based options from the IMail Server Archiving System Settings.

This utility called **"archive.exe"** is located under your IMail Server folder. Using windows explorer go to:

`"c:\Program Files\Ipswitch\IMail\"` (default installation path)

CHAPTER 2

IMail Admin System Settings for Archiving

In This Chapter

Archiving Transport Mechanism.....5

Archiving Transport Mechanism

The IMail Server has new Archiving options located at **Web Administration > System > System Settings**. There are two possible archiving settings when using a Third Party Solution.

Archiving (Installation of Third Party Software required)

Caution: Do not enable this feature unless a third party archiving engine has been installed, as the Spool Manager will no longer function correctly.

Note: A utility exists **"archive.exe"** which will archive all current e-mail messages that have not been archived. This utility is located under ...\IMail directory.

- **None.** (Default Setting)
- **SMTP-based.** This radio button should be checked to enable a third party archiving engine to use the SMTP-based transport mechanism.
  - **Server**. Location of third party archiving SMTP gateway server. Enter the valid IP address of the SMTP gateway server, or localhost.
  - **Port**. Port setting for your third party archiving server to listen on and communicate with your IMail Server.
  - **Recipient**. E-mail address of your third party archiving recipient.
  - **Archive Orphaned Messages**. Orphaned files, by default, will not be archived.
- **Mailbox-based.** This radio button should be checked to enable a third party archiving process to deliver e-mail to a specified recipient.
  - **Recipient**. Location of mailbox that will accept all archiving from your third party process. This recipient can be any valid user on the primary domain.
  - **Archive Orphaned Messages**. Orphaned files, by default, will not be archived.

CHAPTER 3

Archiving Solutions

In This Chapter

Archiving Partners.....7

Archiving Partners

Currently Ipswitch Messaging is partnered with the following Hosted Archival Systems.

- **MailArchiva**. Is an installed e-mail archiving system for companies of all sizes, archiving all incoming, outgoing and internal e-mails.

- **Sonian**. Is a secure hosted e-mail archiving company for organizations of all sizes, providing an affordable, scalable and reliable methodology for archiving off-site.

CHAPTER 4

MailArchiva

In This Chapter

About MailArchiva....9
Minimum System Requirements....10
Steps for Installing MailArchiva with IMail Server....10
Step 1 - Download MailArchiva....11
Step 2 - Installing IMail Web Service....12
Step 3 - Configuring Access.config....19
Step 4 - Verifying IMail Web Service....19
Step 5 - Installing MailArchiva....23
Step 6 - MailArchiva Server Configurations....24
Step 7 - MailArchiva Archiving System Settings....30

About MailArchiva

MailArchiva is a state-of-the-art e-mail archiving system that is tightly integrated into IMail.

In many jurisdictions around the world, the law requires that company e-mails are kept for up to seven years. MailArchiva is designed to help you comply with legislation such as the Sarbanes Oxley act (SOX), Gramm-Leach Bliley act (GLBA) and the Freedom of information act (FOIA).

MailArchiva is standards based. E-mails are stored in a standard format, directly on the file system. As a result, there are no hidden database maintenance costs and the integrity of archived information is not subject to database corruption.

MailArchiva employs highly scalable search engine technology. A Google-like web interface is provided, enabling auditors and employees to search through tens of millions of e-mails at the click of a button.

MailArchiva stores e-mails directly on the file system after compression. This design allows you to avoid the pitfalls associated with storing information in a database; namely: high maintenance costs, size restrictions, backup complexity and increased potential for total data loss.

MailArchiva stores all e-mail in standard internet mail format (RFC822). RFC822 is the standard format for storing and transporting e-mail messages on the internet. This ensures that all your information will remain accessible for as long as needed.

Minimum System Requirements

The MailArchiva Server requires the following hardware and operating system configuration:

- IMail Server V10.01 or later
- Microsoft Windows 2000 Server, Microsoft Windows 2003 Server, and Microsoft Windows 2008 Server
- NTFS File Systems required
- **Hardware**
  - CPU: 2 GHz CPU core per 500 mailboxes
  - RAM: 1 GB (additional 0.3 GB per 500 mailboxes)
  - 2 GB hard disk space minimum; RAID support recommended
- **Disk Storage**
  - Compatible with most Storage Area Networks (SANs) and
  - Network Attached Storage (NAS) devices

Steps for Installing MailArchiva with IMail Server

Important: IMail Server v10.01 or later must be installed to be properly configured with MailArchiva.

- **Step 1. Download MailArchiva**. *Step 1 - Download MailArchiva* (on page 11)
- **Step 2. Installing IMail Web Service**.
  - 2003 and 2008 Server IMail Web Service Installation. *Step 2 - Installing IMail Web Service* (on page 13)
  - 2000 Server IMail Web Service Installation. *Step 2 - Manual IMail Web Service Creation for 2000 Server* (on page 14)

- **Step 3. Configure your Access.config** after IMail Web Service is installed. *Step 3 - Configuring Access.config* (on page 19)
- **Step 4. Verify your Web Service** authenticates correctly. *Step 4 - Verifying IMail Web Service* (on page 19)
- **Step 5. Install MailArchiva**. *Step 5 - Installing MailArchiva* (on page 23)
- **Step 6. Configuring MailArchiva Server**. *Step 6 - MailArchiva Server Configurations* (on page 24)
- **Step 7. Update your IMail Archiving System Settings** by enabling the SMTP-based options. *Step 7 - MailArchiva Archiving System Settings* (on page 30)

MailArchiva Tips and Recommendations

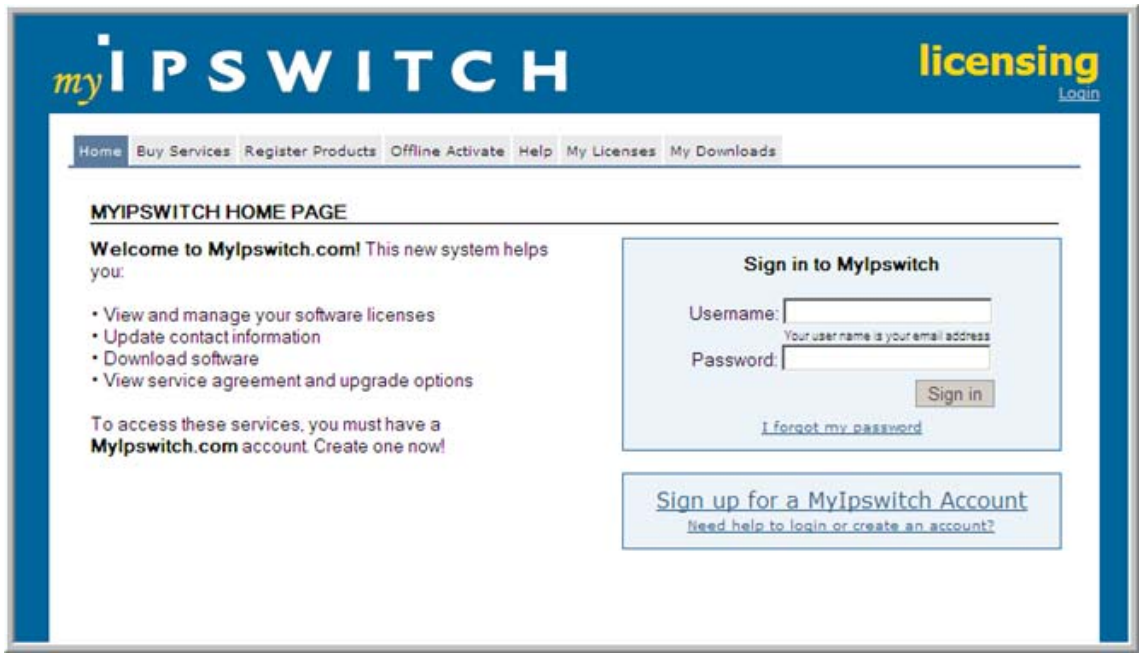
Note: A utility exists to archive all current e-mail messages. This utility called **"archive.exe"** and can be located under ...\IMail directory.

- MailArchiva installation is not recommended on a FAT drive.
- MailArchiva recommends installing on a separate machine from the IMail Server. If the IMail Server has more than 250 users, or if the server is used for other services.
- It is recommended to read *MailArchiva's Administration Guide* (http://docs.ipswitch.com/_Messaging/Archiving/MailArchivaAdminGuide.pdf) prior to installation.

Step 1 - Download MailArchiva

Important: IMail Server v10.01 or later must be installed to be properly configured with MailArchiva.

To download the correct MailArchiva to work with IMail Server, go to *http://myipswitch.com* (http://myipswitch.com).



Step 2 - Installing IMail Web Service

Important: IMail Web Service requires IMail Server v10.01 or later to be installed to configure MailArchiva to function properly.

In This Section

Installing IMail Web Service (2003 and 2008 Servers) (on page 13)

Manual IMail Web Service Creation for 2000 Server (on page 14)

Installing IMail Web Service (2003 and 2008 Server)

The IMail Web Service is a web service that implements basic authentication functionality between your IMail Server and MailArchiva.

The web service by default is not installed during an IMail Server installation. It is a utility that configures your IIS web site.

Important: IMail Web Service requires IMail Server v10.01 or later to be installed to configure MailArchiva to function properly.

The IMail Web Service must be installed on the same computer as your IMail Server to allow archiving to properly function.

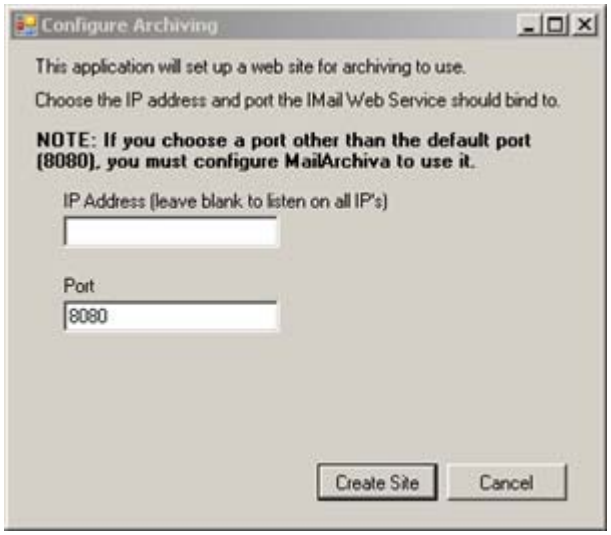
Warning: This utility configures your IIS Web Site for both 2003 Server and 2008 Server only. This utility will not work for the 2000 Server, it must be created manually. *Manual IMail Web Service Creation for 2000 Server* (on page 14)

IMail Web Service Installation

1. Login as a system administrator or to an account with system administrator permissions.
2. If default paths were selected during your IMail Server installation, then go to the following directory:

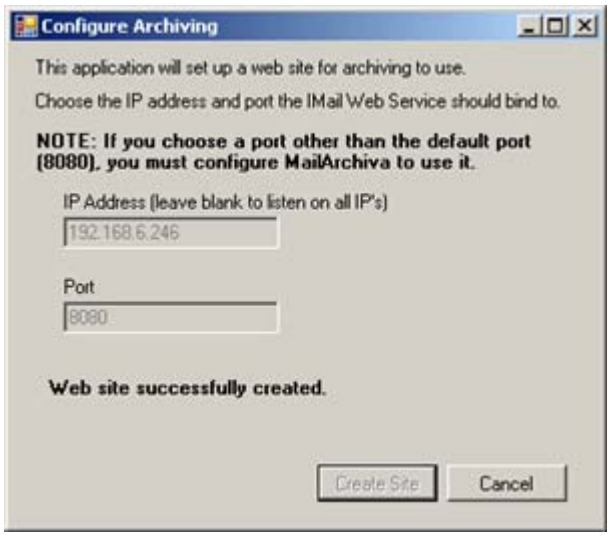
   ```
   c:\Program Files\Ipswitch\IMail
   ```

3 Look for the "`ArchivingConfigure.exe`" application, and run as command line utility. The following image will appear:



Enter the IP address of your IMail Server, or leave blank to listen on all IP's, click **Create Site**.

4 Successful creation of your IIS Archiving Web Site should display as follows:



5 Next, go to *Step 3. Configure your Access.config* (on page 19).

Manual IMail Web Service Creation for 2000 Server

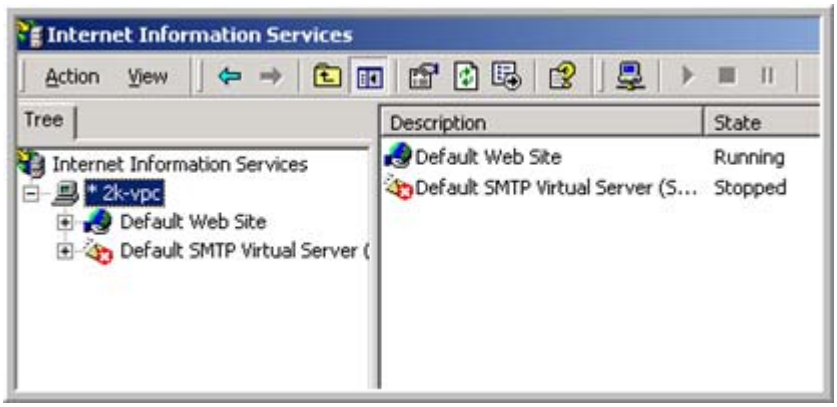
The IMail Web Service is a web service that implements basic authentication functionality for MailArchiva.

Important: IMail Web Service requires IMail Server v10.01 or later to be installed to configure MailArchiva to function properly.

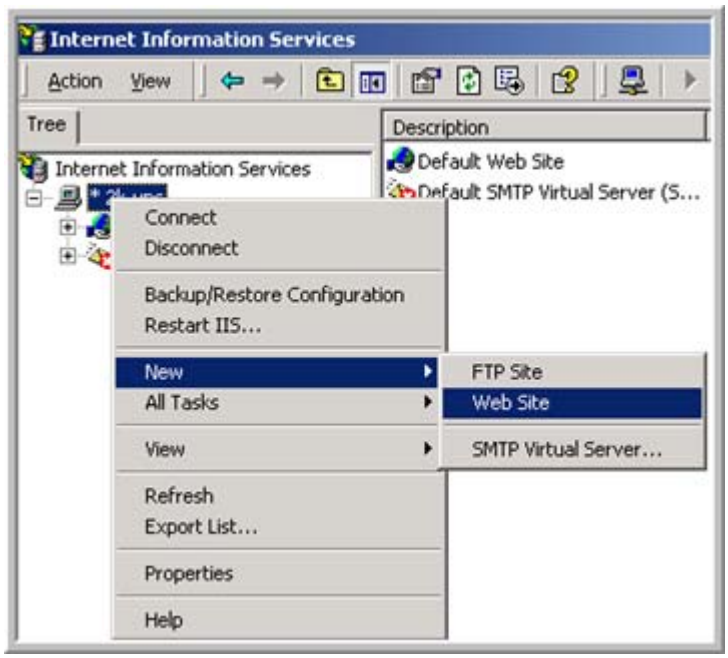
IMail Web Service Manual Creation

1 Login as a system administrator or to an account with system administrator permissions.

2 Go to **Start** > **Control Panel** > **Administrative Tools** > **Internet Services Manager**, this will open to Internet Information Manager (IIS).

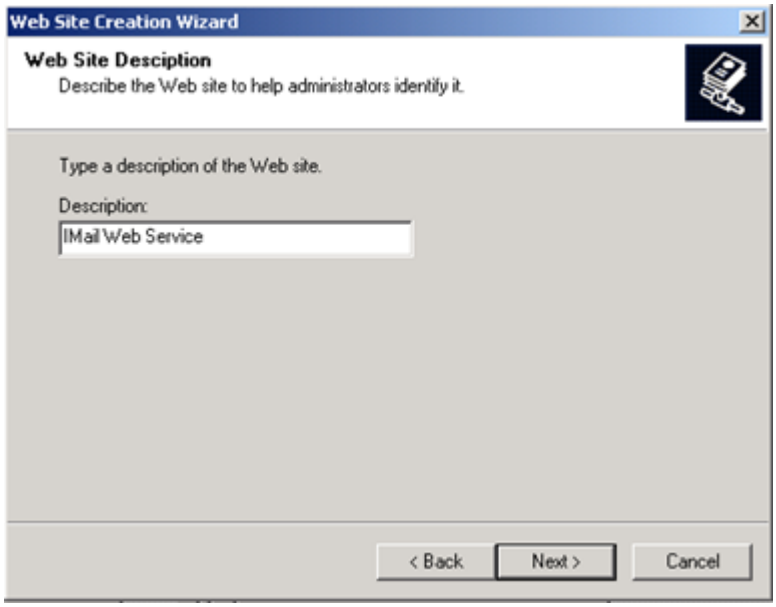


3 Select your computer name and right click and select **New** > **Web Site**. This will initiate the web site creation wizard.



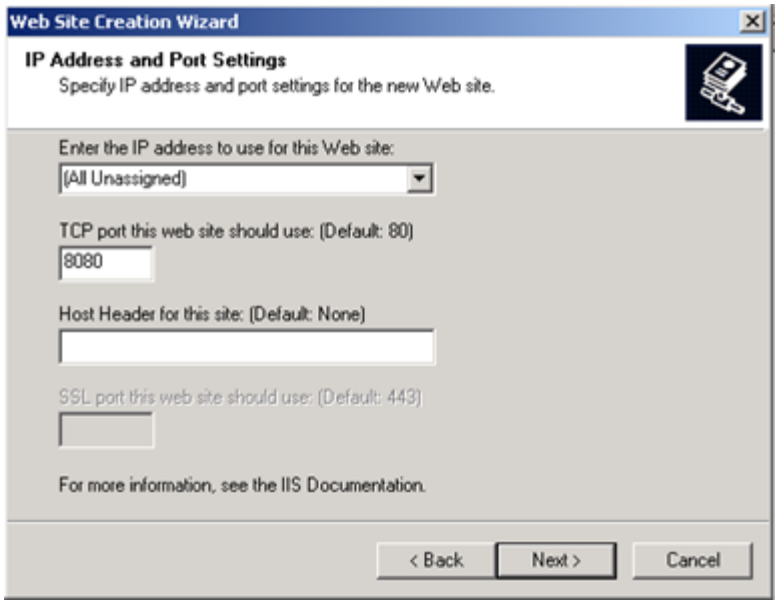
4 Click next at the web site creation wizard.

5 Enter "IMail Web Service", or pick your own description for this service, and click "Next"



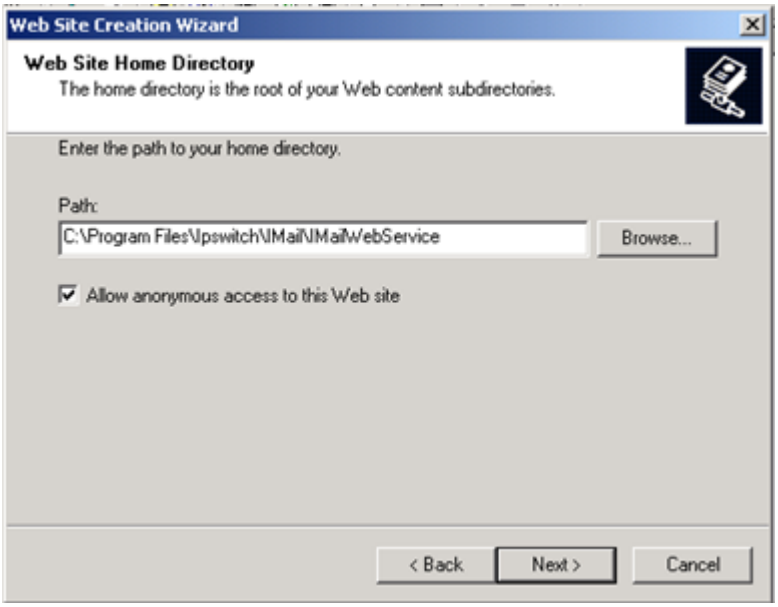
6 Enter port "8080" as the default web site port, and click "Next".

Note: This port number can be changed to your own setting if a conflict exists. MailArchiva configuration port settings must be modified from the default "8080" setting. See your *MailArchiva Administration Guide* (http://docs.ipswitch.com/_Messaging/Archiving/MailArchivaAdminGuide.pdf) for more details.

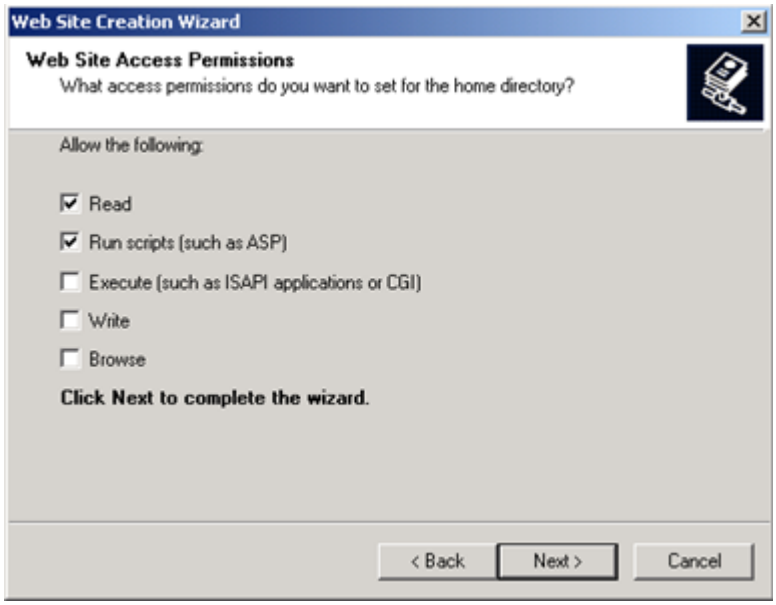


7 Using the "`browse`" button, locate the IMailWebService folder under your IMail Server folder,

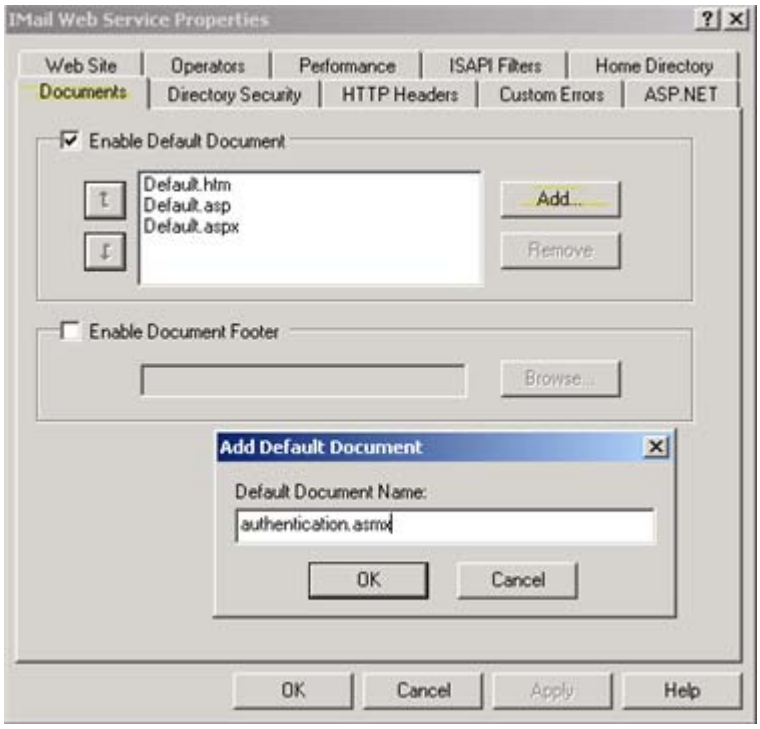
"`c:\Program Files\Ipswitch\IMail\IMailWebService`" (default installation path)



8 Default settings "Read" and "Runs scripts" are all that are necessary, click Next to complete the wizard.



9 Once the web site has been successfully created, select and right click on the new web site and select properties. Select the document tab, and click "add" button, to add "authentication.asmx" as a default web page for your new web site.



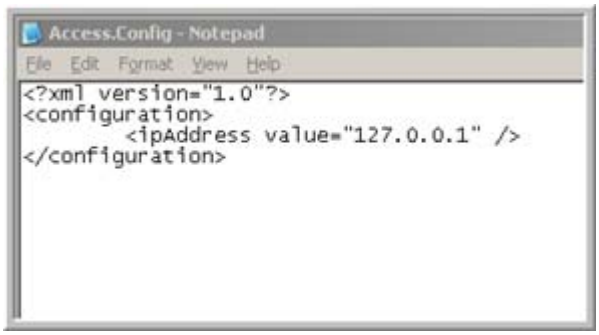
Click "OK", and go to *Step 3. Configure your Access.config.* (on page 19)

Step 3 - Configuring Access.config

Once the IMail Web Service has been successfully installed, the access.config must be updated to allow authentication functionality between the IMail Server and your MailArchiva Server.

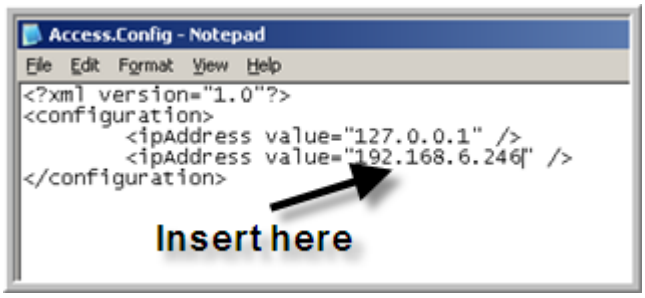
The IP address of the your MailArchiva Server must be inserted into the access.config, as follows:

1. "access.config" is located under your IMail Server folder. Using windows explorer go to `"c:\Program Files\Ipswitch\IMail\IMailWebService\App_Data"` (default installation path)
2. Open and edit `"access.config"` using Notepad



Note: If the IP Address 127.0.0.1 does not exist as in the above example, it must also be inserted.

3. Copy and paste `"<ipAddress value="127.0.0.1" />"` directly underneath and replace the 127.0.0.1 with your MailArchiva IP Server Address.



4. Save, and go to **Verifying IMail Web Service** to validate authentication.

Step 4 - Verifying IMail Web Service

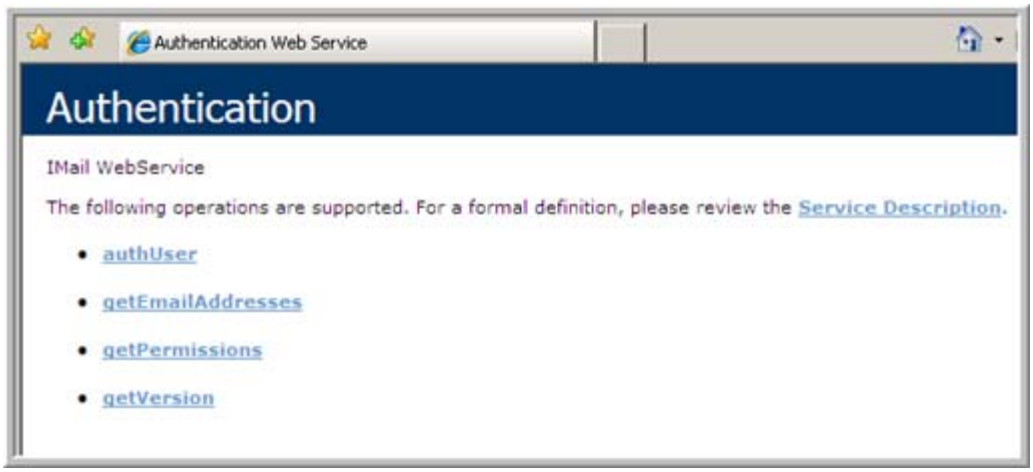
To verify that The IMail Web Service is correct, the following steps can be done to verify basic authentication functionality.

Verify IMail Web Service

1. Login as a system administrator or to an account with system administrator permissions.
2. Go to **Start > Control Panel > Administrative Tools > Internet Information Manager** (IIS), this will open to Internet Information Manager (IIS) panel.
3. Open the folder tree on the left and search for the **IMail Web Service** under **Web Sites.**

4. Highlight **Authentication.asmx**, right click and select **Browse**.

5 Selecting "Browse" will bring up the following page in your default web browser.



Verifying getVersion

To verify that the IMail Web Service is correct, the IMail version should display the IMail Server version as follows:

Verifying Version

1 Click on "getVersion" link, the bottom link on the Authentication screen

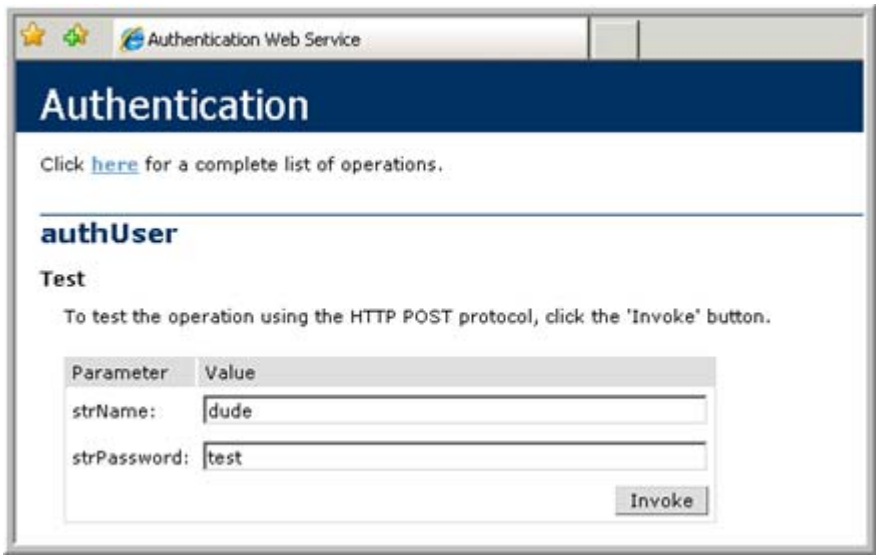
2 **getVersion** page appears, click on **"Invoke"** button.

3 IMail version should appear as displayed above. "X" out of this browser window and return to Authentication page, by clicking on link for List of operations or simply click on browser back button.

Verifying authUser

To verify that the IMail Web Service is correct, the IMail version should correctly authenticate a user that exists on your IMail Server as follows:

1 Click on "authUser" link, the top link in the list on the Authentication screen



2 **authUser** page appears, enter valid IMail account user, and password, and click on **"Invoke"** button.

3 IMail version should appear as displayed above. "X" out of this browser window and return to Authentication page, by clicking on link for List of operations or simply click on browser back button.

Troubleshooting Web Service Issues

To assist in possible issues with the initial creation of your IMail Web Service for authenticating to your MailArchiva Server.

Authentication Issues

1. On browsing "Authentication.asmx", and the authentication page does not display.
   - Testing for authentication will only work on the localhost.
   - Verify that Access.config contains the correct IP address of your IMail Server.
   - Try restarting your IIS services, and try again.
2. If your **"getVersion"** link does not display a version.
   - Testing for authentication will only work on the localhost.
   - Try restarting your IIS services, and try again.
   - Be sure that your "access.config" file contains your IMail Server IP address.
   - If a "repair" or "upgrade" was made to your IMail Server, delete your IMail Web Service in IIS manually, and re-run the "ArchivingConfigure" utility to re-create the IMail Web Service.
3. If your **"authUser"** link does not display correctly.
   - Testing for authentication will only work on the localhost.
   - Verify that this user is a valid active user on your primary domain of the IMail Server.
   - If a "repair" or "upgrade" was made to your IMail Server, delete your IMail Web Service in IIS manually, and re-run the "ArchivingConfigure" utility to re-create the IMail Web Service.

Step 5 - Installing MailArchiva

1 **Install MailArchiva**

Run the MailArchiva Server Setup and follow the instructions on screen. It is strongly recommended that you install both the MailArchiva Server and Application Server components. In the event that you wish to install the server application on an existing instance of Apache Tomcat, you may install the .WAR file on its own.

2 **Check Availability of Port 8090**

By default, MailArchiva uses port 8090. Before starting the server, ensure that port 8090 is not being used by another application. You can do this by typing `"netstat -abn"` from the console. If port 8090 is in use, edit the following file:

```
"C:\Program Files\MailArchiva\Server\conf\server.xml"
```

and change all references from “8090” to the desired port.

3 **Install the License File**

After installation, it is necessary to install the license.lic file sent to you via e-mail. Copy your license file to the following location:

```
MailArchiva\Server\webapps\mailarchiva\WEB-INF\classes
```

4 **Start MailArchiva Server**

- The MailArchiva application appears in the Windows task tray. Double click the MailArchiva located in your task tray and click **Start**.
- Verify that the **Service Status** is "Started".
- Login to MailArchiva console by clicking **Start** > **Program Files** > **MailArchiva Console Login**. The MailArchiva login window appears. The MailArchiva service can also be controlled directly from the Windows Control Panel.

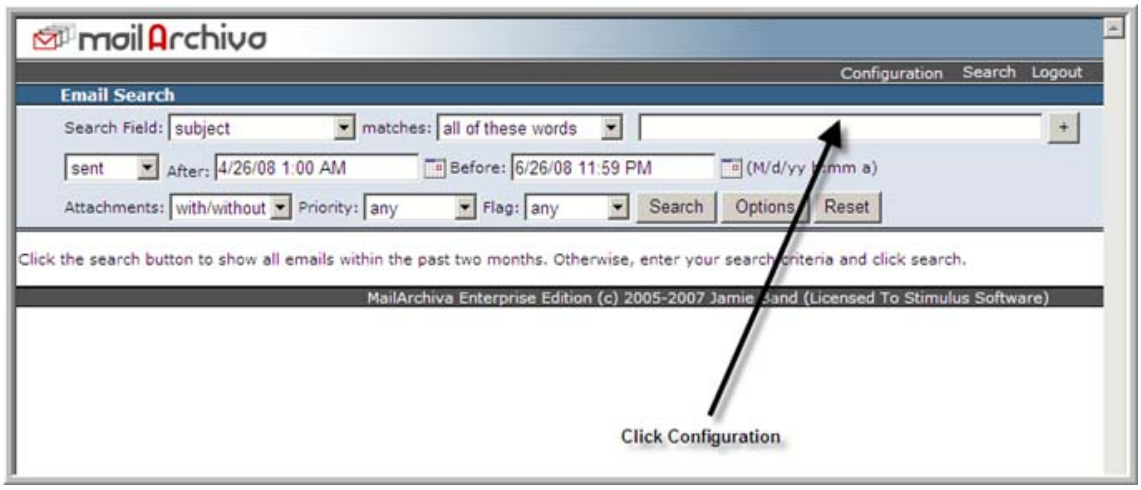
Click the **Login** button. User Name and password are not required if there are no existing users.

Step 6 - MailArchiva Server Configurations

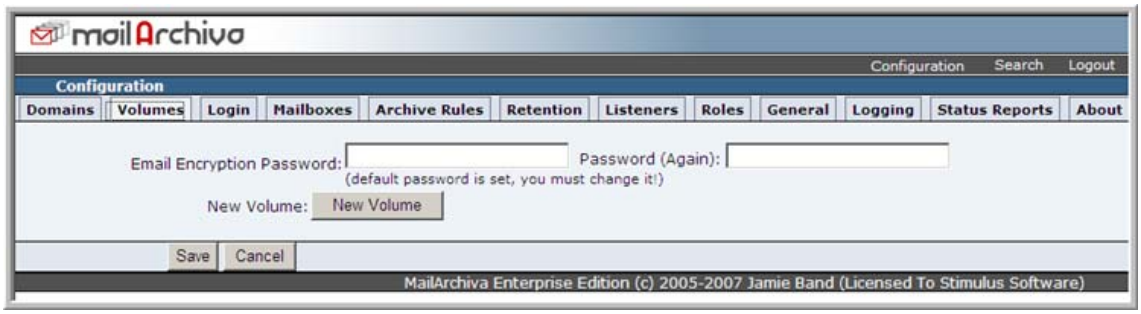
Configuring MailArchiva Server Settings

This final step involves configuring the server. The following tasks are necessary before the server is ready to start archiving e-mails:

- **Setting an encryption password.** All e-mails are stored encrypted using triple DES password-based encryption. Before using the server to archive e-mails, you need to choose and enter an E-mail Encryption Password. Click on **Configuration** once logged into MailArchiva.



- Click on the **Volumes** tab of the **Configuration** screen.



Bear in mind, the password you enter is irrecoverable, so it is very important that you remember it. Furthermore, since the password holds the key to your archived e-mails, you need to ensure that the password is kept highly confidential and secret. It is also important to bear mind that you cannot change the password once the server has begun to archive e-mails.

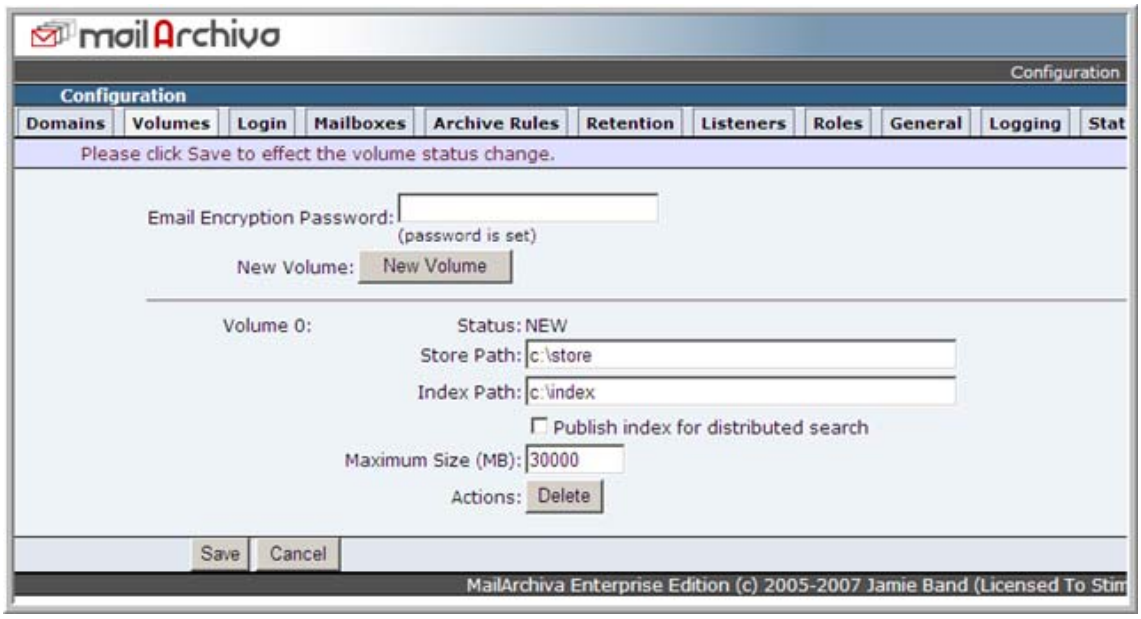
Once you have set the encryption password, it is essential to backup the file server.conf located in mailarchiva\server\webapps\MailArchiva\WEB-INF\conf from the root of your MailArchiva installation directory. This file contains your password and a specific salt value used for e-mail encryption purposes. If you lose either of these, you will be unable to access the e-mails archived by the server in perpetuity!

Warning: It is of paramount importance that a backup of the server.conf configuration file is made and stored in a secure location.

- **Creating one volume**. Archived e-mails are organized into one or more volumes. Each volume consists of an index and a store. The index is used to enable auditors to perform efficient search queries on the archived data. The store consists of multiple sub-directories where the archived information is kept.

  When a creating a volume, the index path and store path can refer to any location on one or more hard disks. Furthermore, volumes are defined in terms of their order of preference. When a volume has reached its size limit, the server will automatically switch over to the next available volume on the list. This mechanism allows one to archive information on multiple hard disks, without necessitating manual intervention.

  To create a volume, click the **"New Volume"** button in the **Configuration** screen.



Enter a path for the store and index (e.g. “c:\store” and “c:\index”). If you have created more than one volume, click the “Up” and “Down” buttons to organize them according to your order of preference.

Once you have created a volume, you will notice that it is assigned the **“NEW”** status, as described in Table 5 below. Volumes have a life cycle of their own. Once the archiving process begins, the server will automatically switch over to the first unused volume on the list. This volume will become the active volume until such time as its maximum size is exceeded, the disk is full, or you explicitly close the volume. Once a volume is closed, no further data can be written to it and it cannot be reopened.

If at any stage during the archiving process, the server finds that an active volume is not available, it will always activate the next unused volume on its list. Assuming there are no remaining unused volumes available, the server will stop the archiving process until such time as a new volume is added.

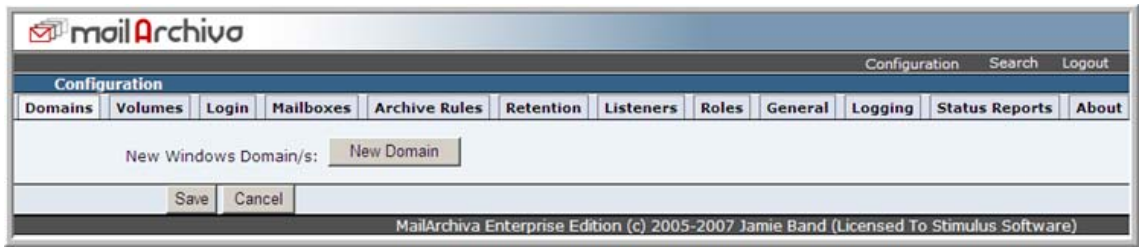
Volume Status	Description
NEW	The volume has just been created and has not been saved.
UNUSED	The volume has been saved but it does not contain any information.
ACTIVE	The volume is currently being used for archiving purposes.
CLOSED	The volume is searchable, however, no further information can be written to it.
UNMOUNTED	The volume is not searchable, nor can it be made active.
EJECTED	Volume was removed without explicitly unmounting it.
REMOTE	The volume’s index resides on a remote machine. The volumes store must still be held locally.

Table 5 Volume Status

When using removable disks, it is not recommended to remove the disk containing the active volume data without closing the volume first. You may remove any physical disk containing a closed volume. When doing so, is it usually a good idea to explicitly unmount the volume, although this is not absolutely necessary.

When users search for e-mails, the search is conducted across all active and closed volumes. In the unlikely event that a volume’s search index is corrupted, it can be regenerated. Re-indexing is a time consuming process and is only recommended in the event of data loss.

- **Adding your local domains**. When configuring MailArchiva for the first time, you need to add one or more of your IMail Server domains. Click on the Domains tab on the **"Configuration"** page.



Click **"New Domain"**.

An example domain is "company.com" or "company.local". The entered domains are used by the server to assess whether the origin and destination of e-mails are internal or external to your IMail Server. When applying archive rules, the server will match the domain of a given e-mail address with all of the domains entered here. If your IMail Server has a domain called "company.local" and a virtual domain called "company.com", you need to include both these domains.

- **Configure Server Address.** Select the **Login Tab** from the Configuration page.

Default Login Domain. Enter your IMail Server domain name

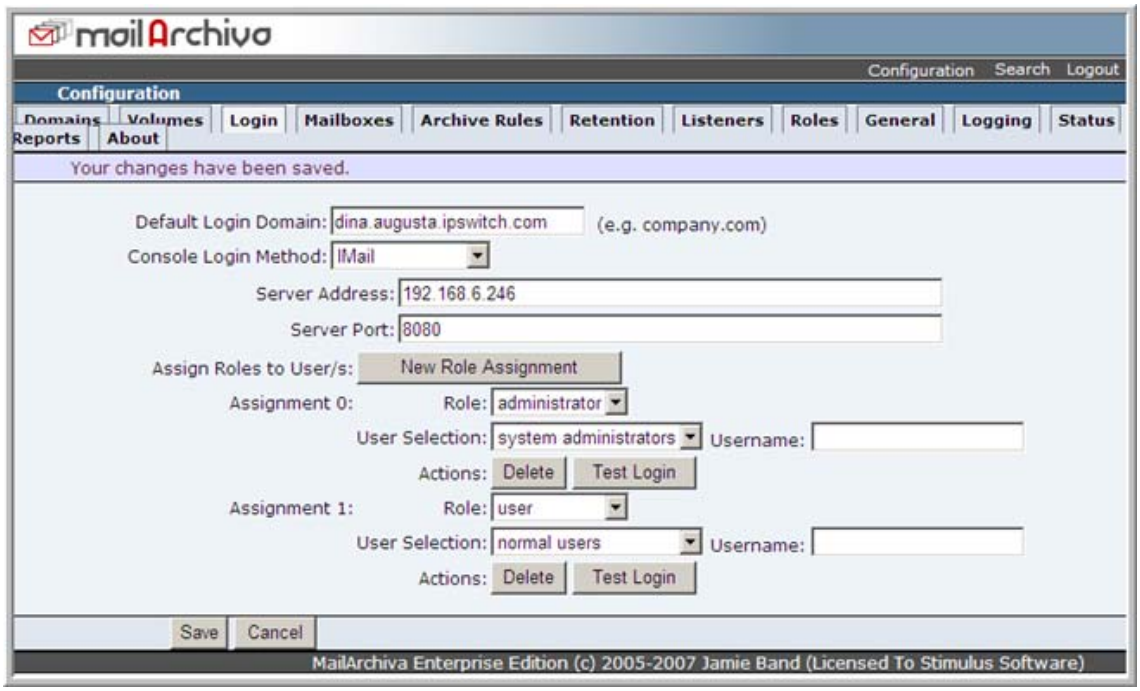
Console Login Method. Select **"IMail"** from drop down menu.

Server Address. Enter IMail Server IP Address.

Server Port. Default is 8080.

Click **Save**.

- **Configuring Administrators and Users**. Click **"New Role Assignment"** button.



Role. Set drop down menu to "administrator".

User Selection. Set drop down menu to "system administrators".

Click **Save**.

Click **"New Role Assignment"** again, to also create allow Normal Users.

Click **Save**.

Test Login. Once the role assignments have been saved, click `"Test Login"` to ensure that your user roles have been configured correctly. Verify that an IMail System Administrator and/or Normal user can login. Should authentication fail, verify that your IMail Web Service is functioning correctly.

For further instructions with assistance on with configuring your MailArchiva Server refer to the *MailArchiva Enterprise Edition Administration Guide* (http://docs.ipswitch.com/_Messaging/Archiving/MailArchivaAdminGuide.pdf).

Step 7 - MailArchiva Archiving System Settings

After downloading and installing MailArchiva the following settings in your **IMail Server** > **System** > **System Settings** must be enabled for archiving to begin processing correctly.

Important: The IMail Web Service is not installed by default, and is required when using MailArchiva. *Installing IMail Web Service* (on page 13).

Recommended IMail Server Archiving System Settings for MailArchiva

Log in to the Web Administration page after your IMail Web Service was successfully created, and go to **System** > **System Settings**.

MailArchiva recommends using the SMTP-based archiving transport mechanism. This mechanism delivers e-mail to the archiving engine by way of an SMTP Server. Enter the following information:

- **SMTP-based**. Select this radio-box to enable.
- **Server**. Enter the SMTP Server domain name or the valid IP address of the SMTP gateway server.
- **Port**. Default port setting for MailArchiva SMTP Server is 8091. If this port number cannot be used do to conflicts then settings in your MailArchiva configuration settings must be modified. See your *MailArchiva Administration Guide* (http://docs.ipswitch.com/_Messaging/Archiving/MailArchivaAdminGuide.pdf) for detail information on these modifications.
- **Recipient**. Default recipients is `"archive@mailarchiva.com"`.
- **Archive Orphaned Messages**. By default, orphaned files are not archived.

Tip: Be sure to restart your IMail SMTP and Queue Manager services after saving your archive settings.

MailArchiva Tips and Recommendations

Note: A utility exists to archive all current e-mail messages. This utility called **"archive.exe"** and can be located under ...\IMail directory.

- MailArchiva installation is not recommended on a FAT drive.
- MailArchiva recommends installing on a separate machine from the IMail Server, unless the IMail Server has less than 250 with low volume traffic.

CHAPTER 5

Sonian

In This Chapter

About Sonian 31
Steps to Start Sonian and your IMail Server 32
Step 1 - Sonian Subscription 32
Step 2 - Creating Sonian Account 33
Step 3 - Enabling SMTP with Sonian 35
Step 4 - Sonian Archiving System Settings 35

About Sonian

Sonian is a hosted archiving technology pioneer, combining ultra- reliable grid utility storage and elastic virtual computing resources with modern “web 2.0” technology and design methodologies to offer:

Unlimited Storage

Sonian has no hidden fees and all subscription plans include unlimited storage.

No Training Required

Sonian user interfaces are intuitive for all skill set levels. Extensive self-service online training videos guide users through all tasks. Administrators use self-service web UI’s to configure the system without the need for systems engineers.

All Data Searchable at All Times

Sonian keeps all data online and immediately accessible for searches. Other hosted archive vendors, migrate your older data to off-line or near-line storage systems. This dramatically increases the amount of time required to search.

Storage Resource Management Operations

The Sonian Archive system is designed to accommodate both compliance archiving (FRCP, SEC & HIPAA) as well as storage resource management. Archive everything for all users, or allow users to archive just the data they want to keep.

Additional Highlights:

- Completely Setup and Configured in just minutes
- Defense Department standard AES and SSL used for encryption.
- Replication to up to 10 data centers with a documented 99.99% up-time SLA
- Predictable LOW costs with our per mailbox fee inclusive of unlimited storage
- ... and free no obligation trials

Steps to Start Sonian and your IMail Server

Important: IMail Server v10.01 or later must be installed to be properly configured with Sonian.

- **Step 1. Sonian Subscription**. *Step 1 - Sonian Subscription* (on page 32)
- **Step 2. Creating Sonian Account**. *Step 2 - Creating Sonian Account* (on page 33)
- **Step 3. Enabling SMTP with Sonian.** *Step 3 - Enabling SMTP with Sonian* (on page 35)
- **Step 4. Update your IMail Archiving System Settings.** *Step 4 - Sonian Archiving System Settings* (on page 35)

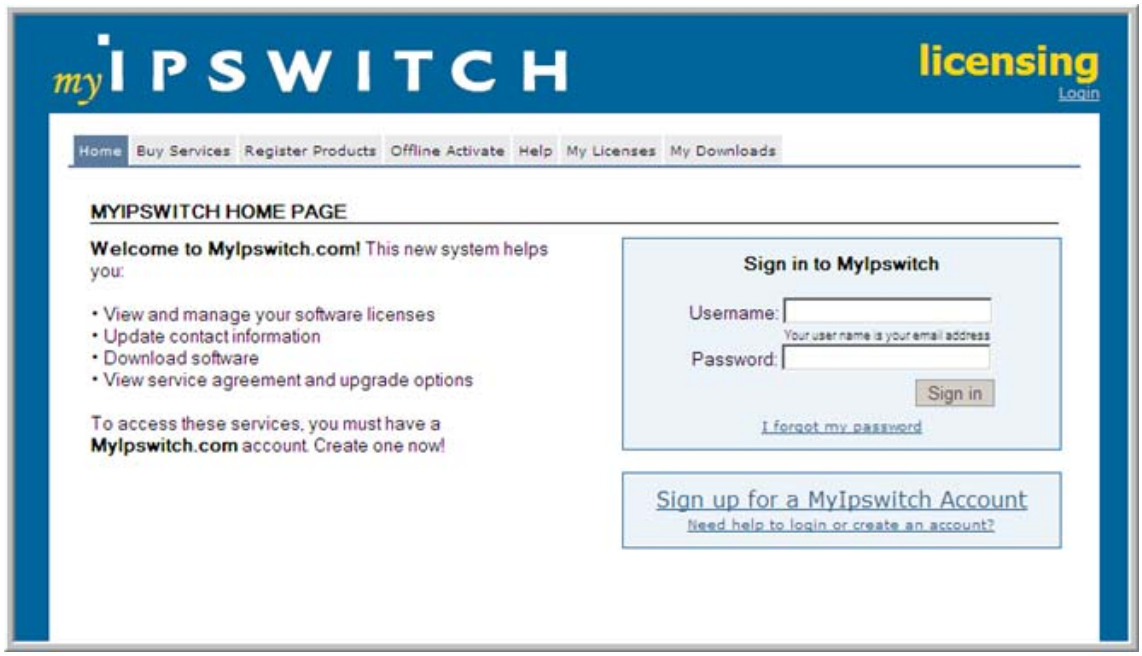
Step 1 - Sonian Subscription

Important: IMail Server v10.01 or later must be installed to be properly configured with Sonian.

Purchasing a Sonian Subscription

- Go to *http://myipswitch.com* (http://myipswitch.com).
- Log in with your Username and password.
- Click on **"Buy Services"** tab

Note: There is No download information for Sonian subscriptions



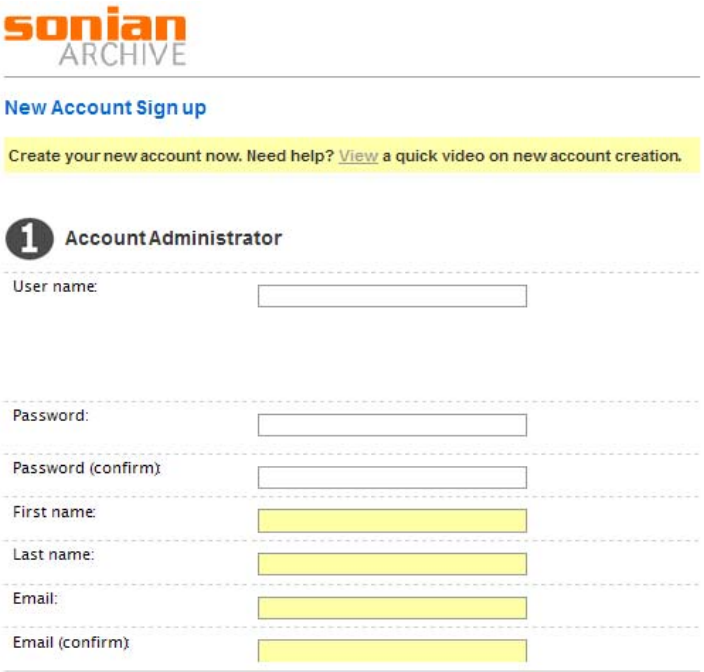
Step 2 - Creating Sonian Account

Important: IMail Server v10.01 or later must be installed to be properly configured with Sonian.

After successfully creating a Sonian subscription within *http://myipswitch.com* (http://myipswitch.com):

- Select the **"My Licenses"** tab.
- Locate your Sonian subscription and click **"Manage this license"**.
- This will display the **"Additional License Information"** page, which will display the number of users purchased for your subscription.
- Also displayed will be a Sonian Registration link, *https://new.ipswitcharchive.com* (https://new.ipswitcharchive.com)
- Click on this link to begin your Sonian Account Registration.

Tip: *Sonian Getting Started Guide* (http://docs.ipswitch.com/_Messaging/Archiving/SonianGSGv5.pdf)



Step 3 - Enabling SMTP with Sonian

Important: Sonian does not use the IMail Web Service, and does not need to be installed.

The following steps are necessary to subscribe and enable SMTP with your IMail server.

Enabling SMTP in your Sonian Account

1. Login to your Sonian account.
2. If upon logging in you do not have an Account tab:
   - Click on MyArchive located in the upper right corner,
   - then click on Admin in the upper right corner.
3. Click on the Account tab, and then set the "Enable SMTP Integration" check box and click "Update Account".
4. Click on the Collectors tab, and locate the "Configure SMTP Collector" button on the right side of page.
5. This will display your SMTP mailbox needed for the above System Settings > SMTP-based setup.
6. Also note that you have capability to allow only a specific range of IP's into your archiving system.

Related Topic

Sonian Getting Started Guide
(http://docs.ipswitch.com/_Messaging/Archiving/SonianGSGv5.pdf)

Step 4 - Sonian Archiving System Settings

Important: Sonian does not use the IMail Web Service, and does not need to be installed.

Recommended IMail Server Archiving System Settings for Sonian

Log in to the Web Administration page after you have successfully set up your Sonian subscription, and go to **System > System Settings**.

Sonian can handle either the SMTP-based or the Mailbox-based archiving transport mechanism.

Mailbox-based setup

- **Mailbox-based**. Select this radio-box to enable.
- **Recipient**. Location of mailbox that will accept all archiving. This recipient can be any valid user on the primary domain.
- **Archive Orphaned Messages**. By default, orphaned files are not archived.

SMTP-based setup

- **SMTP-based**. Select this radio-box to enable.
- **Server**. Server setting must be the assigned server name given by Sonian.
- **Port**. Currently the port setting requires port 25.
- **Recipient**. Location of mailbox that will accept all archiving. This recipient can be any valid user on the primary domain.
- **Archive Orphaned Messages**. By default, orphaned files are not archived.

CHAPTER 6

For More Assistance

Ipswitch Support

The Ipswitch Support Center provides a multitude of product related resources such as Knowledge Base articles, peer support forums, patches and documentation downloads. It also lists Ipswitch's Technical Support staff's contact information, hours of operation, and information about service agreements. You can access the support center at *http://www.imailserver.com/support/* (http://www.imailserver.com/Support/)

IPSWITCH IMail Server

Ipswitch.com

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Products | Solutions | Resources | Support | Downloads | Partners | Sitemap

IMail Server Technical Support Center

Latest Version - IMail 10.01

Help & User Guides

- IMail 10.01 - Getting Started Guide [PDF format]
- IMail 10.01 - Web Admin Help [HTML format]
- IMail 10.01 - Web Client Help [HTML format]
- IMail 10.01 Release Notes [HTML format]
- Symantec Premium Anti-Virus Getting Started Guide [PDF format]
- BitDefender Standard Anti-Virus Getting Started Guide [PDF format]
- Symantec Premium Anti-virus Release Notes [HTML format]
- BitDefender Standard Anti-virus Release Notes [HTML format]
- WorkgroupShare Release Notes [HTML format]
- Instant Messaging Release Notes [HTML format]
- Previous User Guides

Contact Technical Support

Technical Support is available to registered owners of Ipswitch products which are within warranty (60 days from date of purchase), or covered by an active Service Agreement. Contact us via email or telephone. You can purchase a Service Agreement here, which includes 12 months of unlimited support and all upgrades.

Evaluators please submit questions via email or contact the IMail Sales team.

Communicate with other IMail Server Users

- IMail Server Forum
  Ipswitch has created this forum to enable you to share IMail Server product ideas and experiences with other users online. The Forum is generally unmoderated, but we will occasionally post comments. If you require direct Ipswitch assistance, please contact support.
- Product Discussion List
  Email-only IMail Server discussion list. [archives of previous posts]

Latest Knowledge Base Articles

- Upgrade an existing IMail Server to IMail Server v10
- How to Activate IMail 10
- What's New in IMail Server 10
- How to customize the Web Messaging Lite templates
- How to create a new language in IMail 10 Web Messaging
- How to switch scan modes in premium AV
- IMonitor service missing after upgrade to IMail 10
- How to do Single Sign On with IMail 2006+
- Customizing Web Messaging in IMail 2006 and IMail 10
- Import appointments into the new IMail 10 Web Calendar

Anti-Spam Information

If you have received **spam** that you would like to submit to Ipswitch for inclusion in our next update, please send a copy of the message to reportspam@ipswitch.com

If you have received **false spam** that you would like to have removed from our next update, please send a copy of the message to falsespam@ipswitch.com

Download the latest configuration files, updated phrase-lists, updated statistics and updated blacklists to keep your anti-spam current. [Anti-Spam updating instructions]

Black List Policy - Find out how we create our URL Domain Black List.

Online Resources

- Patches and Upgrades - Registered users for the current major version of a product may obtain patches and minor updates within that version. Upgrades to the next major version of a product are available only under warranty or Service Agreement.
- Utilities - These applications for IMail Server help you to add and manage users, aliases, lists, and more.
- Product Lifecycle definitions and current status of each version of our products.
- Support Policies - Important information about Ipswitch's Support Policies
- DNS Help - Helpful information on DNS terms and definitions, DNS and IMail, and links to DNS resource sites.

Search Our Knowledgebase

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Quick Links

Technical Support Center
Customer Care Center
Service Agreement Renewals
Patches & Upgrades
Testimonials
Frequently Asked Questions

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